

Contact Hamilton Business Plan / Areas of Focus for 2019-2020

Children's Services Program

- Improving response times for Contact Hamilton access and service coordination services
- Enhanced youth and family engagement
- Focused outreach to diverse communities
- Continued integration activities both within and external to Contact Hamilton
- Continued participation at all local, regional and provincial tables

Developmental Services Ontario Hamilton-Niagara Region (DSO HNR)

- Improving the application process to reduce the number of appointment cancellations, and increasing the number of applications that are completed per year
- Enhanced person and family engagement
- Focused outreach to Indigenous community partners and consumers
- Continued integration activities both within and external to the DSO HNR
- Continued participation at all local, regional and provincial tables

Passport Hamilton Niagara Region

- Full implementation of a revised service model within the Passport Program
- Enhanced person and family engagement including the development of consumer satisfaction processes
- Continued participation at all provincial Passport tables