

## SERVICE DESCRIPTION SCHEDULE

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

**TPR #:** 100925

**Initiated In:** 2019 - 2020

*TP Subline and Name:*

**E644 – E704 / Complex Special Needs**

*Detail Code and Service Name:*

**F241 Community Enhancement**

**Legislation:**

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 support children and youth who:
  - Require specialized services/supports to participate in activities of daily living, on a long-term, continuous and/or intermittent basis; and
  - Have two or more different special needs, requiring an integrated service approach that crosses sectors (health, education and social services) with services often being provided at a number of different locations; and
  - Have needs associated with a variety of conditions, which may include physical, intellectual, emotional and developmental disabilities, and chronic, severe and/or terminal illness.

**Service Description:**

**People Served:**

- Children and youth who are receiving services funded through Complex Special Needs Community Enhancement funding.

## **Program / Service Features:**

**(The program / services contracted by the Ministry will reflect the following features.)**

- Community Enhancements fund any expansion of/improvements to local service capacity and delivery to support children and youth with complex special needs. This may include temporary in-home and/or community-based spaces/services such as respite, intensive child & family supports, or crisis funds/case management. These services are provided to multiple clients/families/individuals in an effort to prevent permanent out-of-home residential placements.
- Funding is to be monitored regularly.

## **Services will be:**

- **Reflective and responsive to child/youth, family and community strengths and needs.**
- **Accountable to the child/youth, family and community.**
- Sensitive to the social, linguistic and cultural diversity of families and aboriginal communities.
- Staffed by individuals with the appropriate range of skills and abilities necessary to respond effectively to the needs of children, youth and families.
- Based on the child's and youth's assessed needs, preferences and available individual, agency, community and contracted Ministry resources.

## **Governance, Accountability and Service System Requirements:**

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;
- any service/program specific guidelines provided and in keeping with best practices for the delivery of services;
- the Ministry's criminal reference check policy;
- the Ministry's Serious Occurrence Reporting requirements;
- the Transfer Payment Business Cycle requirements including: annual budget submissions, year-to-date reporting and year-end reconciliation as follows:

<b><u>Submission</u></b>	<b><u>Fiscal Budget Deadline</u></b>
Budget Submission	March 31
Signed Contracts	June 30
1 <sup>st</sup> Quarter Year-To-Date Report	July 15
Audited Financial Statements or APERS – as required	July 31
2 <sup>nd</sup> Quarter Year-To-Date Report	October 15
3 <sup>rd</sup> Quarter Year-To-Date Report	January 15
4 <sup>th</sup> Quarter Year-To-Date Report	April 30

## **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.
  - Support children and youth who require specialized services/supports to participate in activities of daily living, on a long-term, continuous and/or intermittent basis and are requiring an integrated service approach that crosses sectors (health, education and social services), and have needs associated with a variety of conditions, which may include physical, intellectual, emotional and developmental disabilities, and chronic, severe and/or terminal illness by:
    - Seamless connection to cross-sectoral services and coordinated service planning through Access services, i.e., system navigation, referral to services and on-going support to child/youth/family
    - Seamless connection to a Service Planning Coordinator as early as possible when a child is identified as having complex, multiple needs to facilitate community planning to meet support needs within funded resources. Ensure the Service Planning Coordinator and coordinated service planning remains active to include the CSN-funded plan and to plan for transition back to funded services
    - Facilitate the Case Resolution mechanism to review children and youth with complex multiple needs. When a clinical recommendation is made for CSN funding, complete the MCCSS application package and

complete a referral to McMaster Brokerage, the TPA for the CSN funding, to source residential placement

- Description of the specific services and service capacity.
  - Facilitate the Brant Case Resolution Mechanism and review children and youth with complex multiple needs to ensure local resources are being accessed; review clinical recommendations for specialized services and make recommendations for Complex Special Needs funding and supports
  - Lead Agency for Coordinated Service Planning in Brant. Collaborate with five other Brant CSP Provider organizations to provide a Service Planning Coordinator as the key service navigator/contact person for families with a child/youth with complex, multiple needs. Collaborate with other cross-sectoral stakeholders to provide coordinated service planning as a best practice and as a part of each professionals' role for all children and youth served (as outlined in the Brant *Community Coordinated Service Planning Protocol*).
  - Coordinated access/single point Access Mechanism for child and youth mental health services, developmental services, as well as Coordinated Service Planning and FASD supports. Access service includes eligibility confirmation and Intake including identification of strengths, needs and risks as well as Prioritization for services; Gain informed Consent for referral of intake package to appropriate services, as well as provide information/linkage to other community resources and on-going service coordination connections
  - Child, youth and family engagement is primary through family-centered service approach. Individual planning and goal setting – begins at intake and on-going through service coordination supports
  - 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
  - Service system planning with community partners; reporting of data and information from centralized client database
  - Coordinate RPAC for Brant children and youth, as legislated in CYFSA
  - Manage the Brant Haldimand Norfolk Community Information Database, [www.info-bhn.ca](http://www.info-bhn.ca) to provide easy access to information on local services
  
