



## **Business Plan for 2020-2021**

### COVID-19 Response:

- 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

- 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

- 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

- 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