



Executive Director's Report

Annual General Meeting 2020/2021:

September 23, 2021

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Message from the Executive Director

2020-2021 was a year like no other in so many ways, filled with incredible challenge and turmoil. Across the world and close to home we were significantly impacted by: the COVID-19 pandemic; continued experiences of anti-black racism and systemic barriers for people who identify as Black, Indigenous, Persons of Colour, and for people who have been marginalized; and the ongoing discovery of the bodies of Indigenous children at former residential “schools” triggering deep rooted trauma for Indigenous people and communities.

Despite these horrors and challenges, we witnessed resiliency. There were countless examples of human kindness, ingenuity, collaboration, coming-together, and acknowledgement. These lifted us, inspired us, and gave us the strength to carry on.

Contact Hamilton is committed to the people we support, and to the employees who carry out our work. While we have done what we can to provide the best service within the means we have available to us, we know that we can do better, and we commit to doing better. Our goals and priorities for 2021-2022 reflect this commitment.

I would like to acknowledge and thank the many youth, individuals with intellectual disabilities, and families who have reached out to us, and entrusted us with their needs - thank you for your trust and patience with us. I would like to thank our incredible employees for their dedication, persistence, resiliency, and commitment to our values, mission, and service principles. I would like to thank our dedicated volunteer Board of Directors for their vision and stewardship, and finally I would like to thank our funders, the Ministry of Health, and the Ministry of Children, Community and Social Services for their ongoing financial support and guidance.

Lea Pollard, Executive Director

Commitment to Diversity, Equity and Inclusion (DEI)

Key Organizational Activities in 2020-2021

- Development and posting of Contact Hamilton's statement welcoming people to the organization, and committing Contact Hamilton to diversity and anti-racism
- In collaboration with children's services providers in Hamilton, development and posting of a statement regarding anti-black racism
- Leadership training in diversity and HR workforce development
- Began development of Contact Hamilton's DEI strategic plan
- Organizational training on: Indigenous Cultural Capacity; Positive Space; and Anti-Racist Anti-Oppressive practice
- Participation on the Equity Committee (of the Children and Youth Services System Committee), and on the DEI Network of Hamilton

Key Goals for 2021-2022

- Roll out and implementation of Contact Hamilton's strategic DEI plan inclusive of a diversity self-assessment to identify areas of strength, and to support the development of a prioritized work plan to address areas of weakness
- Continued organizational training in DEI
- Adoption and implementation of an Equity Lens Framework to guide decision making

COVID-19 Response

Key Organizational Activities in 2020-2021

- Development of a comprehensive COVID-19 Response Plan, regularly reviewed and revised in response to changing needs; this included the development of a Satellite Site Agreement, in support of office sites located in Brantford, Haldimand, and Niagara
- Collaboration with agency partners regarding service coordination (especially for complex and urgent situations) and service delivery

- Website posting of relevant and credible COVID-19 resource information, vaccinations, and links to free mental health services and supports
- Development of resources for Contact Hamilton employees specific to COVID-19, inclusive of free mental health services and supports
- Professional development of senior leaders with respect to managing remote employees, and mental health impacts of COVID-19

Key Goals for 2021-2022

- Continued update and revision to Contact Hamilton's COVID-19 Response Plan
- Transition from COVID-19 centred planning and response, to strategic, longer-term organizational planning

French Language Services

Key activities in 2020-21:

- Assessment of Contact Hamilton's ability to address expectations related to French Language Services

Key Goals for 2021-22:

- FLS work plan development, and implementation

Social Media Presence

Key activities in 2020-21:

- Began development of a social media policy and program

Key Goals for 2021-22:

- Implementation of a social media program for Contact Hamilton programs

Children and Youth Services Program

Key activities in 2020-21:

- Provision of the following core services: Access and Service Coordination; Coordinated Service Planning; FASD Consultants; facilitation and leadership to critical community processes for children and youth (i.e. Case Resolution, Transitional Aged Youth, Residential Placement Advisory Committee, Violence-Threat Risk Assessment)
- Continued same day / next day response to highly urgent presentations requiring Access Services, inclusive of consultation protocols with Hamilton Health Sciences
- Improving response times in the Access Program for non-urgent presentations, and the implementation of a family-engagement-expert led “comfort call” process to: reassure people that their referrals were received; share approximate time for response; and to share interim services that can be used during the waiting period
- Participation on various Child and Youth Mental Health Lead Agency initiatives including initiatives in collaboration with the Ontario Health Team
- 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
- Successful recruitment and onboarding of the 2nd FASD Consultant
- Continued coordination, support, and management of the Hamilton FASD Collaborative, including enhanced social media presence
- Full implementation of the Coordinated Service Planning Program
- Initial planning and coordination with two organizations to expand the provision of Coordinated Service Planning in Hamilton
- Quality assurance activities including outreach to consumers about their service experience
- Continued active participation on all relevant local, regional and provincial tables

