



Executive Director's Report
Annual General Meeting 2017/2018:

September 27 2018

Message from the Executive Director

We are privileged to work alongside and in support of children, youth, adults with developmental disabilities and their families. We have been given a great responsibility. In 2017-18 we committed ourselves to beginning a journey toward meaningful stakeholder engagement. Meaningful engagement is not a 'one time' activity or a 'check' in a box. It is an ongoing commitment to thinking and acting differently by proactively seeking out the opinions of the people that are the most impacted by our work and undertaking actions that reflect the input that was shared.

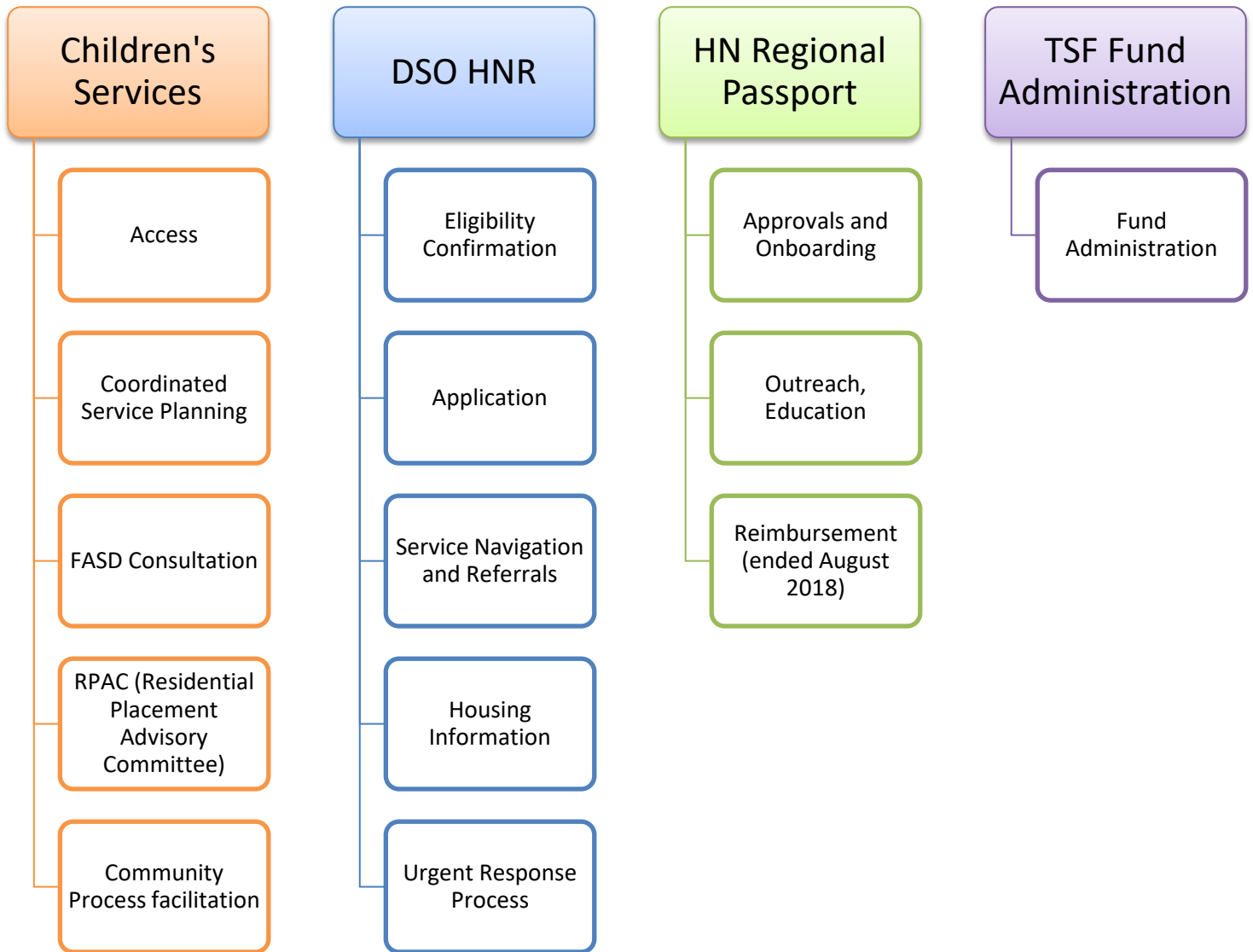
In 2017-18 we prioritized our engagement efforts with consumers and our staff. Some of our key activities this year included

