



COORDINATED SERVICE PLANNING WATERLOO REGION

ANNUAL REPORT COORDINATED SERVICE PLANNING

Host Agency Name: Sunbeam Developmental Resource Centre
Service Delivery Area: Waterloo Region
Fiscal Year: 2020-2021

Coordinated Service Planning Program means to us there is someone willing to help with time consuming and complicated matters because they care about our family. They help explain programs and help us to get signed up or to decide which we want to take part in. – Parent/Caregiver

This program means that when I am exhausted, when my husband and I must put all of our attention on our son's immediate needs, there is someone there to listen and to help connect us to services and resources we desperately need. The toll it takes caring for a medically complex child is unimaginable for anyone who has never had to do it. There are great joys, and many things to be grateful for, but the day in and day out is gruelling. Without this program, I don't know where our family would be right now. I truly don't know if we would all be living together under the same roof. In the last year our son has experienced acute and long lasting pain in addition to his regularly intensive medical needs, my husband needed two surgeries, and the stresses of day to day care and the extra strain of the pandemic led me to the brink of what I could handle. Our service planning coordinator stepped in and helped us find the financial support we needed to put adequate respite care in place for our son. She continues to help us navigate meetings and appointments with other services, which helps reduce my cognitive load back to a manageable level where I am able to function. Most importantly this program allows me to actually spend some quality time with my son, and my daughter too, rather than just managing his care. I am grateful that my husband and I have someone who can help us navigate the complex systems of support that we must work within to ensure our son has the care he needs, and that we have the respite we need to stay well and attend to our son's daily needs without being completely overwhelmed. -Parent/Caregiver

CSP offers security to families. Families who often have too many moving parts for one person to manage, especially when you're the person living it. To have someone walk alongside to help with all those moving pieces is a weight lifted off the tired shoulders of the people we support.” -Community Partner, Polaris Program

CSP has been critical helping the families I have worked with and agencies alike. The ability to ensure the critical pieces of information is shared with the right professional, such as physicians, means children and families are getting the right assessment and treatment plans. This allows me to focus on my role with the child and family, which in turn saves the family and myself time. As well, it is reassuring to know that as families transition out of our program they will continue to be supported and information will not be missed. Community Partner, ICDP Program

Coordinated Service Planning at Sunbeam Developmental Resource Centre

There are five full time Service Planning Coordinators, all housed with Sunbeam Developmental Services Resource Centre (SSRC). The Manager of this program also supervises the Service Resolution/Solutions Function for Waterloo Region. This continues to allow for a seamless flow from CSP to Service Resolution. We continue to support approximately 60% of the children and youth receiving Service Resolution Support. SPC's caseloads are between 20 and 30 individuals. This fiscal year has seen a new Manager of Coordinated Service Planning/Service Resolution/Solutions join the Sunbeam Team.

The FASD Program has been aligned with the CSP Program this past year and includes two FASD Workers.

Referrals come directly to the Manager of the CSP Program. Typically, a response rate of 48 hours to a referral is met with a SPC being assigned and contact made with the family within a week or so. When a referral is received that is deemed not appropriate for SPC, the role of the Manager is assist the referral source with making a warm referral to someone that is able to help/more appropriate to provide service.

The FASD Coordination Program

In the fall of 2020, additional resources were announced by MCCSS for the FASD Programs across the province. For Waterloo Region, SDRC was able to hire an additional FASD Coordinator and this position was filled in early October 2020.

