

Contact Hamilton Annual General Meeting 2013/2014

Executive Director's Report

Contact Hamilton Programs

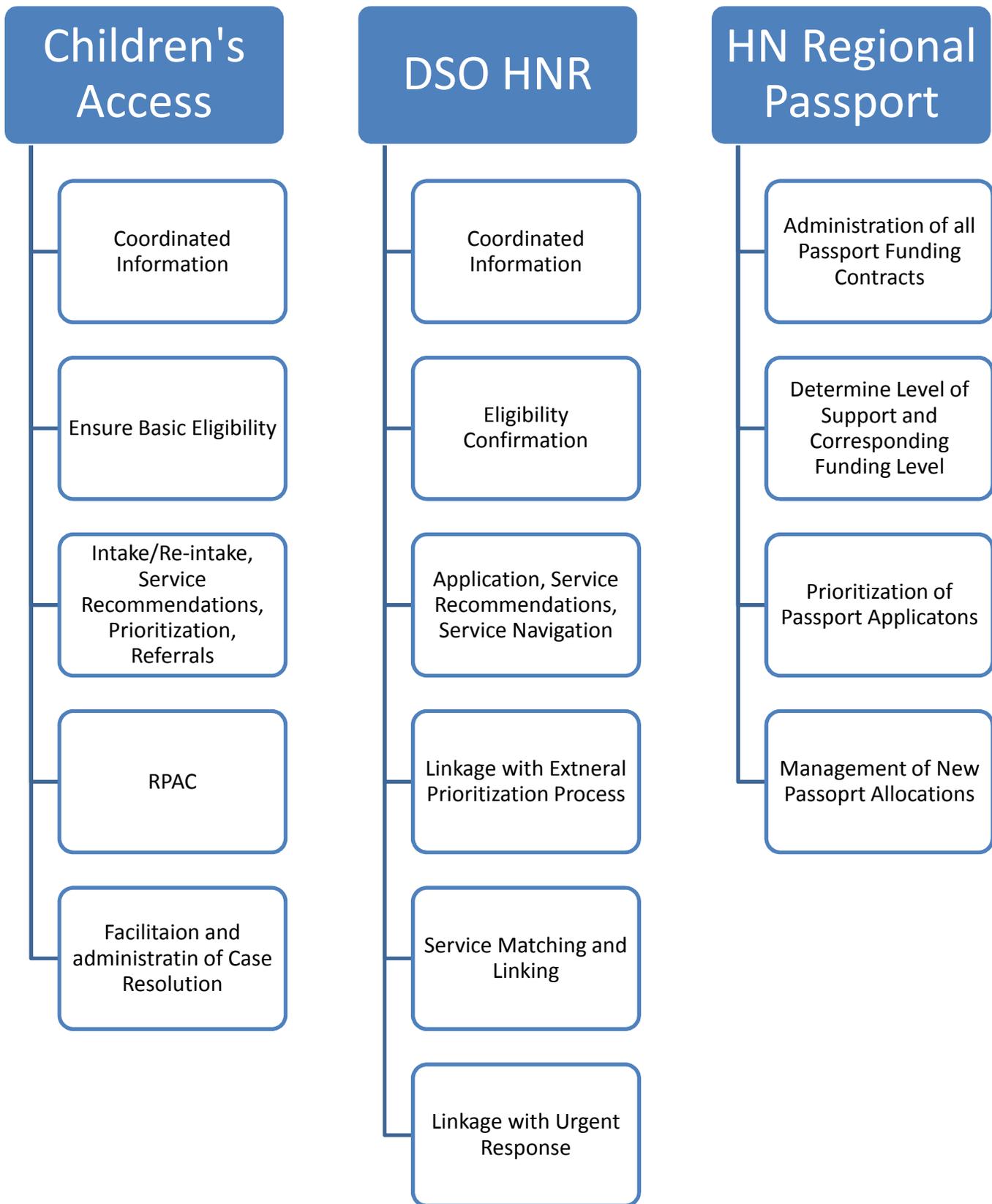
Contact Hamilton for Children's and Developmental Services

