



# ANNUAL REPORT

2021/22

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Coordinated Service Planning (CSP) aims to improve the service experience and outcomes for children and youth with multiple or complex special needs and their families through the support of a Service Planning (SP) Coordinator. The SP Coordinator connects them to numerous cross-sectoral services as needed and monitors their needs and progress through a family-centred, coordinated service plan.

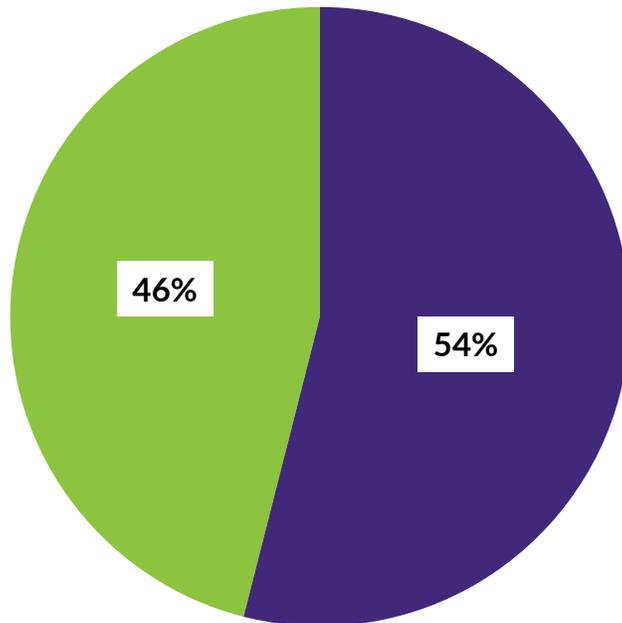
CSP in Toronto is comprised of a partnership amongst Surrey Place as the lead agency, Community Living Toronto, Family Service Toronto, Toronto Central, Home and Community Support Services and 2Spirited.



# 1. Coordinated Service Planning Clients

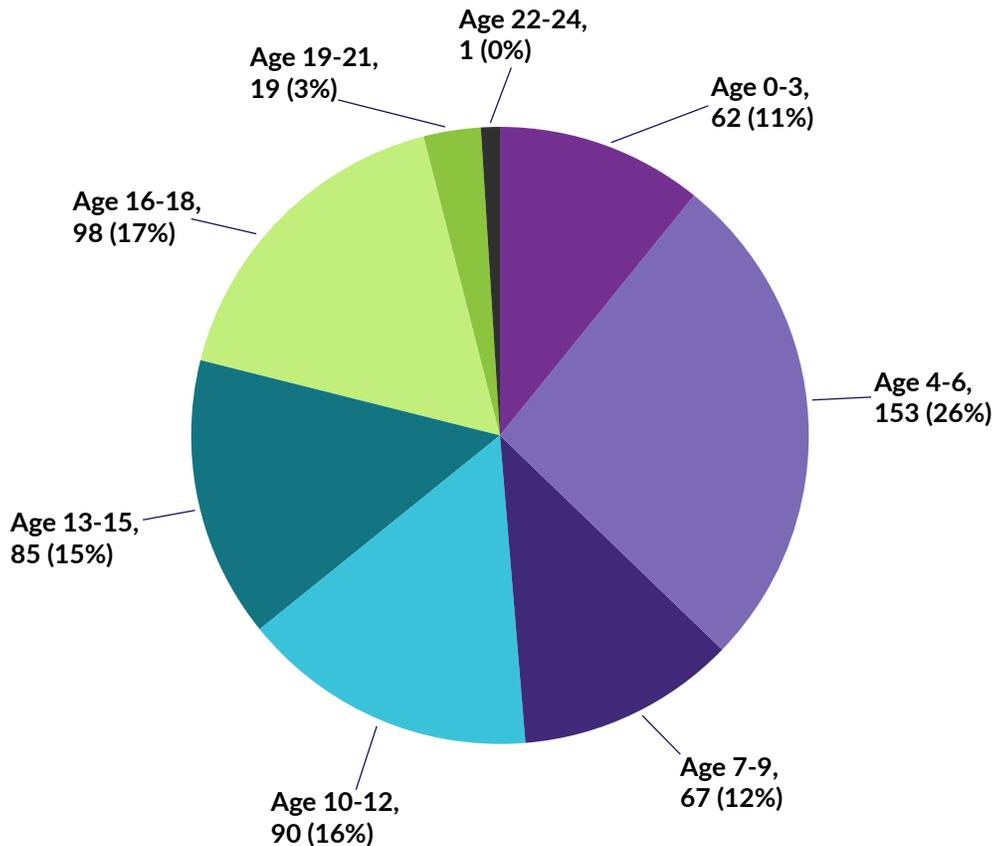
Statistics from April 1, 2021 - March 30, 2022