There are now two FASD Coordinators as part of the CSP Team. The following are some examples of the work they have done over the past year:

- Currently making connections with the new Indigenous Early Years Centre in Waterloo Region
- Participation in Indigenous Cultural Competency training for FASD Coordinator
- Collaboration with the Indigenous Waterloo Region Community Legal Services Outreach Worker
- FASD Coordinator was invited by and presented on FASD Awareness Day at Wahta Mohawk First Nation
- Met with Indigenous Lead for the WCDSB who also has collaborated with the Anishinaabe Centre/Early Years in Kitchener. Discussion about use of space for Caregiver Training.
- Developing Service Provider training for community partners in collaboration with the Waterloo Region FASD Action Group
- Waterloo Region FASD Action Group held a full day of strategic planning and prioritized goal areas.
- FASD Diagnostic Steering Committee received LIHN funds for building capacity within the pediatric and psychology communities in Waterloo Region. A lunch was hosted to share diagnostic guidelines and to offer to purchase online training for them as well as facial feature software for pediatricians. Over 40 practitioners were in attendance.
- FASD Diagnostic Steering Committee meeting regularly to discuss new funding opportunities and how we would meet ministry targets given the pandemic.
- The FASD Coordinators are ensuring that service providers have information about Jordan's Principle and how to access information for Indigenous children, youth and families.
- Coordinator has been invited to speak about FASD to indigenous communities.
- Coordinator has been asked to speak with Gladue writers with Aboriginal Legal Services in Toronto.
- The FASD Coordinators and SPC staff work very closely together in supporting families and individuals.
- FASD Coordinators and SPC have been provided training opportunities in developing an increased knowledge of FASD and best practice. This knowledge has been shared within our organization and beyond to the larger community and other provincial FASD workers
- Caregiver Training has been delivered virtually and an addition session is scheduled for January 2021
- The Coordinator will assist families pre- and post-diagnosis by navigating supports and ensure that recommendations from the diagnostic process are implemented.
- The FASD Coordinators will guide families through the diagnostic process using local clinicians on a fee for service basis. 8 individuals have received a diagnosis in the past year through this method.
- FASD Coordinator initiated a COP for the FASD Workers across the province compiling a roster of FASD Workers across the province. This has allowed workers from across the province to collaborate. FASD Coordinator from Waterloo Region is leading the group in developing a Terms of Reference.
- Working with Wilfrid Laurier University on a project that will identify housing gaps and options for youth transitioning to adulthood. FASD worker sits as an advisory member.

- Training will be delivered in other regions of Ontario by the FASD Coordinator as requested by those agencies as part of the additional resources provided by MCCSS in the Fall of 2020.
- The FASD Coordinator delivered an FASD training at the Annual Best Start Conference.
- Additional Service Coordinators and CSP's have been trained as Facilitator's to increase our capacity in supporting families.
- Three OPR's have been provided with an in-service to better support the youth living in their care.
- 1689 people have been trained during 198 training hours since data collection began on October 28, 2018
- FASD Coordinator will be sitting on the CSP Advisory Group to help the province develop FASD Caregiver Training
- Currently offering a Caregiver Training Series three times a year. This is a 10-hour training series for parents/caregivers of individuals with FASD. This training has moved to a virtual platform for the foreseeable future.

Some examples of coordination of referrals between community partners include:

- Family referred to FASD Program via the school Social Worker with the Waterloo Catholic District School Board. Child is in JK and showing signs of dysregulation, lack of attention and being physical when frustrated. Though the parents had not queried FASD, the social worker introduced the idea based on some indicators in the child's history. Upon meeting with the family, they were brought into our program with a goal plan to; support the school and family to understand FASD both in training and approaches and to explore the diagnostic process. Given the age of the child, it is anticipated that this family will require long term support in system navigation for immediate supports and the diagnostic process
- Referral was received internally through SDRC as the family has needs needs in the areas of developmental services, mental health, and trauma. The family was not coping as a whole and needed assistance with getting connected to appropriate community services and effectively using the services they already have access to. The coordination needed was exploring options for mental health and trauma resources (Carizon & Lutherwood), coordinate a respite plan – getting connected to private respite funding, assist with budgeting with current respite funding and apply for other available respite funding, liaison with school – the child has refused to attend school this year, proactive planning with the multidisciplinary school team to get child reengaged, getting connected to ASD resources and funding and support at meetings with other service providers and medical professionals.

