



Business Plan for 2022-2023

Commitment to Diversity, Equity and Inclusion (DEI)

- Review of the third-party external audit DEI audit results, and development of action plans
- Continued organizational training in DEI
- Continued 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
- Informed by lessons learned (and learning) with COVID-19, continued review of Contact Hamilton's strategic, longer-term organizational planning

French Language Services

- FLS work plan development, and implementation

IT Security

- Ongoing implementation of third-party external IT audit recommendations
- Reassess need for a subsequent IT audit to test corrections made

Social Media Presence

- Resume implementation of a social media program for Contact Hamilton programs

Children and Youth Services Program

- Continued focus on 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
- Development of clearer pathways for children aged under 6 years presenting with mental health concerns
- 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
- Continued quality assurance activities including outreach to consumers about their service experience
- Contribute to the regional implementation of the West Region OAP – URS
- Support implementation of the Smart Start Hub in Hamilton (provincial initiative)
- Continue to contribute to the Early Intervention and Special Needs Modernization initiative led by the Ministry of Children, Community and Social Services
- Planning and implementation of the transfer of Brokerage functions from Hamilton Health Sciences to Contact Hamilton effective October 1, 2022
- Continued participation at local, regional, and provincial tables

Developmental Services Ontario Hamilton Niagara Region (DSO HNR)

- Implementation of recommendations arising from the internal review of the DSO HNR program with respect to application completion, and the intake and eligibility processes
- Continued interface with hospitals to ensure seamless referral for people in hospital requiring discharge
- Continued collaboration with MCCSS and other DSO providers to enhance and coordinate activities to ensure consistency where required, including with respect to consistency in the use of the provincial client database (DSCIS)
- 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
- Focused outreach to key referents and groups to raise awareness about DSO HNR services
- Continued quality assurance activities including outreach to consumers about their service experience
- Further develop consumer and family engagement initiatives that will inform the DSO HNR
- Continued participation at local, regional and provincial tables
- With the MCCSS, contribute to processes related to Developmental Services Reform, and response to the Ontario Auditor General's audit of DSO organizations

Passport Hamilton-Niagara Region

- Implementation of the MCCSS' strategy with respect to the permanent wage increase
- Continued implementation of the MCCSS' temporary changes to the Passport Guidelines to support Passport funding recipients during the COVID-19 pandemic
- Enhance outreach to consumers, and service providers

- Enhanced implementation of mass communication technology to reach Passport recipients in a timely manner
- Quality assurance activities
- Implementation of recommendations arising from the internal review of the Passport Program
- 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