Children's Access	DSO HNR	Passport
Hamilton	Hamilton-Niagara	Hamilton-Niagara
0-18 years	16+ years	18+ years
Social, emotional, behavioural and/or developmental	Confirmed developmental disability	Confirmed developmental disability

Contact Hamilton Staffing

Organizational	<ul style="list-style-type: none"> • Executive Director • Executive Assistant • Administrative Assistant - HR • Reception
Children's Access	<ul style="list-style-type: none"> • Children's Supervisor • Intake and Resource Coordinator (8) • Administrative Assistant
DSO HNR	<ul style="list-style-type: none"> • Manager • Intake and Access Coordinators (12) • Administrative Assistant
HN Regional Passport	<ul style="list-style-type: none"> • Administrator • Book-Keepers (2) • Administrative Assistant

Contact Hamilton Programs: Key Functions



Contact Hamilton Programs: Key Activities

Organizational

- Continued enhancement of FLS activities; confirmation of compliance by MCSS and MCYS
- Organization-wide diversity training
- Ongoing website review (ENG and FRE)
- Ongoing systematic review of organizational policies and procedures including health and safety
- Completed development of new customer satisfaction tools (implemented April 1/14)
- Ongoing Joint Health and Safety Committee
- WebTracker database enhancements and platform upgrades

DSO HNR

- Leadership (as Chair) to DSO Provincial Network
 - o Key activities: ADM presentations, Select Committee testimony; presentation to Ombudsman's Office
- Provincial working groups and representation on provincial tables
- Continued data migration reconciliation
- DSCIS Super Users Group
- Regional working groups, key examples:
 - o Early identification of transitional aged youth for clinical and behaviour services
 - o Individuals with developmental disability requiring discharge from hospital
- Protocol development and ongoing review/update, key examples:
 - o Regional Intensive Case Management; Barrett Centre/Family Counselling Centre/DSO
- Development of the Interim Regional Urgent Response Mechanism Protocol (regional); creation and facilitation of regional community of practice
- Recertification of Assessors
- Support to and participation at Executive Director and Manager planning tables across the region
- Management of Ombudsman requests
- Detailed program review and development notably service vacancy management

Hamilton Niagara Regional Passport Program

- Trained in mapping Passport applications
- Ongoing mapping of Passport applications
- Led change management strategy related to revised Passport Guidelines
- Provision of community and agency information sessions
- Management of new Passport allocations
- Preparation for the transfer of Passport "Agency Services" from MCSS to Contact Hamilton
- Ongoing program review and development

Children's Access

- Launch and orientation of revised Children's Resolution process
- Focus on streamlining 'pathways' to and from children's services
- Lead Agency for the Student Support Leadership Initiative

- Lead Agency for Working Together for Kids Mental Health
- Leadership and participation on Child Welfare/Complex Needs Consultation
- Finalization of VTRA Protocol (Violence Threat Risk Assessment) and facilitation to community of practice
- Leadership with respect to Children and Youth with Complex Needs Committee
- 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
- Leadership with respect to implementation of local Transitional Aged Youth Protocol
- Active participation in Hamilton Service Collaborative
- Moving on Mental Health (information sessions; collaboration with agencies putting forward application to become Lead Agency)
- Development of regional protocol with the Mental Health and Addictions Nurses in Schools (MHANS) program
- Ongoing protocol review and updating (various)
- Regular meetings with Contact agencies (coordination)
- Ongoing program review and development

Contact Hamilton Programs: Key Activity Measures

Satisfaction – Children’s Services

The results of the year ending March 31, 2014 are included. 769 children’s surveys were distributed in 2013/14. A total of 119 responses were received (15.4% response rate). The response rate has historically been low and was a consideration in the development of a new children’s satisfaction survey.

