



Annual General Meeting 2016/2017:

Executive Director's Report

to the

Contact Hamilton Board of Directors

September 21 2017

Message from the Executive Director

It has been my pleasure to be part of Contact Hamilton for the past 17 years, since it first opened its doors in June 2000 first in the capacity as Manager of Client Services and then in 2010 as its Executive Director.

Contact Hamilton's program and services have grown over the past 17 years. Throughout all of this time and some changes and additions along the way, our primary goal continues to be to provide the best possible access to and coordination of services and supports for children and youth living in Hamilton presenting with mental health, developmental and autism concerns and for adults with developmental disabilities living in the communities of Hamilton, Brant, Niagara, Haldimand, Norfolk, Six Nations of the Grand River First Nation and Mississaugas of the New Credit First Nation.

*Over these 17 years our agency and our sectors have seen tremendous change. While we have seen growth in some of our programs (for which we are grateful as this assists us with addressing the needs of our consumers), we have also been challenged to maintain our responsiveness within tightening resources and growing expectations. How do we deliver the best services we can with the resources we have? What is most important to our consumers? The answer lies in our relationship with our stakeholders. This year we have recommitted ourselves to deeper, meaningful stakeholder engagement. **We can only do our best work if it is informed by our consumers, our staff and key community stakeholders.** Each of our programs will be reaching out to our consumers, staff and community stakeholders to seek input and support.*

Beginning this year our organization is also committing itself to enhancing its understanding and relationships with our Indigenous people and to developing approaches that increase our responsiveness to the diversity of our communities. Diversity is our strength.

We look forward to the future and to our renewed commitment to meaningful engagement.

My thanks always go first and foremost to our consumers, their families and support networks. We are privileged to work alongside people in their time of need and are humbled by their strength and perseverance. Our goal is to rise to the challenge and provide the meaningful support people need and expect from us. To this end, I wish to acknowledge and thank our compassionate staff who chose to work at Contact Hamilton and to dedicate themselves to assisting people and their families. I am honoured to work side by side with them.

