



## **Business Plan for 2023-2024**

### **Commitment to Diversity, Equity and Inclusion (DEI)**

- 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**

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

### **Response to COVID-19 and Respiratory Illnesses**

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

## **French Language Services**

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

## **Information Technology (IT) Security**

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

## **Children and Youth Services Program**

- 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)**

- 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
- Focused 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

- 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

