



Executive Director's Report

Annual General Meeting 2019/2020:

September 24, 2020

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Message from the Executive Director

The 2019-2020 year marked a continued focus on internal alignment and integration across our various programs and services. We continued to explore ways of reducing and better supporting transition points within and across our programs, with a view toward seamless care for the people we support. In support of this, we began to increase our outreach to consumers so that we could learn about their experiences and make timely improvements and enhancements as needed. We also continued our focus on learning about, promoting and celebrating diversity.

Overnight, in early March, COVID-19 required us to change how we worked. More so than ever, ensuring the safety of our employees, our consumers and visitors became our paramount focus. To this end, in response to the Pandemic, we temporarily closed our office sites and moved to remote work. We were able to quickly mobilize all of our employees to work remotely. We accomplished this through the dedication and tireless efforts of our Organizational Administration Team who worked diligently to ensure that our employees had the tools they needed to work from home so that they could continue to support our consumers. Contact Hamilton was, and continues to be, able to provide our services without interruption through various virtual means – phone, email, and videoconference. During this period of remote work, our employees and programs found new and streamlined ways of doing their work; practices that will continue post Pandemic. We felt it was very important to provide our consumers with credible information about COVID-19, and resources to support them during this challenging period, and to this end, we provided free COVID-19 specific information and resource support on a dedicated COVID-19 resource page on our websites.

While the COVID-19 Pandemic is not yet over, it has taught us many lessons to date, notably: the need to always be prepared; the value of having solid foundational policies and procedures in place, especially with respect to business continuity and health and safety; the need to be nimble and responsive; and the critical importance of taking care of one another.

Acknowledging and celebrating the good acts of people became a way for all of us to not only show our appreciation for the selfless acts of our many front line providers (grocery store staff,

residential workers, health care workers, cleaners, bus drivers, emergency services, IT support etc.), it also became our vehicle for expressing hope and it reminded us of the power of good, and the ability to persevere in the face of challenge.

The COVID-19 Pandemic challenged all of us, but none more so than people in our communities who experience systemic barriers, and pre-existing health conditions. At this same time, we were also witness to acts of systemic racism and injustice, notably against Black people, People of Colour, and Indigenous People. These were not new or isolated acts... they have been with us for a very long time. As organizations and as individuals, we are required to understand our part in the various ongoing injustices in our societies, and to make the required changes.

Contact Hamilton has started this journey and as one of our commitments, we will endeavour to ensure that an equity perspective is taken in all we do.

I would like to sincerely thank every employee for their dedication to the people we support. I am grateful to them for their perseverance and their positivity as we continue to navigate the Pandemic, and an altered way of doing our work. I would like to thank our Board of Directors for their leadership and stewardship. I also thank our funding Ministries (Ministry of Health, and Ministry of Children, Community and Social Services) not only for their ongoing financial and program support, but for the flexibility they have provided organizations, including ours, in the management of the Pandemic. Most of all, my sincerest thanks go our children, youth, adults with developmental disabilities, their families and support systems who continue to put their trust in us, and allow us the honour of providing care and support, especially during these very challenging times. We are privileged in our ability to offer our services, and we pledge to do the best we can.

COVID-19 Response

Key organizational activities in 2019-20:

- Revision of Contact Hamilton's Business Continuity Plan

- Development of Contact Hamilton’s COVID-19 Response Plans (inclusive of employee engagement, and collaboration and endorsement of the Joint Health and Safety Committee)
- Dedicated resource page on Contact Hamilton websites specific to free and credible COVID-19 information and resources
- Dedicated resource page for Contact Hamilton staff specific to COVID-19 information and resources
- Participation in / facilitation of various COVID-19 response tables across our service systems to monitor activity and collaboratively plan and respond to trends/themes/issues
- Linkage with various Public Health departments (Niagara, Hamilton) regarding Contact Hamilton services