With great thanks,

Lea Pollard

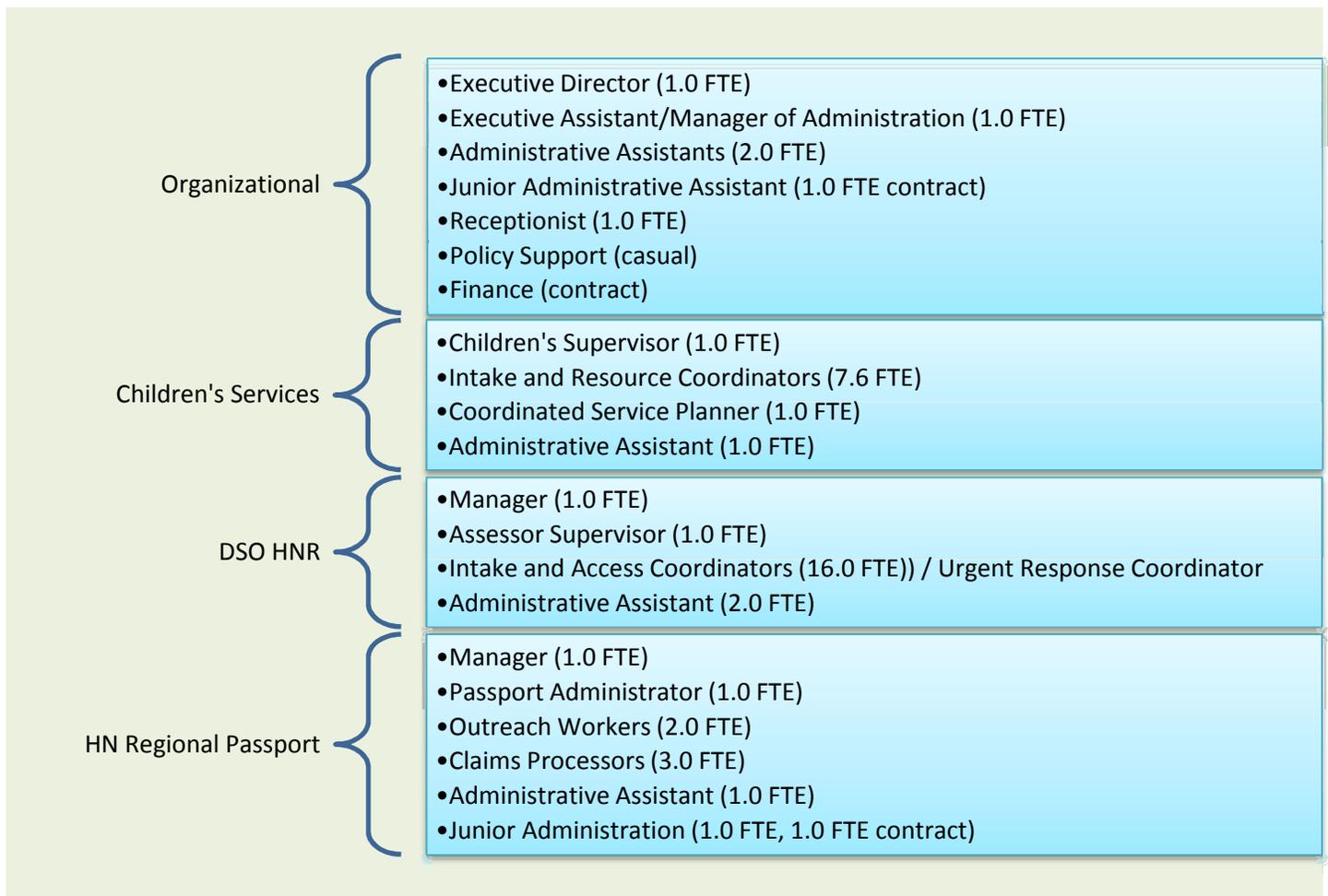
Executive Director

September 22 2017

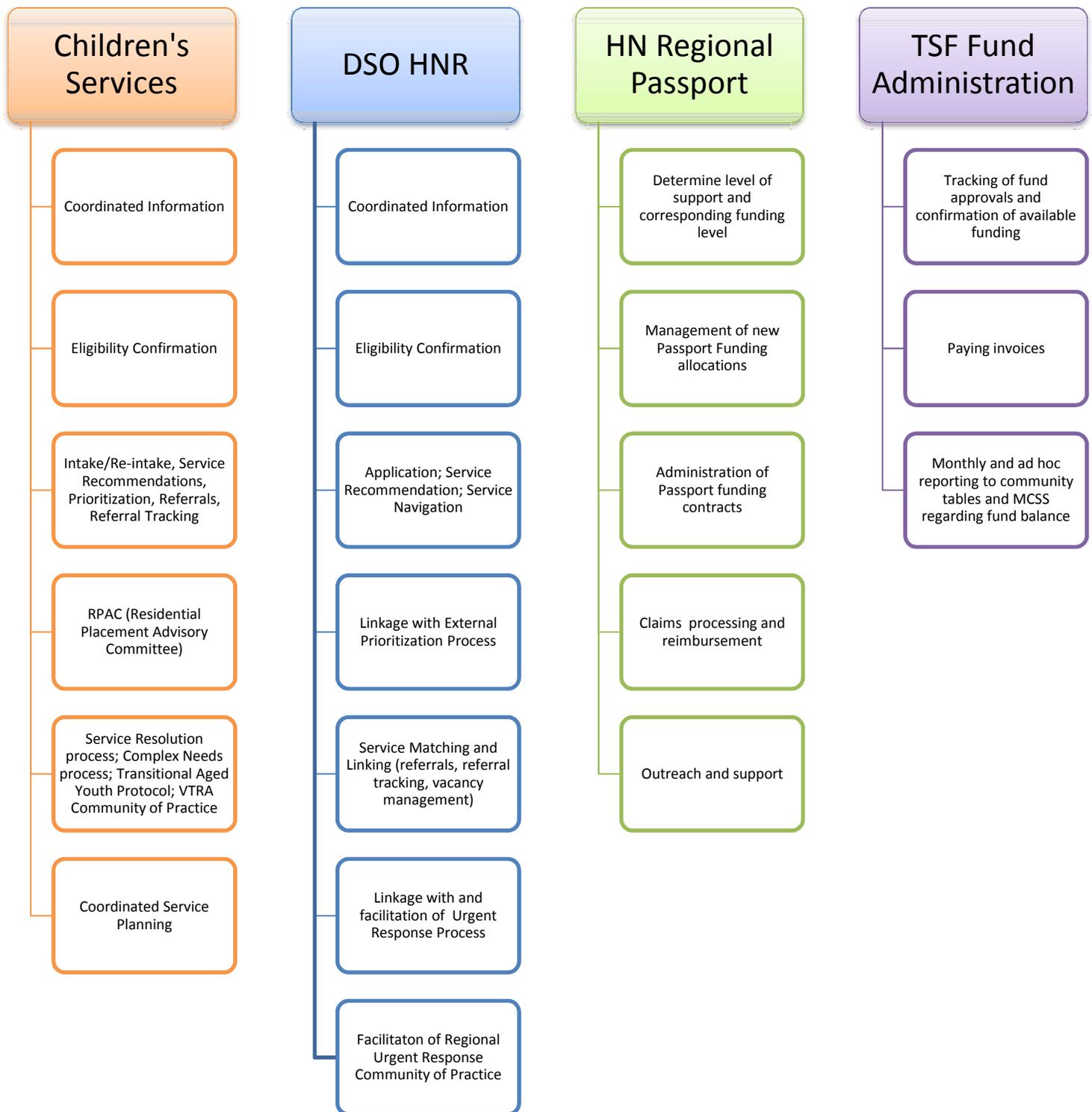
Contact Hamilton for Children's and Developmental Services

