

SERVICE DESCRIPTION SCHEDULE

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

TPR #: 100925

Initiated In: 2019 - 2020

TP Subline and Name:

F548-F608 / Children's DS Community Support Services

Detail Code and Service Name:

F715 / Specialized Community Support (SCS) - Children's Service Coordination (CSC) / Case Management

Legislation:

Child, Youth and Family Services Act (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 provide a single point of access to Ministry funded residential services and coordinated access to other children's services, where required.

Service Description:

People served

- Children and youth with a developmental disability
- Children and youth – up to the age of 18 years

Program / Service Features:

- Access to Ministry funded residential services.
- Coordinated access to other children's services, where appropriate.
- Coordinated access to current information on available services and resources.
- Use of common, locally specified client intake forms.
- Participation in the development of a single agreement for service for each child / youth.
- Provision of a case resolution process.

Program Goals

To provide support to children and youth with a developmental disability, and their family, to help them access and maintain developmental services and supports including generic services and supports available to any member of the community.

Ministry expectations

Services will be:

- Reflective and responsive to child, family and community strengths and needs.
- Accountable to the child, family and community.
- Sensitive to the social, linguistic and cultural diversity of families and Indigenous communities.
- Provided by individuals with the appropriate range of skills and abilities necessary to respond effectively to the needs of children and families.
- Based on the child's and youth's assessed needs, preferences and available individual, agency, community and contracted Ministry resources.
- The Service Provider will maintain program records and prepare and submit upon reasonable request, information with respect to the characteristics of individuals receiving services and/or the services being provided pursuant to this contract. This information will be in a form requested by ministry staff. The ministry may collect this information directly or indirectly through others (e.g., a third party) from the service provider, through surveys or other methods for purposes relating to the following matters and may use it for those purposes:
 1. Evaluating the performance of service agencies
 2. Planning and forecasting the need for services and supports in various geographic areas in the Province and the human and financial resources that will be required to meet changes in those needs.

Service Providers will inform the individuals they serve that, upon request, they may be asked to report this information to the ministry.

Reporting Requirements

- Reporting requirements - service data elements include:
 - Number of individuals served; and
 - Number of hours of direct and indirect service.

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 single point of access to Ministry funded residential services and coordinated access to other child and youth services, across sectors.
 - Provide children, youth and families with timely information and access to a continuum of appropriate services and supports
 - Coordinate access to services for children, youth and families between and across sectors through clear access point – this reduces families’ need to repeat their stories. Contact Brant services include: provision of general community information; intake for Ministry-funded child/youth residential services, 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
 - Intake process includes determining eligibility; completion of the Common Tool for Intake to capture the child/youth/family’s story including strengths, needs and risks; prioritization for need/urgency of services; creation of client record; service options as well as community resources are provided; engagement with the child/youth and family in the development and implementation of their service plan; secure informed Consent for referrals to services and service coordination; and on-going service planning, coordination and navigation
 - Services and supports are provided to children and youth presenting with a range of social, emotional, behavioural, psychological and/or psychiatric problems, as well as for children with developmental disabilities, 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.
 - Coordinated access/single point access for child and youth residential services, developmental services, mental health services, Service Planning Coordinators, and FASD supports:
 - Eligibility confirmation; intake using the Common Tool for Intake to identify 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
 - 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
 - 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
 - Lead Agency for Coordinated Service Planning in Brant. Collaborate with five other Brant 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 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
 - 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
 - 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 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 an integrated service plan for clients
 - 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 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, 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 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) and is the initial development of the individual service plan
 - The intake record is 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
 - A Coordinated Service Plan is developed for children and youth with multiple, complex special needs.

- Community linkages and service collaboration (where appropriate).
 - Inter-agency Protocols with children/youth service agencies, other Ministry-funded 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, Service Planning Coordinator, FASD services, as well as child and youth mental health services; includes being the single point access to Developmental Services Ontario for youth with a developmental disability at age 16 – 18 for eligibility determination
 - Facilitate Case Resolution as well as RPAC reviews in Brant.
 - Lead Agency for Coordinated Service Planning in Brant; referral to a Service Planning Coordinator or FASD Worker as appropriate
 - Manage the Brant as 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, 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 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; 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, 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
 - 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

