

September 2012

Welcome

Thank you for reading this newsletter!

In this edition you will find information about the programs and services that Contact Hamilton offers:

- Access to Children's Services
- Developmental Services Ontario Hamilton-Niagara Region
- Hamilton-Niagara Regional Passport Program

Since July 1, 2011, Contact Hamilton has undergone a lot of change. We invite you to read this newsletter for general information about our agency and the programs and services we provide. For detailed information, we encourage you to visit our website at www.contacthamilton.ca or call us.

A Summary of the Changes

In 1999, the provincial government established Contact Hamilton for Children's and Developmental Services to serve as an access centre for Hamiltonians seeking information about and access to services for children and youth presenting with mental health and developmental concerns and for adults with a developmental disability. Contact Hamilton provided these services to the Hamilton community from June 2000 to June 2011.

In July 2011, changes were made to our Access to Developmental Services program. In April 2012, changes were also made to our Passport program. Please see below for a summary of these changes.

Access to Developmental Services

Before July 2011, Contact Hamilton's Access to Developmental Services program provided information about and access to services for children and adults with developmental disabilities living in Hamilton. In July 2011, as part of its Transformation work, the provincial government established nine regional access centres across the province called Developmental Services Ontario (DSO) for adults seeking information about and access to adult developmental services and supports. Contact Hamilton was

Contact Hamilton
Main Office:
140 King St. E. Ste. 4
Hamilton, ON
L8N 1B2

Fax Number:
905-522-5998

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Access to Children's
Services:
905-570-8888

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DSO HNR:

Toll Free Number
1-877-DSO-HNR4
1-877-376-4674

Hamilton
905-297-5604

Brant
519-512-0010

Niagara
289-477-5305

Haldimand, Norfolk,
Six Nations, New
Credit
905-296-0104

selected to become the DSO for the Hamilton-Niagara Region. As a result, the following key changes occurred:

- The Access to Developmental Services program was renamed “Developmental Services Ontario Hamilton-Niagara Region” (DSO HNR)
- DSO HNR focusses exclusively on adults seeking developmental services and supports (families seeking services for children with developmental disabilities are now supported through Contact Hamilton’s Access to Children’s Services program – see below)
- The DSO HNR’s catchment was **expanded** to include the Hamilton-Niagara Region: Hamilton, Niagara, Brant, Haldimand, Norfolk, Six Nations of the Grand River and Mississaugas of the New Credit First Nation.
- New provincial mandates, responsibilities and tools used by the DSO HNR.

Passport Program

From 2006 to 2012, Contact Hamilton served as the Designated Passport Agency for the Hamilton community. During this time, the Passport program provided funding for community participation supports. On April 1 2012, Contact Hamilton’s responsibility expanded to managing the Passport Program for the Hamilton-Niagara Region.

The Adult SSAH Program ended on March 31/12 and on April 1 2012, people were transferred over to the Passport Program and received their same level of funding for the 2012/2013 year. In addition, youth turning 18 during the 2012/2013 year are also being transitioned to the Passport program (their funding is pro-rated for the 2012/2013 year). We are awaiting information from the MCSS about what will happen next year. We do not have any further information about this at this time.

The Ministry of Community and Social Services is reviewing the Passport Program and revising its Guidelines. We await this information. We will share information with the community once we have been advised.

Access to Children’s Services

Contact Hamilton continues to be the access centre for people living in Hamilton seeking information about and access to services and supports for children and youth with mental health and/or developmental concerns.

The information provided in this newsletter is general. For detailed information, we encourage you to visit our website at www.contacthamilton.ca or call us at any of the numbers identified on the first page of this newsletter.

Access to Children's Services

Who We Serve

Contact Hamilton's Access to Children's Services program serves children and youth who:

- Have social, emotional, behavioural, psychiatric and/or developmental concerns AND
- Are under the age of 18 years AND
- Live in the City of Hamilton

Our Services

Contact Hamilton provides the following services:

- Information about available services and supports in Hamilton and how to access them
- Application for children's services (intake process)
- Service recommendations about appropriate and available services and supports
- Referrals

Anyone can make a referral to Contact Hamilton with consent of the youth or his/her guardian. Consent is not required for general information requests.

Contact Hamilton also:

- Works with community agencies to coordinate waitlists, ensuring that access to service is fair and based on need
- Coordinates a process to help address highly complex and/or urgent needs
- Coordinates the Residential Placement Advisory Committee that reviews the residential treatment placement of children and youth (this is legislated)
- Provides information to the children's services system and the MCYS about service needs, trends, and gaps to help inform service planning.

