



Business Plan for 2025 – 2026

Please find attached the Business Plan for Contact Hamilton for Children's and Developmental Services ("Contact Hamilton").

The Business Plan outlines areas of focus for Contact Hamilton in the 2025 - 2026 fiscal year.

Disponible en français

Commitment to Diversity, Equity and Inclusion (DEI)

- 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) Security

- 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

- Implementation of a comprehensive employee safety protocol program

Infrastructure

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

Children and Youth Services Program

- 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

- 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

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