

# Contact Hamilton Annual General Meeting 2014/2015

## Executive Director's Report

### Contact Hamilton Programs

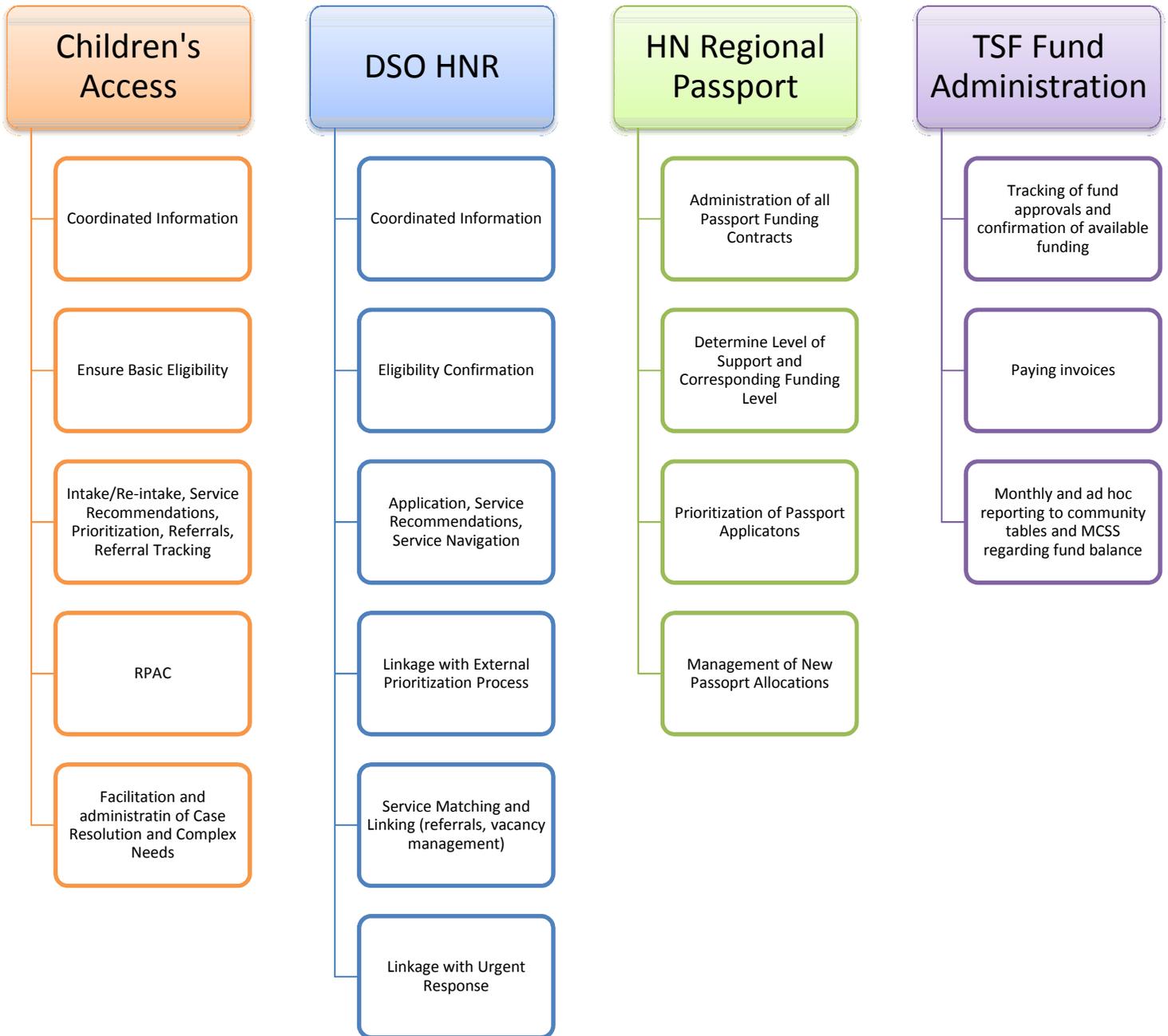
## Contact Hamilton for Children's and Developmental Services

