# Responding to Complexity: A System-Driven Approach to ABI Crisis Case Management

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# System Level Perspective

## What We Were Seeing Across the System



- Referrals involving ABI and situational crisis
- Individuals falling between traditional ABI, mental health, housing, and social service systems
- Limited options for rapid, short-term intervention
- High wait times for community ABI services

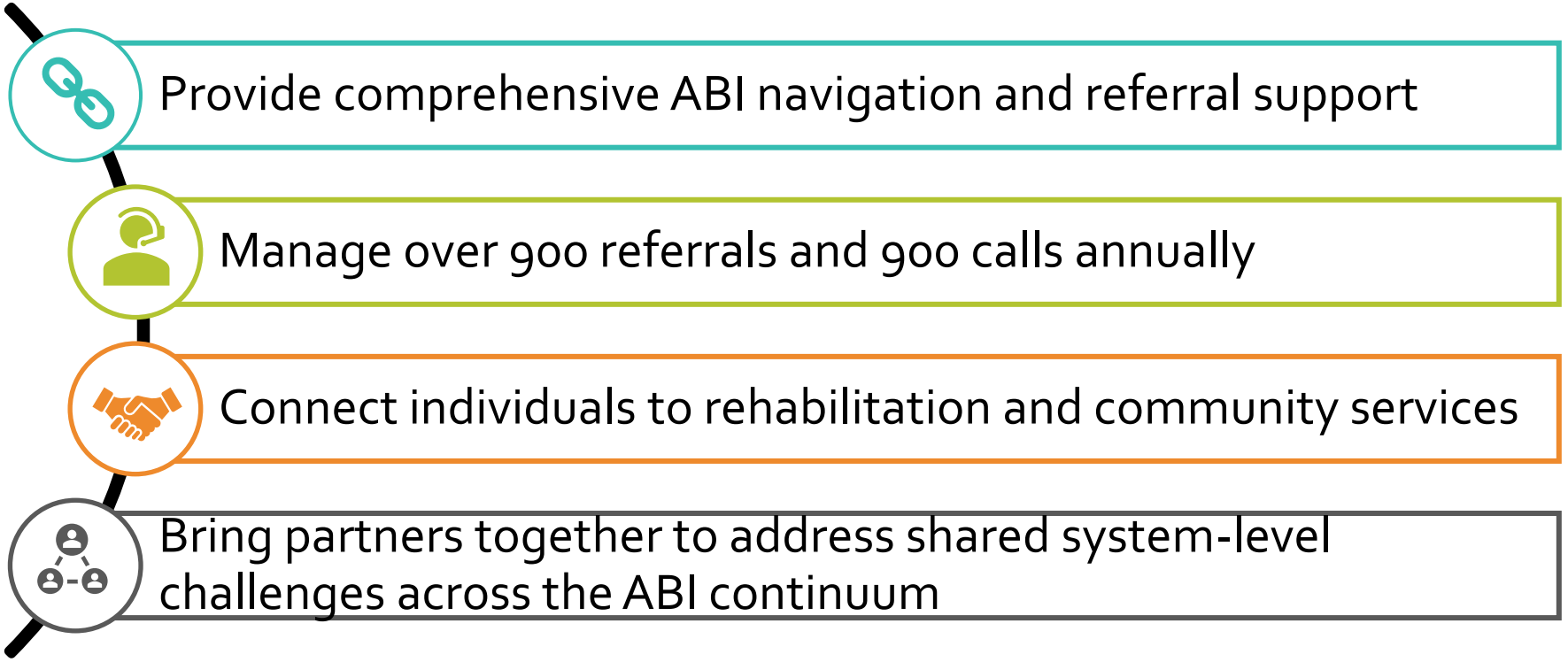
## Key Challenges



- Risk of hospitalization, homelessness, justice involvement or caregiver breakdown
- Complex presentations requiring coordination across sectors