How to Reach Us

If you are interested in speaking with someone or you wish general information about services and supports in Hamilton for children and youth, please connect with us! You can:

- Call us at 905-570-8888
- Send us an email at info@contacthamilton.ca
- Fax us at 905-522-5998
- Visit our office at 140 King Street East, Suite 4 between 9 am – 4 pm

All calls and enquiries are welcome.

Developmental Services Ontario Hamilton-Niagara Region

Who We Serve

Developmental Services Ontario Hamilton-Niagara Region works with/on behalf of people who:

- Are 16 years of age or older AND
- Have a confirmed developmental disability AND
- Live in the Hamilton-Niagara Region

Our Services

The DSO HNR:

- Provides information about services and supports in the Hamilton-Niagara Region, how to access them and about relevant legislation
- Confirms eligibility for people seeking adult developmental services and supports
- Completes the application for adult developmental services and supports
- Makes service recommendations about appropriate and available services and supports
- Make referrals when service opportunities are available

How to Reach Us

For detailed information about Developmental Services Ontario Hamilton-Niagara Region, please visit our website at www.contacthamilton.ca. If you would like information or would like to apply for services, please contact us:

Toll Free: 1-877-DSO-HNR4 / 1-877-376-4674

Email: info@dsohnr.ca

Office Site for Hamilton (Main Office):

C/O Contact Hamilton, 140 King Street East, Suite 4, Hamilton, ON, L8N 1B2

Phone: 905-297-5604

Walk-in hours: Monday to Friday, 9 am – 5 pm

Office Site for Brant:

C/O Contact Brant, 25 King Street, Brantford, ON, N3T 3C4

Phone: 519-512-0010

Walk-in hours: Friday 10 am – Noon

Office Site for Niagara:

C/O Contact Niagara, 23 Hannover Drive, Unit 8, St. Catharines, ON, L2W 1A3

Phone: 289-477-5305

Walk-in hours: Tuesday 9:30 am - 11:30 am

Office Site for Haldimand and Norfolk, Six Nations and New Credit:

C/O Haldimand Norfolk REACH, 101 Nanticoke Creek Parkway, P. O. Box 5165, Townsend, ON, NOA 1S0

Phone: 905-296-0104

Walk-in hours: Friday 1:30 pm - 3:00 pm

Hamilton-Niagara Regional Passport Program

What is the Passport Program?

Passport is a program for young people with a developmental disability who are transitioning out of school and for adults who have a developmental disability who are no longer in school and are seeking community participation supports. The key goals of the Passport Program are to:

- Assist young people who have a developmental disability to make the transition from school to life as an adult in the community
- Improve the quality of participation in the community for adults with a developmental disability by providing supports that focus on individual goals, work activities and community participation
- Promote independence, continuing education and personal development

The Passport program gives people that have been approved for funding the option of receiving funding directly to purchase community participation services and support (this is called Self-Directed Funding) or they can choose to access services and supports through MCSS funded transfer payment agencies (this is called Agency Services). People who have been approved for funding can also choose to have a combination of both options.

Anyone that is interested in the Passport Program can call Developmental Services Ontario Hamilton Niagara Region (DSO HNR). The DSO HNR will need to confirm the person's eligibility and will complete the application assessment. The DSO HNR maintains a list of people that are interested in the Passport Program.

As the Passport Designated Agency for the Hamilton-Niagara Region, Contact Hamilton:

- maintains a Passport Program wait list and reports to their MCSS Regional Office
- notifies the applicant when they have been prioritized for resources
- if the applicant chooses the Self-Direct Funding option, the DSO HNR will administer the direct funding agreement
- if the applicant chooses Agency Services option, the DSO HNR will advise their local Regional Office who will then enter into a contract with the service agency

The Ministry is currently reviewing its Passport Guidelines; we are awaiting information.

How to Reach Us

If you are currently receiving Passport funding and you have questions about your funding, please call the Passport Administrator, Glenn Forrest, at 905-297-5604 or toll free at 1-877-376-4674 extension 205. If you are not receiving Passport funding but are interested in the program, please call us at 905-297-5604 or toll free at 1-877-376-4674 and ask for the Intake Coordinator.

Board of Directors

Contact Hamilton is governed by a voluntary board of directors, operating under a policy governance model. We would like to hear from you if you are interested in serving on our Board of Directors.