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

### Contact Hamilton Staffing

Organizational	<ul style="list-style-type: none"> <li>•Executive Director</li> <li>•Executive Assistant/Manager of Administration</li> <li>•Administrative Assistant s(2)</li> <li>•Reception</li> </ul>
Children's Access	<ul style="list-style-type: none"> <li>•Children's Supervisor</li> <li>•Intake and Resource Coordinators (8)</li> <li>•Administrative Assistant</li> </ul>
DSO HNR	<ul style="list-style-type: none"> <li>•Manager</li> <li>•Access Coordinator Supervisor</li> <li>•Intake and Access Coordinators (17)</li> <li>•Administrative Assistant</li> <li>•Junior Admin (1)</li> </ul>
HN Regional Passport	<ul style="list-style-type: none"> <li>•Manager</li> <li>•Passport Administrator</li> <li>•Outreach Workers (2)</li> <li>•Claims Processors (3)</li> <li>•Administrative Assistant</li> <li>•Junior Admin (2)</li> </ul>

# Contact Hamilton Programs: Key Functions



# Contact Hamilton Programs: Key Activities

## Organizational

- Continued enhancement of FLS activities; submission of FLS organizational plan to MCYS and MCSS April 2015
- Ongoing website review(ENG and FRE); creation of new Passport website; redesign of website landing page
- Website accessibility audit
- Redevelopment of organizational and program brochures; creation of new brochure for Passport program; creation of posters for DSO and Children's Access programs
- Ongoing systematic review of organizational policies and procedures; development of new policies
- First year full implementation of new customer satisfaction tools for Children's Access Program and DSO HNR
- Completed development of Passport customer satisfaction tools; implementation planning for roll out in 15/16
- Ongoing Joint Health and Safety Committee; health and safety improvements; ergonomic assessments for staff
- Creation and implementation of Staff Wellness Committee
- Partnered with *Partners for Planning* to house links to their website (planning and information site for families) on our websites
- Office expansion to accommodate growth in the Passport Program
- Database enhancements and upgrades

## DSO HNR

- Provincial
  - o Chair of DSO Provincial Network (extended term ended December 2014)
  - o Various provincial working groups (e.g. service matching/linking, DSCIS, Supervisors Network etc.) and representation on provincial tables (e.g. Partnership Table, Provincial Network on Developmental Disabilities, DSO Provincial Network)
  - o Privacy audit
- Regional
  - o Protocol development and ongoing review/update
  - o Facilitation of Urgent Response process and Community of Practice
  - o Creation of monthly DSO and Passport Reports for planning tables across the region (key updates, stats)
  - o Support to and participation at Executive Director and Manager planning tables across the region
  - o Management of Ombudsman requests
- Internal
  - o Staff enhancement– added 4 contract Assessors and 1 contract Assessor Supervisor (to March 2017); training, certification and implementation
  - o Recertification of Assessors
  - o Ongoing program implementation, review and development with resulting internal reorganization of key roles and responsibilities (response to lessons learned, efficiencies)

## *Hamilton Niagara Regional Passport Program*

- Increased and improved interface with DSO HNR
- Provision of family, community and agency information sessions including participation in agency AGMs, staff meetings, conferences etc.
- Implementation of revised/new provincial Passport Guidelines; significant communication strategy and roll out
- Management of new Passport allocations (over 730 approvals totalling over \$9M in new allocations in 14/15)
- Management of Passport “Agency Services” contracts (previously with MCSS)
- Staff enhancement – added 1 Manager, 2 Passport Outreach Workers, an additional Claims Processor and 2 additional Administrative support staff; training and implementation
- Ongoing program implementation, review and development with resulting internal reorganization of key roles and responsibilities (response to lessons learned, efficiencies)
- Developed joint proposal in partnership with 4 other Passport agencies under the Improving Passport Outcomes initiative (proposal was not approved)
- Supported the development of [www.respiteservices.com](http://www.respiteservices.com) with Hamilton providers in an effort to assist Passport recipients with recruiting support workers

