



Executive Director's Report

Annual General Meeting 2018/2019:

September 26 2019

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Message from the Executive Director

2018-2019 marked another year of change for Contact Hamilton. Through this change, our primary objective continued to be the enhancement of our services in order to provide the best possible service experience. This is a continuous objective. In addition, our organization took steps to increase our awareness and knowledge of diversity, and the uniqueness of Indigenous people. Our staff received Anti-Racist Anti-Oppressive training, and Indigenous cultural capacity training to support meaningful engagement.

Children's Services

Our focus in 2018-19 was the integration of our Children's Services programs: Access and Service Coordination; Coordinated Service Planning; FASD Consultation; and facilitation of key community processes like Service Resolution and Complex Needs. Our vision is a fully integrated program that is experienced seamlessly by children, youth, and their families who require multiple services from us, and from our broader service system partners.

In support of this, in 2018-19, our Children's Services program reorganized how it did its work, based largely on feedback received from consumers, our service system partners, and our staff. We also worked closely with key system partners to enhance the integration of our system processes, most especially with our complex needs partners, a partnership with Ron Joyce Children's Health Centre regarding referral streaming, and through active participation at various child and youth mental health working committees and tables.

Key goals for the upcoming year:

- Improving response times for Contact Hamilton access and service coordination services
- Enhanced youth and family engagement
- Focused outreach to diverse communities
- Continued integration activities both within and external to Contact Hamilton
- Continued participation at all local, regional and provincial tables

Developmental Services Ontario Hamilton Niagara Region (DSO HNR)

2018-19 brought significant change to how our DSO HNR program structured its work and provided services. Initially, the DSO HNR service model was based on the principle that people and families would have one navigator (Access Coordinator) who would support them over time, as required. However, as the number of people requiring our services increased, our Access Coordinators struggled to keep up with demand. Something had to change.

Following an intensive staff engagement process and reflecting on consumer feedback, the DSO HNR moved away from a one-navigator model to focused / specialized and integrated roles. This change allowed our staff to solidify the required skills for their position, allowing expertise to deepen. In the new service model, when a person requires any kind of support, the required support is provided by the first available staff person, in a timely manner, with the most skill in that area. Results were immediate and positive for consumers and staff.

Key goals for the upcoming year:

- Improving the application process to reduce the number of appointment cancellations, and increasing the number of applications that are completed per year
- Enhanced person and family engagement
- Focused outreach to Indigenous community partners and consumers
- Continued integration activities both within and external to the DSO HNR
- Continued participation at all local, regional and provincial tables

Passport Hamilton-Niagara Region

Perhaps the greatest change occurred in our Passport Program, with the mandated transfer of the claims reimbursement process from our Passport Program to PassportONE, administered by Family Service Toronto. Our Passport Program was the first of the 11 Passport Agencies in our province, outside of Family Service Toronto, to make this change. The transition was intensive, all-consuming, and at times challenging. Despite this, our Passport Program met Ministry timeframes and requirements.

The transition to PassportONE was further complicated by delays in the reimbursement of Passport claims by PassportONE, at the end of the fiscal year. In support of recipients, our Passport Program responded to enquiries, over a hundred per day for many weeks, to address situations within its scope.

Our Passport Agency continued to make funding approvals in accordance with Ministry directives and as such, saw a significant increase in the number of people receiving Passport funding, many of whom required support to implement their funding. We began developing new processes and workflow, reflecting the changes to our Program, and our commitment to enhanced consumer service, within our existing resources.

Key goals for the upcoming year:

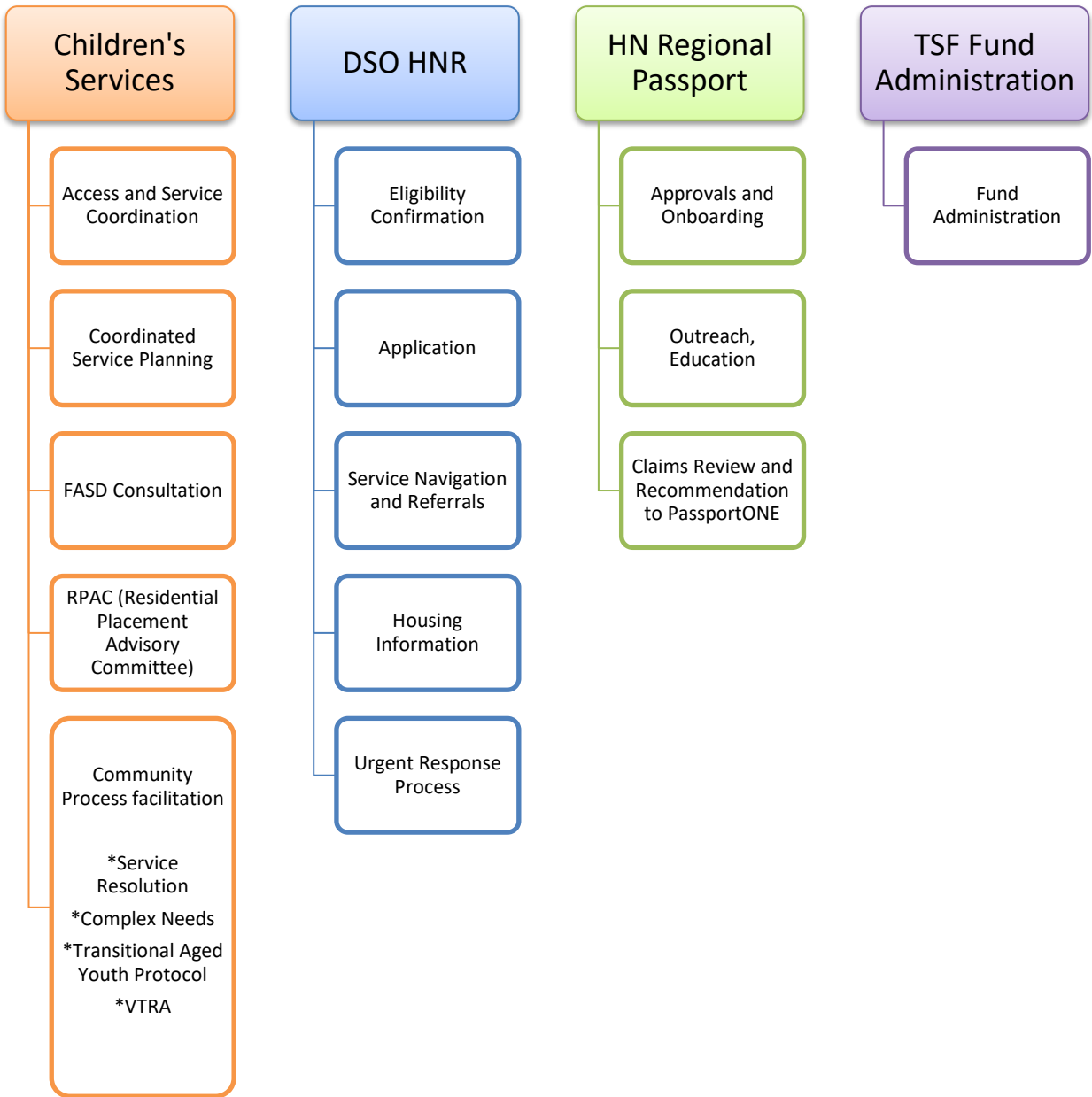
- Full implementation of a revised service model within the Passport Program
- Enhanced person and family engagement including the development of consumer satisfaction processes
- Continued participation at all provincial Passport tables

Thank You

Contact Hamilton programs and services work in partnership and collaboration with our service system partners. We acknowledge the many partnerships and collaborations that have supported the delivery of our services over the 2018-19 year. We thank our service system partners for their support. We thank our Board for volunteering their time and energies stewarding our organization. We thank our funders, the Ministry of Children Community and Social Services, and the Ministry of Health for their support. We sincerely thank our dedicated staff for their commitment to the people we support, and for their hard work especially during times of change. Most importantly, we acknowledge and thank our consumers, their families, and support networks who put their trust in us as they seek out assistance and support. We value that trust, and we pledge to continue improving and enhancing our services so that they are the best that they can be.



