

SERVICE DESCRIPTION SCHEDULE

Organization Name: Contact Brant for Children's and Developmental Services

TPR #: 100925

Initiated In: 2019 - 2020

TP Subline and Name:

E601 - E661 - Child Welfare- Community and Prevention Supports

Detail Code and Service Name:

E750 - Residential Placement Advisory Committee

Legislation: *Child, Youth and Family Services Act, 2017 (CYFSA)*

The Service Description Schedule is part of the contractual agreement between the Ministry and the transfer payment agency. This Schedule outlines the services that the Ministry is purchasing, with public funds, on behalf of the citizens of Ontario including specific expectations and conditions that apply, as defined in this document. The Service Provider will complete the activities as set out in the Ministry completed section of this schedule. The Service Provider will also complete the activities, in accordance with any additional requirements that may be set out in the Agency Completed section.

MINISTRY COMPLETED SECTION

Service Objectives:

- To conduct residential placement reviews and to advise, assist and inform parents, children, youth and service providers as to the availability and appropriateness of residential services and alternatives to residential services, in order to facilitate and / or improve the social supports for children and youth at risk.

Service Description:

Eligibility

- Child and youth - under 18 years of age.
- Child and youth in a residential placement that is subject to review as defined by the *Child, Youth and Family Services Act, 2017* and the Interim Residential Placement Advisory Committee (RPAC) Guidelines.

Program / Service Features:

(The Program / Services contracted by the Ministry will reflect the following features.)

- Conduct mandatory and discretionary placement reviews as set out in the CYFSA.
- Where appropriate, name persons to maintain contact with children and youth under temporary care agreements.
- Advise, inform and assist parents, children, youth and service providers regarding availability and appropriateness of alternatives to residential service.
- Residential Placement and Advisory Committee services are provided in order to, wherever possible and appropriate:
 - Achieve shorter stays for children and youth placed into residential care.
 - Increase the number of children and youth placed closer to their homes, with support.
 - Increase the number of children and youth placed into smaller residences.
 - Reduce the numbers of children and youth being admitted to residential care.

Program Goals

Ministry expectations

The agency will deliver the programs and services in accordance with the requirements as outlined in:

- The legal, financial and service target data portions of the service contract;
- The Making Services Work for People and Agency Governance service description schedules;
- Governance and Accountability: Transfer Payments to Community Agencies framework;
- The *Child, Youth and Family Services Act, 2017*, its regulations, Ministry policies and Directives.
- Any service/program specific guidelines provided; and
- In keeping with evidence based and emerging practice for the delivery of services.

Reporting Requirements

Service Data – Quarterly

Service Data –Annually

Agency Completed Section

Plan to Achieve Service Objectives (*standard term*): *This section is to be used by the agency to describe how they will achieve the identified service objectives and respond to specified program/ service features. Comments can be made in a bullet*

point or narrative format and should have sufficient detail in order that the reader can appreciate the critical aspects of the service.

- Description of how Service Objectives will be implemented.
 - Facilitate residential placement reviews, including mandatory and discretionary RPAC reviews, with the purpose to advise, assist and inform parents, children, youth and service providers regarding the availability and appropriateness of residential services, as well as alternatives in order to facilitate and/or improve the social supports for children and youth at risk
 - Provide a brief overview of the situation leading to the child's placement and the goals of the residential placement; facilitate RPAC discussions following the considerations required within the legislation (Does the child have a special need? Is the residential placement likely to benefit the child? Is the placement appropriate for the child in the circumstances? Would a less restrictive alternative be more appropriate? What considerations were given to the importance of preserving the child's cultural identity, where the child is an Indian or native person? Identification of persons to maintain contact with the child under temporary care agreements
 - Ensure an RPAC Committee is in place for individual reviews by annually recruiting and orienting Informed Citizens, children's service providers' representatives, and an aboriginal representative (when appropriate); Confirm Terms of Reference with RPAC Team annually
 - Prepare and distribute RPAC recommendations in an RPAC Report, including a copy to the Ministry Regional Office
 - Report to the Regional Office re budget and targets
 - Follow the Child, Youth and Family Services Act, its regulations, Ministry policies and directives.