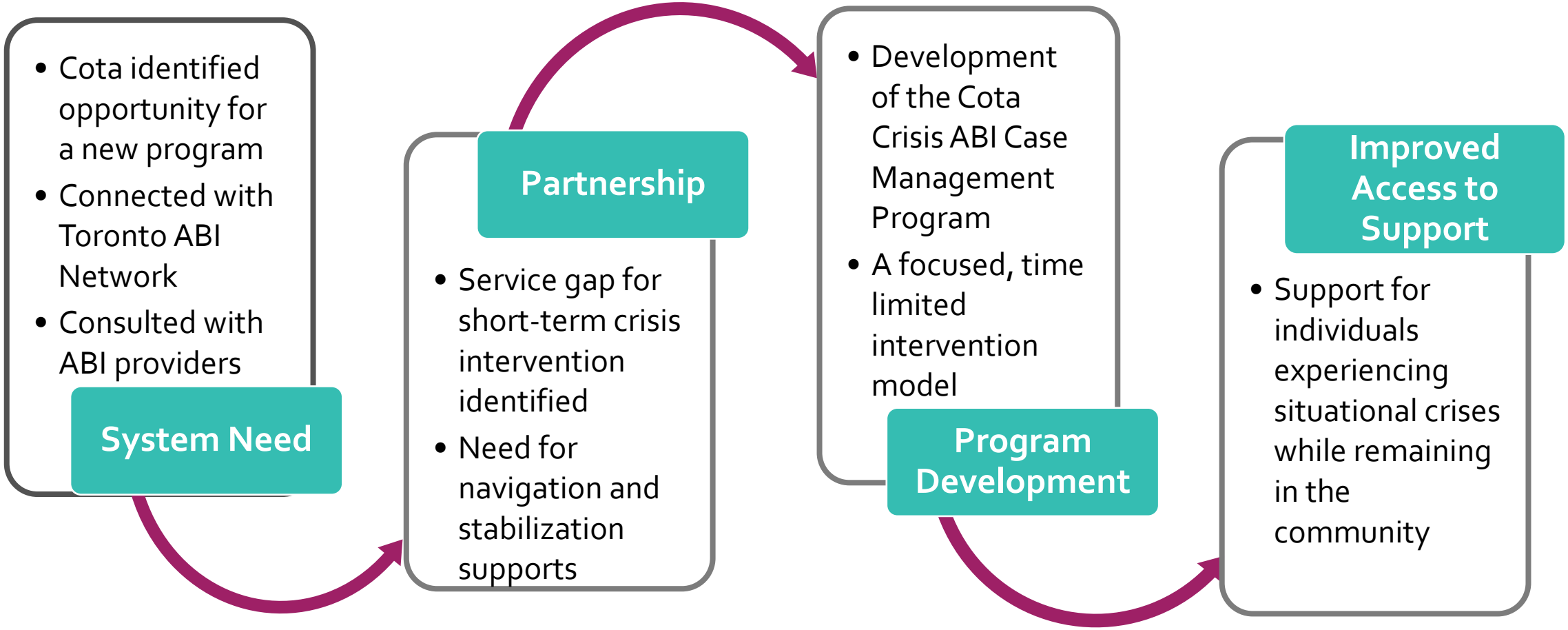
Toronto abi Network

Mission has been to provide leadership to advance equitable, accessible, responsive and quality care for persons living with the effects of brain injury.



# Identifying the Gap & Developing a Solution

## From Identifying Need to Collaborative Response



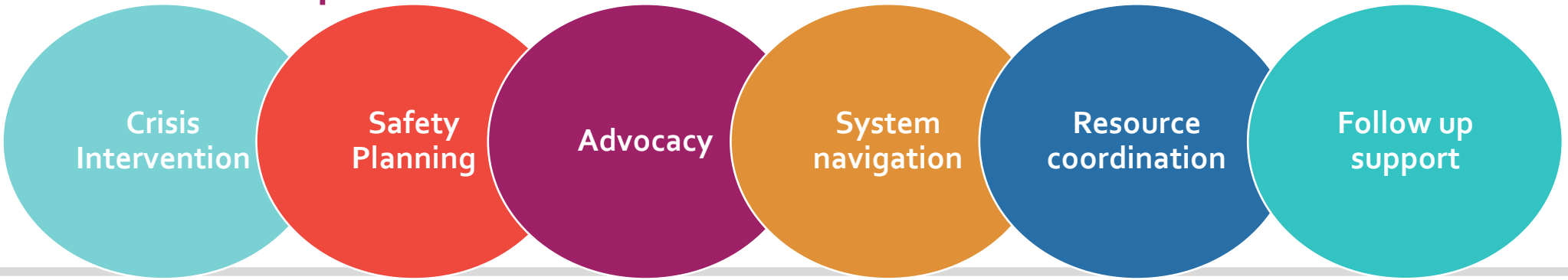
# Cota & The ABI Crisis Case Management Program

**Who We Are:** not-for-profit, community-based organization that supports adults with mental health & cognitive challenges.

