



One Door

## **Contact Brant for Children's and Developmental Services 2009 - 2010 Annual Plan**

### **Preamble**

The annual plan for 2009 - 2010 is built upon a major strategic planning exercise carried out by Contact Brant in 2006 which established our current mission statement, vision and values:

**MISSION:** One Door to access Brant's Children's Mental Health Services or Developmental Services for Children and Adults -

- Responsive to individuals and families
- Working with Community Partners

**VISION:** Contact Brant is the pathway to -

- Children's Mental Health Services
- Developmental Services for individuals of all ages
- Resources for families and individuals, and
- Planning to enhance service delivery

**VALUES:** Contact Brant values -

- The uniqueness of individuals and families
- Honesty and respect
- Community partnerships
- Timely response
- Responsible actions

### **Key Accomplishments 2008 - 2009**

Following are the key accomplishments for Contact Brant in 2008 – 2009 as reviewed by the Board and staff in October 2009:

#### **1. Families easily and quickly locate the support they need.**

a. Families know to call Contact Brant to access services and supports.

- Staff participated in 11 community forums in the past year to promote Contact Brant
- Staff regularly promoted service coordination according to the Community Service Collaboration Protocol; WebTracker data indicated staff attended 73 case conferences and 11,970 service coordination/ consultation entries were made
- Resource information is readily available for handouts at Reception, and there is regular and on-going updating of resources

- b. Promote Contact Brant's new location and the services offered
  - New brochure and PR materials developed by November 2009; over 3,000 brochures distributed by August 2009, as well as magnets, pens and post-it notes
  - Distribution network updated including community contact and physicians contact lists

## **2. A representative and effective Board of Directors.**

- a. Work towards growth and diversity in Board membership
  - 5 new members joined, and 3 members left due to work/moving to other communities as of September 2009; current membership is 9
  - Diversity in membership has increased (males and females; representation of: parents, education, business, legal, retirees, health)
  - By-Law change at the September 2009 AGM increased Board capacity to a maximum of 12 and set a minimum of 8
- b. Board achieves quorum for meetings 100% of the time
  - Teleconferencing and email decision-making policy developed November 2008 that has allowed decision-making between meetings when decisions are required in a timely manner
  - Quorum was not met at all meetings except the June 2009 meeting
- c. Annual meeting continues to attract diverse stakeholders
  - 35 participants at September 30, 2009 AGM, representing various stakeholders
  - Planning for AGM started early with discussions at Board meetings starting in April 2009
  - Positive feedback received regarding AGM

## **3. Contact Brant is a valued leader in community service system coordination, processes, and planning.**

- a. Enhance community partnerships with stakeholders
  - CEO met with Executive Directors of all partner agencies by October 2008; improved relationships and participation at meetings is apparent
  - Community Partner Survey on Service Delivery completed in April 2009 with positive feedback, although further work building relationships needs to continue
  - Community Service Collaboration Protocol implemented June 2008 in Brant; a service coordination review completed in March 2009, funded through Trillium, indicated that the Service Collaboration Protocol is known by community staff, and that it is a 'step in the right direction'; another community forum to support the Protocol is planned November 11, 2009

- b. Consistent access to reliable data
- Requests for what data is required by the community were made in Fall 2008, but did not identify clear needs
  - Some Contact Brant data relies on the service agencies providing information to Contact Brant (re admissions/discharges); implemented regular communication by Contact Brant staff with each agency to improve this consistency
  - Enhanced System Reports for CSC and DSC (included In-Service data, CAS TAY data, System Issues Report from Case Resolution)
  - Staff started working on a 'Contact Brant Stats Report' in the Summer 2009 for publication on the website in the Fall
  - Staff regularly discuss input of consistent data

### **Annual Plan 2009 - 2010**

In October - November 2009, Board and staff identified what the most important things that need to be accomplished in 2009 – 2010. Work Plan Goals were prioritized based upon the following criteria:

- the critical milestones that need to be accomplished
- the goal is achievable in the timelines and within current resources
- the goal aligns with Contact Brant's Mission, Vision and Values

Following are the 2009 – 2010 Contact Brant goals, objectives and work plan:

**1. Contact Brant is engaged in DS Transformation and implementation of the Regional Application Entity.**

Objective:

- a) Contact Brant is the local agency working collaboratively with the Regional Application Entity, other local Application agencies, as well as other sectors and regions.

**2. Brant citizens easily and quickly locate the support they need.**

Objective:

- a) Individuals, families and community staff know to call Contact Brant to receive information on community resources
- b) Individuals and families know to call Contact Brant to access community resources and appropriate services

**3. Contact Brant is a valued leader in community service system coordination, processes, and planning.**

Objective:

- a) Enhance community partnerships with stakeholders
- b) Consistent access to reliable and informative data

## Contact Brant 2009 – 2010 Annual Plan

GOAL	OBJECTIVE	WORKPLAN	TIMELINE
<p><b>1. Contact Brant is engaged in DS Transformation and implementation of the Regional Application Entity</b></p>	<p>a) Contact Brant is the local agency working collaboratively with the Regional Application Entity, other local Application agencies, as well as other sectors and regions</p>	<p>i) The quality of Contact Brant children’s access services are maintained through DS Transformation.</p> <p>ii) Board and staff provide input into DS Transformation through focus groups, and other opportunities.</p> <p>iii) Board and staff implement Application Entity functions working with local and regional partners</p>	<p>i) On-going as DS Transformation is implemented – Board, CEO and Staff</p> <p>ii) January 2010 – Board &amp; CEO</p> <p>iii) April 2010 - Board, CEO and Staff</p>
<p><b>2. Brant citizens easily and quickly locate the support they need</b></p>	<p>a) Individuals, families and community staff know to call Contact Brant to receive information on community resources</p> <p>b) Individuals and families know to call Contact Brant to access community resources and appropriate services</p>	<p>i) Participate in at least six Community forums</p> <p>ii) Enhance and promote service coordination with community agencies according to the Community Service Collaboration Protocol and collect data to reflect community collaboration.</p> <p>iii) Develop promotional materials internally and with community partners, including posters, Your Guide, website enhancement, Schools and Communities Working Together, etc.</p> <p>iv) Increased response rate for Performance Measurement Surveys to at least 10% with continued high satisfaction responses.</p>	<p>i) September 2010 – CEO and Staff</p> <p>ii) June 2010 – CEO and Staff</p> <p>iii) March 2010 – CEO and Staff</p> <p>iv) March 2010 - Staff</p>
<p><b>3. Contact Brant is a valued leader in community service system coordination, processes, and planning</b></p>	<p>a) Enhance community partnerships with stakeholders</p>	<p>i) Increase Community Partner Survey responses to at least 90% re:</p> <ul style="list-style-type: none"> <li>• services are well coordinated with service participants and community partners involved</li> </ul>	<p>i) June 2010 - Board, CEO and Staff</p>

		<ul style="list-style-type: none"> <li>• partners well with other services regarding planning to enhance services and service delivery</li> <li>• responds to concerns in a respectful and timely way</li> <li>• referral information is thorough and satisfies your requirements as a service provider</li> </ul> <p>ii) Update protocols regarding daily working relationships with partner agencies</p>	ii) December 2009 - CEO
	b) Consistent access to reliable and informative data	<p>i) Contact Brant Stats Report available electronically and on the website</p> <p>ii) Contact Brant partnership with the Brant-Haldimand-Norfolk Information Centre provides web-based link to local community resources</p>	<p>i) December 2009: CEO and Admin Assistant</p> <p>ii) February 2010 – CEO and Staff</p>