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

Contact Hamilton Staffing



Contact Hamilton Programs: Key Functions



Spotlight on Key Activities in 2016-2017

DSO HNR

- Preparation for launch of DSCIS v6 (provincial database) notably data migration and staff training
- Implementation of
 - Enhanced functionality through DSCIS notably updating application information
 - Provincial partnership with ODSP office regarding enhancement to eligibility process
- Provincial activities through the DSO Provincial Network notably relationship with MCSS, provincial consistency, communications, development of various protocols, DSO functional assessment
- Refresh of website – focus on enhanced /easier access and navigation

Hamilton Niagara Regional Passport Program

- Provincial activities through the Ontario Passport Agency Network notably Passport Modernization
 - Contact Hamilton is a co-chair
- Management of Passport allocations
- Review of Passport program policies and procedures with resulting recommendations for efficiencies
- Refresh of website – focus on enhanced /easier access and navigation

Children's Services

- Implementation of new database / information system: EMHware
- Lead Agency / Moving on Mental Health implementation (various work groups)
- Implementation of Coordinated Service Planning program including facilitation of community leadership and implementation tables and initiation of consumer advisory process
 - Development and approval of community Policies and Procedures specific to Coordinated Service Planning
 - Approval in principle of community Memorandum of Understanding
- Internal team review and identification of team priorities

Temporary Supports to Family Fund Administration

- Fund Administration (\$621,900) and reconciliation

Organizational

- Launch of organizational priority: Stakeholder Engagement
 - Meeting with consumers
 - Stakeholder Engagement launch with staff
 - Development of key engagement plans for each Contact Hamilton program
- Launch of organizational priority: Diversity
 - Registration for Diversity, Equity and Inclusion course

Contact Hamilton Programs: Key Activity Measures

Consumer Satisfaction – Children’s Access Services

At the conclusion of the intake process, youth and families are provided with a link to a confidential e-survey (youth and families that request a paper copy are provided one with a postage paid return envelope). Once the survey is completed, the software program calculates the results. Contact Hamilton is able to generate reports from this data. Where respondents requested follow up and provided their contact information, the Supervisor connected with them.