Key Goals for 2020-2021

- IPAC (infection prevention and control) assessment of Contact Hamilton’s main office site to support safe re-entry to the office site for employees, consumers, and visitors
- Coordination with satellite host sites with respect to the safe re-integration back to the office site for employees
- Continued provision of virtual services
- Gradual and safe return to the office site for employees, and resumption of in-person meetings as needs warrant
- Ongoing monitoring and updating of Contact Hamilton’s COVID-19 Response Plans
- Continued provision of COVID-19 information and resources on Contact Hamilton’s websites for website visitors, and intranet site for employees
- Continued participation on various local and regional tables specific to COVID-19 and the provision/coordination of supports to consumers, especially those with urgent needs who are further impacted by the COVID-19 pandemic
- Evaluation of COVID-19 responses across all programs, with a view toward enhancing response to crises in the future

Child and Youth Services Program

Key activities in 2019-20:

- Provision of the following services: Access Program; Coordinated Service Planning; FASD Worker; Facilitation and Leadership to Community Processes for Children and Youth (e.g. Case Resolution, Transitional Aged Youth, Residential Placement Advisory Committee)
- Focus on improving response times in the Access Program, including creating a new partnership with Child and Adolescent Services (City of Hamilton) to support immediate mental health 'walk in' service to children and youth presenting with mental health needs who were not presenting in urgent need
- Ongoing active participation and support to system planning activities led by the Child and Youth Mental Health Lead Agency (Lynwood Charlton Centre), including the signing of the Data Sharing Agreement, redevelopment of a Common Tool for Intake, Quality Assurance, and Waitlist Management
- Participation on various Ontario Health Team initiatives related to child and youth mental health
- Implementation of changes related to the Child, Youth and Family Services Act
- Launch of social media for the Hamilton FASD Collaborative, managed by Contact Hamilton's FASD program
- Participated in the development, evaluation and implementation of a province-wide screening tool for Coordinated Service Planning clients
- Community implementation of Coordinated Service Planning
- Program-wide training in Trauma Informed Care
- Training of Access Program staff to support the mental health needs of children under 5 years of age (ASQ)
- Continued focus on family and youth engagement, including ensuring trained youth and family engagement representation on all recruitment activities for the Child and Youth Services Program

- Outreach activities to consumers about their service experience and service enhancements based on feedback
- Outreach to service agencies across sectors about Contact Hamilton’s Child and Youth Services Program offerings
- Completion of website redevelopment
- Continued active participation on all local, regional and provincial tables

Stats for 2019-20

- ✓ The **Access Program** had 25,527 contacts on behalf of 4,402 unique children and youth:
 - ✓ 3,978 children and youth presenting with mental health needs
 - ✓ 252 children and youth presenting with developmental disabilities
 - ✓ 172 children and youth presenting with mental health and developmental needs

- ✓ 3,384 children and youth were open to the Child and Youth **Access Program**
 - ✓ 2,815 children and youth presenting with mental health needs
 - ✓ 317 children and youth presenting with developmental needs
 - ✓ 252 children and youth presenting with mental health and developmental needs

- ✓ The **Access Program** made the following referrals:
 - ✓ 1,916 referrals to Ministry funded child and youth mental health programs, on behalf of 1,168 children and youth
 - ✓ 284 referrals to Ministry funded child and youth developmental programs, on behalf of 174 children and youth

- ✓ There were 5,214 contacts made on behalf of children, youth, and families by **Coordinated Service Planners**
 - ✓ 1,665 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
- ✓ 64 children and youth were involved with **Coordinated Service Planning** and had active coordinated service plans.

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- ✓ Through the Hamilton FASD Collaborative, our **FASD Worker** coordinated and supported the following activities:
 - ✓ 14 In-Services provided to over 1400 participants across sectors i.e. Hamilton Police Service, Youth Justice, Mental Health, Child Protection, Education and others
 - ✓ 6 Community Education Training sessions (Part 1 provided 5 times, Part 2 provided once) to 92 professionals from across sectors (Health, Indigenous agencies, Mental Health, Developmental Services, YMCA), and 19 caregivers
 - ✓ 12 Case Consultations provided directly to families of children and youth presenting with FASD
- ✓ Contact Hamilton and the Hamilton FASD Collaborative purchased the CANFASD Multi-Disciplinary Clinic Training which was completed by 11 Hamilton FASD Collaborative member agencies, and 5 health professionals.

