

Chatham Kent Coordinated Service Planning Network Annual Report
Submitted by Children's Treatment Centre of Chatham-Kent
April 1 2018- March 31 2019

Network Planning Table

The Chatham-Kent Network for Coordinated Service Planning (previously the Chatham-Kent Special Needs Network for Coordinated Service Planning) has representatives from the agencies and organizations in Chatham-Kent that provide services and supports to children and youth with special needs. In Chatham-Kent this includes Community Living Chatham-Kent, Community Living Wallaceburg, Public Health, Child Protection, Developmental Services, Mental Health, Delaware and Walpole Island First Nations, Erie St. Clair LHIN, Municipal Childcare and Early Years Services, Conseil scolaire catholique Providence, Lambton Kent District School Board, St. Clair Catholic District School Board, Ontario Autism Program, Ministry of Children and Youth Services, and Family Service Kent. The network members meet regularly (5 times over the year) and are very engaged in working together to provide improved service experiences for children, youth and their families in Chatham-Kent. Although some of the faces have changed over the last year, all members of the network represented agencies and organizations who had firsthand knowledge of the challenges and hardships the families of children with multiple and complex needs experience on a daily basis, and were committed to improving service experience and outcomes. In September 2018, the Terms of Reference were reviewed by all members of the network and revised to include quarterly meetings, however, additional meetings may be requested by any member if needs arise. The Terms of Reference included resources for conscious decision making, however, the network has not had to access these resources to assist in the ongoing implementation of the Coordinated Service Planning Program.

In the spring 2018 a survey was sent to all members asking for feedback on the effectiveness of the Chatham Kent Coordinated Service Planning Network, what is working well, challenges, and areas for improvement. Results suggested agreement among members with regard the Coordinated Service Planning (CSP) Network's goal clarity and commitment, participation, decision making, procedures and Terms of Reference, support amongst members, risk taking, atmosphere, leadership and ability to confront difficult issues. The results were shared with members of the network and in recognition of the positive outcome, no further actions were recommended by members to the CSP Network.

Coordinated Service Planning Staff

The initial Service Planning Coordinator hired in June 2017 continued to build her caseload and provided education and supports in the Chatham-Kent community. Based on the ongoing need for brief service coordination and limited community resources, a Coordinated Service Planning Intake Worker was hired in the fall 2018. The role of the Coordinated Service Planning Intake Worker (CSP-IW) is to help families, youth and children identify goals, strengths, needs and challenges, provide brief service coordination, determine the need for long term



service coordination, and develop a plan to best meet the ongoing needs and goals of the family, child and/or youth. The plan may include a referral to a community service coordinator, supporting a pre-existing community service plan, admission to a Service Planning Coordinator's caseload, referrals to community services, etc. The CSP-IW will continue to support families until they are transitioned to a service provider to best meet their needs and goals.

The Service Planning Coordinators and Coordinated Service Planning Intake Worker benefitted from education opportunities including Family Centred Care, Functional Approach to Child and Family Goals, Childhood Trauma Training, Enhancing Care and Understanding of Fetal Alcohol Spectrum Disorder, Zones of Regulation, Low German Conference, Paediatric Autoimmune Neuro Psychiatric Disorders Associated with Streptococcal Infections workshop, Safe Management, and the Annual Special Needs Conference Bkejwanong Kinomaagewgamig Walpole Island First Nation.

Community of Practice

The Terms of Reference for the Community of Practice were supported by all members of the network. Members of the network proposed staff from their agencies to be invited to join the Community of Practice. Though initially planned for June 2018, feedback from invitees indicated a preference for a fall 2018 meeting. The initial Community of Practice was held on October 18 2018 with over 20 participants from a variety of agencies including School Boards. The agenda included the following: 1) what is a Community of Practice; 2) the Coordinated Service Planning Program background, vision, goals and objectives; 3) education session on Family Centred Care; and 4) topics for future education sessions. Feedback was very positive and included a strong desire to continue meeting on a regular basis to share knowledge, learn and promote best practices. The next Community of Practice is planned for spring 2019.



Children, Youth and Families

Currently, the members of the Coordinated Service Planning Program are providing active services for 28 clients and families, and there are 11 on the waiting list. No clients were discharged or moved to inactive during the year. The Coordinated Service Planning Intake Worker, through the provision of comprehensive intake assessments, enables families and clients to identify their strengths, needs and goals and receive brief service coordination in a timelier manner to address their needs. Many families have pre-existing service plans in the community and benefit from the provision of brief service coordination which often includes supporting and empowering the family to identify their goals and needs for their child or youth, helping families to better understand their services, sharing information, connecting families with services, and building advocacy skills. Families that have identified a need for ongoing service coordination are referred to a Service Planning Coordinator or the appropriate

community service provider such as Mental Health. It is anticipated that the new model of service delivery provided by the Coordinated Service Planning-Intake Worker will allow the dedicated Service Planning Coordinator positions to focus on providing services for families, children and those with multi and complex needs, whose needs extend beyond the scope of their existing service providers.