Management receives quarterly reports regarding consumer satisfaction. Reports are reviewed, analysed and opportunities to address issues are developed.

Survey Results:

Maximum number of responders: 92 (not every question was answered by every respondent)

Area Measured	Agree Strongly Agree %	Neutral %	Disagree Strongly Disagree %
It was easy for me to find out about Contact Hamilton	76	17	7
Greater understanding of Contact Hamilton services	86	9	6
I felt listened to by the Contact Hamilton staff	97	0	3
I felt that what was important to me was understood by Contact Hamilton staff	96	1	3
I now have a greater awareness of community services available to me	80	13	7
I felt Contact Hamilton staff provided me with clear and helpful information related to my situation	89	7	4
I would call Contact Hamilton again	95	2	3
I feel the next steps in getting service are clear to me	89	4	7
I felt Contact Hamilton was flexible in my meeting time	81	15	3
Overall I am satisfied with the help that Contact Hamilton has provided me	92	2	6
Average	88	7	5

Areas of Strength:

- Consumer experience
- Overall high levels of satisfaction across measured domains

Areas for Improvement:

- Lack of awareness in community about Contact Hamilton
- While 80% of respondents felt they had a greater awareness of services after involvement with Contact Hamilton, there is room for improvement here
- While 81% of consumers felt satisfied with the flexibility they had in choosing their appointment time, there is room for improvement here
- Low response rate (query survey fatigue)
- Children’s Team continues to implement and explore new strategies to address areas for improvement; team will use stakeholder engagement as a vehicle for support to identify strategies/opportunities

Analysis of Narrative Comments:

- A total of 49 people provided comments

- 46 comments were positive – staff qualities, helpful process, general thanks
- 9 comments identified system level issues (was not aware of Contact Hamilton sooner; long wait lists for services)
- 9 comments identified issues with the consumer’s experience with Contact Hamilton (long wait for intake appointment, frustrations with connecting with Contact Hamilton)
- 2 comments identified suggestions for consideration

Consumer Satisfaction Survey – Coordinated Service Planning

Coordinated Service Planning is a community-wide initiative. Contact Hamilton plays a central, primary role in coordinating agency implementation with respect to Coordinated Service Planning. In addition Contact Hamilton directly provides Coordinated Service Planning at various levels (Consultation, Enhanced Consultation and Direct/Focused Coordinated Service Planning).

The evaluation of Coordinated Service Planning is a community responsibility; however Contact Hamilton is responsible for ensuring that this process is developed. Specific feedback / consumer survey processes were in development in 2016-2017. The consumer satisfaction processes will not only measure satisfaction with Contact Hamilton’s Coordinated Service Planning Process but also with the community delivery of coordinated service planning.

Consumer Satisfaction – DSO HNR

The DSO HNR provides consumers with the opportunity to provide feedback to the following services:

- Satisfaction with the application process
- Satisfaction with community presentations

Application Process

At the conclusion of the application process, individuals and families are provided with a link to a confidential e-survey (individuals and families that request a paper copy are provided one with a postage paid return envelope). Once the survey is completed, the software program calculates the results. Contact Hamilton is able to generate reports from this data. Where respondents requested follow up and provided their contact information, the Manager connected with them.

Management receives quarterly reports regarding consumer satisfaction. Reports are reviewed, analysed and opportunities to address issues are developed.

