

*"The development of two community service plans figured prominently in our activities"*

## A Message From The Board of Directors

In 2003/04 Contact Hamilton continued to fulfill its key mandate in providing individuals and families with centralized access to children's and developmental services. In addition, the development of two community service plans, figured prominently in our activities. Highlights of the past year include:

- The implementation of a new information system- WebTracker. This system supports numerous functions, including centralized intake, referral tracking, waitlist management and community planning. As this system matures and the database grows, WebTracker will be an invaluable source of data to assist service providers and the Ministry in system planning.
- The internal reorganization of staff- this improved our ability to support coordinated information and access responsibilities as effectively and efficiently as possible.
- The development of two Community Service Plans- the first of their kind for the children's and developmental service systems in Hamilton. These plans will establish a vision and a set of priorities for the systems, while also documenting the needs of individuals and the strengths, weaknesses and gaps in services.
- The coordination of the community's proposal for new multi-year funding within the developmental services system.

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\*Commenced August/04

## About Contact Hamilton

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

### Our Role

Contact provides a central information and referral function for local children and youth with behavioural, emotional and developmental concerns, and also for adults with developmental (intellectual) disabilities. Contact works with individuals and/or families to determine what the service needs are, provide information about services available, and refer people to the most appropriate service.

### We also:

- Serve as a valuable resource to physicians, schools and health/social service professionals.
- Ensure people are referred to the right service at the right time. One call to Contact saves people from having to call a multitude of agencies searching for a service that will help them or someone in their family.

- Work with community agencies to coordinate wait lists, ensuring that access to services is fair and based on need.

- Coordinate a Resolution Mechanism (to address highly complex and/or urgent situations) and the Residential Placement Advisory Committee (RPAC) process.

- Are responsible for developing a community service plan to identify system trends, pressures, gaps and recommendations for improvement. The plan is developed in partnership with the community and submitted to the Ministries of Community and Social Services and Children and Youth Services.

- Support other community planning initiatives, as requested by the Ministry.

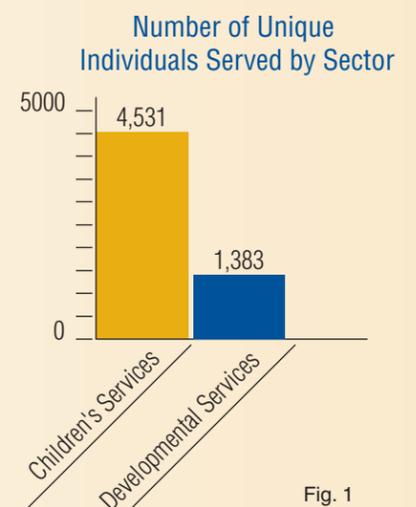


Fig. 1

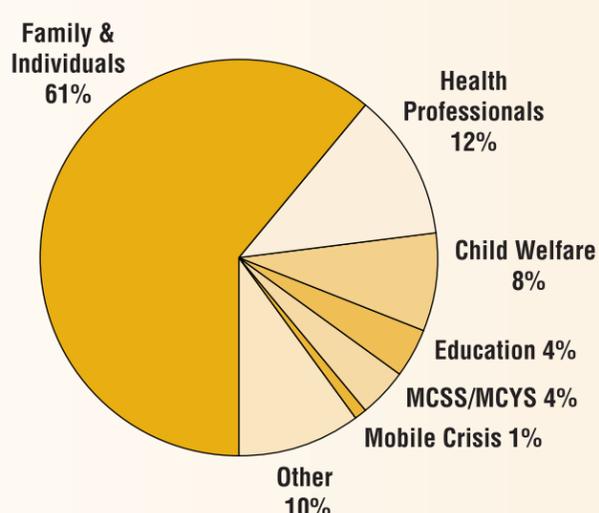
Requests for Service by Type (New Individuals)

Table 1

Type of Request	Total	% of Total
Consultation	1093	30.62%
Information	728	20.40%
Intake	1493	41.83%
Public Education	8	0.22%
Non-Materialized	247	6.92%
<b>Total Completed Requests</b>	<b>3569</b>	<b>100%</b>

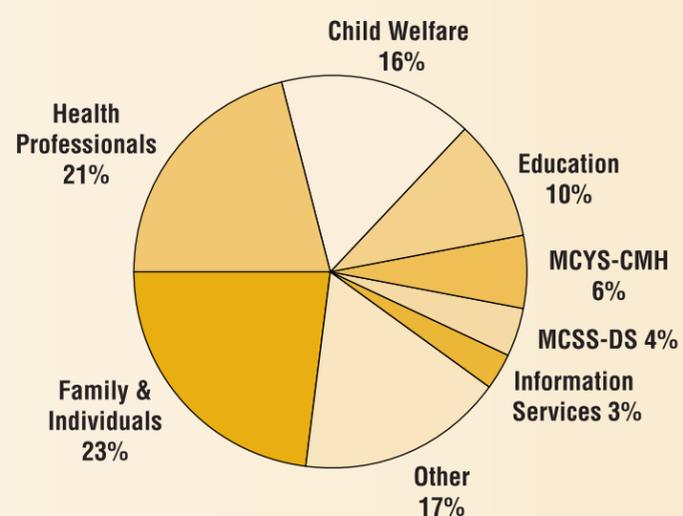
Profile of New Callers: By System

Fig. 2



New Callers: Directed to Contact By

Fig. 3



Number of Resource Planning Meetings by Sector

Table 2

Type of Resource Planning Meeting	# of Meetings	# of Individuals
Children's Mental Health	9	9
Children's Developmental	13	11
Adult Developmental	30	28
<b>Total</b>	<b>52</b>	<b>48</b>

