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Coordinated Service Planning aims to improve service experiences and outcomes for children and youth with multiple or complex special needs and their families. Through a Service Planning Coordinator, individuals and their caregivers are supported in connecting to the numerous, cross-sectoral services they need as early as possible. The use of a Coordinated Service Plan enables Coordinators to monitor the evolving needs and overall progress of individuals in service towards mutually agreed-upon goals.

Coordinated Service Planning in Toronto is delivered by Surrey Place, the lead agency, alongside Family Service Toronto, Community Living Toronto, YouthLink and the Toronto Central LHIN.



1. Coordinated Service Planning Supports & Clients

Coordinated Service Planning delivers three levels of support.

Service Type	April 2019 – March 2020
Level 1: Capacity Building <i>Training offered to community partners on the principals of Coordinated Service Planning and Wellness Services are available to families</i>	395 people
Level 2: Consultative Service <i>At this level, the service offers professional to professional consultations or brief consultations to families, and intake coordination.</i>	37 hours
Level 3: Direct Service <i>The Direct Service level encompasses the full intake assessment, and assignment of a dedicated Coordinated Service Planning Service Coordinator.</i>	72 clients

2. Service Coordinators

Coordinated Service Planning is a collaborative multi-agency model provided by staff, called Service Coordinators. The chart below breaks down Service Coordinators by agency and funding.

	Funded through Coordinated Service Planning	Funding through another program
Surrey Place	6	6
Family Services Toronto	0.5	3
YouthLink		1.6
Community Living Toronto	0.7	1.3
Totals	7.2	11.9
	Total Service Coordinators	19.1

Note: Staff funded through another program have additional responsibilities within their organization and do not solely provide Coordinated Service Planning.

Intake Coordinated Service Planning:

As of March 2020, Coordinated Service Planning has served clients and families for well over a year. As part of our commitment to continuously review service delivery, we undertook a review of the intake form to ensure it accurately and efficiently relays our client's stories. After the review, we shortened the intake form while maintaining the family's story's integrity and the assessment process. Within the revised version of the intake form, we continue to use components from the Child and Adolescent Needs and Strengths (CANS) assessment.

The previous intake form took up to 3 hours to complete and had to be broken down into two phone calls. The new, revised form has reduced the intake process to an hour-long assessment call and resulted in a considerable reduction staff's time collecting relevant information, and a less burdensome process for individuals and their caregivers.

3. Coordinated Service Planning Steering Committees

COMMUNITY OF PRACTICE: The Community of Practice Committee is comprised of staff from Family Service Toronto, Community Living Toronto, YouthLink and the Toronto Central LHIN, and meets every other month. The Director of Coordinated Service Planning meets with each agency regularly to ensure the program is being implemented consistently throughout the city.

THE FAMILY ADVISORY COUNCIL: The Council consists of 8 parents that provide counsel to Surrey Place on programming and ensures that we are meeting the needs of the families we support. Throughout the year, the Advisory Council has provided advice on several of Coordinated Service Planning's forms. The group meets monthly to discuss how to better support families who are isolated and to bring perspectives from the community to inform our practices.

PROVINCIAL COMMUNITY OF PRACTICE: Surrey Place participates in the monthly Provincial Community of Practice. Through this group, we ensure that there are consistencies on how Coordinated Service Planning is implemented throughout the province, while still ensuring the service is tailored to its community. The Committee has met with ministry representatives to discuss trends in the program and plans to address these trends

4. Cross-Sectoral Partnerships

Much work has been put into developing a process to aid children and families with complex needs during urgent circumstances. Over the last year, Coordinated Service Planning has developed a working group with members from the following agencies: Skylark, Griffin Centre, East, East Metro Youth Services, Children's Aid Society Toronto, Catholic Children's Aid Society, Native Child, Jewish Children's Aid Society and MCCSS. Currently, there is not an urgent mechanism for children under 18., tThe working group's primary task has been developing a process to support children and youth who have urgent needs in a collaborative and timely manner. The first step was to determine what partnerships can be developed to

address this gap and then decide whether we can address children's urgent needs within the community resources that already exist. Working through this process has taken many meetings to explore new and innovative ways of addressing the concerns identified. In the coming year, we are hopeful that the working group's efforts will result in a strategy to address gaps in our ability to respond more meaningfully to the urgent needs of children and their families in Toronto.

Coordinated Service Planning Toronto has also worked to build another partnership with two of the child welfare agencies serving Toronto,; namely, Children's Aid Services of Toronto (CAST) and Catholic Children's Aid Society (CCAS). A Service Coordinator has been assigned to work at the child welfare agencies' offices regularly to build relationships and capacity within these child welfare agencies, while we work together to support complex children. The collaboration between agencies will ensure families are provided with a wraparound service to support them during stressful times.

5. Progress Report on Implementation and Service Delivery

The primary mechanism for tracking performance is family feedback through the Measure of Processes of Care (MPOC). The MPOC is a self-report measure of parents' experiences with Coordinated Service Planning. The MPOC is sent to families after they have been in service for six months. Waiting on our stats form Rachel from MPOC to put into here. Due to COVID-19, as of September 2020, we have not received the statistics from the MPOC feedback.

6. Next Steps for Partnerships and Service System Improvement

Coordinated Service Planning will continue to develop a system in Toronto where all requests for service are processed through a single contact phone number and triaged appropriately and promptly. Coordinated Service Planning will also actively continue to help families tell their story only once accessing services from multiple service providers.