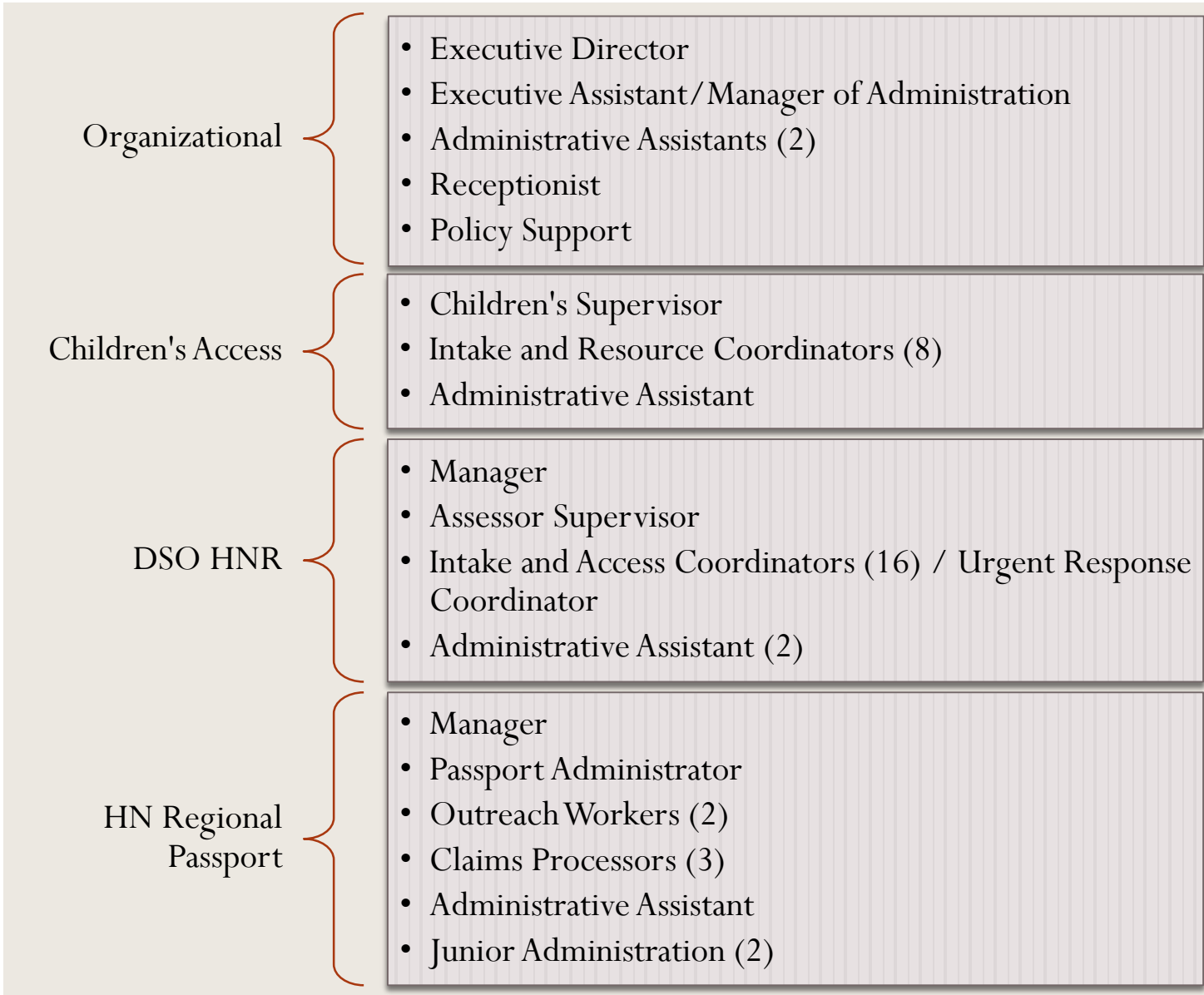


**Annual General Meeting:
Executive Director's Report**
September 22 2016



Contact Hamilton for Children's and Developmental Services

Children's Access Hamilton 0-18 years <i>Mental health, developmental, autism</i>	DSO HNR Hamilton-Niagara 16+ years <i>Confirmed developmental disability</i>	Passport Hamilton-Niagara 18+ years <i>Confirmed developmental disability</i>	TSF Fund Hamilton-Niagara 18+ years <i>Adult Developmental Services</i>
---------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------



