



Business Plan for 2026 – 2027

The Business Plan outlines areas of focus for Contact Hamilton programs in the 2026 – 2027 fiscal year.

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Children and Youth Services

- Review of the Coordinated Service Planning program (focus areas: scope and waitlist management)
- Review and redesign of the ENS-funded service model to enable more children and youth with very complex needs to be connected to needed community services and supports
- Enhancing consumer feedback mechanisms
- Begin reviewing available data and reporting

Developmental Services Ontario Hamilton Niagara Region (DSOHNHR)

- Relationship building with under-represented groups including expanding onsite intake to other indigenous communities and expanding partnerships with newcomer service providers
- Increase community awareness about DSO services
- Explore efficiency strategies to address growing demands
- Data sharing with community planning tables
- Implementation of the MyDS portal (allowing people to access their information at any time)

Passport Hamilton Niagara

- Enhancing outreach and communication to Passport recipients and families by using technologies
- Expanding access to Passport education and engagement opportunities for recipients and families
- Enhancing consumer feedback mechanisms
- Strengthening partnerships with providers who offer Passport services
- Exploring efficiencies and continuous improvement opportunities