The Service Planning Coordinators have a varied caseload ranging in age from 2-14 years of age with multi-complex needs including medical needs, autism spectrum disorders, developmental delays, behavior concerns, mental health and complex family situations. Many families continued to be referred in crisis and required considerable time, patience, flexibility and energy from the Service Planning Coordinator to develop a trusting working relationship prior to initiating service coordination supports. The complexity of the families, the amount of stress they were experiencing, and the number of agencies involved in service delivery continues to be greater than anticipated at the initiation of the Coordinated Service Planning (CSP) Program. For example, a single mother who struggles with her own mental health needs, has very limited supports and resources, and is raising a daughter with Autism Spectrum Disorder, developmental delays, behavior concerns and difficulty in school, was referred to the CSP Program. Her Service Planning Coordinator recalled months of interactions before a trusting and working relationship was developed with the family. As the coordinated service plan has been developed for her daughter, the mom expressed her appreciation for the CSP Program: *“It helps keep me on track and I don’t feel like I’m always lost.”*



Another example, the mother of a teenager described CSP as *“a consistent community wrap around,”* which helped to keep her son out of a residential bed in London. Consistent service coordination included all involved community providers, the school, the family, and the teenager. Also included was consistent sharing of the family vision, priorities, strengths and needs. This helped to problem solve as a community and identify services and supports to better meet the needs and goals. One of the services successfully introduced was recreation.

The provincial government launched the Measures of Process of Care-Coordinated Service Planning in the fall 2018 with implementation to begin in January 2019. Chatham-Kent developed a local process for implementation. Collaboration with local Ontario Autism Program providers occurred to ensure families receiving services through both the Coordinated Service Planning Program, and Ontario Autism Program, are only completing the Measures of Processes of Care-Coordinated Service Planning (MPOC-CSP), not the Measures of Processes of Care-Ontario Autism Program. Families will be invited to complete the MPOC-CSP as part of their 6 month CSP review and then annually as required.

Communication

Information regarding Coordinated Service Planning program is posted on the lead agency website, the Children’s Treatment Centre of Chatham-Kent. It is updated regularly to reflect the change to the

Ministry of Children, Community and Social Services. The referral forms are available on the website in both English and French, and community partners can easily complete them on line. Promotional materials are available in French.

Initial education sessions for all community agencies and schools providing services for children, youth and families with multi-complex needs were completed in the last year. There continue to be opportunities to build relationships with Indigenous partners. The Community of Practice will provide a forum for ongoing communication and feedback with community partners.

Coordinated Service Planning staff have found that there is good communication, planning and support from front line local children's agencies staff throughout the family service experience.

Challenges and Solutions

Although the introduction of the new Coordinated Service Planning-Intake Worker will provide short term service coordination for many families, there continues to be significant challenges in the Chatham-Kent community. For many families a lack of available services, or inability to access services, continued to be a source of stress rather than a need for service coordination. For other families the growing need of mental health services is a challenge. The amount of time needed to help families review their needs and services, and determine what services would best meet needs, (which may or may not include long term CSP,) is valuable time spent with a family, but also a substantial time commitment.



For children and families with multiple service providers a significant amount of time continues to be devoted to connecting with service providers and gathering information and service updates. Everyone is very busy and this impedes the timely access to information. In addition, service planning coordinators have continued to identify challenges with regard to a client or family's preferred method of communication which often includes email and text, both of which have significant privacy and security risks. Many network members expressed similar concerns in addition to the increased privacy and security challenges related to the use of email and fax to share information between service providers.



The CSP network members recognize many challenges for children with multi-complex needs in Chatham-Kent and these include lack of transportation, limited local mental health services customized to individuals with developmental delay, health and specialized mental health services only available outside of Chatham-Kent, difficulty accessing local diagnosis for autism and Fetal Alcohol Spectrum Disorder (FASD), and challenges serving Indigenous and marginalized populations. Frequent changes to Ministry programs also pose a challenge for families and service providers. Strategies to help overcome

these barriers include continued implementation of the FASD Coordinator program, continuing to build relationships with service agencies and front line providers, the community of practice, and continuing to advocate for increased local access to enhanced mental health services. The network recognizes that the provincial changes in autism services will impact the CSP Program and present more opportunities to learn, review, refine and document existing practices to better meet the needs of children and youth with multi-complex needs and their families in Chatham-Kent.

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Partner Signature Page

Please complete, scan and forward through email to Donna Litwin Makey, Children's Treatment Centre of Chatham-Kent.

Member Name: _____

Member Agency: _____

Member Signature: _____

Date: _____