Survey Results:

Maximum number of responders: 72 (not every question was answered by every respondent)

Area Measured	Agree Strongly Agree %	Neutral %	Disagree Strongly Disagree %
It was easy for me to find out about DSO HNR	79	17	4
Now that I have talked to a DSO HNR staff I have greater understanding of what services the DSO HNR provides	90	4	6
I felt listened to by the DSO HNR staff	92	4	4
I felt that what was important to me was understood by DSO HNR staff	92	4	4
I now have a greater awareness of community services available to me	87	9	4
I felt DSO HNR staff provided me with clear and helpful information related to my situation	93	3	4
I would call DSO HNR again	92	6	3
I feel the next steps in getting service are clear to me	90	7	3
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	94	3	3
Average %	90	6	4

Areas of Strength:

- Consumer experience, customer service
- Overall very high levels of satisfaction across measured domains

Areas for Improvement:

- Ease of access to DSO HNR (lack of awareness in community about DSO HNR)
- Explore ways of increasing response rates
- The DSO HNR team continues to implement and explore new strategies to address areas for improvement; team will use stakeholder engagement as a vehicle for support to identify strategies/opportunities

Analysis of Narrative Comments:

- A total of 36 people provided comments

- All comments were positive (positive staff qualities, helpful/informative process, general thanks)
- 2 comments identified suggestions for consideration

Community Presentations

Note: evaluation forms were not distributed at all presentation events

- 6 presentations occurred where evaluation forms were distributed in Brant, Hamilton and Niagara
- 69 people provided feedback through the evaluation form.

Survey results:

Evaluation Element	Strongly Agree / Agree %	Neutral %	Strongly Disagree / Disagree %
Gain a better understanding of DS Transformation	97	3	0
Gain a better understanding of DSO HNR	97	3	0
Gain a better understanding of the DSO eligibility process	93	6	2
Gain a better understanding to access to services as it relates to transitional aged youth	94	4	2
Presentation was valuable	97	3	0
Presenter was well prepared and answered questions effectively	99	2	0
There were sufficient opportunities to interact with the facilitator and other participants in the form of questions, discussion and group exercises	97	3	0
Average	96	3	1

Participants were asked what they **liked most** about the presentation:

- 48 people provided comments to this question
 - Informative, discussion/dialogue, staff qualities

Participants were asked what they **liked least** about the presentation:

- 17 people provided comments to this question
 - Presentation related (7 people)
 - No negative comments to make / general appreciation (6 people)
 - Not enough time (3 people)
 - Too much information (1 person)

Consumer Satisfaction – Passport Program

The Passport Program provides consumers with the opportunity to provide feedback to the following services:

- Satisfaction with the Claims Process
- Satisfaction with the Outreach Worker Program
- Community Presentations

Annually for the Claims Process and at the conclusion of an Outreach intervention, individuals and families are provided with a link to a confidential e-survey or a paper copy of the survey with a postage paid return envelope. Once the survey is completed, the software program calculates the results. Contact Hamilton is able to generate reports from this data. Where respondents requested follow up and provided their contact information, the Manager connected with them.

Claims Process

Survey Results:

Maximum number of respondents: 340 (not every question was answered by every respondent)

Question	Strongly Agree/Agree %	Neutral %	Strongly Disagree/Disagree %
Overall, I feel that my claim(s) have been well managed.	98	1	1
I have a greater understanding about making claims and what my funds can/cannot be used for.	89	8	2
I felt listened to and understood by the Passport staff.	92	5	3
My phone calls were responded to in a timely manner.	93	6	2
I was treated respectfully/courteously by Passport staff.	94	4	2
I understand the claims reimbursement process.	92	6	3
I received my claim reimbursement money in a timely manner.	95	3	2
I received a clear explanation for any partial/whole claim that was paid.	89	9	2
Overall, I am satisfied with the help that the Passport claims program has provided me.	93	5	2
Average	93	5	2

Areas of Strength:

- The survey results reflect a very high level of satisfaction across all domains.

