

## SERVICE DESCRIPTION SCHEDULE

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

**TPR #:** 100925

**Initiated In:** 2019 - 2020

*TP Subline and Name:*

**E645 - E705 Coordinated Service Planning**

*Detail Code and Service Name:*

**F260 Service Planning Coordinators**

**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 Delivery Area:**

**Service Objectives:**

The objective of this program is to provide children and youth with multiple and/or complex special needs and their families with a seamless and family-centred service experience.

**Service Description:**

The Service Provider is accountable to the Ministry of Children, Community and Social Services for the delivery of Coordinated Service Planning in the service delivery area.

## Ministry Expectations:

The Coordinating Agency is responsible for:

- Ensuring the delivery of Coordinated Service Planning Cycle as outlined in *Coordinated Service Planning: Policy and Program Guidelines (June 2017)*.
- Managing all aspects of Coordinated Service Planning, including risk and complaints management (in relation to Coordinated Service Planning), privacy of information, records management, information management, and performance measurement of the Coordinated Service Planning functions within the service delivery area.<sup>1</sup>
- The performance of Service Planning Coordinators<sup>2</sup> in the service delivery area, no matter where they are employed, including ongoing training, and reporting on the activities and performance of all Service Planning Coordinators in the service delivery area.
- Ensuring that referral pathways are clear, particularly intersections with children's services, education and health sectors and other community organizations.
- Maintaining responsibility for monitoring and evaluating Coordinated Service Planning, including reviewing existing processes and policies, documenting decisions, and making changes based on ongoing performance monitoring, in keeping with the parameters of these policy guidelines.
- Developing and maintaining relationships with cross-sectoral service providers and educators in the service delivery area in order to deliver Coordinated Service Planning, recognizing collaborative relationships and considering the expertise of educators and other professionals.
  - The Coordinating Agency will maintain clear processes for collaboration and information sharing among relevant providers in the children's services, education, and health sectors through formal agreements that address, at a minimum, how and when to refer families, share information and contribute to Coordinated Service Planning.
  - Developing a relationship with the local Child and Youth Mental Health Lead Agency for children and youth with mental health needs and with the service resolution mechanism(s) in order to support the needs of children and youth whose needs exceed locally available services.

---

<sup>1</sup> Coordinating Agencies will not have authority to direct the provision of non-Coordinated Service Planning services provided by other agencies.

<sup>2</sup> Only applies to staff identified as a child/youth's Service Planning Coordinator, who is expected to fulfill the formal role of a Service Planning Coordinator, such as developing and monitoring a Coordinated Service Plan.

- Communicating expectations to partner agencies/organizations about how Coordinated Service Planning will work, including how other providers will be engaged in developing plans.
- Leading outreach and communications activities about Coordinated Service Planning, including:
  - Reaching out to families who may need the service.
  - Reaching out to local agencies that may have a role to play in Coordinated Service Planning or may be a source of referrals.
  - Emphasizing that Coordinated Service Planning is a proactive support and that families should be referred (or self-refer), before they are approaching crisis whenever possible, so as to avoid experiencing crisis.
  - Collecting and making available to families up-to-date and transparent information about locally available services, including access, intake processes, and waitlist/wait times.
- Facilitating consistent knowledge sharing, both amongst service providers and with families of children and youth with multiple and/or complex special needs, regarding the delivery of Coordinated Service Planning.
- Capacity building within the Coordinating Agency and partner agencies.
  - Capacity building at the Coordinating Agency and its partners will be an ongoing part of the service and quality improvement process as new needs and opportunities for improvement are identified.