- Description of the specific services and service capacity.
 - Coordinate RPAC for Brant children and youth as legislated in CYFSA
 - Through individual planning including RPAC reviews as well as system planning, reduce the numbers of children and youth being admitted to residential care; achieve shorter stays for children and youth placed into residential care; increase the number of children and youth placed closer to their homes with supports; and increase the number of children and youth placed into smaller residences
 - Starting with intake through coordinated access services, begin the development of a service plan by identification of strengths, needs and goals; identify current services, new services referred to and services the client is waiting for including the service providers to initiate identification of who has responsibility for services
 - Continue to lead and/or participate in coordinated planning which includes review and updating the service plan with involved service providers and the child/youth/family whose preferences are respected
 - Assist child/youth family with on-going service navigation and referral to new services as needed and/or as needs and priority changes; with single point access service, the client/family story is already on file and reduces having to

- repeat their story – this supports seamless transitions and connections to new services
- Child, youth and family engagement is primary through family-centered service approach; this includes bringing together key partners in service delivery for each client to provide an integrated and coordinated response to best meet the needs of children, youth and their families
 - Facilitate the Brant Case Resolution Mechanism
 - As the Lead Agency for Coordinated Service Planning in Brant, connect children/youth with complex, multiple needs to a Service Planning Coordinator as their key service navigator/contact person. The key contact person addresses issues and questions as they arise.
 - As the Lead Agency for Coordinated Service Planning in Brant, collaborate with cross-sectoral stakeholders to provide coordinated service planning/identification of a primary provider as a best practice as a part of each professionals' role for all children and youth served (as outlined in the Brant *Coordinated Service Plan* to capture the service plan including parties responsible for services, monitoring progress, adjusting services, connecting to other services as needed, planning for discharge from services, and identifying outcomes. Transition Planning is part of any coordinated service plan.
 - Centralized database used for Intake record as well as Coordinated Service Plan – this decreases families having to repeat their story as information can easily be shared, with consent
 - As the Lead Agency for Coordinated Service Planning and as the Access Mechanism, have protocols with community stakeholders regarding processes to reduce the need for families to have to repeat their story and sharing information with consent, service planning and review including transition planning
 - Manage the Brant Haldimand Norfolk Community Information Database, www.info-bhn.ca to provide easy access to information on local services and resources
- Specialized capacity and expertise
 - 19 years' experience facilitating RPAC and providing single point access services including coordinated information, intake and referral, and service coordination for children and youth across sectors
 - Highly knowledgeable staff with expertise to respond effectively and provide information to children/youth/families, partner stakeholders, and the broader community
 - Staffed by experienced individuals with the appropriate abilities and skills to respond effectively to children/youth and their families, facilitate RPAC reviews, complete the intake process and triage to appropriate services, as well as work collaboratively with community stakeholders on behalf of an integrated service plan for clients
 - Staffed by experienced and skilled individuals who are respectful and sensitive to social, linguistic and cultural diversity including Indigenous people, as well as individual diversity and abilities of children, youth and families; respectful of

- privacy and confidentiality and sharing information based on informed consent received
 - Provide leadership and build capacity on service coordination as the Coordinated Service Planning Lead Agency
 - Provide leadership and actively participate in the implementation of the Transition Planning Protocol and Procedures for Young People with Developmental Disabilities; support and help prepare for transitions as early as possible between services, to other community supports, to adult services, return to school, or for discharge from services.
 - Quality assurance through regular review of child/youth/family feedback using the Quality Satisfaction Survey developed with the Centre of Excellence, as well as community feedback on services and partnerships. Additionally the MPOC is used for children/youth/families involved in Coordinated Service Planning to provide feedback on service coordination supports
 - Policies and procedures to ensure accountability as well as operating under evidence-informed/best practices; includes policies and procedures regarding access to and sharing of personal information with consent
 - Strategic directions established by a diverse community Board of Directors are used to drive and align service activities; the Board and staff monitor activities and data in meeting strategic directions
 - Quality provision and management of information services based on policies and AIRS Standards
- Individual planning and goal setting
 - Individual planning and goal setting begins with the intake meeting with the child/youth/family who identify their strengths, needs and goals; this continues through the referral process and on-going service coordination supports
 - The intake referral package identifies supports being received by the individual as well as services being requested and previously received; the intake also identifies the expected outcomes of the referred service (goals)
 - The intake record and the Coordinated Service Plan are updated as required, and Case Notes are regularly documented regarding the on-going development of individual planning and goals which are coordinated with the child/youth/family and other stakeholders
- Community linkages and service collaboration (where appropriate).
 - Inter-agency Protocols with child/youth agencies and other sectors (including health and education) to support ease of access to services, sharing of information with consent, and coordinated service planning
 - Single point access for child/youth developmental services, mental health services, Service Planning Coordinators and FASD supports
 - Facilitate Case Resolution as well as RPAC reviews in Brant.
 - Lead Agency for Coordinated Service Planning in Brant
 - Manage the Brant Haldimand Norfolk Community Information Database/website, www.info-bhn.ca; this resource is also utilized by 211 Ontario to provide

