



Business Plan for 2021-2022

Commitment to Diversity, Equity and Inclusion (DEI)

- 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

- 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

- Work plan development, and implementation

Social Media Presence

- Implementation of a social media program for Contact Hamilton programs

Children and Youth Services Program

- 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)

- 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

- 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