

Contact Hamilton Business Plan / Areas of Focus for 2017-18

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
 - o Operational level
 - o Governance level
- 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
- **Development of Housing Coordinator position within the DSO HNR**
- Enhancement of **Coordinated Service Planning** within the Children’s Services program
 - o Implementation of Youth Advisory Council 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
 - o Implementation of **FASD Resource Worker**
- 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