



Executive Director's Report

Annual General Meeting 2022/2023:

September 28, 2023

Table of Contents

Message from the Executive Director	4
Commitment to Diversity, Equity and Inclusion (DEI)	4
Key Organizational Activities in 2022-2023	4
Key Goals for 2023-2024	5
Work from Home	5
Key Organizational Activities in 2022-2023	5
Key Goals for 2023-2024	6
Response to COVID-19 and Respiratory Illnesses	6
Key Organizational Activities in 2022-2023	6
Key Goals for 2023-2024	6
French Language Services (FLS)	6
Key activities in 2022-23:	6
Key Goals for 2023-24:	6
Information Technology (IT) Security	7
Key activities in 2022-23:	7
Key Goals for 2023-24:	7
Children and Youth Services Program	7
Key activities in 2022-23:	7
Quick Stats for 2022-2023:	8
Key Goals for 2023-24:	9
Developmental Services Ontario Hamilton Niagara Region (DSO HNR)	9
Key activities in 2022-23:	9
Quick Stats for 2022-23:	10

Key Goals for 2023-24:	11
Passport Hamilton-Niagara Region	12
Key activities in 2022-23:	12
Stats for 2022-23:.....	13
Key Goals for 2023-24:	13
Consumer Satisfaction Surveys for 2022-23	14
Children and Youth Services Program	14
DSO HNR Program.....	14

Message from the Executive Director

I am pleased to present my Executive Director's Annual General Meeting Report for the fiscal year 2022-2023. This report contains information about key activities undertaken throughout the year in our three programs:

- **Children and Youth Services**
- **Developmental Services Ontario Hamilton-Niagara Region**
- **Passport Hamilton-Niagara Region**

This report is a summary of key accomplishments only and does not reflect the significant work and outcomes performed by our employees every day.

Contact Hamilton is supported by dedicated and caring employees. Contact Hamilton is also supported by a dedicated volunteer Board of Directors who provide governance leadership to the important work of this organization.

Contact Hamilton is humbled and honoured to work closely with and on behalf of children, youth, adults with developmental disabilities, their families and support networks. We do this in collaboration with our service provider partners from across sectors.

While we strive to do our best, we know we always have more to learn and are committed to doing so.

Lea Pollard, Executive Director

Commitment to Diversity, Equity and Inclusion (DEI)

Key Organizational Activities in 2022-2023

- Following analysis of recommendations arising from a third-party external DEI audit, Contact Hamilton staff created **4 organization-wide foundational priorities** for implementation by all Contact Hamilton programs:
 - 1 - Increasing staff comfort and skill to support discussions related to cultural considerations and why this is important information.

- 2 - Normalizing discussions and conversations about DEI and creating safety for the discussion to occur.
- 3 - Recognizing and accepting that awareness can bring discomfort and this is necessary in creating opportunities for change.
- 4 - Recognition that DEI development is a lifelong process and journey and that it will not be easy at times.
- Creation of a master training schedule which includes ongoing mandatory DEI related training for all employees in the areas of: Indigenous Cultural Capacity, Anti-Racism Anti-Oppressive, Positive Space, and Applied Suicide Intervention
- Offered SANYAS Indigenous Cultural Capacity training to employees and Board
- Revision of key employment and human-resources policies to reflect DEI principles

Key Goals for 2023-2024

- Continued implementation of the 4 foundational priorities with report-back mechanisms to measure progress
- Continued development of Contact Hamilton's DEI Committee, and inclusion of additional DEI goals and priorities over time
- Continued review and revision of employment and HR policies and practices to ensure DEI principles are reflected
- Expand SANYAS training to more staff and Board members

Work from Home

Key Organizational Activities in 2022-2023

- Full implementation of the Work from Home policy and supporting practices to ensure quality, privacy, and consumer service standards
- Full implementation of a rotating on-site schedule to ensure presence of staff response for people who come to the office-site for information/service
- Resumption of in-person activities

Key Goals for 2023-2024

- Continued implementation and evaluation of Contact Hamilton's Work from policy and supporting procedures

Response to COVID-19 and Respiratory Illnesses

Key Organizational Activities in 2022-2023

- Broadening out of Contact Hamilton's COVID-19 Plan to include respiratory illnesses in general
- Continued focus on prevention activities
- Resumption of in-person services (in-office and in-home)
- Lifting of restrictions with continued emphasis on prevention activities

Key Goals for 2023-2024

- Continued update and revision to Contact Hamilton's COVID-19 and Respiratory Illnesses Plan
- Continued focus on prevention activities

French Language Services (FLS)

Key activities in 2022-23:

- Continued assessment of Contact Hamilton's ability to address expectations related to French Language Services including review of revisions to the French Language Services Act

Key Goals for 2023-24:

- Continued FLS work plan development, and implementation
- Review and revision of Contact Hamilton's FLS Policy

Information Technology (IT) Security

Key activities in 2022-23:

- Ongoing implementation of recommendations arising from the third-party IT audit conducted in 2020/21
- Given ongoing and heightened IT and cyber-security threats, completion of a follow up third-party IT audit
- Cyber-security training for all employees