- ✓ *Establishing a Family Advisory Council and a Youth Advisory Council*
- ✓ *Working with and learning from the Youth and Family Co-Development Team sponsored through Lynwood Charlton Centre and seeking their advice and input on various instrumental pieces to better support the work we do within our Children's Services Program (and generalizing this learning across all of our programs)*
- ✓ *Promoting an internal culture of consumer engagement and the value of feedback in enhancing our services*
- ✓ *Providing staff with ongoing opportunities for learning about Indigenous experiences and the journey toward Truth and Reconciliation, and exploring cultural competency training for our staff*
- ✓ *In collaboration with our staff teams*
 - *Creating a psychological health and safety policy and committing to the health and well-being of our staff, thus enabling them to support the health and well-being of people seeking our services*
 - *Revising our staff supervision policy to complement our commitment to psychological health and well-being and to providing staff with the support they need to undertake the incredibly important work that they do*
- ✓ *Seeking input from a variety of stakeholders (consumers, service providers, Ministry) regarding changes to our Vision, Mission and Values*

Our work is just beginning and we know we have much to learn and much to do. Moving forward we commit ourselves to continued and enhanced engagement with consumers and staff. We also commit ourselves to ensuring openness with our service provider partners, across sectors, and engaging in collaborative and positive work that improves consumers' access to services and provides the best possible service experience.



Contact Hamilton Programs



Consumer Satisfaction

Children's Access Services

Maximum number of responders: 61

Area Measured	% Agree / Strongly Agree	% Neutral	% Disagree / Strongly Disagree
It was easy for me to find out about Contact Hamilton	77	12	12
Greater understanding of Contact Hamilton services	87	7	7
I felt listened to by the Contact Hamilton staff	93	5	2
I felt that what was important to me was understood by Contact Hamilton staff	92	5	3
I now have a greater awareness of community services available to me	78	18	3
I felt Contact Hamilton staff provided me with clear and helpful information related to my situation	88	8	3
I would call Contact Hamilton again	92	0	8
I feel the next steps in getting service are clear to me	92	3	5
I felt Contact Hamilton was flexible in my meeting time	85	8	7
Overall I am satisfied with the help that Contact Hamilton has provided me	87	12	2
Average	87	8	5

Notes:

Coordinated Service Planning – beginning in 2018-19, Coordinating Agencies will be required to implement a provincial consumer satisfaction tool

FASD Worker – this is a brand new service; there is no consumer satisfaction tool developed at this time but will be a focus in 2018-19

DSO HNR

Maximum number of responders: 73

Area Measured	% Agree / Strongly Agree	% Neutral	% Disagree / Strongly Disagree
It was easy for me to find out about DSO HNR	79	13	8
Now that I have talked to a DSO HNR staff I have greater understanding of what services the DSO HNR provides	94	4	1
I felt listened to by the DSO HNR staff	99	0	1
I felt that what was important to me was understood by DSO HNR staff	97	1	1
I now have a greater awareness of community services available to me	89	10	1
I felt DSO HNR staff provided me with clear and helpful information related to my situation	97	1	1
I would call DSO HNR again	94	4	1
I feel the next steps in getting service are clear to me	85	11	4
I felt DSO HNR was flexible in my meeting time	99	0	1
Overall I am satisfied with the help that DSO HNR has provided me	99	0	1
Average %	93	4	2

