

*A Message from the*  
**Board of Directors**

*"Contact Hamilton exists so that children, youth and people with developmental disabilities and their families can access appropriate and coordinated services."*

In a nutshell, our raison d'être is to:

- provide families and professionals in the community with easy access to accurate, timely and relevant information about appropriate services
- refer individuals to the services they need, and
- provide stakeholders with credible data regarding current and emergent needs and trends

As our board carried out its role over the past year, we focused our attention on several areas including Passport, developmental services transformation, children's mental health, and outreach to the community.

Throughout the implementation of the Passport initiative, we reflected on this new way of doing business and what it meant at a governance level, the impact on the day-to-day lives of the people and families we serve, and the impact on our staff. As developmental services transformation continued, we

reflected on what this evolution will mean to access centres such as ours. The needs of the children's mental health system have also been an important part of our discussions including an understanding of wait list issues. We are very pleased that through our executive director's commitment, Contact Hamilton continues to be involved with research related to waiting lists in children's mental health. The work of our board also included outreach and we continued to strengthen our working relationship with a variety of stakeholders in our community.

At this year's Annual Meeting, we say goodbye to Dirk VanderBent who served on our board for the past six years, including one year as Chair. Dirk's skills, leadership and wisdom will be truly missed. We are pleased to welcome two new members from the Hamilton community to our board: Henry Buist and Lorna White. Both Henry and Lorna bring first-hand family experience to our board.

On a final note, the Board wishes to thank the staff, our front line, who make it all happen. We know this was a challenging year with many new learning curves and short timelines, and we appreciate all of your efforts.

**2006-07 Board of Directors**

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|--------------------------|-----------------------------|
| Beverley Wasmund - Chair | Peter Szota                 |
| Bob Thompon - Vice-Chair | Dirk VanderBent             |
| Jackie Bajus             | Madina Wasuge               |
| Sandy Bozak              | Lynne Godbout (to Sept, 06) |
| Jacinthe Lejeune         |                             |

*Executive Director* - Oksana Plawiuk Fisher

*Passport:*

**A New Initiative for Young People with a Developmental Disability**

In June 2006, the Ministry of Community and Social Services announced the implementation of Passport, an initiative for young people who have a developmental disability who have left school and are seeking community participation support. Individuals who are approved for funding have the option of receiving Direct Funding or Agency Services. Through this initiative, participants can receive funding for activities that encourage their personal development and help them achieve their potential. Passport also helps to:

- Improve the quality of participation in the community by providing supports that focus on individuals goals, work activities and community participation
- Smooth the transition from school to life as an adult in the community
- Promote independence
- Foster social, emotional and community participation skills
- Promote continuing education and personal development

The Ministry established Contact Hamilton as the Designated Agency for Passport, for the Hamilton community. Consistent with our single point of access mandate, we became responsible for:

- Informing the community about Passport
- Receiving application forms
- Reviewing and scoring application forms
- Prioritizing applications
- Allocating approvals, based on Ministry funding and allocations
- Managing direct funding arrangements
- Managing a process by which applicants could request a review of the outcome of their application

This new initiative represented an exciting opportunity for individuals with developmental disabilities and their families, including the option for families to receive direct funding. At the same time, Passport necessitated that our organization and the service providers in our community look at a "different way of doing business". We are very proud of our accomplishments with the Passport initiative, in its first year of operation.

In 2006/07, Contact Hamilton received \$421,980 of Passport funding from the Ministry of Community and Social Services. With this funding, we were able to approve 35 individuals for Passport. Unfortunately, the number of applicants far exceeded the available funding and as of March 31, 2007, 97 individuals were on a waiting list for the Passport initiative.

**2006-07 Statistics**

# of Passport Applicants	132
# of Applications Approved for Funding	35
# of Applicants on a Waiting List (as of March 31/07)	97
# of Direct Funding Agreements	6
# of Agency Services Agreements	29
Funding Allocated for Passport	\$421,980

*"We are very encouraged to hear that the new Passport funds are available - it is very needed."  
 - Comment from parent."*

# with Contact Hamilton

Families and individuals using Contact Hamilton’s access services are asked to complete a Performance Measurement Survey, a standardized province-wide tool, designed to measure the impact on local access mechanisms and processes on individuals and families seeking supports in the children’s and developmental services systems. The survey measures the consumer’s perception of responsiveness, timeliness, ease of access and overall satisfaction. Contact Hamilton’s results for 2006/07 are presented in the following table.