Key Goals for 2023-24:

- Continued implementation of IT audit recommendations
- Ongoing supportive staff training and monitoring with respect to cyber security threats

Children and Youth Services Program

Key activities in 2022-23:

- Provision of the following core services:
 - Access and Service Coordination
 - Coordinated Service Planning
 - FASD Consultation Service
 - Complex Needs Placement Coordination Service (CNPC) **new program as of October 1, 2022
 - Facilitation and leadership to critical community processes i.e. Case Resolution / Complex Special Needs, Transitional Aged Youth, Residential Placement Advisory Committee, Violence-Threat Risk Assessment
- Continued expedited response to children/youth in highly urgent need of services, inclusive of urgent consultation protocols with various service provider partners
- Initial response to all incoming referrals within 1-5 days in order to: reassure people that their referrals were received; share approximate time for response; and to share services that can be used immediately during the waiting period.

- Continued participation on various Child and Youth Mental Health Lead Agency initiatives
- Continued coordination, support, and management of the Hamilton FASD Collaborative including management of social media presence and leadership with respect to development of FASD resources and events
- Continued 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 2022-2023:

ACCESS AND SERVICE COORDINATION

- ✓ The **Children and Youth Services Program** had 23,015 contacts on behalf of 3,352 unique children and youth:
 - ✓ 3,174 children and youth presenting with mental health needs
 - ✓ 117 children and youth presenting with developmental disabilities
 - ✓ 61 children and youth presenting with mental health and developmental needs
- ✓ 2,381 children and youth were open to the **Access and Service Coordination Program**
 - ✓ 2,244 children and youth presenting with mental health needs
 - ✓ 92 children and youth presenting with developmental needs
 - ✓ 45 children and youth presenting with mental health and developmental needs
- ✓ The **Access and Service Coordination Program** made the following referrals:
 - ✓ 1,668 referrals to Ministry funded child and youth mental health programs, on behalf of 996 children and youth
 - ✓ 110 referrals to Ministry funded child and youth developmental programs, on behalf of 94 children and youth

COORDINATED SERVICE PLANNING

- ✓ There were 3,831 contacts made on behalf of children, youth, and families by **Coordinated Service Planners**
 - ✓ 1,420 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
- ✓ 65 children and youth were involved with **Coordinated Service Planning** and had active coordinated service plans.

FASD CONSULTATION SERVICE

- ✓ 41 new client referrals to the FASD Consultation Service
- ✓ 59 unique children/youth served; 72 FASD services provided (some children received multiple services throughout the year)
- ✓ Support to the Hamilton FASD Collaborative – coordination of
 - 13 child/youth specific case conferences
 - 4 in-service sessions to agencies
 - International FASD Awareness Day

Key Goals for 2023-24:

- Full implementation of Complex Needs Placement Coordination Service
- Transfer of child/youth mental health access functions to the Child and Youth Mental Health Lead Agency as of January 1, 2024
- Internal review and planning of Contact Hamilton's Access and Service Coordination program for children and youth presenting with developmental, FASD, ASD and/or complex needs
- Continued collaboration with service provider partners
- Continued quality assurance activities including outreach to consumers about their service experience
- Continued participation at local, regional, and provincial tables

Developmental Services Ontario Hamilton Niagara Region (DSO HNR)

Key activities in 2022-23:

- Provision of the following core services: standardized eligibility confirmation process; standardized provincial application process (including reapplication when required); service navigation including application updates, referrals and registrations; coordination of local/regional housing information; and linkage and support to the Urgent Response Process and the Service Solutions Process
- Continued focus on increasing the number of applications completed during the year, including reducing the number of appointment cancellations

- Completed internal review of the eligibility confirmation process at the DSO HNR (quality assurance)
- Launched internal review of the service navigation and urgent response processes at the DSO HNR (quality assurance)
- Continued work and coordination with MCCSS and the DSO Provincial Network (and its committees) in response to the Auditor General’s audit recommendations, and to address provincial priorities
- Continued implementation of the fiscal Housing Navigation Initiative (ending March 2024) for specific cohorts of individuals as identified by MCCSS, and the development and launch of local information tools and workshops
- Continued collaboration with hospitals in the Hamilton-Niagara Region regarding streamlined and coordinated referral and planning activities
- Continued community outreach such as the delivery of information sessions to various stakeholders (within and outside of MCCSS funded partners) and families
- Leadership to and participation in the development and implementation of the DSO Provincial Network’s Strategic plan focused on: developing meaningful partnerships, and leveraging data for informed decision making and informing system planning.
- Continued quality assurance activities including outreach to consumers about their service experience
- Continued participation at local, regional and provincial tables

Quick Stats for 2022-23:

ELIGIBILITY CONFIRMATION

- ✓ The DSO HNR completed 463 eligibility confirmation decisions
 - ✓ 59% of people were confirmed eligible for adult developmental services
 - ✓ 41% of people were confirmed ineligible for adult developmental services
- ✓ An additional 292 people were waiting for eligibility confirmation (i.e. outstanding eligibility information)