Key Goals for 2020-21

- Ensuring quick response times in the Access Program through collaborative efforts with core service providers
- Implementation and integration of a new FASD Worker position
- Implementation of various initiatives in collaboration, and under the leadership support of the Child and Youth Mental Health Lead Agency, including the revised Common Tool for Intake, and the Business Intelligence Solution
- Continued collaboration and development with Hamilton, and West Region partners to enhance and coordinate access, case resolution, complex special needs, and coordinated service planning delivery across the West Region
- Enhanced outreach to consumers about their outcomes and service experiences
- Facilitative support and completion of a regional access protocol for French school boards

Developmental Services Ontario Hamilton Niagara Region (DSO HNR)

Key activities in 2019-20:

- Provision of the following core services: standardized eligibility confirmation process; standardized provincial application process; service navigation and referrals; coordination of local/regional housing information; and linkage and support to the Urgent Response Process.
- Continued focus on increasing the number of applications completed during the year including reducing the number of appointment cancellations
- Collaboration with Hamilton hospitals to ensure effective communication pathways to enable streamlined and coordinated referral and planning activities
- Community outreach through in-services and presentations to various agencies across sectors, and consumer groups
- Promotion of DSO HNR via Facebook
- In collaboration with DSO organizations across the province, working with the Ministry to develop enhancements to the functionality of the provincial database
- Working in partnership with Partners for Planning to deliver webcasts to consumers
- Working in partnership with West Region service providers and the Ministry regarding the development of the “Service Solutions” process
- In partnership with DSO Housing Navigators across the province, developed the Provincial Housing Tool Kit, and launched it
- Continued participation at all local, regional and provincial tables

Stats for 2019-20

✓ The DSO HNR reviewed 547 new requests for adult developmental services on behalf of people not already registered with the DSO HNR, therefore requiring confirmation of eligibility : <ul style="list-style-type: none">✓ 219 people confirmed eligible for adult developmental services (33%)✓ 177 people confirmed ineligible for adult developmental services (26%)✓ 275 people in process of having their eligibility confirmed (41%)
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✓ A total of 568 applications for adult developmental services were completed
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- ✓ 63% of applications were on behalf of NEW people (not already receiving services)
- ✓ 31% of applications were on behalf of people currently receiving some services, needing more/different services
- ✓ 6% of applications were on behalf of people who needed a re-application as their needs had changed significantly since the last application

- ✓ DOS HNR linked 36 people to the Urgent Response process and supported community processes

Key Goals for 2020-21

- Continued focus on increasing the number of applications completed during the year including reducing the number of appointment cancellations
- Broadening connection and interface with hospitals to include hospitals within the Hamilton-Niagara part of the West Region
- Continued collaboration with provincial DSO providers to enhance and coordinate activities to ensure consistency where required
- Implementation of the “Service Solutions” process
- Focused outreach to Indigenous communities, notably: Six Nations of the Grand River First Nations, Mississaugas of the Credit First Nation, and Indigenous service providers off-reserve
- Completion of website redevelopment
- Continued participation at all local, regional and provincial tables

Passport Hamilton-Niagara Region

Key activities in 2019-20

- Provision of the following core services: funding approvals and onboarding; outreach and education; claims review and resolution
- Development and full implementation of a new service model within the Hamilton-Niagara Passport Program
- Development of new consumer satisfaction surveys (implemented in April 2020)

- Ongoing participation at various regional and provincial tables including coordination and collaboration with the 10 other Passport Agencies in the province, and PassportONE (entity responsible for all funding reimbursement claims)
- Ongoing approvals of new and enhanced Passport funding

Stats for 2019-20

- ✓ 5,410 unique individuals were already receiving or newly approved for Passport funding as of March 31 2020
 - ✓ 3,293 people were self-directing their funding
 - ✓ 1,870 people were supported through an Agency Services
 - ✓ 247 people did a combination of self-directing their funding and having an Agency Services arrangement
- ✓ The Passport Program made 689 approvals in 2019-20:
 - ✓ 594 approvals for new people, and 95 approvals for people who were already receiving some Passport funding