Coordinated Service Planning is composed of three key elements. These are:

- A single Coordinating Agency in each service delivery area through which families can access coordinated service planning for a range of services across sectors;
- Dedicated Service Planning Coordinators, through each Coordinating Agency, who will lead coordinated service planning for families of children and youth with multiple and/or complex special needs by working with children's services, health and education sectors; and
- One coordinated service plan for each child/youth that takes into account all of his/her goals, strengths, needs, as well as all of the services that the child/youth is and will be receiving.
- At minimum, the following services will be considered, as needed, as part of a coordinated service plan:
  - Child/youth rehabilitation services (including speech-language therapy, occupational therapy and physiotherapy services currently delivered through the Preschool Speech and Language Program, Children's Treatment Centre core rehabilitation services, School Health Professional

Services, District School Board rehabilitation services [as provided] and Children's Developmental Services community-based speech and language services);

- Nursing and dietician services;
- Personal support services;
- Autism services;
- Children's developmental services;
- Respite services;
- Child/youth mental health services;
- Health care services; and
- Education services.

### People Served:

The goal of Coordinated Service Planning is to improve service experiences and outcomes for families of children and youth with multiple and/or complex special needs through the support of a Service Planning Coordinator who will connect them to the multiple, cross-sectoral services they need as early as possible and monitor their needs and progress through a coordinated service plan.

The target population for Coordinated Service Planning is families of children and youth with multiple and/or complex special needs from birth to the end of school who would benefit from the added support provided through coordinated service planning, due to the breadth and cross-sectoral nature of their children's service needs and/or potential challenges in coordinating services because of external factors (outside of the child's needs).

### **Program / Service Features:**

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

### **Program Goals**

As outlined in the *Coordinated Service Planning: Policy and Program Guidelines (June 2017)*, the objective of Coordinated Service Planning is to provide children and youth with multiple and/or complex special needs and their families with a seamless and family-centred service experience.

As a result of Coordinated Service Planning, families and children/youth with multiple and/or complex special needs will:

- Have a clear point of contact for Coordinated Service Planning (their Service Planning Coordinator) and know who is accountable for developing and monitoring their child/youth's Coordinated Service Plan;
- Not have to repeat their stories and goals to multiple providers;

- Have a single Coordinated Service Plan that is responsive to their child/youth's goals, strengths, and needs;
- Experience a family-centred process that recognizes that each family is unique; that the family is the constant in the child/youth's life; and that they have expertise on their child/youth's abilities and needs; and
- Know that providers will be communicating about the needs and goals of their child/youth and will be working toward a set of common goals identified in the plan.

## **Ministry Expectations**

Coordinating Agencies are expected to:

- Provide family-centred service that recognizes that each child, youth and family unique; that the family is the constant in the child/youth's life; and that the family has expertise in their child/youth's abilities and needs;
- Embed family-centred service in their organizational culture and constantly monitor the extent to which Coordinated Service Planning is being provided in a child-, youth-, and family-centred way with plans for capacity building and training as needed;
- With consent, provide a seamless sharing of information between providers so families do not have to repeat their stories and goals to multiple providers;
- Ensure that the Coordinated Service Planning process is inclusive, accessible, and culturally-appropriate;
- Be aware of the distinct approaches required to address the needs of First Nations, Métis, Inuit and Indigenous children and youth, and work together with local service providers to meet the needs of Indigenous children, youth and their families; and
- Respond to the service needs of French-speaking children and youth, and their families

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

The Coordinating 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 Agency Governance service description schedules;
- Governance and Accountability: Transfer Payments to Community Agencies framework;

- Coordinated Service Planning: Guidelines for Children’s Community Agencies, Health Service Providers and District School Boards (September 2014) and the Coordinated Service Planning Policy and Program Guidelines;
- the Ministry’s criminal reference check policy;
- the Ministry’s Serious Occurrence Reporting requirements; and,
- the Transfer Payment Business Cycle requirements including: annual budget submissions, year-to-date reporting and year-end reconciliation.

### **Reporting Requirements**

- The Service Provider will report on performance measures for coordinated service planning quarterly through the Coordinated Service Planning Reporting Tool.