The Service Planning Coordinator's role includes but is not limited to the following:

- Developing a coordinated service plan with the family, that can be shared with the community team as needed. This service plan is reviewed/redeveloped on a six-month basis, along with The Measures of Processes of Care Assessment (MPOC) being offered at this time.
- Attending meetings with other service professionals such as schools, medical professionals, CPRI (also completing referrals to CPRI), community partners (respite programs, day programs, counselling agencies, mental health agencies, children's rehab centers etc.)
- CSN Reviews through Service Resolution
- Monthly Plan of Cares for children/youth living residential through CSN Funding
- Oversight of CSN plans
- Referrals to Service Resolution

- Community Case Manager for children/youth who are receiving residential treatment (i.e. CPRI)
- Organizing and running of workshops as part of the SDRC team
- Collaboration with community partners to develop service plans for children/youth
- Coordination of respite plans
- Scheduling of appointments/meetings and reminding parents of meetings/appointments, prepping/debriefing with parents for meetings/appointments
- Coordinating of regular case conferences/team meetings
- Regular contact/check-ins with children, youth and their families
- Assistance with accessing services and supports in community as needed by child/youth and family
- Assistance with linking parents to services and supports for themselves i.e. mental health supports, housing supports, court support and financial supports

CSP Provincial Network (formally CSP Community of Practice)

The Manager of the CSP Team participates in the CSP Network Monthly meetings, along with smaller working group work. Over the past year work within the CSP Network has included:

- Network Proposal to lead the FASD Family Capacity Building Workshops province wide
- Development and implementation of FASD Family Capacity Building Workshops
- Participation in feedback sessions with the Ministry of Education regarding virtual learning during the pandemic
- Participating in feedback to MCCSS regarding Service Resolution Function
- Creation of Terms of Reference for the Network

Capacity Building and Training to Build Awareness and Skills

Service Planning Coordinators/FASD Coordinators participate in the following committees/groups both internally at SDRC and in the larger community:

- Cambridge and Kitchener Mobilization Team
- The Equitable Inclusion Action Group with the WRDSB
- SDRC Information Nights Committee and Speaker Series Committee
- Autism Direct Funding Committee
- EMHware Committee
- SDRC Website Committee
- Sunbeam Strategic Planning Committee
- Sunbeam Employee Connection Committee
- SDRC Social & Wellness Committee
- Connectivity
- Child and Youth Planning Table

Service Planning/FASD Coordinators have participated in the following training over the past year:

- The Brain Story
- Building Stronger Bridges: Successful Transitions from Child Mental Health Services – CMHO
- Sailing the Storm: Taking Care of Ourselves and Others – CMHO
- Crisis Response Virtual Training - Caring for Others – Mental Health First Aid

- Mindful Living Summit – various webinars
- At home office ergonomics workshop
- DSO: SIS-A/ADSS training and certification
- What you Need to Know about Human Trafficking (by SASC)
- Youth in Justice System (CJI, Lutherwood)
- 3 Part Methamphetamine training (Wellington Guelph Drug Strategy)
- Conscious Care and Support Training
- Foundations in Infant and Early Childhood Mental Health Practice Lecture Series
- CPRI workshop on Screen time, Sexting & Safety
- ECHO training on Adults with Developmental and Intellectual Disabilities: Mental Health in the time of Covid-19
- FWord Training with CAN Child
- In-Service on CSP/FASD Coordination to Conseil scolaire catholique MonAvenir and Conseil scolaire Viamonde

Evaluation

The Coordinated Service Planning Program has supported 160 children and youth this fiscal year, with 96 currently in service. Last fiscal year the program served a total of 158 children and youth. There are 43 children and youth on the program’s inactive list. Those no longer being supported in an active capacity remain on the inactive list. Our commitment to families is a response within 24-48 hours of them reaching out from our inactive list. This may mean re-opening for service or assisting the family with a brief-service/redirection for assistance. In total the program has received 50 referrals this fiscal year.

The FASD Team is currently supporting 8 families in Coordination and 36 families in Resource. 69 families/individuals and agencies have been supported this fiscal year.