The satisfaction tool used in 2013/2014 (“Performance Measurement Survey” or PMS) was created by the Ministry and has been mandated for use since 2001; the tool has never been updated. Although created for provincial use, different communities across the province employ different methods of access and therefore the PMS does not provide a unique reflection of the access function in Hamilton. There are long standing concerns regarding the clarity of the tool; this was a main driver for the creation of a new customer satisfaction tool in 2013-2014. For example, many consumers commented about the length of time they have to wait to receive services however, it is unclear if they comment applies to Contact Hamilton or the agency they were referred to. Regardless of the intent of the message, the ‘rating’ for timeliness is applied only to Contact Hamilton (and this is not always accurate).

A new Children’s Access Consumer Satisfaction tool was finalized in 2013-2014 with the assistance of the Centre of Excellence (facilitated through Contact Brant on behalf of all Contact agencies) and was implemented April 1 2014. The tool is consistent with best practice and clearly measures consumers’ satisfaction with the Contact Hamilton access processes.

Positive results continue in the areas of ease of access and responsiveness. Detailed score breakdowns and narrative comments are available upon Board request. Specifically, the scores were as follows:

Dimension	Max. Score	Children’s Services (Score)
Surveys Distributed		769
# of responses		119
Timely Response ¹	5.0	3.5

¹ The wording of the survey makes it difficult for consumers to distinguish between untimely response related to Contact Hamilton processes and untimely response related to the service providing agency. Scores are applied to Contact Hamilton.

Ease of Access	10	8.6
Responsiveness	22	18.1
Satisfied to Very Satisfied		83%
Dissatisfied to Very Dissatisfied		17%

Families have an opportunity to provide narrative comments. These comments were analyzed based on the frequency by which individuals made comments according to various themes. Where contact information was provided, follow up occurred with those expressing concern or dissatisfaction.

POSITIVE COMMENTS

Staff Compassion	27
Reassured	21
General appreciation	17
Timely Response	13
Benefits of information / recs	12
Staff knowledge	10
Staff specific compliment	8
Phone Interview	5
Intake tool	4
Clarity of process / next steps	4
Information materials provided	4
Wait for service post Contact	4
Please with process / outcome	3
Interim supports	3
Flexible scheduling	2
Confidence in CH	1
Continuity of service	1

NEGATIVE COMMENTS

Wait for service post Contact Hamilton	31
Untimely Response ²	28
Lack of services, funds, resources, options	7
CH information recommendations not helpful	6
Barriers to Service	6
Multiple attempts to contact CH	4
Lack of continuity (staff changes)	1
Unclear process / next steps	2
Not understood/heard; told no help	2
Inflexible Appointment times	1
General dissatisfaction	1
Lack of awareness of CH	1
Phone interview – didn't like	1
CH-Doctor relationship regarding referrals	1
Interviewer providing treatment options	1

WHAT COULD BE DONE BETTER?

Nothing	8
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² The wording of the survey makes it difficult for consumers to distinguish between untimely response related to Contact Hamilton and untimely response related to the service providing agency.

Provide Interim Supports	2
Follow up post intake	3
Interview teen instead of parent	1
Provide more resources/ helpful tips	1
Respect wishes regarding ex-partner	1
Provide online access to intake tools	1
Provide help for parents	1
Connect with agencies on behalf of parents	1

Clearly in 2013/2014, Contact Hamilton scores for “timeliness of service” were relatively low in comparison to its other scores. This was due in large part to two main reasons:

- Lack of clarity in the survey design itself
- Periods of lengthy wait times for Contact Hamilton services due to increases in demand including increases in the number of urgent/crisis situations requiring an expedited response

In 2013/2014, the Children’s Team worked tirelessly to resolve the backlog issues and undertook a review of their processes, resulting in significant efficiencies and new and timely ways of responding to client demand. Feedback received from consumers in the first quarter of 2014-2015 already demonstrates this.