Contact Hamilton Programs



Consumer Satisfaction

Children's Access Services

Number of respondents: 59

Area Measured	% Agree / Strongly Agree	% Neutral	% Disagree / Strongly Disagree
It was easy for me to find out about Contact Hamilton	80	10	10
Greater understanding of Contact Hamilton services	85	12	3
I felt listened to by the Contact Hamilton staff	95	3	2
I felt that what was important to me was understood by Contact Hamilton staff	93	5	2
I now have a greater awareness of community services available to me	80	12	9
I felt Contact Hamilton staff provided me with clear and helpful information related to my situation	86	10	3
I would call Contact Hamilton again	86	9	5
I feel the next steps in getting service are clear to me	85	10	5
I felt Contact Hamilton was flexible in my meeting time	88	9	3
Overall I am satisfied with the help that Contact Hamilton has provided me	85	14	2
Average	86	11	4

Narrative feedback received as part of the consumer satisfaction survey:

- 35 comments were provided, some with multiple themes
- 30 comments identified positive experiences with the program including positive consumer experience, very good customer service, positive staff qualities and knowledge of staff
- 7 comments related to areas requiring attention, notably quicker response time
- 3 comments related to system issues notably long wait times for treatment services

Coordinated Service Planning

Beginning November 2018, Coordinating Agencies were required to implement a provincial consumer satisfaction tool called the MPOC (Measures of Processes of Care). This process is voluntary, and is offered to families following the 6 month review meeting.

MPOC Survey results for the period November 2018 – March 31 2019:

- 9 surveys offered to families; 4 responses received; 44% response rate
- Hamilton-specific results are not available (a minimum of 10 responses and a response rate of at least 20% was required to enable individualized results – Hamilton had only 9 responses at March 31 2019),

however, the average score for participating agencies are summarized below (includes Hamilton’s data).

- MPOC-20 has five scales as listed below. The possible range for each scale score is 1 to 7, with 7 indicating higher levels of family-centred service. There is no overall summary score for the MPOC. Coordinating Agencies in 26 of the 34 service delivery areas asked families to complete the MPOC. When the responses for all of these agencies are aggregated, the average mean score for each scale is:
 - Enabling and partnership = 6.41
 - Providing general information = 6.01
 - Providing specific information about the child = 6.44
 - Coordinated and comprehensive care for the child and family = 6.52
 - Respectful and supportive care = 6.53

FASD Worker

The FASD Worker works in strong partnership with the Hamilton FASD Collaborative and is an active member of the Collaborative’s Hamilton Resource Team that provides education, training, and FASD specific consultations to families impacted by FASD, and their service providers. A key focus of the Resource Team’s work is community capacity building. As part of their commitment to continuous improvement, the Hamilton Resource Team routinely seeks out feedback about the services they provide. The FASD Worker is responsible for receiving and collating statistics, including feedback, on behalf of Hamilton FASD Collaborative.

Case Conference Feedback

Number of evaluation forms received: 13

	<i>Strongly Agree</i> %	<i>Mostly Agree</i> %	<i>Agree Somewhat</i> %	<i>Mostly Disagree</i> %	<i>Strongly Disagree</i> %	<i>Cannot Rate</i> %
Facilitators were knowledgeable	100	-	-	-	-	-
Facilitators were responsive to my concerns and priorities	100	-	-	-	-	-
Case conference provided me with a good sense of next steps	100	-	-	-	-	-
Case conference increased my overall understanding of FASD	92	8	-	-	-	-
Case conference gave me new ideas for supporting individuals with FASD	100	-	-	-	-	-
I would feel comfortable requesting another case conference	100	-	-	-	-	-

	<i>Strongly Agree</i> %	<i>Mostly Agree</i> %	<i>Agree Somewhat</i> %	<i>Mostly Disagree</i> %	<i>Strongly Disagree</i> %	<i>Cannot Rate</i> %
I would recommend a case conference to someone else	100	-	-	-	-	-
Average %	99%	1%	0	0	0	0

Workshop Feedback

The Hamilton Resource Team provides FASD workshops. Below is a summary of workshops held in May, December and February.

Number of evaluation forms: 23

	<i>Strongly Agree</i> %	<i>Mostly Agree</i> %	<i>Agree Somewhat</i> %	<i>Mostly Disagree</i> %	<i>Strongly Disagree</i> %	<i>Cannot Rate</i> %
Facilitators were engaging	74	17	9	-	-	-
Facilitators were knowledgeable about the topic	78	17	4	-	-	-
Facilitators provided useful handout materials	52	35	9	-	-	4
I would recommend this workshop to a colleague, friend or family member	61	39	-	-	-	-
I learned information that will be helpful to me in my personal or professional life	65	30	4	-	-	-
Average %	66%	28%	5%	-	-	1%

DSO HNR

Number of respondents: 49

Area Measured	% Agree / Strongly Agree	% Neutral	% Disagree / Strongly Disagree
It was easy for me to find out about DSO HNR	76	14	10
Now that I have talked to a DSO HNR staff I have greater understanding of what services the DSO HNR provides	96	2	2
I felt listened to by the DSO HNR staff	98	2	0
I felt that what was important to me was understood by DSO HNR staff	98	2	0