## Active vs. New Service Plans



- Number of children/youth with an active coordinated service plan
- Number of new referrals received for CSP

## Referral by Age



## 2. Service Coordinators

**SERVICE COORDINATORS:** Are staff who provide Coordinated Service Planning. The chart below illustrates a breakdown of staff according to the agency and funding. Surrey Place is the lead agency in a multi-agency model. In 2021, Youthlink made the critical and difficult decision to depart from providing developmental services as an agency and left the CSP partnership. CSP is currently working to establish a new partnership with Strides Toronto.

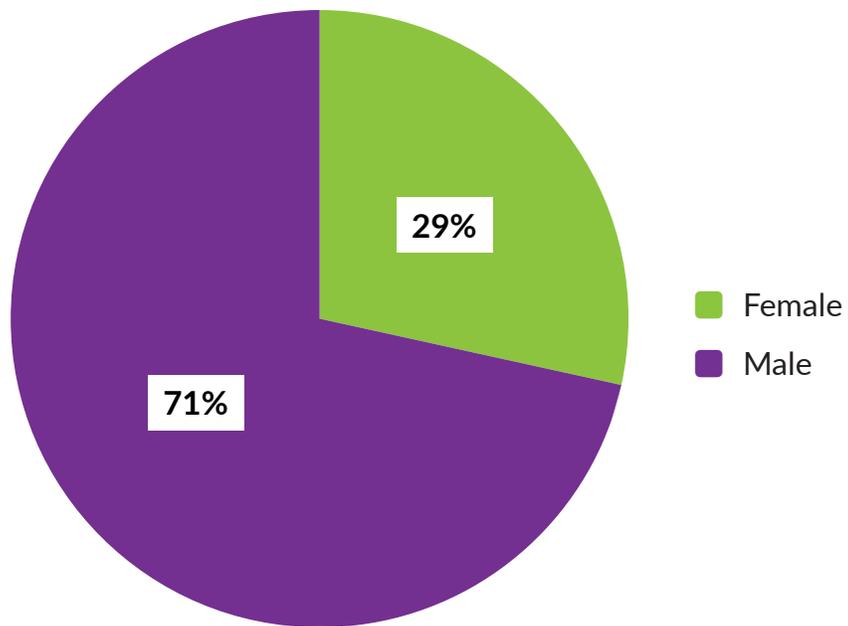
Agency	Total CSP FTE Active at Year-End
Surrey Place	10
Community Living Toronto	1
2Spirited	1
Family Service Toronto	4.5
Active Total	16.5