Children's Access

- Coordinated Information
- Ensure Basic Eligibility
- Intake/Re-intake, Service Recommendations, Prioritization, Referrals, Referral Tracking
- RPAC
- Facilitation and administratin of Service Resolution and Complex Needs

DSO HNR

- Coordinated Information
- Eligibility Confirmation
- Application, Service Recommendations, Service Navigation
- Linkage with External Prioritization Process
- Service Matching and Linking (referrals, referral tracking, vacancy management)
- Linkage with Urgent Response

HN Regional Passport

- Determine level of support and corresponding funding level
- Management of new Passport Funding allocations
- Administration of Passport funding contracts
- Claims processing and reimbursement
- Outreach and support

TSF Fund Administration

- Tracking of fund approvals and confirmation of available funding
- Paying invoices
- Monthly and ad hoc reporting to community tables and MCSS regarding fund balance

Spotlight on Key Activities: Children's Access Program

- Adoption of interRAI screener including program staff certification
- Planning for transition to new client database: EMHware
- Lead Agency / Moving on Mental Health implementation (various work groups)
- Planning and coordination regarding Syrian Refugees and access to children's mental health
- Internal reorganization of schedule management – reducing wait times for Contact Hamilton services
- Continued facilitation of community processes notably: Children's Resolution, Complex Needs, RPAC, VTRA, TAY Protocol
- Revision of VTRA community protocol

Spotlight on Key Activities: Service Coordination Agency

- Special Needs Strategy
 - Provided co-facilitation to Integrated Delivery of Rehabilitation Services planning/proposal development table
 - Proposal development for Coordinated Service Planning proposal development table
- Following development of a community endorsed proposal, Contact Hamilton was endorsed by Ministries (MCYS, MCSS, EDU, MOHLTC) to become the Service Coordination Agency for the Hamilton community

Spotlight on Key Activities:

DSO HNR

- Implementation of recommendations related to Privacy and Security Audit (agency wide)
- Internal review of program with resulting action plans
- Streamlining of service vacancy management process
- Development of 'primers' for agencies to assist with education about key DSO roles / functions
- Targeted completion of ADSS/SIS for migrated people / wait list 'clean up'
- Provincial activities: stakeholder engagement and communication, provincial consistency, upgrade of provincial database, relationship with MCSS
- Continued coordination of Urgent Response activities and community protocol revision
- Targeted promotional mail out to physicians

Spotlight on Key Activities: Passport Program

- Major allocation of Passport funding
 - 124 approvals, over \$1.48M approved
- Creation of Ontario Passport Agency Network
 - Contact Hamilton is a co-chair
 - Presentation to Corporate MCSS

Spotlight on Key Activities: Temporary Supports to Families Fund

- Fund Administration (\$621,900) and reconciliation
- Revision and orientation to local Urgent Response and Temporary Supports to Families Fund protocols to reflect provincial changes

Consumer Satisfaction: Children's Access Program

Area Measured	Agree Strongly Agree %	Neutral %	Disagree Strongly Disagree %
Easy to find out about Contact Hamilton	76	14	10
Greater understanding of Contact Hamilton services	85	13	2
I felt listened to by the Contact Hamilton staff	96	2	2
I felt that what was important to me was understood	97	1	2
I now have a greater awareness of community services available to me	81	14	5
Staff provided me with clear and helpful info	95	4	1
I would call Contact Hamilton again	94	4	1
I feel the next steps in getting service are clear	97	2	1
Contact Hamilton was flexible in my meeting time	92	6	3
Overall I am satisfied with the help provided me	95	2	3

Consumer Satisfaction: DSO HNR

Area Measured	Agree Strongly Agree %	Neutral %	Disagree Strongly Disagree %
It was easy for me to find out about DSO HNR	76	14	10
I have greater understanding of what services the DSO HNR provides	96	4	-
I felt listened to by the DSO HNR staff	99	1	-
I felt that what was important to me was understood	96	4	-
I now have a greater awareness of community services available to me	86	13	1
DSO HNR staff provided me with clear and helpful information	94	6	-
I would call DSO HNR again	97	3	-
I feel the next steps in getting service are clear	92	7	1
I felt DSO HNR was flexible in my meeting time	98	2	-
Overall I am satisfied with the help that DSO HNR has provided me	98	2	-