Quick Stats for 2020-2021

ACCESS AND SERVICE COORDINATION

- ✓ The **Children and Youth Services Program** had 22,320 contacts on behalf of 2,497 unique children and youth:
 - ✓ 2,222 children and youth presenting with mental health needs
 - ✓ 184 children and youth presenting with developmental disabilities
 - ✓ 91 children and youth presenting with mental health and developmental needs
- ✓ 3,489 children and youth were open to the **Access and Service Coordination Program**
 - ✓ 2,996 children and youth presenting with mental health needs
 - ✓ 288 children and youth presenting with developmental needs
 - ✓ 205 children and youth presenting with mental health and developmental needs
- ✓ The **Access and Service Coordination Program** made the following referrals:
 - ✓ 1,236 referrals to Ministry funded child and youth mental health programs, on behalf of 1,085 children and youth
 - ✓ 148 referrals to Ministry funded child and youth developmental programs, on behalf of 129 children and youth

COORDINATED SERVICE PLANNING

- ✓ There were 3,007 contacts made on behalf of children, youth, and families by **Coordinated Service Planners**
 - ✓ 1,216 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
- ✓ 53 children and youth were involved with **Coordinated Service Planning** and had active coordinated service plans.

FASD CONSULTATION SERVICE

- ✓ Through the Hamilton FASD Collaborative, our **FASD Consultants** coordinated and supported the following activities:
 - ✓ 14 Case Conferences provided by the FASD Resource Team for 11 children and youth, and 3 adults (70 participants)
 - ✓ 2 In-Services provided by the FASD Resource Team to 39 participants. Note: the service was paused from April 2020 – January 2021 due to the pandemic
- ✓ Contact Hamilton **FASD Consultants**:
 - ✓ Supported 39 children, youth and their families with information, referral, consultation, FASD training, resource planning/case conferencing, and brief coordination of services
 - ✓ Managed a wellness campaign on social media targeting caregivers (May 2020)
 - ✓ Managed an FASD Awareness Campaign on social media (July – September 2020)
 - ✓ Provided consultation to 8 Specialized Consultation Team meetings

Key Goals for 2021-22

- Improving response times in the Access Program for non-highly urgent presentations through collaborative efforts with core service providers
- Continued implementation of the “comfort calls process”
- Continued collaboration with the Child and Youth Mental Health Lead Agency
- 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
- Quality assurance activities including outreach to consumers about their service experience
- Contribute to the regional development of the West Region Urgent Response Service for children and youth with a diagnosis of Autism
- Contribute to the Early Intervention and Special Needs Modernization initiative led by the Ministry of Children, Community and Social Services

Developmental Services Ontario Hamilton Niagara Region (DSO HNR)

Key activities in 2020-21:

- 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
- Continued collaboration with hospitals in Hamilton, Niagara, Haldimand-Norfolk and Brant to ensure effective communication pathways to enable streamlined and coordinated referral and planning activities
- Delivery of virtual information sessions to various agency stakeholders
- Continued partnership with Partners for Planning to deliver webcasts to consumers

- In partnership with West Region service providers and the Ministry, led the development and implementation the “Service Solutions” process
- Participated in the Ontario Auditor General’s audit of the provincial DSO Program
- Quality assurance activities including outreach to consumers about their service experience
- Continued participation at all local, regional and provincial tables

Quick Stats for 2020-21

ELIGIBILITY CONFIRMATION

- ✓ The DSO HNR reviewed 418 new requests for adult developmental services on behalf of people not already registered with the DSO HNR, therefore requiring **confirmation of eligibility**:
 - ✓ 181 people were confirmed eligible for adult developmental services (43%)
 - ✓ 107 people were confirmed ineligible for adult developmental services (26%)
 - ✓ 130 people were in process of having their eligibility confirmed (31%)