Residential Placement Advisory Committee Meetings By Type

Table 4

Type of RPAC Meeting	Number of Meetings
Mandatory	114
Discretionary	6
<b>Total RPAC Meetings</b>	<b>120</b>

Number of Resolution Meetings by Sector:

Table 3

Sector	# of Meetings	# of Individuals
Children's Mental Health	19	16
Children with Dual Diagnosis	1	1
Children's Developmental	15	14
Adult Developmental	11	9
<b>Total</b>	<b>46</b>	<b>40</b>

*“I was very pleased with the service. This saves parents and caregivers who are in need from calling the wrong agencies etc. Keep up the good work!”*

## 2003-04 Performance Results

The success of Contact Hamilton can be measured by how well it meets the needs of the individuals and families who use its access services. The Performance Measurement Survey is a province-wide tool, designed to receive and record feedback from consumers on access mechanisms.

Responses to these surveys show that people using Contact Hamilton’s services rate them highly. Key dimensions of the survey include: timeliness of response, ease of access and responsiveness. (Table 5).

Performance Measurement Report 2003-04

Table 5

	CMH	DS
Total # of Respondents	184	27
Total # of Surveys Distributed	640	97
Indicators	Average Score	
Timely Response		
Service users feel their requests are responded to in a timely fashion (range 1-3)	2.6	2.8
Service users are satisfied with the length of time between first contact with the access point and the development of a support plan/interim strategy/set of recommendations (range 1-2)	1.9	2
<b>Total Average Score - Timely Response (Range 2-5)</b>	<b>4.4</b>	<b>4.8</b>
Ease Of Access		
Service users feel that their contact with the access point helped them along the road to getting what they needed (range 1-3)	2.6	2.7
Service users feel that it was relatively easy to find out about services and how to obtain them (range 1-3)	2.6	2.7
Service users feel they didn't have to "call all around" to get the information and support they needed (range 1-2)	1.9	1.9
Service users feel that between the time they first contacted the access point and the time they received a support plan they didn't have to unnecessarily keep repeating "their story" (range 1-2)	1.9	2
<b>Total Average Score - Ease of Access (range 4-10)</b>	<b>8.9</b>	<b>9.4</b>
Responsiveness		
Service users feel that they received understandable information about what was being done and what was going to happen. (range 1-3)	2.7	2.7
Service users feel that they had choice during the access process (range 1-3)	2.8	2.7
Service users feel that they had a reasonable amount of control over the planning and the process (range 1-3)	2.6	2.6
Service users feel that their specific needs were understood (range 1-3)	2.9	2.8
Service users feel that they have meaningful and realistic support plans (range 1-3)	2.5	2.7
Service users feel that the interim supports they needed were understood (range 1-3)	2.2	2.5
Service users feel that the access system was helpful (range 1-4)	3.4	3.6
<b>Total Average Score - Responsiveness (range 7-22)</b>	<b>19</b>	<b>19.7</b>

CMH = children's services  
DS = developmental services for children or adult

## What Our Consumers Said

Many users saw the survey as an opportunity to comment favourably on Contact Hamilton’s staff and to indicate their satisfaction with a system that gives them a single point of access to services. Lengthy waiting lists for services are a commonly expressed concern. Many respondents also commented that more should be done to make schools and family doctors more aware of Contact’s services.

“This service is great- I only wish you had this service 6 years ago. I hope this trend continues for the community. There is a need. Thanks.”

### Public Awareness

“Doctors, social workers etc. need to be informed. Please advertise, market and push your services and expertise on to the general public as well!”

“I just wish that we could have known about Contact sooner. I think that all physicians and school counselors and perhaps other offices should know about your existence. We have been searching for answers for several years without much success. We feel that your service would have been helpful years ago and saved us much hardship. We finally feel that we may be on the right path. Thanks”

### Positive Feedback

“It is a great method of accessing a wide range of services without hundreds of calls and waiting lists at numerous services.”

“Overall I am very impressed. I am happy to be dealing with one person to get the appropriate help for many agencies and organizations. The Resource Coordinator is obviously aware of all help available and did a great job of setting up a plan for us. Keep up the good work, people.”

“Educate my family doctor and the services I need about ‘Contact Hamilton.’ The three month delay could have been avoided if someone had told me to call Contact Hamilton. Thank you to my Resource Coordinator. She was so kind and a great listener.”

“Contact Hamilton is an extreme organization. I understand the reasons for the long waiting periods. In my opinion I feel your organization is doing a fabulous job in supporting caring, guiding the community.”

### Waiting

“Satisfied with all the assistance but frustrated with the length of waitlist for services. As a parent I want my child helped as soon as possible.”

“I have been looking for help for my son and myself for 11/2 years with very little success. Contact Hamilton was the first agency (and only one!) that knew really knew what help we needed and where to go for it. Thank you.”

“I realize that the wait for service is out of your control- that is my only problem with this experience to date.”

“I was very reluctant to call for fear I would not be understood. However, only minutes after the intake call started, I felt comfortable that the person I was talking to had much knowledge and understanding of my situation. Thank you.”