Board members must:

- ❖ live or work in the Hamilton-Niagara Region
- ❖ commit to the principles and mandate of Contact Hamilton
- ❖ commit to act in the best interests of all people served by Contact Hamilton

If you are interested in becoming a board member, please:

- Call Dayna Setzkorn at 905-522-3304 or 1-877-376-4674 extension 229 to receive an information and application package or
- Visit our website at www.contacthamilton.ca to get an information/application package

Your Feedback Matters

Your feedback is important to us. Feedback can include making a complaint, giving us a compliment or making suggestions for improvements. Our goal is to meet and exceed the expectations of all of our clients and stakeholders. We want to make sure that everyone has the opportunity to be heard. We will use your feedback to improve how we deliver our services.

You have many choices about how you can provide your feedback:

In person: Please call the office and ask for an appointment to speak with the appropriate Manager. A mutually convenient meeting date and time will be arranged.

Phone: For matters relating to **children's services**, please call 905-570-8888 and ask to speak with the Manager. For matters relating to **adult developmental services**, please call 905-297-5604 or toll free 1-877-376-4674 and ask to speak with the Manager.

E-mail: For matters relating to **children's services**, please email info@contacthamilton.ca. For matters relating to **adult developmental services**, please email info@dsohnr.ca.

Fax: Please complete the Customer Feedback Form (available on our website) or write us a note and fax it to: 905-522-5998.

Mail: Please complete the Customer Feedback Form (available on our website) or write us a note and mail it to:

Contact Hamilton, Attention: Feedback
4 – 140 King Street East, Hamilton, ON L8N 1B2

2011-2012 Annual Report

2011/2012 has been a year of major change and growth for Contact Hamilton. The chart below summarizes some of our key changes:

Areas of Change	From	To
Mandates and programs	Access to Children's Mental Health program (Hamilton)	Access to Children's Services program (Hamilton)
	Access to Children's and Adult Developmental Services program (Hamilton)	Developmental Services Ontario Hamilton-Niagara Region
	Passport program (Hamilton)	Hamilton-Niagara Regional Passport program
Staff compliment	16 staff	29 staff
Office sites	Hamilton site	Hamilton site (main office) Colocation with local Contact agencies in: St. Catherine's, Brant, Haldimand.
Community involvement	Hamilton planning tables (children services and adult developmental services)	Hamilton planning tables for children's services Planning tables across the region for adult developmental services
Governance	11 board members who live/work in Hamilton	14 board members who live/work in the Hamilton/Niagara Region

Highlights: Developmental Services Ontario Hamilton-Niagara Region

- Recruitment, orientation and certification of Assessors
- Implementation on July 1 2011 and compliance with Quality Assurance Measures
- Feedback to the Ministry of Community and Social Services (MCSS) regarding the development and implementation of the provincial client database (DSCIS)
- Participation at all community planning tables
- Communication, newsletters
- Protocol development with regional services

Highlights: Hamilton-Niagara Regional Passport Program

- Planning for the implementation of the regional Passport Program on April 1 2012
- Recruitment, training, orientation of Passport staff
- Development of customized information packages to all Passport funding recipients regarding changes
- Transfer of people funded through the Adult SSAH program as of March 31/12 to the regional Passport Program (closure of Adult SSAH program by MCSS)
- Passport information sessions across the region in March: over 445 people attended
- Telephone support for individuals and families to manage transition: 704 calls in March alone

Highlights: Access to Children's Services Program

- Leadership for the Student Support Leadership Initiative
- Lead agency for Working Together for Kids Mental Health; provision of mental health training and orientation to provincial screening tools
- Internal reorganization of the Access to Children's Services Program
- Led the evaluation of the Children's Complex Needs and Resolution process
- Work with Contact agencies and communities on the development of the Transitional Aged Youth Protocol

Highlights: Organizational

- Continued focus on meeting French Language Service capacity
- Compliance with Accessibility for Ontarians with Disabilities Act
- Development of Feedback process
- Development of Health and Safety Visitor's booklet
- Review and consolidation of privacy and consent policies
- Review and update of organizational policies and procedures

11/12 Performance/Satisfaction Results Access to Children's Services:

Indicator	Max Score	Actual Score
# Responses		147
Satisfied	100%	93%
Timely Response	5	4.2
Ease of Access	10	9.1
Responsiveness	22	19.1

Performance/satisfaction indicators for the DSO HNR and Passport programs are in development.

Unique Individuals Served in 11/12:
Access to Children's Services: 4205
DSO HNR: 2993

11/12 Passport Stats (Hamilton only):
Approved for funding in 11/12: 40
Funding Recipients: 102
Number Waiting: 333