APPLICATION COMPLETION

- ✓ A total of 486 **applications** for adult developmental services were completed
 - ✓ 65% of applications were on behalf of NEW people (not already receiving services)
 - ✓ 24% of applications were on behalf of people currently receiving some services, needing more/different services
 - ✓ 11% of applications were on behalf of people who needed a re-application as their needs had changed significantly since the last application

LINKAGE TO URGENT RESPONSE PROCESS

- ✓ DSO HNR linked 36 unique people to the **Urgent Response process** in their community, and supported them through the process
- ✓ There were 99 Urgent Response Meetings

Key Goals for 2021-22

- Internal review of the DSO HNR program with respect to application completion, and the intake and eligibility processes, including the implementation of recommendations
- Continued interface with hospitals to ensure seamless referral for people in hospital requiring discharge
- Continued collaboration with other DSO providers to enhance and coordinate activities to ensure consistency where required

- 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
- Quality assurance activities including outreach to consumers about their service experience
- Develop consumer and family engagement initiatives that will inform the DSO HNR
- Continued participation at all local, regional and provincial tables
- With the Ministry, contribute to processes related to Developmental Services Reform, and response to the Ontario Auditor General's audit of DSO organizations

Passport Hamilton-Niagara Region

Key activities in 2020-21

- Provision of the following core services: funding approvals and onboarding; provision of virtual information and education; claims review and resolution; transfer processes for people moving out of region; management of changes with respect to a Passport recipient's funding administration options
- Management of the temporary wage increase for Passport Support Workers (COVID-19)
- Management of the Temporary Expanded Passport Guidelines (COVID-19)
- Implementation of a second provincial database to manage the Passport program
- Participated in the Ontario Auditor General's audit of the Passport Program
- Implementation of new consumer satisfaction surveys
- 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 Passport funding reimbursement claims)

Stats for 2020-21

- | |
|---|
| <ul style="list-style-type: none"> ✓ 5,764 unique individuals were already receiving or newly approved for Passport funding as of March 31 2021 ✓ 3,637 people were self-directing their funding ✓ 1,918 people were supported through Agency Services |
|---|

- ✓ 209 people did a combination of self-directing their funding and having an Agency Services arrangement
- ✓ The Passport Program made 567 Passport funding approvals in 2020-21:
 - ✓ 497 approvals for new people, and 110 approvals for people who were already receiving some Passport funding

Key Goals for 2021-22

- Continued implementation of the Ministry's temporary expanded Passport Guidelines, and the Temporary Wage increase to support Passport funding recipients during the COVID-19 pandemic
- Enhanced outreach to consumers, and service providers
- Quality assurance activities
- Implementation of 3 new Passport positions: 2 Passport Coordinators, and 1 Supervisor
- Internal review of the Passport Program with a focus on identifying strategic priorities
- With the Ministry and in collaboration with the 10 other Passport Agencies, contribute to the implementation of the provincial Passport Work Plan
- With the Ministry, contribute to processes related to Developmental Services Reform, and in response to the Ontario Auditor General's audit of Passport organizations
- Continued participation at regional and provincial Passport planning tables

Consumer Satisfaction Surveys for 2020-21

Children and Youth Services Program

Number of respondents: 145

Area Measured	Agree Strongly Agree %	Neutral %	Disagree Strongly Disagree %
It was easy for me to find out about Contact Hamilton	82	11	7
Greater understanding of Contact Hamilton services	88	11	1
I felt listened to by the Contact Hamilton staff	97	2	1
I felt that what was important to me was understood by Contact Hamilton staff	96	4	1
I now have a greater awareness of community services available to me	80	19	1
I felt Contact Hamilton staff provided me with clear and helpful information related to my situation	92	6	1
I would call Contact Hamilton again	94	5	1
I feel the next steps in getting service are clear to me	90	9	1
I felt Contact Hamilton was flexible in my meeting time	92	8	0
Overall I am satisfied with the help that Contact Hamilton has provided me	93	6	1
Average	90	8	2

