

Celebrating Five Years!

A Message from the Board of Directors

As Contact Hamilton moves into its sixth year of operation, it is more important to look forward than back. Nevertheless, we can afford to glance quickly at our rear view mirror and reflect on our accomplishments to date. In five years, Contact Hamilton has progressed from a standing start to an organization that serves more than 6,000 people each year. It has established itself as a key community partner in serving children and youth with behavioural, emotional and developmental concerns, and adults with developmental disabilities. Having moved quickly in its initial stages to put its access mechanisms in place, the agency developed sophisticated information systems and assumed key roles in helping to enhance and coordinate services.

Our accomplishments, as well as our future directions, are governed by a set of end statements that serve as a road map for our organization. In this Annual Report, we use this road map to check our progress in 2004/5 and see how well Contact Hamilton is succeeding in accomplishing what it set out to do. All indicators support that we are exactly where we are supposed to be.

It is certainly cause for celebration that we have come so far in so little time and we would like to extend our thanks to all the staff members and board members, past and present, who have contributed to Contact Hamilton's success.

2004- 2005 Volunteer Board of Directors

Dirk VanderBent, Chair	Peter Szota*
Beverley Wasmund, Vice-Chair	Robert Thompson**
Dr. Lindsey George	Madina Wasuge
Lynne Godbout	
Rick Helm	*Commenced May 2005
Shirley Mitchell	**Commenced April 2005

Executive Director

Oksana Plawiuk Fisher

Everything begins with our Ends

Contact Hamilton has a vital role to play, both for the individuals and families that it serves, and for the community as a whole. This role is specific and clearly defined within a very complex system of children's and developmental services. It is therefore important for everyone to understand exactly what this role is and to consider Contact Hamilton's success in meeting the needs and expectations of its clients and the community.

For this reason, Contact Hamilton has developed and refined a set of end statements that define very clearly what the organization sets out to achieve. More concrete than a mission statement, more immediate than a set of goals, the end statements provide a specific set of directions designed to ensure that each program, every staff member and the agency as a whole, always stay on course in pursuing and achieving these ends.

"Contact Hamilton exists so that children, youth and people with developmental disabilities and their families access appropriate and coordinated services."
 Contact Hamilton End Statement (August 2003)

The end statements, as revised by Contact Hamilton's Board of Directors in 2003, consist of four specific ends, together with an overarching statement that describes very simply the role of the agency.

The four end statements set out the different ways in which Contact Hamilton is expected to perform this role. Since these ends are Contact Hamilton's key measure for success, this annual report presents a review of the organization's accomplishments for 2004/5 in the context of achieving each of these four ends.

End Statement #1

We serve children and youth who are experiencing behavioural, emotional or developmental concerns, and adults with developmental disabilities.

The above-noted children, youth, adults and their families can:

- Easily get accurate, timely and relevant information about appropriate services
- Be referred to the MCSS/MCYS services that they need
- Be directed to other appropriate community services

Physicians and other professionals in the community will:

- Easily get accurate, timely and relevant information about appropriate services

The first priority encapsulated in Contact Hamilton's end statements is to provide referrals to appropriate services, as well as accurate, timely and relevant information, for children and youth experiencing behavioural, emotional or developmental concerns, and people with developmental disabilities.

These services were provided, in 2004/5, to a total of 6,120 unique individuals, 4,570 of whom were seeking help with children's services, while the other 1,550 were seeking help with developmental services. A breakdown of access statistics shows that more than 2,200 intakes were completed and close to 2,500 referrals made.

In addition to its normal process of intake and referral, Contact Hamilton occasionally convenes Resource Planning meetings to coordinate plans when an individual is involved with several different service providers. These meetings bring together the individual, family members, service providers and other key individuals.

In 2004/5 a total of 43 meetings were held on behalf of 41 individuals.

Contact Hamilton is also called upon to convene Resolution Meetings, in order to deal with highly complex and urgent situations. In 2004/5, there were 25 Resolution Meetings held, on behalf of 22 individuals.

2004-05 Access Statistics

Completed Requests (New Callers)	3,516
Individuals Served	6,120 • 4,570 children's services, • 1,550 developmental services
Completed Intakes	2,229 (2,024 unique individuals)
Referrals / Registrations	2,435
Resource Planning Meetings	43
Resolution Meetings	25
Residential Placement Advisory Committee (RPAC) Meetings	158

2004-05 Highlights

WebTracker information system
 Community Service Plans
 Stats and Facts Publication
 WebTracker Pilot Project

Contact Hamilton's success in meeting its key objective is measured continually by means of the performance measurement survey. The 2004/5 results show an overall satisfaction rate of 93 percent among those seeking access to children's services, while 100 percent of those

requiring developmental services indicated they were satisfied. The survey results also show high scores in key categories that indicate the agency is achieving its ends by being responsive, responding in a timely fashion and providing easy access to services.