### 3. Coordinated Service Planning Community Partnerships

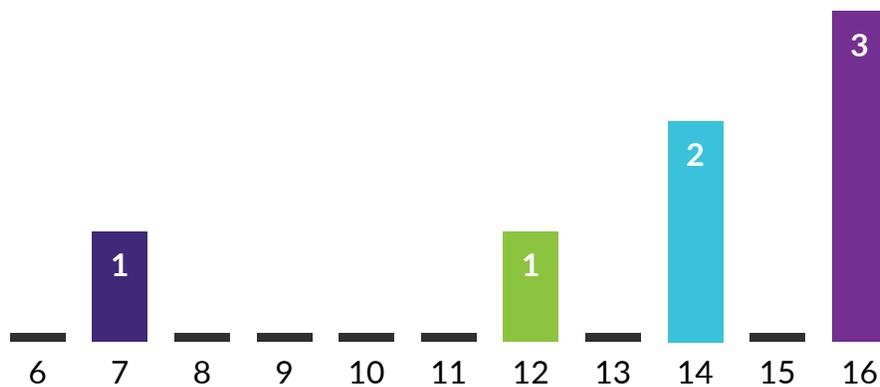
**URGENT RESPONSE / CHILDREN'S SERVICE SECTOR REVIEW COMMITTEE:** An Urgent Response system has been developed, designed to meet the needs of families presenting issues that require a quicker response than agencies' prioritization mechanisms. The Urgent Response system seeks to prevent the ongoing use of emergency or crisis services. The plan was developed in collaboration with five child welfare agencies, including Developmental Services Ontario; Lumenus; Ministry of Children; Community and Social Services; and Strides.

This fiscal year CSP had seven referrals, and four of them were presented at the community table.

#### Gender of Referrals

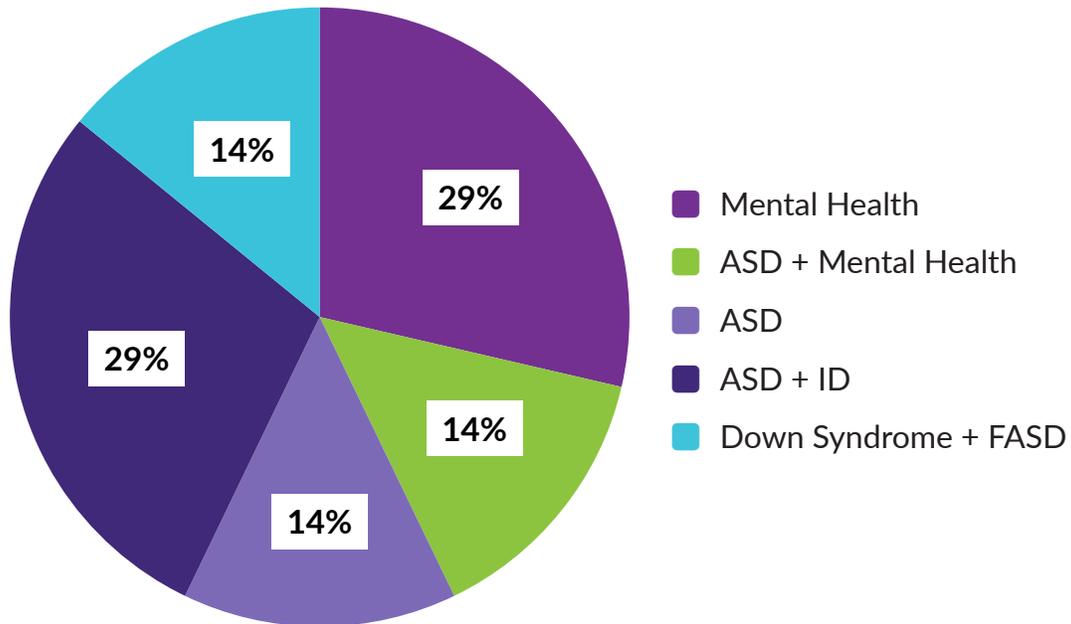


#### Age of Referrals



One feedback survey was completed following the Community Table Presentation. The survey identified gaps in service as a system issue, quoting, “there is a lack of urgent quick resources and services to help a family in crisis. COVID-19 has created serious challenges for families in crisis.”