## *Children’s Access*

- Partnership with Lead Agency (Lynwood-Charlton Centre) with respect to roll out of Moving on Mental Health in Hamilton
- Continued focus on streamlining ‘pathways’ to and from children’s services; protocol review and development
- Initiated four successful off-site/outreach access pilots: McMaster Children’s Hospital 3G Inpatient Unit; **Glendale** High School; McMaster Children’s Hospital SDBS Program; Joint Child Welfare Partnership
- Active participation in the Special Needs Strategy
  - o Co-Chair of the Integrated Delivery of Rehabilitation Services working group
  - o Recommended as the Service Coordination Agency (in approvals process)
- Leadership and facilitation of key community processes:
  - o Children’s Case Resolution Process
  - o Children and Youth with Complex Needs Committee including participation on Child Welfare/Complex Needs Consultation team
  - o VTRA Community of Practice
  - o Transitional Aged Youth Protocol
- Partnership with Child and Adolescent Services and McMaster Children’s Hospital to review opportunities to better support children and youth waiting for tertiary hospital-based mental health services
- Active participation in Hamilton Service Collaborative
- Regular meetings with Contact agencies (coordination)
- Ongoing program implementation, review and development resulting in key internal changes
- Completed training in InterRAI Screener Tool in March 2015 with implementation April 1 2015
- Provided families and professional access to CPRI’s “Leaky Brakes” series.
- Revamp and launch of revised RPAC process

### Temporary Supports to Family Fund Administration

- Managed \$621,900 fund on behalf of the Hamilton, Brant, Haldimand, Norfolk and Niagara communities
- Monthly reporting to community planning tables and MCSS regarding status of the fund
- Statistics regarding fund usage

## Contact Hamilton Programs: Key Activity Measures

### Consumer Satisfaction – Children’s Services

The results of the year ending March 31, 2015 are included. 197 responses were received.

Contact Hamilton Children’s Access Program implemented a new evidence-based consumer satisfaction tool on April 1 2014. This new tool was created with the assistance of the Centre of Excellence (facilitated through Contact Brant on behalf of all Contact agencies). The tool is consistent with best practice and clearly measures consumers’ satisfaction with the Contact Hamilton access processes.

At the conclusion of the intake process, youth and families are provided with a link to a confidential survey. Once the survey is completed, the survey 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.

#### Survey Results:

	<b>Strongly Disagree Disagree (Negative)</b>	<b>Neutral (Neutral)</b>	<b>Strongly Agree Agree (Positive)</b>
1 -It was easy for me to find out about Contact Hamilton	8%	18%	74%
2 - I have a greater understanding of Contact services	4%	9%	87%
3 - I felt listened to by Contact staff	2%	0%	98%
4 - I felt what was important to me was understood	2%	0%	98%
5 - I have a greater awareness of community services	3%	12%	85%
6 - Contact provided clear and helpful information	2%	3%	96%
7 - I would call Contact Hamilton again	2%	3%	96%
8 - I feel next steps in getting service are clear to me	2%	3%	95%
9 - I felt Contact was flexible in my meeting time	2%	4%	94%
10 - Overall I am satisfied with services provided	2%	3%	95%
Narrative Comments:	118 comments were received and recorded.  Categories of comments: <ul style="list-style-type: none"> <li>- <b>98 positive comments</b> received about staff and/or experience with Contact Hamilton               <ul style="list-style-type: none"> <li>o Staff were specifically mentioned 43 times</li> </ul> </li> <li>- <b>7 positive comments including some critique*</b></li> <li>- <b>11 comments critiquing Contact Hamilton and/or system*</b></li> <li>- <b>2 neutral</b> comments</li> </ul>		

