

2010/2011 Board of Directors

Peter Szota (Chair)	Sarah McVanel-Viney (Vice-Chair)
Robert Thompson (Past Chair)	Jackie Bajus
Joyce Baker	Sandy Bozak
Henry Buist	Lisa Jeffs
Jacinthe Lejeune	Margaret Shkimba
Brad Wiseman	Executive Director: Lea Pollard

2010/2011 Highlights

Accomplishments in the following areas dominated in 2010/2011:

Developmental Services Ontario Hamilton-Niagara Region

As part of Developmental Services Transformation, the Ministry of Community and Social Services (MCSS) announced that 9 new regional Application Entities would be created across the province, providing one common way for people to apply for adult developmental services. In June 2010, MCSS announced a provincial Expression of Interest process for organizations wishing to become the Application Entity for their region. Contact Hamilton submitted an Expression of Interest for the Hamilton-Niagara Region which includes the communities of Brant, Haldimand and Norfolk, Hamilton, Niagara and the First Nations communities of Six Nations of the Grand River and Mississaugas of the New Credit First Nation. In late November, the MCSS announced that Contact Hamilton was selected to administer the Application Entity for the Hamilton Niagara Region effective July 1st 2011. Therefore, in addition to providing access to children's services on behalf of children and youth living in Hamilton, Contact Hamilton would also provide, through the Application Entity, information about and access to adult developmental services to people of the Hamilton-Niagara Region.

In 10/11, a considerable amount of time, energy and effort was spent further developing the Application Entity model and implementation plan. In addition, Contact Hamilton started learning about the communities in the region and collaborated with the current access agencies (Contact Brant, Contact Haldimand Norfolk and Contact Niagara) to manage the change and make it as streamlined as possible. Further, Contact Hamilton communicated with individuals, families, agencies and other parties through Newsletters and other means.

From a governance perspective, the Contact Hamilton Board formed a working group and after engaging regional partners, reconstituted its board of directors to ensure regional representation; a reflection of its new regional mandate. Further, a regional recruitment process was implemented to secure a new Executive Director. Bylaws and letters patent were also updated.

The priority over the coming year will be the continued implementation of the new DSO, training and development of DSO staff and forging meaningful regional partnerships and protocols.

Sincerest thanks and appreciation are extended to Contact Brant, Contact Haldimand Norfolk and Contact Niagara, the Regional Office, the staff and board of Contact Hamilton and most especially the families, people and agencies that have been patient and supportive with us as we move forward.

Reorganization of the Children's Services Team

In order to respond to the many changes and opportunities facing the agency, Contact Hamilton embarked upon the internal restructuring of its children's access services. We identified the need to consolidate access to **all** children's services (mental health, developmental, autism) into one team, renamed the Children's Services Team. Previously, access to children's mental health services was managed by one team and access to children's developmental services was managed by another.

Dedicated time was required for team development, orientation to the full spectrum of children's services and the review and revision of children's access processes. This was done during a peak workload period. The priority over the coming year is the consolidation of the changes made, identification of ongoing learning needs and evaluation of process changes.

Sincerest thanks are expressed to the staff of Contact Hamilton who worked tirelessly to make this transition successful.

Other Highlights

Continued progress was made in enhancing Contact Hamilton's **French language capacity** as well as working collaboratively with the Developmental Services sector in enhancing the provision of person-directed planning to French speaking persons. This was done through the awarding of one-time grant money following the submission of an expression of interest. Contact Hamilton was a partner in this initiative.

Contact Hamilton completed a **Diversity Assessment** through the Hamilton Centre for Civic Inclusion and received the results. This will be a focus for the board and staff for the upcoming year.

Contact Hamilton continued to be active as the Lead Agency for the **Student Support Leadership Initiative**. Three key accomplishments: 1) 4th edition printing of the "Making A Difference" Educator's Guide; this guide is "made in Hamilton" and is in high demand provincially; 2) completion of "At a Glance" Service Guide for educator's and; 3) implementation of the Hamilton Community Children's Network Table.

The 11/12 year will bring new challenges and opportunities for growth. We look forward to this and continuing to work in partnership with our communities across the region, most especially the children, youth, people and families we support.

2010/2011 Statistics

Individuals Served	5724 • 4075 Children's Services • 1649 Adult Developmental Services
Completed Requests	2562
New Intakes	2588
Referrals	2450
Resource Planning Meetings	4
Resolution Meetings	52
Residential Placement Advisory Meetings	71
# of Passport Recipients	64 as of March 31 2011)
# of Passport Applicants on a Waiting list as of March 31 2010	353

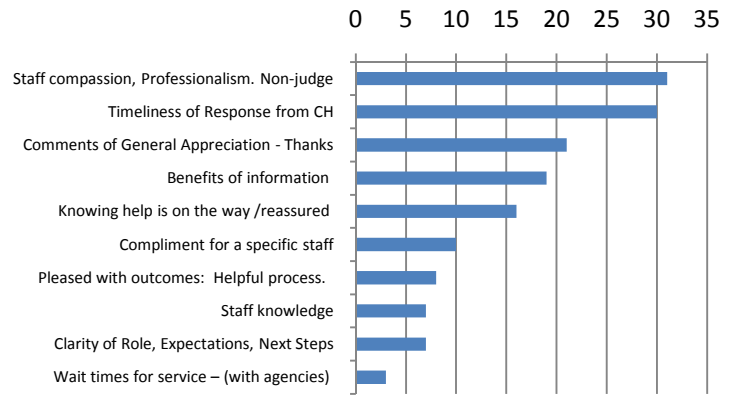
Customer Satisfaction

Families and individuals using Contact Hamilton's access services are asked to complete a Performance Measurement Survey, a standardized provide-wide tool. The survey measures the person's/family's perception of Contact Hamilton's responsiveness, timeliness, their ease of access and their overall satisfaction. The survey results are presented below followed by a summary of positive themes:

Indicator	Max. Score	Children's Services (Score)	Developmental Services (Score)
# Responses		119/782 (15% response rate)	43/174 (25% response rate)
% Satisfied		91%	88%
Timely Response	5	4.5	4.4
Ease of Access	10	9.2	8.8
Responsiveness	22	19.5	19.5

Children's Services

Positive Themes from Survey Comments



Developmental Services

Positive Themes from Survey Comments