- Specialized capacity and expertise
  - 19 years' experience providing single point access services including coordinated information, intake and referral, service coordination, and facilitating the Case Resolution Mechanism
  - Provide leadership and build capacity on service coordination as the Coordinated Service Planning Lead Agency
  - 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, complete intake process and triage to appropriate services, as well as work collaboratively with community stakeholders on behalf of the Coordinated Service Plan for each individual

- Staffed by experienced and skilled individuals who are respectful and sensitive to the 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
  - Quality assurance through regular review of child/youth/family feedback using the Quality Satisfaction Survey developed with the Centre of Excellence, the provincial MPOC tool for Coordinated Service Planning, as well as community feedback on services and partnerships
  - 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, as well as the Coordinated Service Plan, identifies supports being received by the individual as well as services being requested and previously received; the intake and CSP also identify the expected outcomes of the referred service (goals)
    - The CSP incorporates the Complex Special Needs-funded plan as well as transition planning
    - The intake record and the Coordinated Service Plan are updated as required; 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).
    - Access Mechanism for children's developmental services, mental health services, Coordinated Service Planning and FASD supports; includes being the single point access for youth with a developmental disability at age 16 – 18 for eligibility determination by the DSO.
    - Access Protocols in place with cross-sectoral agencies includes participation in Case Resolution Mechanism.
    - Facilitate Case Resolution as well as RPAC reviews in Brant; this supports a seamless connection to these processes for Service Planning Coordinators and other stakeholders.
    - Protocol with McMaster Brokerage, the TPA that receives the CSN funding and sources residential placements for Brant.
    - Lead Agency for Coordinated Service Planning in Brant; referral to a Service Planning Coordinator or FASD Worker as appropriate

- Inter-agency Protocols with CSP Providers and Participants are in place, with cross-sectoral agencies including health and education to support ease of access to services, sharing of information with consent, and coordinated service planning. Protocol includes seamless linkage of SPC's with Case Resolution.
- Manage the Brant as Haldimand Norfolk Community Information Database/website, [www.info-bhn.ca](http://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. This includes review of Case Resolution stats.
- Support the CSP Steering Committee in their role of oversight and enabling collaboration of the partnerships that support Coordinated Service Planning; facilitate meetings with the other 5 CSP Provider agencies to support a consistent approach to Coordinated Service Planning in Brant; facilitate meetings of the Community of Practice for Service Planning Coordinators and other stakeholders who provide service coordination supports within their professional role to build capacity
- Coordination with the other Contact Agencies/Access mechanisms (including Case Resolution Mechanisms) and Coordinating Agencies regarding access services and coordinated service planning
- Coordination with the cross-sectoral community partners regarding child and youth services and planning, including transition 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, ON, 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 CSN budgets which are provided by McMaster Brokerage regarding Brant CSN-funded children/youth; review of local CSN-respite plans and budgets to inform Brokerage
  - Facilitation of regular meetings of the Case Resolution mechanism to address planning and review of children and youth recommended for CSN funding, or in process of referral, or receiving CSN funding. Monthly monitoring of Case Resolution Reviews, including CSN Reviews, and status of each child/youth.
  - Ensure children and youth with complex multiple needs being considered for CSN funding are connected to a Service Planning Coordinator and have a Coordinated Service Plan.
  - 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, as well as use of the MPOC; quarterly QSS Reports reviewed by staff and Board re quality assurance and submitted to Ministry; review provincial MPOC Reports and provide to the CSP Steering Committee and CSP Providers
  - Annual Budget approval by the Board of Directors; accountability through Quarterly Reports to Ministry and Board, including budget, targets, outputs, and client 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
  - Regular communication and review with individual community partners regarding criteria and prioritization for Access, Coordinated Service Planning, and Case Resolution including criteria for Complex Special Needs funding
  - 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' service and supports status

- 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, Case Resolution and Coordinated Service Planning outputs and outcomes
- Follow expectations for Making Services Work for People as well as Agency Governance service description schedules