### Gender of Referrals



**CHILDREN'S AID SOCIETY TORONTO:** In July 2021, CSP received a grant through the Children's Aid Society's Teddy Bear Fund (CAST). The funding supported one CSP coordinator to work directly with CAST staff, helping build knowledge and capacity within the organization and families connected to CAST. The Service Coordinator has primarily engaged the intake team at CAST. However, many other groups, including community-based branches and child and youth services, could benefit from this collaboration with greater hours assigned to the position. As CSP continues to increase internal awareness of the CAST collaboration and its services, we anticipate an increase in internal referrals and requests for support. The Service Coordinator cannot meet directly with each family but can provide behind-the-scenes support to the team. This will help increase CAST staff capacity and knowledge around intellectual and developmental disabilities (IDD) and autism spectrum disorder (ASD) services and connect family clients quicker to appropriate services.

As a result of this collaboration, we hope diversions will increase, and CAST services for families with IDD and ASD will shorten due to a reduction of system complexity and removal of barriers for clients' families. With the support of the Service Coordinator, CAST staff will increasingly be able to refer families to the appropriate developmental services they need.

**ABILITY PROGRAM AT SICK KIDS:** CSP has assigned a Service Coordinator to work with SickKids in the ABILITY Program. In 2021, the ABILITY program at SickKids supported over 700 direct patient care encounters for children with ASD or IDD, as new out-patient referrals, new in-patient

consultations, and follow-up visits. All units across SickKids hospital can directly consult the ABILITY team during business hours, including the Emergency Department. The goal is to reduce patient length of stay, provide community-based resources and increase provider and patient satisfaction. The partnership between Surrey Place and SickKids aims to provide family-centred care and identify service gaps for families who have lost access to services, often entering the emergency room in crisis. A direct intake pathway from SickKids (completed by a Surrey Place Service Coordinator) for Clinical Service and Urgent Response requests at Surrey Place has been created to streamline services for families. Initially established for six months, this partnership has recently been extended by one year to March 31, 2023.

**SOUTH ASIAN AUTISM AWARENESS CENTRE:** In April 2021, Surrey Place signed a partnership agreement with the South Asian Autism Agency Centre (SAAAC). SAAAC is a Toronto-based charity that supports culturally, and linguistically diverse families impacted by ASD who often do not benefit from resource awareness or engagement. SAAAC's coordinated team aims to provide easily accessible and discipline-rich management for ASD. Surrey Place collaborates with SAAAC through Service Coordination and Case Management to newly diagnosed families with ASD. Surrey Place sees approximately 4-8 families per month. Once a month, we attend the Mobile Developmental Outreach Clinic (MDOC), seeing 2-4 families with the diagnosis or suspected diagnosis of autism and developmental delay.

Case Coordination includes the following:

- Intake Needs Assessment – completing Children's Integrated Intake Package (CIIP) form to determine needed services at Surrey Place and in the Community
- Provide families with information regarding funding resources, recreational activities, summer camps, parent support groups, liaison with daycare and school, and support families to advocate on behalf of their child
- Assisting families in completing funding applications

**ONTARIO AUTISM PROGRAM – URGENT RESPONSE SERVICE:** On April 1, 2022, the Ontario Autism Program (OAP) launched the Urgent Response Service for children registered through the province. Each child and family will have an Urgent Response Service coordinator through Coordinated Service Planning, working with them to develop and oversee the service plan. The coordinator will also provide service navigation to other services within or outside the Ontario Autism Program.

Children with autism are particularly vulnerable to harm, including inappropriate behaviours, negative thoughts, and physical aggression. Safety is a critical issue among their families and caregivers. Our new Urgent Response Service provides timely services to address a specific need, designed to prevent risk escalation to self, others, and/or property. Children and their families can receive up to 12 weeks of personalized services and support, which may include:

- Short-term consultation with a child's intervention team, caregivers, and educators
- Respite services
- Direct support to the family and professionals involved to implement behaviour therapy with the child using a mediator model approach