



WOOD'S HOMES

May 2026

Every Click Counts: Turning Heavy Administrative Burden into Impactful Case Management

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Please take a moment to share your comments, insights, and experiences – we will have collective discussion and review throughout the presentation.

Every Click Counts Workshop





Clients:

Have complex trajectories

that often vary in frequency, duration, and purpose

Have evolving needs

that reflect changing goals, needs, and safety considerations

Don't want to repeat themselves

by being asked the same questions at all entry points to service

**Our
Response:**
*Centre around
the concept of
continuity of
care*

**A 'bookend'
administrative
service**

*that helps create
'chapters' of service
access*

**A 'grow-with-
client' primary
form**

*that captures
changes in needs,
risks, goals as
relevant*

**Make key
information
readily available**

*so staff can easily
discern historical
and current
information across
service types*

Client Case

ID 8757
 Case Status Open
 Open Date Jul-29-2025
 Closed Date
 Annual Income 0
 Family Size 1
 File No

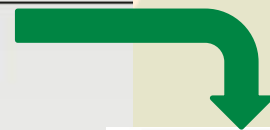
Members
 Sample Client ⚠️ 📞
 403-555-0187

Service Files

All Open Only 7 of 7

Service	Event	Primary Worker	Presenting
IOH Case Management	0/1/1	Simeonidis, Sam	Sample Client
IOH Essential Drop-In Supports	0/1/1	Nagtalon, Gabrielle Mischa	Sample Client
IOH LEAD Employment Supports	0/1/1	Nagtalon, Gabrielle Mischa	Sample Client
IOH New Horizon Housing Supports	0/1/1	Nagtalon, Gabrielle Mischa	Sample Client
IOH Recovery Supports	0/3/3	Nagtalon, Gabrielle Mischa	Sample Client
IOH YCAP Vocational Training	0/1/1	Nagtalon, Gabrielle Mischa	Sample Client

A centralized file



Where key case management can be collected over time by various staff as applicable.

Services Accessed IOH Essential Drop-In Supports IOH LEAD Employment Supports IOH Mental Health Supports IOH New Horizon Housing Supports IOH Recovery Supports IOH Work Experience IOH YCAP

INTAKE

IOH Essential Drop-In Supports

Access Date: Mar-27-2026

Agreed to Expectations: Yes No

Date Completed: Mar-27-2026

CAA ROI: Yes No

Date Completed: Mar-27-2026

FOIP Completed: No Data to Display

Subsequent Stays

Agreed to Expectations: Yes No N/A

Date Completed: Mar-11-2026

IOH LEAD Employment Supports

What type of employment are you interested in?
 test

How long have you been unemployed?
 A few weeks 6-12 months Over 2 years Currently employed/underemployed
 1-5 months More than a year Looking for my first job

Source(s) of income to date:
 None Under the table cash jobs AISH/PDD Other
 Regular employment AB Works CFS N/A
 Temp agency work Family assistance

Check off what support you would like from this program:
 Resume Help Interpersonal Skills Certificate Training Financial Literacy
 Interview Skills Conflict Resolution Customer Service Skills Other
 Job Search Guidance Culinary Interest Motivation N/A



Staff:

**Want to spend
time with
clients**

*not doing
paperwork*

**Are
overburdened
administratively**

*and don't want to
navigate confusing
data tracking
systems*

**Want work to
feel impactful**

*and see meaningful
results through
what they track*

**Our
Response:**
*Follow the Law
of the Lowest
Common
Denominator*

Proportionality

*between client's time
in service and case
man. required*

**Reduce
duplication**

*by increasing
collaboration
across multi-service
teams*

**Anchor in data
ethics**

*and track what is
most crucial to
guide care*

Centralized, Readily Available Consent and Safety

Demographics

Name Sample Client

Date of Birth Jan-01-1914

Preferred Name SC

Pronouns They/Them

Gender Female

CFS Involvement Yes

Guardianship Status Apprehension Order

Ethnicity Indigenous (Canada)