Areas for Improvement:

- While satisfaction results are high, the Passport Program will continue its focussed efforts in these two primary areas:
 - o Ensuring Passport recipients understand what Passport funding can and cannot be used for through the sharing of promotional material, enhancing information on the website and provision of information sessions
 - o Ensuring Passport recipients understand why a claim may not have been approved in part/full by providing fulsome explanations
- The Passport Program continues to implement and explore new strategies to address areas for improvement; team will use stakeholder engagement as a vehicle for support to identify strategies/opportunities

Analysis of Narrative Comments:

- A total of 194 people provided comments

- Comments were categorized in the following way:
 - o Good process, general thanks, positive staff attributes – 147 specific comments
 - o Suggestions for consideration / improvement – 21 specific comments
 - o Issues experienced with the claims process – 22 specific comments

Outreach Services

Survey Results:

Maximum number of responders: 12 (not every question was answered by every respondent)

Question	Strongly Agree/Agree %	Neutral %	Strongly Disagree/Disagree %
I was connected to a Passport Outreach Worker in a timely manner	83	8	8
I felt listened to by the Outreach Worker.	100	0	0
The Outreach Worker was professional, courteous and respectful	100	0	0
The Outreach Worker provided me with clear and helpful information related to my situation or questions	100	0	0
My phone calls were responded to in a timely manner	100	0	0
With the help I received from the Outreach Worker, I now have a better plan for using my Passport funding	91	0	9
Now that I have talked to or met with an Outreach Worker, I feel that my questions and concerns have been addressed	91	9	0
Overall, I am satisfied with the help that the Passport Outreach provided me	100	0	0
I would call the Passport office again if I had any questions or concerns	100	0	0
Average	96	2	2

Areas of Strength

- Very high levels of satisfaction among recipients and their support networks for the work of the Outreach Workers.

Areas for Improvement

- Low response rate, although many individuals and families also receive the annual claims process survey; query survey fatigue.

Analysis of Narrative Comments

- A total of 8 people provided comments
 - o All comments were positive (positive staff qualities and helpful process, general thanks)
 - o 1 comment identified suggestions for consideration / improvement

Community Presentations

Note: evaluation forms were not distributed at all presentation events

Survey Results

- 4 presentations occurred
 - o Presentations occurred in the following communities (where evaluation forms were distributed):
 - Brant (2); Niagara (1); Hamilton (1)

- 43 people provided feedback through the evaluation form.

Evaluation Item	Strongly Agree / Agree %	Neutral %	Strongly Disagree / Disagree %
Gain a better understanding of the Passport Program (e.g. what the program is for)	95	0	5
Gain a better understanding of the Passport funding options	95	0	5
Met my need for helpful information about the Passport program	93	2	5
I know how to apply for Passport funding	92	8	0
Presenter was well prepared, knowledgeable and answered questions effectively	93	2	5
Presenter was professional and approachable	95	0	5
Any handouts that were provided were informative, easy to read and understand	91	5 (marked as n/a)	5
There was plenty of time to ask the presenter questions and to have a discussion	92	3	5
The time and location of the presentation was suitable	87	8	5
If this was a presentation to AGENCY staff: I understand my agency's responsibilities with respect to supporting people with Passport funding	95	5	0
Average	93	3	5

Participants were asked what they **liked most** about the presentations (22 people provided feedback):

- Staff qualities, informative, discussion/dialogue, general thank you

Participants were asked what they **liked least** about the presentations (11 people responded):

- No negative comments to make (7 people)
- More information needed (2 people)
- Too much information (1 person)
- Need more funding (1 person)

Service Statistics - Children's Services (Hamilton):

Individuals served

- 4,328 children and youth
 - 329 children and youth with dual diagnosis
 - 3609 children and youth presenting with mental health needs
 - 390 children and youth presenting with developmental disabilities

Residential Placement Advisory Committee (RPAC) meetings

- We facilitated 21 RPAC meetings.

Referrals

- 2424 referrals were made to MCYS and MCSS funded children's services on behalf of 1777 unique children
- NB: only referrals to MCYS and MCSS children's services agencies are recorded. Service recommendations for non MCYS and MCSS funded services (referred to as "redirects") represent a significant number of service recommendations made to youth and families, however they are not recorded in the same manner and therefore not counted in a way from which we can generate reports (they are recorded in a text field but not in a field that can generate reports). A general operating principle is the consideration of the least intrusive, non-specialized services FIRST where this is appropriate. Many redirects are made, either in addition to or instead of a specialized MCYS or MCSS service.
- Further, there are a finite number of MCYS and MCSS referrals than can be made (in children's services for instance, many of the services are niche-specific and therefore only one referral can be made whereas in developmental services, multiple agencies may provide similar types of services). Much of the work involves service coordination, re-prioritizing need, following up with referrals that have been made and engaging the Service Resolution process where required.