Passport Program – Claims Reimbursement

Maximum number of respondents: 228 (not all questions were answered)

Area Measured	% Agree / Strongly Agree	% Neutral	% Disagree / Strongly Disagree
Overall, I feel that my claim(s) have been well managed	94	3	3
I have a greater understanding about making claims and what my funds can/cannot be used for	92	7	1
I felt listened to and understood by the Passport staff	93	5	2
My phone calls were responded to in a timely manner	86	8	7
I was treated respectfully/courteously by Passport staff	95	3	2
I understand the claims reimbursement process	95	2	3

Area Measured	% Agree / Strongly Agree	% Neutral	% Disagree / Strongly Disagree
I received my claim reimbursement money in a timely manner	91	4	5
I received a clear explanation for any partial/whole claim that was paid	84	12	4
Overall, I am satisfied with the help that has been provided me	93	4	3
Average	92	5	3

Passport Program – Outreach Support

Maximum number of responders: 166

Question	% Agree / Strongly Agree %	% Neutral	% Disagree / Strongly Disagree %
I felt listened to by the Outreach Worker.	97	0	3
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	94	3	3
My phone calls were responded to in a timely manner	100	0	0
Overall, I am satisfied with the help that the Passport Outreach provided me	97	3	0
I would call the Passport office again if I had any questions or concerns	100	0	0
Average	98	1	1

Service Stats

Children's Services

Here is a snap shot of some key activities in our Children's Services Program:

5,792 children and youth were 'open' with the Children's Services program in 2017-18:

- ✓ 5,031 presenting with mental health needs
- ✓ 447 presenting with developmental needs
- ✓ 314 presenting with mental health and developmental needs

The Children's Services program had contact with / on behalf of 4,314 children and youth in 2017-18:

- ✓ 3,865 presenting with mental health needs
- ✓ 238 presenting with developmental disabilities
- ✓ 211 presenting with mental health and developmental needs

Contact Hamilton facilitated 10 RPAC (residential placement advisory committee) meetings on behalf of children and youth placed in residential facilities of 10+ beds

The Children's Services program made the following referrals in 2017-18:

- ✓ 1,288 referrals to Ministry funded child and youth mental health programs, on behalf of 1,105 children and youth
- ✓ 199 referrals to Ministry funded child and youth developmental programs, on behalf of 155 children and youth

DSO HNR

Here is a snap shot of some key activities in our DSO HNR program:

In 2017-18, the DSO HNR received 681 new requests for adult developmental services on behalf of people not already registered with the DSO HNR:

- ✓ 314 people were confirmed eligible for adult developmental services (46%)
- ✓ 197 people were confirmed ineligible for adult developmental services (29%)

✓ 170 people were in process of having their eligibility confirmed (25%)

In 2017-18, a total of 666 applications for adult developmental services were completed

- ✓ 49% of applications were on behalf of NEW people (not already receiving services)
- ✓ 35% of applications were on behalf of people currently receiving some services, needing more/different services
- ✓ 16% of applications were on behalf of people who needed a re-application as their needs had changed significantly

Urgent Response Process

- ✓ 101 people were supported through the Urgent Response Process
 - 57% were male and 43% were female
 - 76% of all unique people were under the age of 30 years
- ✓ 175 Urgent Response meetings were held on behalf of 101 people
- ✓ Reason for urgent response meetings included
 - 98% of the time the primary caregiver was unable to continue providing care
 - 35% of the time, the person was homeless or homelessness was impending
 - 62% of the time, the person had significant changes to their needs

Passport Program

Here is a snap shot of some key activities in our Passport program:

1,742 people were waiting for Passport funding as of March 31 2018. It would cost \$15.4 million to address this need.

3,051 people were receiving Passport funding as of March 31 2018, for a total of \$41.1 million.