Consumer Satisfaction: Passport Claim Process

Area Measured	Strongly Agree/ Agree %	Strongly Disagree/ Disagree %
Overall, I feel that my claim(s) have been well managed.	92	4
I have a greater understanding about making claims and what my funds can/cannot be used for.	87	5
My phone calls were responded to in a timely manner.	89	4
I felt listened to and understood by the Passport staff.	86	6
I was treated respectfully/courteously by Passport staff.	92	4
I understand the claims reimbursement process.	91	2
I received my claim reimbursement money in a timely manner.	94	3
I received a clear explanation for any partial/whole claim that was paid.	89	2
Overall, I am satisfied with the help that the Passport claims program has provided me.	91	3

Consumer Satisfaction: Passport Outreach Services

Area Measured	Strongly Agree/Agree %	Strongly Disagree/Disagree %
I was connected to a Passport Outreach Worker in a timely manner.	93	4
I felt listened to by the Outreach Worker.	96	4
My phone calls were responded to in a timely manner.	97	3
The Outreach Worker was professional, courteous and respectful.	96	4
The Outreach Worker provided me with clear and helpful information related to my situation or questions.	97	3
With the help I received from the Outreach Worker, I now have a better plan for using my Passport funding.	86	4
Now that I have talked to or met with an Outreach Worker, I feel that my questions and concerns have been addressed.	93	3
I would call the Passport office again if I had any questions or concerns.	93	7
Overall, I am satisfied with the help that the Passport Outreach provided me.	93	7

Service Stats: Children's Access Program

- 3738 children and youth served
- 13 RPAC meetings held
- 1051 new callers to Contact requesting information and access to services
- 1512 intakes were completed
- 1828 referrals were made on behalf of 1346 children/youth
 - Does not include information / redirection to non MCYS funded services
 - Finite number of referrals can be made; does not reflect high demand for service coordination

Service Stats: Children's Access Program

- Who called the Children's Access Program on behalf of child/youth (top 10):
 - Family, 65%
 - Health system, 20%
 - Primary care, hospital, emergency psychiatry
 - Education, 3%
 - Child welfare, 2%
 - Mobile crisis, 2%
 - Self/youth, 1%

Service Stats: Children's Access Program

- Who suggested to the caller that they call Contact Hamilton (top 10):
 - Health system, 44%
 - Primary care, hospital, medical specialist, emergency psychiatry
 - Education, 11%
 - Internet, 10%
 - Child welfare, 7%
 - MCSS/MCYS funded services, 4%
 - Mobile crisis, 3%
 - Self, 3%
 - Family, 2%
 - Community mental health, 2%
 - Friend, 1%

Service Stats:

DSO HNR

- Eligibility Confirmation
 - 837 new requests for eligibility confirmation
 - 46% confirmed eligible
 - 24% confirmed ineligible
 - 30% in process at March 31 / 16
- Application Packages
 - 1141 completed
 - 82% first time assessments (37% new people, 45% people in service)
 - 18% reassessment because of changes in need

Service Stats:

DSO HNR

- Referrals
 - 4554 new referrals identified on behalf of 1918 people
 - 1306 service admissions reported to DSO HNR
 - 1372 service endings reported to DSO HNR
 - 8557 outstanding needs identified
 - Some duplication; becomes more accurate as more people receive application

Service Stats:

DSO HNR

- Urgent Response Meetings
- 76 requests for an Urgent Response meeting, on behalf of 51 unique individuals across all communities
 - 69% of requests were on behalf of youth aged 18-29
 - 62% of requests were on behalf of people living at home
 - In over 90% of situations, the request for an urgent response meeting was because the primary caregiver indicated that they could no longer continue to provide care (e.g. health concerns, death, complexity of needs)
- 75 Urgent Response meetings were held on behalf of 51 people
 - 81% of all meetings resulted in the endorsement of the Temporary Supports to Families Fund
 - Fund was largely used to support respite / day options

Service Stats: Passport Program

- Waiting
 - 2181 people waiting
 - Would require \$18.71M to address
- Receiving
 - 2195 people receiving
 - \$22.02M

Looking Ahead

- Consumer and stakeholder engagement
- Program promotion
- NEW: implementation of Service Coordination Hamilton
- Continued sector changes, modernization, transformations
 - Passport
 - Children's Mental Health
 - Developmental Services Transformation
- Staff wellness

Thank You

- Children, youth, families
- People with disabilities and their families
- Community partners
- Funding Ministries
- Board of Directors
- Staff