Area Measured	% Agree / Strongly Agree	% Neutral	% Disagree / Strongly Disagree
I now have a greater awareness of community services available to me	92	6	2
I felt DSO HNR staff provided me with clear and helpful information related to my situation	90	10	0
I would call DSO HNR again	94	4	0
I feel the next steps in getting service are clear to me	92	6	2
I felt DOS HNR was flexible in my meeting time	92	8	0
Overall I am satisfied with the help that DSO HNR has provided me	100	0	0
Average %	93	5	2

Narrative feedback received from consumer satisfaction surveys:

- 19 comments were recorded (some contained multiple themes)
- 18 comments identified positive themes
 - o Very good customer service (professional, helpful, informative, friendly); compassionate, understanding and caring staff; ensuring client engagement and inclusion; feeling comfortable; thorough process; and general thanks and positive comments
- 1 comment identified an area for attention/improvement with respect to communication
- 3 comments were specific to the application process, notably: lengthy wait time to have application completed; lengthy wait time to schedule initial meeting; and lengthy meetings

Passport Program – Claims Reimbursement

With the transfer of the claims reimbursement process to PassportONE, no consumer satisfaction surveys were sent out in 2018-19.

Service Stats for 2018-19

Children’s Services

- ✓ The Children’s Services program had 18,837 contacts on behalf of 4,569 unique children and youth:
 - ✓ 4,122 children and youth presenting with mental health needs
 - ✓ 240 children and youth presenting with developmental disabilities
 - ✓ 207 children and youth presenting with mental health and developmental needs

- ✓ 2,951 children and youth were ‘open’ to the Children’s Access program, i.e. a referral to a community service agency was open within the year
 - ✓ 2,344 children and youth presenting with mental health needs
 - ✓ 328 children and youth presenting with developmental needs
 - ✓ 279 children and youth presenting with mental health and developmental needs

- ✓ Contact Hamilton facilitated 3 RPAC (Residential Placement Advisory Committee) meetings on behalf of children and youth placed in residential facilities of 10+ beds

- ✓ The Children's Services program made the following referrals:
 - ✓ 1,363 referrals to Ministry funded child and youth mental health programs, on behalf of 1,168 children and youth
 - ✓ 224 referrals to Ministry funded child and youth developmental programs, on behalf of 174 children and youth

- ✓ There were 7,558 contacts made on behalf of children, youth, and families by Coordinated Service Planners
 - ✓ 1,570 of those contacts were directly with the parent/guardian or youth
 - ✓ The remainder of the contacts were with involved providers for the purposes of coordination and access.
- ✓ 44 children and youth were involved with Coordinated Service Planning and had active coordinated service plans.

- ✓ In its inaugural year, the FASD Worker:
 - ✓ Had direct involvement with 9 children and youth for information, referral, and service coordination
 - ✓ Provided FASD consultation support to 5 Service Resolution meetings
- ✓ The Hamilton FASD Collaborative provided the following services:
 - ✓ 13 case consultations
 - ✓ 3 in-services
 - ✓ 3 training sessions

DSO HNR

- ✓ The DSO HNR reviewed received 565 new requests for adult developmental services on behalf of people not already registered with the DSO HNR, therefore requiring confirmation of eligibility:
 - ✓ 239 people confirmed eligible for adult developmental services (42%)
 - ✓ 139 people confirmed ineligible for adult developmental services (25%)
 - ✓ 187 people in process of having their eligibility confirmed (33%)

- ✓ A total of 520 applications for adult developmental services were completed
 - ✓ 54% of applications were on behalf of NEW people (not already receiving services)
 - ✓ 37% of applications were on behalf of people currently receiving some services, needing more/different services
 - ✓ 9% of applications were on behalf of people who needed a re-application as their needs had changed significantly since the last application

Passport Program

- ✓ 5,290 unique individuals were already receiving or newly approved for Passport funding as of March 31 2019
 - ✓ 3,664 people were self-directing their funding
 - ✓ 1,444 people were supported through an Agency Services
 - ✓ 182 people did a combination of self-directing their funding and having an Agency Services arrangement
- ✓ The Passport Program made 3,059 approvals in 2018-19:
 - ✓ 2,340 approvals for new people, and 719 approvals for people who were receiving some Passport funding