## **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.  
Provide children and youth with multiple and/or complex special needs and their families with a seamless and family-centred service experience by:
  - Ensuring the delivery of Coordinated Service Planning Cycle; leadership to the CSP Providers to ensure consistent implementation; supporting the performance of SPCs including training.
  - CSP procedures and processes are clearly documented in a Procedure Manual for all CSP Providers and their SPCs.
  - Ensuring clear referral pathways and strong intersections with children’s services, education and health sectors and other community organizations
  - Monitoring and evaluating Coordinated Service Planning, including reviewing existing processes and policies, documenting decisions, and making revisions; rely on the CSP Steering Committee to support this
  - Developing and maintaining relationships with cross-sectoral services including education, health, lead child and youth mental health agency and sector, and other children’s services
  - As the Case Resolution Mechanism in Brant, seamlessly connect children and youth as well as support SPCs to this process

- Facilitating consistent communication and knowledge sharing amongst service providers and families regarding Coordinated Service Planning
  - On-going capacity building internally and within the community about service coordination
  - Promoting access to CSP through the Coordinating Agency; ensuring a Service Planning Coordinator is connected to children/youth and families eligible for the supports; and ensuring a Coordinated Service Plan encompasses the family's priorities, strengths, goals, support needs as well as involved services
  - Provide children, youth and families with timely information and access to a continuum of appropriate services and supports across sectors
  - Coordinate access to services for children, youth and families between and across sectors through being a clear access point. Contact Brant Access services include: provision of general community information; intake for Ministry-funded child/youth mental health services, developmental services, Coordinated Service Planning and FASD supports; triage and referral to appropriate community cross-sectoral services; on-going service navigation and service coordination supports to children, youth and families; facilitate Case Resolution for Complex Special Needs children and youth; coordinate RPAC as appropriate
  - Services and supports are provided to children and youth presenting with a range of social, emotional, behavioural, psychological and/or psychiatric problems, developmental disability, Autism, FASD and other special needs
  - Provision of services are coordinated with community stakeholders to support collaborative and integrated approach (as reflected in protocols outlining partnerships and intake/service coordination processes); bring together multi-service service providers, as appropriate, to support an integrated and coordinated response to meet clients' needs.
- Description of the specific services and service capacity.
    - 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). Promote the consistent use of 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.
    - As part of the Coordinating Agency mandate, provide FASD supports through the FASD worker to help families with a child/youth with FASD or suspected FASD to navigate the system and develop a coordinated service plan, as well as work with community to increase awareness of FASD and increase capacity to support children and youth with FASD

- 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
- Facilitate the Brant Case Resolution Mechanism; 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
  - Provide leadership and build capacity on service coordination as the Coordinated Service Planning Lead Agency
  - 19 years' experience providing single point access services including coordinated information, intake and referral, and service coordination
  - 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
  - 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, 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. Planning includes goal setting for transitions.
  - 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 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).
  - 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
  - CSP Providers are cross-sectoral services including the Coordinating Agency; the Children's Treatment Centre and Ontario Autism provider; children's developmental service provider; child and youth mental health lead agency; Six Nations of the Grand River service provider; and the Local Health Integration Network
  - 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
  - Access Mechanism for children's developmental services, mental health services, Coordinated Service Planning and FASD supports; includes being the single point access to Developmental Services Ontario for youth with a developmental disability at age 16 – 18 for eligibility determination

- Mandate to 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.
- 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, pathways to services including CSP supports
- 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
- 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.**
  - Quarterly reporting of the CSP Reporting Tool on behalf of all CSP Providers in Brant
  - Monthly monitoring of service statistics provided through client database (including but not limited to: unique clients, gender, intakes, referrals, requests for information, service coordination, FASD, Case Resolution and RPAC); comparison to previous years and monthly monitoring of service targets
  - Management of single wait list for Service Planning Coordinators and tracking of number receiving service and the number of Coordinated Service Plans on record
  - 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, 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
  - Submission of the Annual CSP Steering Committee Report, approved by the membership
  - 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 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/FASD services outputs and outcomes

- Follow expectations for Making Services Work for People as well as Agency Governance service description schedules