Indigenous Heritage Bearspaw

Indigenous Identity Yes

Spirituality Agnostic

Citizenship Canadian Citizen Permanent Resident Protected Status Refugee

Mental Health Concern Confirmed Suspected Unknown None N/A

Consents and Safety

Allergies/Reactions
peanut allergy

Substance Use Historical Current Suspected Confirmed
N/A

General Consent for Services Signed **Date Completed**
 Yes No Mar-27-2026

Individual Client Risk Assessment Completed **Date Completed**
 Yes No Mar-27-2026

FCSS **Date**
 Yes No Mar-27-2026

Medical Conditions
-anxiety and depression diagnosis
-asthma

Is client pregnant? **Expected due date**
 Yes No N/A

Home Safety Risk Assessment Completed **Date Completed**
 Yes No N/A Mar-26-2026

Pre-Admission Risk Matrix Completed **Date Completed**
 Yes No N/A Mar-27-2026

Suspensions

Start Date	Length	Reason
Mar-27-2026	2 weeks	example

Re-Entry Process

Return Date	Completed LSI?	Approved by Manager (Name):
Mar-27-2026	<input checked="" type="checkbox"/>	test

Drop-in services

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INTAKE

IOH Essential Drop-In Supports

Access Date: Mar-27-2026

Agreed to Expectations: Yes No

Date Completed: Mar-27-2026

CAA ROI: Yes No

Date Completed: Mar-27-2026

FOIP Completed: No Data to Display

Date Completed:

Subsequent Stays

Agreed to Expectations: Yes No N/A

Date Completed: Mar-11-2026

IOH Mental Health Supports

Date: Mar-25-2026

Purpose of Session:

- Brief Therapy
- Crisis Counselling
- Safety Plan
- High Risk Plan
- Case Consultation
- Other
- N/A

Longer Term Services

IOH LEAD Employment Supports

What type of employment are you interested in?
test

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Source(s) of income to date:
 None Regular employment Temp agency work Under the table cash jobs AB Works Family assistance AISH/PDD CFS Other N/A

Check off what support you would like from this program:
 Resume Help Interview Skills Job Search Guidance Interpersonal Skills Conflict Resolution Culinary Interest Certificate Training Customer Service Skills Motivation Financial Literacy Other N/A

What have been the barriers to you maintaining employment in the past? Check all that apply:
 Unstable housing Addictions Transportation School Anxiety Physical health Depression Confidence level No knowledge of how to find work No work clothes Justice system N/A

IOH Recovery Supports

Sex at birth: Female Male Intersex

Cultural/spiritual identity: test

Support needed:
 Safety plan Treatment/detox Psychoeducation Harm reduction Wellness activities Coping skills Probation Other N/A

Primary Substances or Behaviours:
 Alcohol Cocaine Cannabis Psychedelics Prescriptions Gambling Amphetamines Inhalants/solvents Opioids Tobacco Sex Shoplifting Workaholism Electronic use Shopping Porn Fire-setting Eating disorder Other N/A

Barriers for Support:
 Transportation Housing Mental health Mobility & accessibility Employment Natural supports Justice involvement Other N/A

Type of learner: Visual Auditory Kinetic Other N/A

Appointment frequency: Weekly Biweekly Once a month Other N/A

Preferred meeting location: In-program Community Other N/A



Data Systems:

**Can feel
disconnected**

*from how/why
work is carried
out*

**Are often 'one-
way' roads**

*and do not feel like
they offer flexibility
or accommodation*

**Seem
incohesive**

*with a divide
between the
technical and the
practical*

**Our
Response:**
*Prioritize staff
buy-in,
experience*

**Be curious, ask
why**

*and I mean a lot;
understand the
heart of the work,
passion, complexity*

**Partner with
active
practitioners**

*by including staff
input at all phases;
consider soft
launches*

**Validate +
Support**

*administrative
workloads,
especially during
large transitions*