2004-05 Performance Measurement Survey Results

Indicator	Maximum Possible Score	Children's Services	Developmental Services
# Responses		245/631 (39% response rate)	29/113 (26% response rate)
% Satisfied	100%	93%	100%
Timely Response	5	4.3	4.6
Ease of Access	10	9	9
Responsiveness	22	19.1	19.7

End Statement #2

Stakeholders are aware of the need for services in the community to help those with behavioural or emotional concerns or those with developmental disabilities.

To this end we provide stakeholders with credible data, information, knowledge regarding:

- service needs (what people need),
- demands (how many people need this),
- system pressures (wait lists),
- gaps (what is not available), and
- priorities

Contact Hamilton is dedicated to helping to strengthen the system of services so as to ensure that appropriate services are available to those who need them. To this end, the organization is committed to providing all the stakeholders in the children's and developmental services systems with credible data regarding service needs, demands, system pressures, and priorities.

A significant accomplishment in 2004, was the development of the Community Service Plans for Children's and Developmental Services. These reports describe the future direction and priorities of the two service systems, and also include a wealth of information about community demographics, community needs and services.

As a single point of access for children's and developmental services, Contact Hamilton is in a unique position to gather information on service needs and demands from

its own intake records. The new WebTracker information system, implemented in 2003, provides Contact Hamilton with a powerful tool for analysing and reporting this data. The organization is able to provide community stakeholders with pertinent data about needs, demands, system pressures and gaps. It is anticipated that this information will become even more useful as the WebTracker system matures. In 2005, Contact Hamilton issued its first publication of Stats and Facts providing information and statistics for the 2003/4 fiscal year.

WebLite, a pilot project introduced in 2005, is exploring ways of securely transmitting data electronically between Contact Hamilton and community agencies. This will help make information gathering and reporting functions more timely, while providing all stakeholders with opportunities to identify trends and respond to them more quickly.

2004-05 Highlights

- Community Service Plans
- Working Group on Children and Youth with Complex Needs
- Protocols
 - Psychiatric Emergency Services / Outpatient Services
 - Early Words
- Hamilton-Wentworth District School Board and the Hamilton-Wentworth Catholic District School Board
- Children's Aid Societies

End Statement #3

The system of children's and developmental services and supports is influenced by Contact Hamilton to be:

- responsive
- coordinated and
- effective

Promoting a well-coordinated system of children's and developmental services is another key element of Contact Hamilton's mandate. To this end, the organization strives to work towards influencing the system to be "responsive, coordinated and effective."

Several planning initiatives were directed towards achieving this end in 2004/5. The Community Service Planning processes for Children's and Developmental Services developed a wide range of recommendations aimed at enhancing the two systems.

One of the needs identified in the Community Service Plan was for a more focused and coordinated approach to services and supports

for children and youth with complex needs. To this end, Contact Hamilton played a lead role in facilitating a working group comprised of representatives from numerous agencies who developed recommendations for improving the community's ability to respond to this group of children.

A further way in which Contact Hamilton works towards achieving a responsive, coordinated and effective system of services is by developing protocols that define ways in which various agencies and sectors can work together. Even though the services may be managed separately, a protocol can ensure that clients experience a seamless system of services.

End Statement #4

Public policy with respect to children's and developmental services is influenced by Contact Hamilton to reflect current and emerging needs and trends.

In its information reporting, as well as its planning and coordinating activities, Contact Hamilton is always guided by its fourth end statement.

The recommendations of the Community Service Plans, developed under the aegis of Contact Hamilton, included numerous policy issues for review and consideration by the Ministry of Community and Social Services and the Ministry of Children and Youth Services. Further policy issues were also raised through the Working Group on Children and Youth with Complex Needs

Several research partnerships with McMaster University were also directed towards this end in 2004/5. These included:

- Validity and Reliability of the Brief Child & Family Phone Interview
- Bringing Children's Mental Health Research Information Home
- Early Social Anxiety & Selective Mutism

The logo for Contact Hamilton, featuring the word "Contact" in a large, stylized, orange and blue font.