



Executive Director's Report

Annual General Meeting 2024 / 2025:

September 25, 2025

Disponible en français

Table of Contents

Land Acknowledgement	3
Message from the Executive Director	4
Commitment to Equity, Diversity, and Inclusion (EDI)	5
Goals for 2025 – 2026:.....	6
Information Technology (IT)	7
Goals for 2025 - 2026:.....	7
Employee Safety	8
Goals for 2025 - 2026:.....	8
Infrastructure	8
Goals for 2025 - 2026:.....	8
Children and Youth Services Program	9
Stats for 2024 - 2025:	9
Goals for 2025 - 2025:.....	11
Developmental Services Ontario Hamilton Niagara Region	12
Stats for 2024 - 2025:	12
Goals for 2025 - 2026:.....	13
Passport Hamilton-Niagara Region	14
Stats for 2024 - 2025:	14
Goals for 2025 - 2026:.....	14

Land Acknowledgement

We respectfully acknowledge that the City of Hamilton is situated upon the traditional land of the Mississaugas of the Credit, Haudenosaunee, Erie, Neutral, and Huron-Wendat People.

This land is protected by the Dish with One Spoon, Wampum Belt Agreement between the Anishinaabe and Haudenosaunee. “The Peacemaker said that nation leaders should eat from this common dish, sharing one spoon and only taking what each one needs. No knife should be used as there should be no conflict and violence; everyone has an equal right to eat from the dish or harvest from the land’s bounty. There should always be something for others and future generations, and the plate should be kept clean.”

We further acknowledge that this land is covered under Treaty 3, Between the Lakes Purchase, originally negotiated in 1784 and updated in 1792. The Treaty, between the Mississaugas of the Credit and the British Crown, covers approximately 3 million acres of land between lakes Erie, Huron, and Ontario. Today, multiple cities, including the City of Hamilton, exist on this Treaty Territory. The present-day reserves for both the Mississaugas of the Credit and Six Nations exist within the original Haldimand Tract.

Settlers continue to have obligations of peace, friendship, and respect under this Treaty, and others.

At Contact Hamilton, we have a commitment to continue to learn about the Indigenous culture, and the land that we are situated upon.

Message from the Executive Director

Contact Hamilton is supported by dedicated and caring employees who are guided by Contact Hamilton's service values and principles of integrity, diversity, empathy, and accountability.

We are privileged to work in close partnership with our service provider partners, and funders, in support of children, youth, adults with developmental disabilities, their families and support networks. We are deeply committed to the people we support.

While we recognize the value of our work, we also acknowledge that there is so much more to do. As one part of a much larger system of social services for people, Contact Hamilton remains dedicated to supporting a collaborative, respectful and responsive social service system that effectively and compassionately supports people and their families. To this end, Contact Hamilton works at the local, regional and provincial levels with colleague agencies and Ministries. In addition, Contact Hamilton's Board of Directors began the process of strategic planning, and developed an engagement strategy to hear directly from individuals / families, service providers across sectors, and Contact Hamilton staff about how Contact Hamilton can enhance the role it plays. This feedback will inform Contact Hamilton's plan. We look forward to sharing the outcome of our strategic plan in the coming months.

I am pleased to present my Executive Director's Annual General Meeting Report for the fiscal year 2024 - 2025. This report is a high-level summary of key accomplishments in 2024 – 2025, and focus areas for 2025 – 2026:

With sincere appreciation,

Lea Pollard, Executive Director

Commitment to Equity, Diversity, and Inclusion (EDI)

- Continued and ongoing staff engagement regarding EDI, including
 - Team-level discussions regarding how to meaningfully address EDI in order to enhance service delivery at the program level
 - Contact Hamilton EDI Committee activities: development of a meaningful land acknowledgement statement; and monthly publication of an EDI newsletter to employees promoting EDI
- Promoting and honouring the National Day for Truth and Reconciliation
- Mandatory EDI training for all employees
- Intentionally reviewing and revising organizational policies using an EDI lens
- Use of clear language principles and strategies when developing communications
- Created of a Code of Conduct policy for Employees, and a Code of Conduct policy for Consumers and Stakeholders, to promote respectful and dignified treatment
- Creation of an EDI Statement for Consumers and Stakeholders
- Ongoing review of Contact Hamilton's ability to address expectations related to French Language Services
- Translation of public-facing documents in French
- Identification of French language needs at the time of referral

Goals for 2025 – 2026:

- Staff engagement with respect to EDI, including enhancing service delivery
- Continued promotion of Contact Hamilton's EDI Committee
- Engagement of equity deserving groups and service providers
- Continued development and implementation of Contact Hamilton's French Language Services work plan to increase Contact Hamilton's FLS capacity, as able

Information Technology (IT)

- Ongoing implementation of strategies and tools that enhance the security of Contact Hamilton's IT infrastructure
- Cyber-security awareness, and education for employees
- Redesign of Contact Hamilton's website to increase ease of use, and accessibility

Goals for 2025 - 2026:

- Vigilance with respect to monitoring of Contact Hamilton's IT status
- Staff training and assessment regarding cyber-security threats
- Implementation of Contact Hamilton's new websites

Employee Safety

- Review of Contact Hamilton's safety policies, procedures and protocols with a view toward enhancing employee safety when performing their work
- Development of a work plan to develop a comprehensive safety protocol program

Goals for 2025 - 2026:

- Implementation of a comprehensive employee safety protocol program

Infrastructure

- Implementation of the new Director of Client Services position

Goals for 2025 - 2026:

