

# ANNUAL REPORT

SEPTEMBER 2020/21



## Table of Contents

<a href="#">Coordinated Service Planning Clients</a>	3
<a href="#">Service Coordinators</a>	4
<a href="#">Coordinated Service Planning Steering Committees</a>	5
<a href="#">Cross-Sectoral Partnerships</a>	5

The goal of Coordinated Service Planning (CSP) is to improve the service experience and outcomes for children and youth with multiple and/or complex special needs and their families through the support of a Service Planning (SP) Coordinator. The SP Coordinator will connect them to multiple cross-sectoral services as needed, and monitor their needs and progress through a family-centered, coordinated service plan.

Coordinated Service Planning in Toronto is comprised of a partnership amongst Surrey Place, as the lead agency, Community Living Toronto, Family Service Toronto, Toronto Central LHIN and YouthLink.



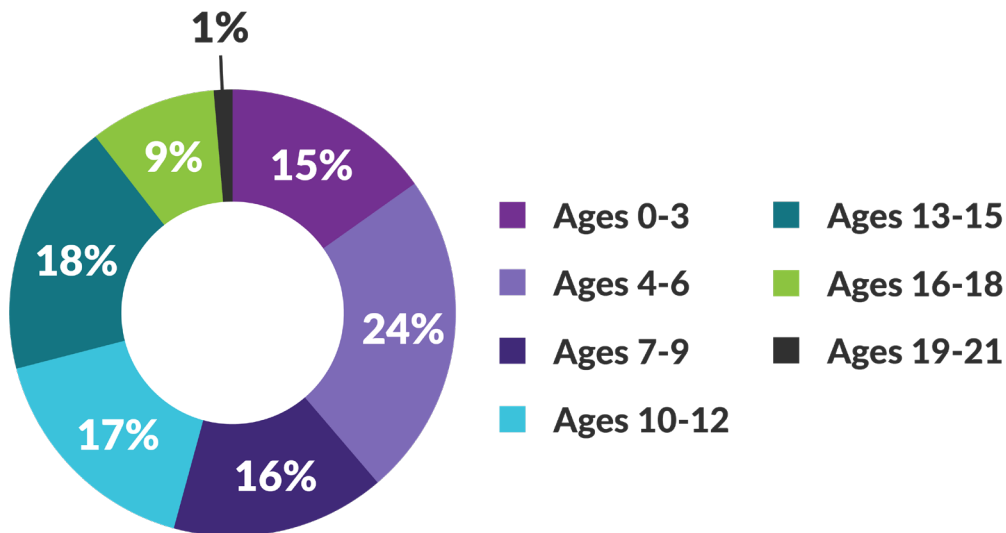
# 1. Coordinated Service Planning Clients

Statistics from April 1, 2020 - March 30, 2021

## Active vs. New Service Plans



## Referrals by Age



## 2. Service Coordinators

**SERVICE COORDINATORS:** Staff who provide Coordinated Service Planning are called Service Coordinators. Surrey Place is the lead agency in a multi-agency model. The chart below illustrates this through a breakdown of the staff compliment according to agency and funding.

Agency	Funded Filled FTE	Unfunded	Total CSP FTE
Surrey Place	5.50	3.25	8.75
FST	0.50	1.50	2.00
YouthLink	0.00	0.8	0.8
LHIN	0.00	0.00	0.00
CLT	0.70	0.69	1.39
Totals	7.2	11.9	
		<b>Total Service Coordinators</b>	12.94

*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 integrity of the family's story 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 to 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 Service Coordinators from Family Service Toronto, Community Living Toronto, Youthlink, Surrey Place and the Toronto Central LHIN. This committee meets bi-monthly. In addition, 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 COMMITTEE:** The Family Advisory Committee consists of eight parents who provide counsel to Surrey Place on programming and ensure we meet the needs of the families we support. The committee meets monthly and has recently started a Facebook group to support families virtually during COVID-related closures.

**PROVINCIAL COMMUNITY OF PRACTICE:** Surrey Place participates in the monthly Provincial Community of Practice. Through this group, we can ensure there are consistencies on how CSP is implemented throughout the province, while still ensuring the service is tailored to the community it services. The committee has met with the ministry several times to discuss trends in the program and how to address these trends.

### 4. Cross-Sectoral Partnerships

**URGENT RESPONSE:** Through Coordinated Service Planning, an Urgent Response system has been developed. We are currently halfway through a six-month pilot. The Urgent Response system is designed to meet the needs of families presenting issues that require a quicker response than agencies' prioritization mechanisms. In addition, the Urgent Response system seeks to prevent the ongoing use of emergency/crisis services.

If a service provider is supporting a family that meets the above criteria, they contact Surrey Place. Surrey Place will provide support in the initial information gathering phase through a consultative model. When presenting needs are greater than what can be met through a consultation, a service coordinator is assigned for immediate support. When a quick collaborative response to the presenting needs is required, a community meeting is called within a week. There are weekly placeholders in the calendars of twenty agencies across Toronto that are funded by the Ministry of Health, Ministry of Children, Community Social Services and the Ministry of Education. If a case comes through the Urgent Response system that requires a meeting, Surrey Place will host the weekly meeting based on the calendar placeholders. If there are no referrals that require a weekly meeting, the placeholder meeting is cancelled. During these meetings, the agencies work with the service coordinator to put together a plan for the family with urgent needs. The meetings are structured so that the service coordinator has an agreed upon plan in place to reduce risk to the child and alleviate the family's stress.

The system was developed in consultation with the four child welfare agencies, Developmental Services Ontario, Lumens, Ministry of Children, Community and Social Services, and Strides. In addition, we have consulted with the Children's Service System Review Committee (CSSRC) members twice and the Special Needs Advisory Group (SNAG) once when developing the system.

Since the inception of the program, we have worked to gather data. At three months, we had supported eight cases. Half of the cases have been for children with autism and all the cases have been males between the ages of 12 and 16. When we asked for feedback, 86% of the respondents felt the process ran smoothly; however, only 53% felt the family's needs were met. In the anecdotal feedback, it was clear that not all families' needs were being met due to lack of resources such as respite, respite beds, timely behavioural supports, residential and residential treatment options (both in the developmental and mental health sectors).

**CHILD WELFARE:** CSP has assigned a Service Coordinator to work with two of the child welfare agencies; Children's Aid Society of Toronto (CAST) and the Catholic Children's Aid Society (CCAS). The partnership entails the Service Coordinator working at the child welfare agencies' offices on a regular basis to build relationships and capacity within the child welfare agency staff. The partnership between Surrey Place and CAST has proven to be a positive partnership and both agencies have requested increased funding from CAST to support having a full-time Coordinated Service Planning staff within CAST. This funding was recently approved, and plans are underway to have a full-time staff located at CAST for one year.

**2-SPIRITED PEOPLE OF THE 1ST NATIONS:** In March 2021, Surrey Place signed a partnership agreement with 2-Spirited People of the 1st Nations. 2-Spirited People of the 1st Nations provides prevention, education, and support for Two-spirit people from the First Nations, Métis and Inuit community living with or at risk of HIV and related co-infections in the Greater Toronto Area. 2-Spirits base their work on Indigenous philosophies of holistic health and wellness. 2-Spirits aims to create safe and meaningful spaces for everyone around the circle, including supporting children, youth and families. We welcome the partnership; we want to provide services for Indigenous community members in a supportive and inclusive manner.