

## 2009/2010 Board of Directors

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## 10 Years of Service

It has been 10 years since Contact Hamilton opened its doors and began providing access services on behalf of children and youth with social, emotional, behavioural, psychiatric and developmental concerns and adults with developmental disabilities and their families. We are thankful for the learning opportunities and relationships we have formed with our community, most especially the people and the families we serve.

Contact Hamilton has been inspired and guided by its core values of respect, responsiveness, continuous improvement, accountability, team work and making an impact. We have stayed true to our values over the past 10 years and rely on them more so than ever as we move forward into 2010/11 and beyond.

## 2009/2010 Highlights

### Developmental Services Transformation

- Contact Hamilton continued to monitor and inform various elements of developmental services transformation. In particular, a Contact Hamilton staff person has been trained to administer the new Developmental Services Application Package and has been doing so.

### French Language Services Planning

- In February 2010, Contact Hamilton began to implement strategies that would enable people to receive their services in French when requested. Contact Hamilton implemented the "active offer" (greeting in French, French signage) as one of its key strategies; the active offer alerts people that the agency is able to provide services in French. Contact Hamilton has a French speaking person on staff that can provide information and access services in French as required. Additional work is underway for 2010/2011.

### New Access Protocols

- Contact Hamilton continued to update its many protocols with community agencies to ensure seamless access to services. New protocols were developed as well, they included: Lynwood Hall (new: Forest Avenue programs); Good Shepherd Youth Services (new: Brennan House); Community Child Abuse Council and Child and Family Services (new: child sexual abuse and trauma services).

### Children and Youth with Complex Special Needs

- Contact Hamilton facilitated a review of the children's resolution process. The evaluation included feedback from families and service providers. As a result of this review, significant changes were made especially in the areas of roles and responsibilities of all members and making the process understandable and as friendly as possible for youth and families.

## 2009/2010 Statistics

Individuals Served	5838 • 3817 Children's Services • 2021 Adult Developmental Services
Completed Requests	2696
New Intakes	2586
Referrals	2559
Resource Planning Meetings	3
Resolution Meetings	40
Residential Placement Advisory Meetings	90
# of Passport Recipients	59 (56 as of March 31 2010)
# of Passport Applicants on a Waiting list as of March 31 2010	302

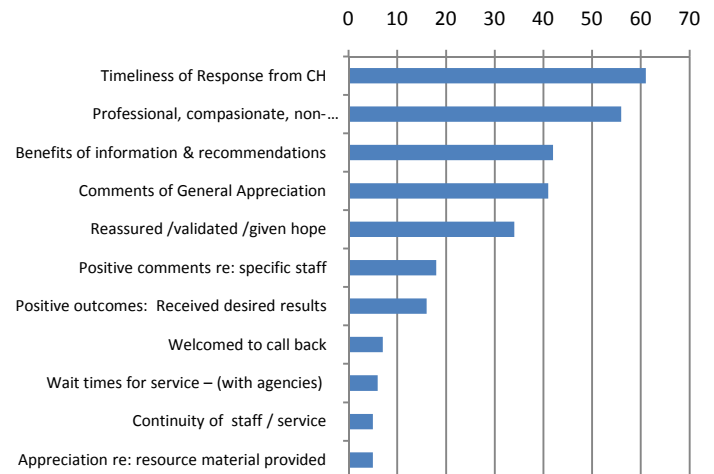
## Customer Satisfaction

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		167/729 (23% response rate)	57/187 (30% response rate)
% Satisfied		95%	96%
Timely Response	5.0	4.6	4.6
Ease of Access	10	9.1	9.3
Responsiveness	22	19.1	20.3

## Children's Services

### Positive Themes from Survey Comments



## Developmental Services

### Positive Themes from Survey Comments