APPLICATION COMPLETION

- ✓ A total of 529 **applications** for adult developmental services were completed

- ✓ 77% of applications were on behalf of NEW people (not already receiving services)
- ✓ 13% of applications were on behalf of people currently receiving some services, needing more/different services
- ✓ 10% 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 41 unique people to the **Urgent Response process** in their community, and supported them through the process
- ✓ There were 73 Urgent Response Meetings

LINKAGE TO SERVICE SOLUTIONS PROCESS

- ✓ 4 people received Service Solutions planning
- ✓ 40 people were waiting to be referred when there is planning capacity

HOUSING NAVIGATION

- ✓ Housing Navigators connected with 346 people to share information and resources about affordable housing options in the Hamilton-Niagara Region.
- ✓ Housing Navigators supported 25 people in developing housing plans to access affordable housing
- ✓ Housing Navigators reached over 1,535 people through workshops, conferences and meetings with cross sector partners

Key Goals for 2023-24:

- Implementation of recommendations arising from the internal review of the eligibility confirmation process
- Completion of the internal review of the service navigation and urgent response processes and implementation of recommendations
- Continued interface with hospitals to ensure seamless referral for people in hospital requiring discharge
- Continued collaboration with MCCSS and the DSO Provincial Network to enhance and coordinate activities to ensure consistency where required
- Focused outreach to Indigenous communities
- Focussed outreach to key referents and groups to raise awareness about DSO HNR services regarding how and when to connect with the DSO HNR
- Implementation of the provincial DSO consumer satisfaction tool (anticipated May 2023)

- 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 (“Journey to Belonging” <https://www.ontario.ca/page/journey-belonging-choice-and-inclusion>), and continued response to the Ontario Auditor General’s audit of DSO organizations

Passport Hamilton-Niagara Region

Key activities in 2022-23:

- 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
- Planning for roll out and implementation of the revised MCCSS Passport Guidelines
- Began internal review of the Passport service (quality assurance) to ensure alignment to the new/developing Passport provincial program model
- Leadership to and participation in the development and implementation of the Ontario Passport Agency Network (OPAN) workplan for 22/23 focused on: communications and education, provincially consistent procedures, and development of a provincial program model
- Leadership to and participation in the development and implementation of the OPAN Strategic plan focused on: developing meaningful partnerships, and leveraging data for informed decision making and informing system planning.
- Ongoing participation at various regional and provincial tables

Stats for 2022-23:

- ✓ 6,604 unique individuals were already receiving or newly approved for Passport funding as of March 31 2021 (\$65.1M annualized funding)
 - ✓ 4,413 people were self-directing their funding
 - ✓ 1,993 people were supported through Agency Services
 - ✓ 198 people did a combination of self-directing their funding and having an Agency Services arrangement

- ✓ The Passport Program made 633 Passport funding approvals in 2021-22:
 - ✓ 442 approvals (70%) for new people, and 191 approvals (30%) for people who were already receiving some Passport funding

Key Goals for 2023-24:

- Implementation of the MCCSS' revised Passport Guidelines (April 2023)
- 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
- Leadership to and participation in the development and implementation of the Ontario Passport Agency Network (OPAN) workplan for 2023/24
- With the MCCSS, contribute to processes related to Developmental Services Reform ("Journey to Belonging" <https://www.ontario.ca/page/journey-belonging-choice-and-inclusion>), and continued response to the Ontario Auditor General's audit of DSO organizations
- Continued and enhanced participation at local, regional and provincial Passport planning tables

Consumer Satisfaction Surveys for 2022-23

Children and Youth Services Program

Number of respondents: 95

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	93	5	2
I felt listened to by the Contact Hamilton staff	95	4	1
I felt that what was important to me was understood by Contact Hamilton staff	95	4	1
I now have a greater awareness of community services available to me	79	18	3
I felt Contact Hamilton staff provided me with clear and helpful information related to my situation	90	10	1
I would call Contact Hamilton again	94	4	2
I feel the next steps in getting service are clear to me	90	8	2
I felt Contact Hamilton was flexible in my meeting time	85	11	4
Overall, I am satisfied with the help that Contact Hamilton has provided me	91	9	0
Average	89	9	2

DSO HNR Program

Number of respondents: 66

Area Measured	Agree / Strongly Agree %	Neutral %	Disagree / Strongly Disagree %
It was easy for me to find out about DSO HNR	77	9	14

Area Measured	Agree / Strongly Agree %	Neutral %	Disagree / Strongly Disagree %
Now that I have talked to a DSO HNR staff I have greater understanding of what services the DSO HNR provides	91	3	6
I felt listened to by the DSO HNR staff	94	5	2
I felt that what was important to me was understood by DSO HNR staff	91	3	6
I now have a greater awareness of community services available to me	86	11	3
I felt DSO HNR staff provided me with clear and helpful information related to my situation	83	11	6
I would call DSO HNR again	91	6	3
I feel the next steps in getting service are clear to me	85	3	12
I felt DSO HNR was flexible in my meeting time	94	3	3
Overall, I am satisfied with the help that DSO HNR has provided me	92	5	3
Average %	88	6	6