Referrals to the CSP Program typically come from other Children’s Services Agencies (26) and directly from families (8). Over the past fiscal year, we have also seen an increase in referrals from Health Providers (6).

The CSP Program has continued to provide the MPOC (Measures of Processes of Care through Can Child) assessments for families to complete. These are offered after the initial 6 months of service, and again every year after if the family is still in service.

In the fall of 2020 results were shared both on a provincial level and a regional level for the time period of April 2019-September 2020. Due to the pandemic it was challenging across the province to gather this data and only 10 Coordinating Agencies across the province had a response rate that allowed for data summary to be provided. Waterloo Region was one of the ten Coordinating Agencies that was able to collect enough data with a 24% Response Rate.

Families perceived the program to be highly family-centred. The highest ratings for Waterloo Region were respectful and supportive care, coordinated and comprehensive care, with lower scored in providing general information. The MPOC Report indicated that these findings are consistent with other program findings. The data collected also showed that families rated their overall satisfaction with their services as ‘very satisfied’ or ‘somewhat satisfied’ with no families indicating they were unsatisfied with their service.

CanChild McMaster is working with MCCSS to roll out the MPOC for the FASD Program soon. The FASD Team will implement the MPOC with the families/children/youth this support.

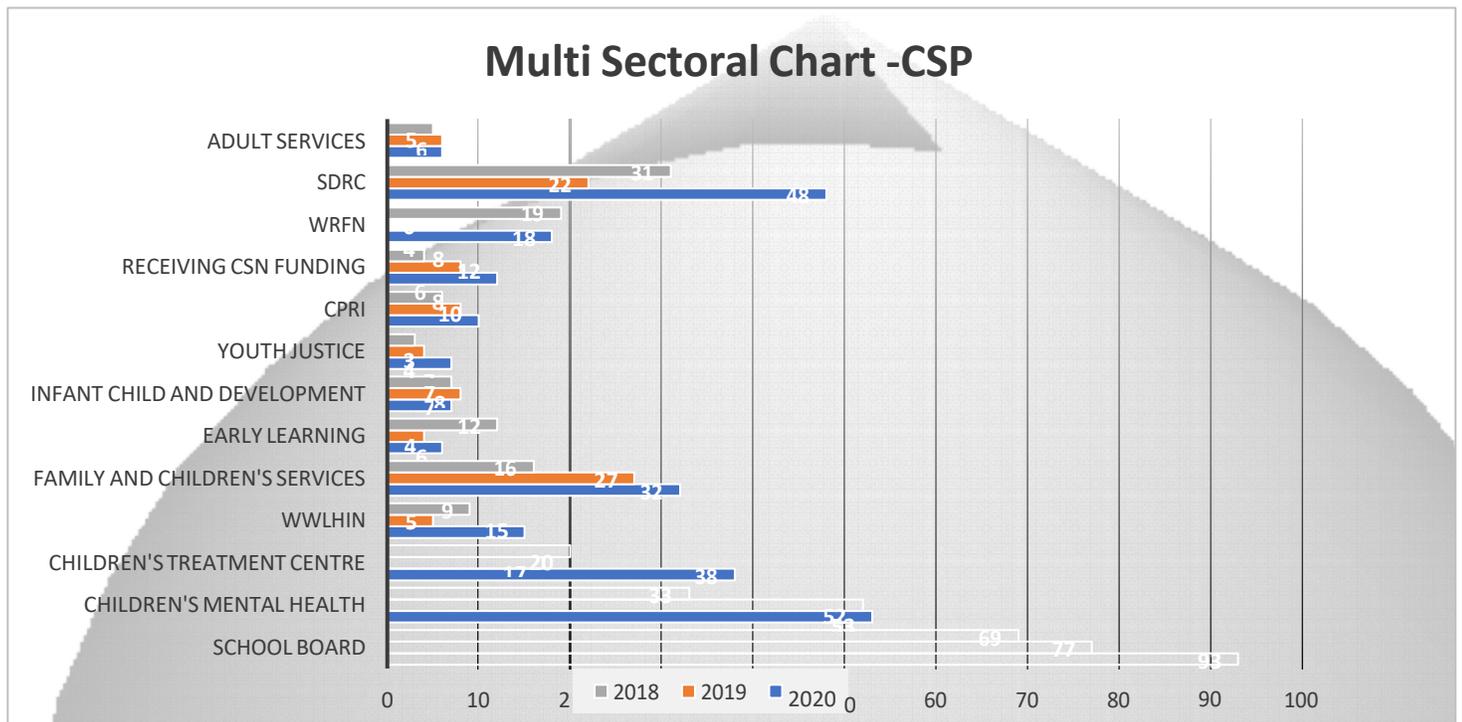
Community Engagement

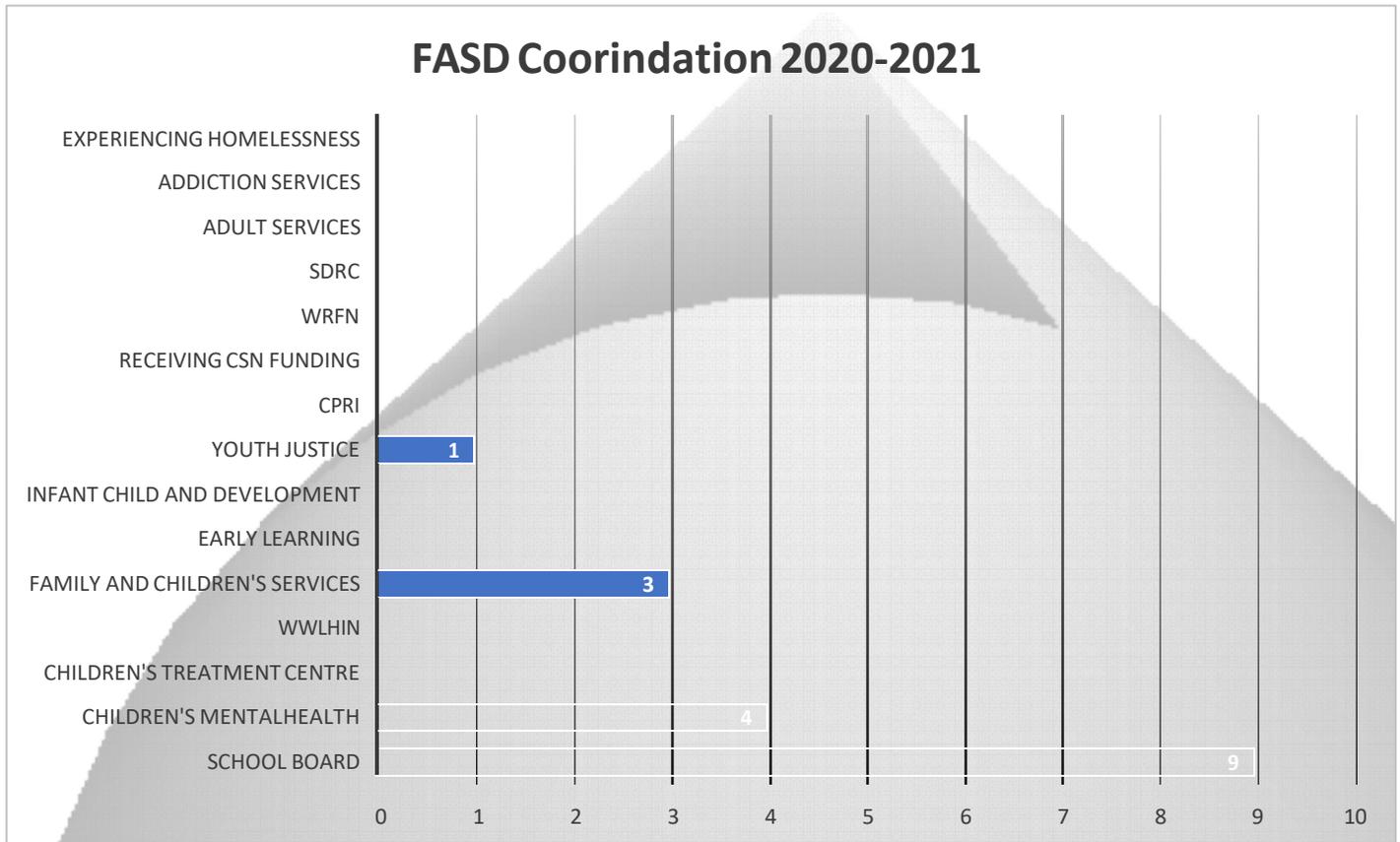
A Governance Committee is in existence for the Coordinated Service Planning Program. The Governance Committee is made of local community partners including; Lutherwood, Carizon, Front Door, KidsAbility, Waterloo Region District School Board, Waterloo Catholic District School Board, Conseil scolaire catholique MonAvenir, Conseil scolaire Viamonde, Region of Waterloo, KW Habilitation Services, KidsAbility School Authority, LHIN, Family and Children’s Services of Waterloo Region, Waterloo Region Family Network and Sunbeam Centre/Developmental Services Resource Centre.