information on Brant, Haldimand and Norfolk services through their 24/7 phone line and website

- Coordinate the production and distribution of Your Guide twice annually in collaboration with community stakeholders in Brant, Haldimand and Norfolk; Your Guide is a printed and web-based publication outlining free workshops, courses, groups and events for children, youth and families such as parenting programs and pathways to services
- Actively participate in cross-sectoral system planning at the Strategic Leadership Table for children and youth services; facilitate the development and annual review of community protocols that support access and coordination including for children and youth with complex needs; provide an annual System Report of demographics and statistics using our centralized client database to inform community planning
- Coordination with the other Contact Agencies/Access mechanisms and Coordinating Agencies regarding access services and coordinated service planning
- Co-located with the Lead CYMH Agency, Developmental Services Ontario satellite office, and Brant FACS satellite office; this has strengthened linkages and partnerships regarding clear pathways and seamless access to services

Service Location (*standard term*):

- Address: 643 Park Road North, Brantford, Ontario N3T 5L8
- Type of location: Agency office
- Area served: City of Brantford, County of Brant, Six Nations of the Grand River, and Mississaugas of the Credit First Nation

Method of Evaluation (*standard term*):

This section identifies the methods used to determine the program's success in meeting the stated Service Objectives. The agency will also evaluate relevant Service Delivery features including quality. Evaluation will provide the organization with needed information to self-correct identified gaps in the achievement of the stated service objectives.

Describe the agency's evaluation processes with specific reference to how:

- **Service objectives will be evaluated**
- **Quantitative (outputs) and qualitative (outcomes) evaluation will be implemented.**
 - Monthly monitoring of service statistics provided through client database (including but not limited to: unique clients, gender, intakes, referrals, requests for information, service coordination, Case Resolution and RPAC); comparison to previous years and monthly monitoring of service targets
 - Monthly monitoring of pressures reflected in wait lists with community partners, especially related to re-prioritization of clients for immediate service
 - Regular and on-going review of client information in the client database for quality referral reports

- Ongoing evaluation and feedback from consumers utilizing the Quality Satisfaction Survey (QSS) developed with the Centre of Excellence; quarterly QSS Reports reviewed by staff and Board re quality assurance; QSS submitted to Ministry, as well as Lead CYMH Agency; use of the MPOC for Coordinated Service Planning and review of the provincial reports for on-going evaluation by Board, staff, Coordinated Service Planning Steering Committee, and Coordinated Service Planning Providers
- Annual Budget approval by the Board of Directors; accountability through Quarterly Reports to Ministry and Board, including budget, targets, outputs, QSS and feedback
- Financial accountability through monthly monitoring of expenditures and targets by the Board of Directors and CEO; annual Audited Financial Statement; and annual expenditure reporting (TPAR) to Board and Ministry
- Risk Management monitoring through annual review of related policies, insurance, and any Serious Occurrences by Board and CEO; accountable through reporting to Board and Ministry
- Annual review of Governance Policies, By-Laws, and Operational Policies by Board, CEO and staff
- Annual system review with partners of inter-agency Protocols as well as community Protocols and processes including RPAC
- Regular communication and review with individual community partners regarding access criteria and prioritization
- Monthly Wait List and In-Service Reports to community partners re referred clients' status as waiting, in-service, or discharged to ensure tracking of clients' status re service and supports
- Evaluation and feedback from community stakeholders using the Community Partner Survey on Service Delivery as well as the Working Together - Reflection on Coordinated Service Planning by CSP Providers, Participants and Service Planning Coordinators
- Regular communication and review with the other Contact agencies/Access agencies and Coordinating Agencies regarding Access and Coordinated Service Planning services outputs and outcomes
- Following the Making Services Work for People as well as Agency Governance service description schedules