Service Statistics - DSO HNR:

Eligibility Confirmations (from DSCIS)

DSO HNR received 756 NEW requests for adult developmental services on behalf of people not already registered with the DSO HNR:

- People confirmed eligible: 333 (44%)
- People confirmed ineligible: 202 (27%)
- People in process: 221 (29%)

Eligibility Reviews (from DSCIS)

People deemed ineligible are advised of and have the right to seek a review of their eligibility decision should they feel that the process was not fair or did not consider all information. The review process consists of up to 3 stages.

According to DSCIS, of the 202 people deemed ineligible in 2016-2017:

- Stage 1
 - 2 reviews in process at March 31/17
 - 3 review decisions upheld
 - 2 review decisions overturned

- Stage 2
 - o 1 review in process at March 31/17
 - o 1 review decision upheld
 - o 0 review decisions overturned
- Stage 3
 - o 0 reviews in process at March 31/17
 - o 0 review decisions upheld
 - o 0 review decisions overturned

Application Assessments and Reassessments (from DSCIS)

A total of 1,073 applications for adult developmental services and supports were completed.

- 31% of all completed assessments (or applications) were on behalf of NEW people (not in-service)
- 28% of all assessments were completed on behalf of people currently in-service needing more or different and for whom there was no previous application.
- Therefore a total of 59% of all completed applications were on behalf of people who did not have an application done previously
- 41% of all assessments completed were REASSESSMENTS, meaning that the person had an assessment in the past but required it to be fully updated given significant changes.

Urgent Response Mechanism

- DSO HNR managed 126 requests for an Urgent Response meeting, on behalf of 85 unique individuals.
 - o 85% of meetings resulted in the endorsement of the Temporary Supports to Families Fund
 - o The fund was largely used to provide respite / day supports for people in highly urgent/crisis situations

Service Statistics - Passport Program:

Waiting for Passport Funding

1805 people were waiting for Passport funding as of April 30/17 (new applicants and applicants with some Passport funding that require more). It would cost \$18M to address this need.

Receiving Passport Funding

2861 people were receiving Passport funding as of April 30/17 (full amount or partial amount), for a total of \$29.7M.

Looking Ahead

2017-2018 fiscal year will bring continued growth, development and opportunity to Contact Hamilton and the children, youth, families and adults with developmental disabilities that it supports. Key areas of focus:

- **Consumer and Stakeholder Engagement** – implementation of program specific strategies to actively involve our consumers and stakeholders in helping us provide the best service possible
- Internal organizational priorities:
 - o **Diversity, Equity and Inclusion** – enhancing our organizational and staff capacity to be welcoming and responsive to our diverse populations
 - o **Truth, Reconciliation and Hope** – appreciating and understanding our need for meaningful relationship with our Indigenous peoples
 - o **Vicarious Trauma / Compassion Fatigue** – assisting our staff with the realities of their work
 - o **Supervision and Coaching** – providing our staff with the support and tools they need to do their best work possible
- Enhancement of **Service Navigation** within the DSO HNR
- Enhancement of **Coordinated Service Planning** within the Children’s Services program
 - o Implementation of Youth and Family Advisory Council
 - o Community implementation of coordinated service planning
- Continued review of our **Children’s Services program** to enhance our responsiveness and community presence
- Implementation of the revised **Child, Youth and Family Services Act**, notably revisions specific to child welfare and age of protection
- **Passport Modernization** and shifting our focus to more direct consumer engagement, outreach and support

Thank You

Our work is inspired by:

- Our consumers and their families, support networks and advocates
- Our community partners
- Our funding Ministries
- Our Board of Directors
- Our compassionate, dedicated staff