DSO HNR Program

Number of respondents: 90

Area Measured	Agree Strongly Agree %	Neutral %	Disagree Strongly Disagree %
It was easy for me to find out about DSO HNR	70	19	11
Now that I have talked to a DSO HNR staff I have greater understanding of what services the DSO HNR provides	86	10	4
I felt listened to by the DSO HNR staff	93	1	6
I felt that what was important to me was understood by DSO HNR staff	90	5	6
I now have a greater awareness of community services available to me	80	16	5
I felt DSO HNR staff provided me with clear and helpful information related to my situation	90	7	3
I would call DSO HNR again	89	7	4
I feel the next steps in getting service are clear to me	83	13	3
I felt DSO HNR was flexible in my meeting time	89	8	3
Overall I am satisfied with the help that DSO HNR has provided me	94	2	3
Average %	86	9	5

Passport Hamilton-Niagara Program

Number of respondents: 66

Area Measured	Excellent	Good	Mostly Ok
My phone calls/enquiries were responded to in a timely manner	85	12	3
The information presented was clear and helpful	82	15	3
The staff member I spoke to was courteous, helpful and professional	92	8	0
With the information I received, I now have a better understanding of how to use Passport funding	73	26	2
My questions or issues were resolved after speaking with a Passport staff member	88	6	6
Overall, how satisfied were you with your recent experience with Passport Hamilton Niagara	85	15	0
Average %	84	14	2

Consumer Satisfaction Survey Blitz: January 2021 – March 31, 2021

Children and Youth Services

Access and Service Navigation Program

Number of respondents: 148

Consumer Satisfaction Indicators	Very Good %	Good %	Not Good %
How well did you feel the staff person understood your concerns?	86	12	2
How would you rate your experience with our Access program?	72	24	4
How well do you feel the person you spoke with was knowledgeable about your needs and situation?	83	15	2
How would you rate the wait time between your initial call to when you received a return call?	58	34	8

Consumer Satisfaction Indicators	Yes %	No %
Would you recommend Contact Hamilton's Access Program to others?	99	1
Would you call Contact Hamilton again if you had new concerns or questions?	99	1

Coordinated Service Planning

Number of respondents: 8

Consumer Satisfaction Indicators	Very Good %	Good %	Not Good %
How well do you feel you understand the role of your Coordinated Service Planner	38	63	0
Have things improved for you since you started with your Coordinated Service Planner?	63	38	0
How do you feel about the frequency of contact with your Coordinated Service Planner?	100	0	0
Overall please rate your experience with your Coordinated Service Planner	75	25	0

DSO HNR

Application Process

Number of respondents: 70

Consumer Satisfaction Indicators	Very Good %	Good %	Not Good %
How well did the staff person try to make the appointment as comfortable as possible?	94	6	0
How well did the staff person explain the application questions?	93	7	0
How well did the staff person answer your questions?	91	9	0
How well did the staff person understand your concerns?	91	9	0
How well did you feel the person you spoke with was knowledgeable about your needs and situation?	96	4	0
Overall, how would you rate your experience with the DSO?	83	17	0

Consumer Satisfaction Indicators	Yes %	Unsure %	No %
After completing the application process with us, do you feel hopeful or positive about next steps?	84	13	3
Would you recommend the DSO to others?	100	0	0
Would you call the DSO again if you had new concerns or questions	100	0	0

Service Navigation

Number of respondents: 48

Consumer Satisfaction Indicators	Very Good %	Good %	Not Good %
How would you rate the wait time between your initial call or reach out to us and when you received a return call?	83	17	0
How well did you feel the staff person understood your concerns?	88	13	0
How well do you feel the person you spoke with was knowledgeable about your needs and situation?	89	11	0
How well did you understand the information that was provided to you by the staff person?	79	19	2
Overall, how would you rate your experience with the DSO?	81	17	2

Consumer Satisfaction Indicators	Yes %	No %
Would you recommend the DSO to others	98	2
Would you call the DSO again if you had new concerns or questions?	100	0

Passport

Number of respondents: 71

Consumer Satisfaction Indicators	Very Good %	Good %	Not Good %
How would you rate the wait time before we were able to respond to you?	46	46	9
How would you rate the worker's understanding of your questions?	66	34	0
How would you rate your overall experience with us?	60	37	3

Consumer Satisfaction Indicators	Just Right %	Too Much %	Too Little %
Tell us what you thought about the amount of information we sent you?	52	47	1

Consumer Satisfaction Indicators	Easy %	OK %	Hard %
How easy to understand was the information we sent you?	9	66	25

Consumer Satisfaction Indicators	Yes %	No %
Did you get the information you needed when you spoke with us?	100	0
Did you need help in understanding the information we sent you?	56	44