## Key Themes:

- Very high satisfaction results received especially in the areas of: understanding Contact Hamilton services; feeling listened to by staff; feeling understood; having greater awareness of community services; feeling Contact was helpful; feeling comfortable calling Contact in the future if needed; understanding next steps and; feeling overall satisfaction with services provided. Narrative comments received clearly speak to great satisfaction with Contact Hamilton services especially as it relates to experiences with staff and the overall experience with Contact Hamilton.
- Lower satisfaction rates were received regarding the public's knowledge of Contact Hamilton. The Children's Access program is addressing this by continued promotion of our services in Community Education Flyer (received by all students in elementary and high school), participation in physician conferences, participation in community conferences, targeted mail outs to identified groups, outreach activities including onsite intake appointments at key community agencies (e.g. McMaster Children's Hospital, child welfare agencies, school) and, agency liaison meetings.
- Contact Hamilton values the feedback provided by youth and families and pays particular attention to critiques. The Children's Access Program continually examines ways of improving the customer service experience and is particularly focussed on shortening intake appointment wait times and increasing immediate 'live' connections to staff when youth and families call (as reflected in the critiques). In 2014/2015, the Children's Access Program began the process of revamping the way it schedules appointments, ensuring immediate availability for highly urgent situations and providing greater flexibility and responsiveness with respect to scheduling appointments. Further, customized intake appointments were also piloted reflecting the complexity of the child's/youth's presentation or situation. And finally, on-site intake services were piloted at several locations with great success: McMaster University 3G Inpatient Unit, McMaster Children's Hospital Short Term Developmental Behaviour Services, Glendale High School and both Child Welfare organizations.

## Consumer Satisfaction – DSO HNR

The results of the year ending March 31, 2015 are included. 112 responses were received.

The DSO HNR implemented a new evidence-based consumer satisfaction tool on April 1 2014. This new tool was created based on the work undertaken in the development of the Children's Access Program consumer satisfaction tool (supported by the Centre of Excellence). The tool is consistent with best practice and clearly measures consumers' satisfaction with the Contact Hamilton access processes.

At the conclusion of the intake process, individuals and families are provided with a link to a confidential survey. Once the survey is completed, the survey 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.

### Survey Results:

	<b>Strongly Disagree Disagree (Negative)</b>	<b>Neutral (Neutral)</b>	<b>Strongly Agree Agree (Positive)</b>
1 - It was easy for me to find out about Contact Hamilton	10%	17%	73%
2 - I have a greater understanding of Contact services	1%	1%	98%
3 - I felt listened to by Contact staff	0%	2%	98%
4 - I felt what was important to me was understood	0%	0%	100%
5 - I have a greater awareness of community services	1%	9%	90%

6 - Contact provided clear and helpful information	1%	2%	97%
7 - I would call Contact Hamilton again	0%	5%	95%
8 - I feel next steps in getting service are clear to me	1%	8%	91%
9 - I felt Contact was flexible in my meeting time	0%	3%	97%
10 - Overall I am satisfied with services provided	0%	2%	98%
Narrative Comments:	<p>68 comments were received and recorded.</p> <p>Categories of comments:</p> <ul style="list-style-type: none"> <li>- <b>58 positive comments</b> received about staff and/or experience with Contact Hamilton <ul style="list-style-type: none"> <li>o Staff were specifically mentioned 23 times</li> </ul> </li> <li>- <b>5 positive comments including some critique*</b></li> <li>- <b>5 comments critiquing Contact Hamilton and/or system*</b></li> </ul>		

- As with the Children’s Access Program, the DSO received very high satisfaction results especially in the areas of: understanding Contact Hamilton services; feeling listened to by staff; feeling understood; having greater awareness of community services; feeling Contact was helpful; feeling comfortable calling Contact in the future if needed; understanding next steps and; feeling overall satisfaction with services provided. Narrative comments received clearly speak to great satisfaction with Contact Hamilton services especially as it relates to experiences with staff and the overall experience with Contact Hamilton.
- As with the Children’s Access Program, lower satisfaction rates were received regarding the public’s knowledge of the DSO HNR. The DSO HNR is addressing this by continued and enhanced promotion of our services through participation in community conferences including agency meetings, targeted mail outs to identified groups, outreach activities and, agency liaison meetings.
- The DSO HNR values the feedback provided by individuals and families and pays particular attention to critiques. The DSO is continuously reviewing its processes especially with the goal of improving consumer satisfaction.