Satisfaction – DSO HNR and Hamilton Niagara Regional Passport Program

There are no provincial tools currently in use to measure consumer satisfaction with the DSO and Passport programs. While Contact Hamilton has a Feedback process (posted on line and part of the DSO HNR resource binder given to all persons/support networks during the application process), no Feedback Forms were received for these programs during this fiscal year. In 2013/2014, Contact Hamilton finalized the development of program specific consumer satisfaction tools for ALL of its programs inclusive of the DSO HNR and the Passport Program and these were implemented April 1 2014. Feedback received from consumers in the first quarter of 2014-2015 demonstrates a very high level of consumer satisfaction.

Compliments

**excludes general comments recorded in the Performance Measures Survey*

About Staff: 14

About Leadership: 7

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.

Complaints

**excludes comments recorded in the Performance Measures Survey*

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

6 formal complaints were received by client/families. All complaints were responded to.

- 5 regarding Children’s Access
- 1 regarding DSO HNR

1 complaint was formally received about a community agency; the complainant was redirected to the agency for identification and resolution of their complaint. Where requested, Contact Hamilton facilitates the connection with the involved service provider.

Children's Services (Hamilton):

Individuals served

4,203 individuals were served.

Residential Placement Advisory Committee (RPAC) meetings

RPAC meetings continued to decline. We facilitated 25 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.

1,139 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.

1587 intakes were completed:

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

Referrals

2303 referrals to children's services were made on behalf of 1598 children/youth:

- 1375 children/youth with mental health needs
- 91 children/youth with developmental needs
- 131 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), 10%
- Hospital, 8%

- Emergency Psychiatry, 3%
- Child Welfare, 2%
- Self, 2%
- Education, 2%
- Medical Specialist, 2%

“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, 22%
- Hospital, 11%
- Education, 10%
- Self, 10%
- Family, 9%
- Child Welfare, 7%
- Medical Specialist, 6%
- Emergency Psych, 4%
- Community MH, 3%
- Friend, 3%
- MCYS Services, 2%
- Mobile Crisis, 2%
- Internet, 2%

DSO HNR (HNBHN³):

Eligibility Confirmations (from DSCIS)

According to DSCIS, a minimum of 872 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 114 people deemed ineligible in 2013/2014:

- 3 requested a review of their eligibility decision (2.6% of all eligibility outcomes)
- All 3 requests were managed in Stage 1 (i.e. did not proceed beyond Stage 1)
- 2/3 original eligibility decisions were confirmed
- 1/3 original eligibility decisions was overturned
- Eligibility review requests came from: Brant (1) and Niagara (2)

Application Assessments and Reassessments (from DSCIS)

A total of 771 applications for adult developmental services and supports were completed.

- 18% of all completed assessments (or applications) were on behalf of NEW people (not in-service)
- 42% of all assessments were completed on behalf of people currently in-service needing more or different and for whom there was no previous application.

³ HNBHN – Hamilton, Niagara, Brant, Haldimand, Norfolk (includes First Nations communities)

- Therefore a total of 60% of all completed applications were on behalf of people who did not have an application done previously
- 40% 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)

- 3,818 new referrals were identified on behalf of 1,494 people
- There were 1496 admissions into service reported to the DSO HNR during this period (mostly for clinical and behaviour services)
- 1447 services were reported to the DSO HNR as having ended during this period
- There are 8761 outstanding needs recorded at the DSO HNR on behalf of 3264 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).

Regional Passport Program (HNBHN⁴):

At the end of 2013/14, a total of 1828 people were in receipt of Passport funding (\$11,568,129)

- 1570 people utilizing direct funding
- 203 people were accessing agency services
- 55 people were combining direct funding and agency services

Contact Hamilton administered approximately \$7,567,799 in direct funding (amount utilized by direct funding recipients).

⁴ HNBHN – Hamilton, Niagara, Brant, Haldimand, Norfolk (includes First Nations communities)