**ABI Crisis Case Management Overview:** Provide rapid, short-term, community-based intervention for adults with ABI experiencing **situational crises**

- ✓ Unable to manage a crisis using usual supports and coping skills
- ✓ Temporary in nature
- ✓ A circumstance, that if not addressed could lead to potentially harmful outcomes
- ✓ Excludes situations that require immediate crisis support services, such as 911 or 211

## Core Service Components




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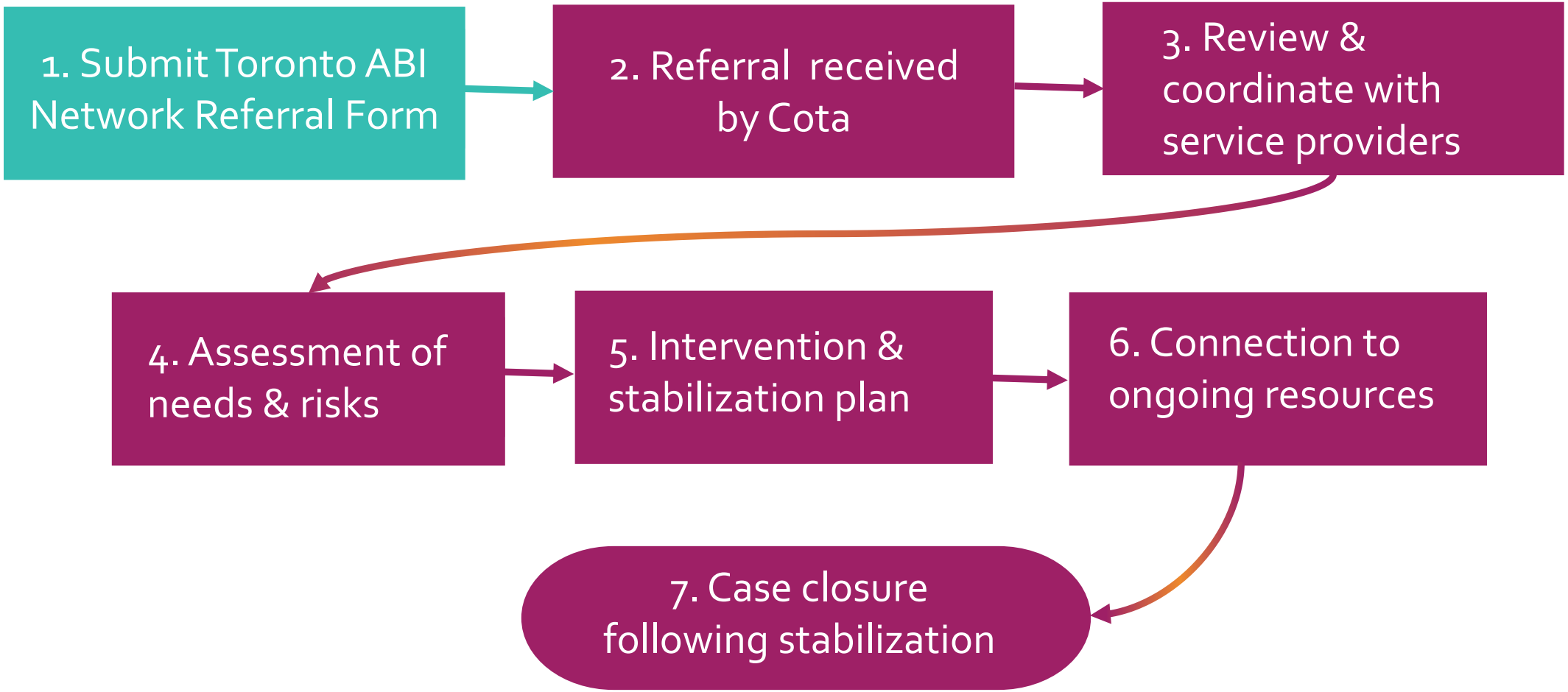
# Who is Eligible?

**People who:**



- Are between the ages of 16-64
- Are living with an acquired brain injury
- Reside within the City of Toronto
- Have no other services of a similar nature in place
- Have complex support needs that require short-term intervention & coordination

# The Program in Practice



# Program Activity:

(between December 2025- October 2026)

| | |
|---|---|
| Number of referrals to date | 47 |
| Number of discharges | 16 |
| Referrals not accepted | 15 |

# What We've Learned

- ✓ ABI-related crises often require cross-sector collaborations.
- ✓ Early intervention and coordination can help prevent crises from escalating.
- ✓ System-level gap identification can drive meaningful program development.
- ✓ Collaboration between Toronto ABI Network and Cota created a practical response to a previously unmet need.

# Thank You




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