## Consumer Satisfaction – Passport Program

In 2014/2015, the Passport Program developed and finalized three consumer satisfaction tools for implementation beginning April 1 2015:

- Satisfaction with the Claims Process (sent out annually to all Passport funding recipients; half at one time and the remaining half at another)
- Satisfaction with the Outreach Worker Program (sent out to people/families involved with the Outreach Service following completion of the Service)
- Satisfaction with information and education sessions (completed at the end of an education/information session)

We look forward to receiving, reviewing and reporting on results in the new fiscal year.

## Compliments

*\*excludes comments recorded in the various customer satisfaction surveys (referenced above)*

Staff often receive compliments in their day to day work from people, families and community partners, however, they are not captured anywhere. While staff are routinely encouraged to document and forward compliments, they often feel embarrassed in doing so. Therefore what follows is a summary of only those compliments that were received by the agency and forwarded to Management for registration in the ‘compliments file’:

Compliments About Program	# of Compliments	About	Compliments From	Themes
Passport	9	9 – staff	3 – family	Knowledgeable; helpful;

Compliments About Program	# of Compliments	About	Compliments From	Themes
			3 – agency 2 – Regional Office	informative public presentations
DSO	2	2 – staff	1 – family 1 – agency	Great customer service; assistance
Children’s Access	8	8 – staff	6 – family 2 – agency	Great customer service; assistance; collaboration
Administration	3	3 – staff	2 – agency 1 - internal	Assistance
Organization	6	5 -management 1 -organization	4 – agency 2 – Regional Office	Leadership, assistance, effectiveness
	28			

## Complaints

*\*excludes comments recorded in the various consumer satisfaction surveys (referenced above).*

*\*excludes calls received from the Ombudsman’s Office except where there was a specific complaint made about Contact Hamilton*

5 formal complaints were received by client/families; 3 regarding the Children’s Access Program and 2 specific to the DSO HNR program. All complaints were responded to. All complaints save one were ‘resolved’ with the complainant; the complaint that was not resolved was redirected to the MCYS Regional Office.

Program	Nature of Complaint	Resolution
Children’s Access	Contact Hamilton unable to honour intake appointment (staff absence)	Resolved. The Children’s Access Program reviewed its booking and cancellation procedures.
Children’s Access	Need to go through Contact Hamilton to access re-referral.	Resolved.
DSO HNR	Concerns about resource availability and messaging.	Resolved.
Children’s Access	Guardian unwilling to provide custody documentation as per Contact Hamilton policy.	Attempts to resolve were unsuccessful. The guardian was provided with the contact information for the MCYS Regional Office.
DSO HNR	Caller placed ‘on hold’ by Reception for 45 minutes.	Resolved. Upon investigation it was discovered that an error inadvertently occurred and call was placed on hold. Review of phone procedures with administrative staff.

2 complaints were formally received about another community agency; the complainants were redirected to the agency for identification and resolution of their complaint. Where requested, Contact Hamilton facilitates the connection with the involved service provider.

## Service Statistics - Children’s Services (Hamilton):

### Individuals served

4,267 individuals were served.

### Residential Placement Advisory Committee (RPAC) meetings

RPAC meetings continued to decline. We facilitated 15 RPAC meetings. RPACs are directly related to changes in trends occurring within the residential services system including a decline in large (10+-bed) residences, and shorter lengths of stay.

### Requests

Requests are NEW callers who call Contact Hamilton for information and/or to seek services.