- Continued implementation and evolution of the Director of Client Services position, and strengthening organizational coverage

Children and Youth Services Program

- Provision of the following core services:
 - Access and Service Coordination
 - Coordinated Service Planning
 - FASD Consultation Service
 - Complex Needs Placement Coordination Service (CNPC)
 - Facilitation and leadership to critical community processes
 - Case Resolution
 - Complex Special Needs
 - Transitional Aged Youth
 - Residential Placement Advisory Committee
- Coordination, support, and management of the Hamilton FASD Collaborative
- Quality assurance activities including outreach to consumers about their service experience
- Implemented the 2024 – 2025 fiscal expansion of Contact Hamilton’s Coordinated Service Planning program to support up to 30 children and youth (funded by Hamilton Health Sciences)

Stats for 2024 - 2025:

ACCESS AND SERVICE COORDINATION

- ✓ 1,068 enquires were received by Contact Hamilton from youth, families, and service providers from across sectors seeking services for children and youth presenting with developmental, autism, FASD, and complex needs

- ✓ 840 intakes were completed to determine service needs on behalf of 793 unique children and youth
- ✓ Approximately 640 referrals were made for MCCSS funded children's developmental services
- ✓ 40 referrals were made to Lynwood Charlton Centre for children and youth also seeking children's mental health services
- ✓ 48 referrals were made to the Developmental Services Ontario (DSO) for youth aged 16 and 17 seeking adult developmental services

COORDINATED SERVICE PLANNING

- ✓ 64 new referrals were made to the Coordinated Service Planning Program
- ✓ 23 new children and youth began to receive coordinated service planning
- ✓ 69 children and youth were waiting for the Coordinated Service Planning program at March 31, 2025
- ✓ 86 children and youth had an active coordinated service plan (managed by either Contact Hamilton or Lynwood Charlton Centre)

FASD CONSULTATION SERVICE

- ✓ 58 new referrals were made to Contact Hamilton's FASD Consultation service on behalf of 37 children and youth
- ✓ 62 unique children / youth were served, and 82 FASD services were provided (some children received multiple services throughout the year)

- ✓ 29 children and youth were waiting for Contact Hamilton's FASD Consultation service at March 31, 2025
- ✓ Support to the Hamilton FASD Collaborative – coordination of
 - ✓ 7 case conferences for children / youth
 - ✓ 18 in-service sessions to agencies
 - ✓ Intensive FASD training provided to new Collaborative members

Goals for 2025 - 2025:

- Inform and implement changes to the Coordinated Service Planning, and provincial Complex Special Needs program
- Alignment of the Coordinated Service Planning program across providers
- Implementation of the 2025 – 2026 fiscal expansion of the Coordinated Service Planning program to support up to 30 children and youth (funded by Hamilton Health Sciences Extensive Needs Service)
- Enhance quality assurance activities including outreach to consumers about their service experience for the FASD and Coordinated Service Planning programs

Developmental Services Ontario Hamilton Niagara Region

- Provision of the following core services: provincially consistent eligibility confirmation process; provincially consistent provincial application process (including reapplication when required); service navigation including application updates, referrals and registrations; coordination of local / regional housing information; and linkage and support to the Urgent Response Process and the Service Solutions Process
- Increased the number of applications completed during the year
- Began a review of the service matching and linkage processes
- Onsite presence at Community Living Six Nations one day per month

Stats for 2024 - 2025:

INTAKES

- ✓ 811 intakes were completed on behalf of people seeking information about adult developmental services and / or how to access services.

ELIGIBILITY CONFIRMATION

- ✓ DSO HNR completed 718 eligibility confirmation decisions
- ✓ 63% of people were confirmed **eligible** for adult developmental services

APPLICATION COMPLETION

- ✓ DSO administered 601 applications for adult developmental services

- ✓ 73% of applications were on behalf of brand new applicants
- ✓ 6% of applications were on behalf of first-time applicants who were already receiving services (i.e. began receiving services before 2011)
- ✓ 20% of applications were on behalf of people who needed a re-application as their needs had changed significantly since the last application

HOUSING NAVIGATION

- ✓ Provided resources to 2,017 individuals and families through in-person meetings, emails, phone calls, webinars and forums
- ✓ Met with 100 families
- ✓ Met with 59 agencies
- ✓ Hosted 28 webinars
- ✓ Hosted the annual DSO Housing Forum
- ✓ Supported the development of a pathway for the Hamilton Shelter System to connect with the DSOHNR on a biweekly basis

Goals for 2025 - 2026:

- Readiness planning for “Journey to Belonging” (MCCSS’ transformation of the developmental services sector)
- Increase completion of application appointments, and reduce cancellations

Passport Hamilton-Niagara Region

- Provision of the following core services: funding approvals and onboarding; provision of virtual information and education; claims review and resolution; transfer processes for people moving in or out of region; management of changes with respect to a Passport recipient's funding administration options
- Outreach, education, and onboarding of service providers to the Passport Program
- Enhanced education opportunities for Passport recipients through regular webinars
- Implemented new consumer experience survey specific to the approvals and onboarding process

Stats for 2024 - 2025:

- ✓ 7,536 Passport funding recipients in Hamilton – Niagara as of March 31 2025 (\$89.9M).
- ✓ Provincial Passport funding utilization rate: 70%. Passport Hamilton-Niagara utilization rate: 72%

Goals for 2025 - 2026:

- Expanded outreach to consumers, and service providers through enhanced education workshops
- Readiness planning for “Journey to Belonging” (MCCSS’ transformation of the developmental services sector)