Indicator	Maximum Possible Score	Children’s Services	Developmental Services
# Responses		119/384 (31% response rate)	27/90 (30% response rate)
% Satisfied		96%	100%
Timely Response	5	4.5	4.6
Ease of Access	10	9.2	9.1
Responsiveness	22	19.7	19.3

**Timely response** refers to the degree of satisfaction with the length of time that transpired between the first contact with Contact Hamilton and the development of a plan and recommendations. This dimension also refers to the service users feeling that their requests were responded to by Contact Hamilton in a timely manner. On average, children’s services users rated their satisfaction at 4.5 out of a possible score of 5, and developmental services users had an average rating of 4.6 out of 5.

**Respondents were asked “what was most helpful?”**

- “The promptness in both setting appointments and responding to questions/concerns that we’ve had.”
- “I was given recommendations very quickly and I was quite happy with the service and advice I was given.”

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*“This is my first time dealing with social services, that are available for my situation. The response time and the intake person was very helpful.”*

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### 2006-07 Highlights

- Implemented Passport, an initiative for young people with Developmental Disabilities
- Led planning initiatives related to Children and Youth with Complex Needs
- Implemented the WebLite Pilot Project with Community Living Hamilton
- Redeveloped the Children’s Resource Planning and Resolution processes resulting in the new Children’s Integrated Planning Meeting
- Redesigned the Developmental Services Access process
- Facilitated a working group looking at increasing emergency response and capacity within the children’s services system.
- Research: Member of Partnership Committee for the Canadian Institute for Health Research (CIHR) Team Project - Access to Child/Youth Mental Health
- Published the 3rd edition of Stats and Facts

**Ease of Access** includes a number of dimensions including service users feeling that Contact Hamilton helped them “along the road” to getting what they needed, the ease of finding out about services and how to access those services, not needing to “call all around”, and not unnecessarily having to repeat their story. On average, children’s services users rated their satisfaction at 9.2 out of a possible score of 10, and developmental services users had an average rating of 9.1 out of 10.

**Respondents were asked “what was most helpful?”**

- “By making one phone call, I was referred to an agency that would meet my family’s needs.”
- “Meeting with Contact in person before the Passport Application was due was very helpful.”

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*“I got recommendations at the end of the telephone interview and recieved them in writing within 3 days afterwards.”*

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The **responsiveness** indicator measures the degree to which service users feel that Contact Hamilton offers flexible and responsive access that is individualized and consumer focused. The questions that relate to this indicator inquire about the degree to which service users felt understood by Contact Hamilton staff, understood the information they received, had choice and control over the planning processes, and found Contact Hamilton to be helpful. On average, children’s services users rated their satisfaction in this area at 19.7 out of a possible score of 22, and developmental services users had an average score of 19.3.

**Respondents were asked “what was most helpful?”**

- “I am very pleased with the response and information I received. It all happened in a very timely manner and I have information that I need to receive help.”
- “The phone contact was meaningful and purposeful. I never felt that the intake person was trying to rush through the conversation. She was empathetic, knowledgeable and personable. I just felt good after the conversation and so relieved that the current path is a good path. The additional reading and support information will come in handy in the future. Thank you.”

We are very proud of these results. This year, as in previous years, Contact Hamilton received very positive feedback from the families and individuals it serves. Much of this success is due to the talents and dedication of the agency’s staff members. All are exceptional in their commitment to the mission and values of the organization and to the individuals, families and service providers we work with.

### 2006-07 Statistics

Individuals Served	5811 • 4106 Children's Services • 1771 Developmental Services
Completed Requests (New Callers)	2859
Completed Intakes	2108
Referrals / Registrations	2243
Passport Applications Recieved	132
Resource Planning Meetings	27
Resource Meetings	48
Residential Placement Advisory Committee Meetings	131

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*“Thank you for having such an organization. It has been a great struggle for 3 years and I thank you for helping me find the help my child needs.”*

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