1,128 requests were completed, the majority resulting in the need for intake as services were requested.

### Number of Intakes

Intakes are completed on behalf of children/youth who meet eligibility criteria and are seeking children's services.

1,671 intakes were completed:

- 727 intakes were created on behalf of children/youth already registered with Contact Hamilton but had a new need
- 944 intakes were created on behalf of new children/youth (first time to Contact Hamilton)

### Referrals

2,041 referrals to children's services were made on behalf of 1598 children/youth:

- 1,214 children/youth with mental health needs
- 128 children/youth with developmental needs
- 112 children/youth with dual diagnosis

NB: only referrals to MCYS and MCSS funded agencies are recorded in WebTracker. Service recommendations for non MCYS and MCSS funded services (referred to as "redirects") are also made 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 and following up with referrals that have been made.

### How Callers Were Directed to Contact Hamilton

"Requestor" - this identifies "who made the actual call" to Contact. Top 10 "Requestors" include:

- Family, 61%
- Primary Care (including Family Health Team), 9%
- Hospital, 9%
- Emergency Psychiatry, 3%
- Child Welfare, 3%
- Self, 2%
- Education, 2%
- Mobile crisis, 2%
- Medical Specialist, 1%
- Community Mental Health 1%

"Directed By"- this indicator reflects the system that was responsible for the referral, that is, who suggested the caller call Contact. Top 10 "Directed By" includes:

- Primary Care, 24%

- Hospital, 12%
- Education, 10%
- Internet, 7%
- Child Welfare, 7%
- Family, 6%
- Medical Specialist, 5%
- Emergency Psych, 4%
- MCYS/MCSS Services, 4%
- Mobile Crisis, 3%
- Self, 3%
- Community MH, 2%
- Friend, 2%

## **Service Statistics - DSO HNR:**

### Eligibility Confirmations (from DSCIS)

According to DSCIS, a minimum of 768 people requested adult developmental services and underwent the provincially standardized eligibility confirmation process.

### 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 122 people deemed ineligible in 2013/2014:

- 2 requested a review of their eligibility decision (2.6% of all eligibility outcomes)
- Both requests were managed in Stage 1 (i.e. did not proceed beyond Stage 1)

### Application Assessments and Reassessments (from DSCIS)

A total of 897 applications for adult developmental services and supports were completed.

- 24% of all completed assessments (or applications) were on behalf of NEW people (not in-service)
- 43% 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 67% of all completed applications were on behalf of people who did not have an application done previously
- 33% 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.

### Referrals (from WebTracker)

- 4,314 new referrals were identified on behalf of 1,923 people
- There were 2,171 admissions into service reported to the DSO HNR during this period (mostly for clinical and behaviour services)
- 1,519 services were reported to the DSO HNR as having ended during this period
- There are 7,226 outstanding needs recorded at the DSO HNR on behalf of 3,051 clients. There is likely duplication in this count (some of the information pre-dates the DSO HNR and requires updating; some individuals have since received service but their 'start date' has not been recorded; work is underway provincially to create an unduplicated count of service need).

## Service Statistics - Passport Program:

2014/2015 saw an unprecedented investment by MCSS in the Passport Program. Based on MCSS guidelines, Contact Hamilton made the following Passport funding allocations in 14/15 (new and enhanced):

- Stage 1 (August 2014): 164 allocations totaling \$1.16M annualized
- Stage 2 (November 2014 – February 2015): 573 allocations totaling \$8.56M annualized
- Total 14/15 allocations: 737 allocations totaling \$9.72M annualized

At the end of 2014/15, a total of 2,224 people were in receipt of Passport funding (\$21.1M annualized)

- 1823 people utilizing direct funding
- 318 people were accessing agency services
- 83 people were combining direct funding and agency services

In 14/15, Contact Hamilton administered approximately \$12,152,251 in funding.

At March 31 2015, there were 1074 people waiting for Passport funding (new or enhanced). To address this wait list, it would take \$7,817,836 in Passport funding.