Key Goals for 2020-21

- Implementation of the Ministry's temporary expanded Passport Guidelines to support Passport funding recipients during the COVID-19 pandemic
- Implementation of Passport-specific consumer satisfaction surveys
- Implementation of enhanced provincial database functionality related to two provincial database systems
- Enhanced outreach to consumers, and service providers
- Completion of website redevelopment
- Continued participation at regional and provincial Passport planning tables

Consumer Satisfaction Surveys for 2019-20

Child and Youth Services Program

Number of respondents: 68

Area Measured	Agree Strongly Agree %	Neutral %	Disagree Strongly Disagree %
It was easy for me to find out about Contact Hamilton	77	16	7
Greater understanding of Contact Hamilton services	82	10	7
I felt listened to by the Contact Hamilton staff	91	6	3
I felt that was important to me was understood by Contact Hamilton staff	91	4	4
I now have a greater awareness of community services available to me	74	21	6
I felt Contact Hamilton staff provided me with clear and helpful information related to my situation	91	4	4
I would call Contact Hamilton again	85	13	2
I feel the next steps in getting service are clear to me	90	9	2
I felt Contact Hamilton was flexible in my meeting time	70	25	5
Overall I am satisfied with the help that Contact Hamilton has provided me	82	10	7
Average	83	12	5

DSO HNR Program

Number of respondents: 98

Area Measured	Agree Strongly Agree %	Neutral %	Disagree Strongly Disagree %
It was easy for me to find out about DSO HNR	66	16	19
Now that I have talked to a DSO HNR staff I have greater understanding of what services the DSO HNR provides	91	8	1
I felt listened to by the DSO HNR staff	96	3	1
I felt that what was important to me was understood by DSO HNR staff	92	7	1
I now have a greater awareness of community services available to me	81	18	1
I felt DSO HNR staff provided me with clear and helpful information related to my situation	91	7	2
I would call DSO HNR again	95	4	1
I feel the next steps in getting service are clear to me	85	13	2
I felt DSO HNR was flexible in my meeting time	93	7	0
Overall I am satisfied with the help that DSO HNR has provided me	93	7	0
Average %	88	9	3

Passport Hamilton-Niagara Program

Surveys were completed by March 31, 2020 and implementation began in April 2020, therefore no results reported for 2019-20.

Consumer Satisfaction Survey Blitz of the DSO HNR and Child and Youth Services Programs, February 3/20 – March 20/20

The blitz was prematurely ended due to the COVID-19 pandemic and the need to refocus efforts on the management of the Pandemic.

Is this your first time contacting the DSO / Kids?		
	DSO (n=150)	Kids (n=110)
Yes	24%	63%
No	76%	37%

How did you hear about us?		
	DSO (n=150)	Kids (n=109)
School	9%	13%
Doctor/health	7%	50%
Involved service provider (MOH, MCCSS, other)	64%	21%
Family, friend, self	7%	13%
Other	14%	4%

How well did you feel staff understood your concerns?		
	DSO (n=150)	Kids (n=110)
Not good	1%	1%
Mostly ok	2%	3%
Good	31%	30%
Excellent	67%	66%

Overall, how would you rate your experience with DSO/Kids?		
	DSO (n=150)	Kids (n=109)
Not good	1%	0%
Mostly ok	7%	13%
Good	38%	41%
Excellent	54%	46%

How well do you feel the person you spoke with was knowledgeable about your needs and situation?		
	DSO (n=150)	Kids (n=110)

Not good	1%	1%
Mostly ok	3%	3%
Good	25%	23%
Excellent	70%	74%

Would you recommend DSO/Kids to others?		
	DSO (n=150)	Kids
Yes	100%, 150	92%
No		8%

Would you call the DSO/Kids again if you had new needs or concerns?		
	DSO (n=150)	Kids (n=110)
Yes	99%	96%
No	1%	5%

KIDS ONLY: How would you rate the wait time between your initial call to when you received a call back?		
	DSO	Kids (n=71)
Not good		14%
Mostly ok		28%
Good		37%
Excellent		21%

KIDS ONLY: Did you find our email with additional resources supportive to you and your family?		
	DSO	Kids (n=70)
Yes		80%
No		20%