



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>1. Contact Brant is engaged in DS Transformation and implementation of the Regional Application Entity</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 & CEO</p> <p>iii) April 2010 - Board, CEO and Staff</p>
<p>2. Brant citizens easily and quickly locate the support they need</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>3. Contact Brant is a valued leader in community service system coordination, processes, and planning</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"> • services are well coordinated with service participants and community partners involved 	<p>i) June 2010 - Board, CEO and Staff</p>

		<ul style="list-style-type: none"> • partners well with other services regarding planning to enhance services and service delivery • responds to concerns in a respectful and timely way • referral information is thorough and satisfies your requirements as a service provider <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>