Referral sources from community partners include: Both the Public and Catholic School Boards, KidsAbility, Mental Health System (Front Door/Carizon/Lutherwood), local pediatricians, McMaster Hospital, Waterloo Region Family Network, Region of Waterloo Children’s Programs and internally from Sunbeam Developmental Resource Centre. Referrals have also been received directly from families.

One of the Service Planning Coordinators is French Language Speaking and can provide support to families in French Language should there be a need. To date there has not been a need.

Engagement and Collaboration of Cross-Sectoral Partners in Community Engagement





Family Compass Website

In 2020-2021, Family Compass expanded to reach more of the community and provide diverse support information. With the Covid-19 pandemic Family Compass began providing a direct link through a pop-up banner to the Children and Youth Planning Table of Waterloo Region Covid-19 response website. This has supported and increase in traffic on the site as well as an increase in the use of the I Have A concern Tool.

To date there have been 433 unique uses of the I Have A Concern Tool with 48 of those uses being directed to Sunbeam Developmental Resource Centre and 8 of these uses opting for a direct referral to service. The Service Planning Coordination team monitors these referrals and have redirected all 8 referrals to Waterloo Region Family Network for support as they do not meet SDRC's eligibility criteria.

CSP has also been supporting with the back end of Family Compass with managing necessary updates to the site including organization information changes and managing the banner for the CYPT Covid-19 link. CSP provides the CYPT with quarterly stats on the use of the Family Compass website including information on the usage of the I Have A Concern Tool. When looking at the Analytics of the site year over year there has been an increase in site traffic of 19% over all for Ontario equalling 797 more unique users in the 2020/2021 fiscal year. Kitchener has seen an increase of 22.66% Waterloo has remained steady and Cambridge 54.29% increase, this is a positive direction towards engagement across the region and showing connection across the tri-cities.

Family Compass has also began exploring other partnerships and how to expand its relationships to create a further positive and resourceful experience with the site and tool.

Challenges

Challenges that have been faced over the past year by the CSP/FASD Programs as directly linked to the ongoing Covid-19 Pandemic. Challenges include:

- Finding available and consistent respite opportunities (in-home and out-of-home). Most are closed due to the pandemic and there continues to be difficulties in finding respite workers. Effectively supporting families with barriers to remote meetings (ie. ESL, no access to technology, not able to effectively use technology). Finding ways to walk through forms/mail or other letters can be challenging without the ability to meet in person. Additional barriers due to not being financially able to afford technology, understanding of technology, internet connection, not feeling comfortable speaking over videoconference, computers/phone appear to correlate with some behaviours for some clients
- Remote service has been helpful in connecting multiple service providers to families, but with this availability and convenience, there often is more scheduled meetings with families. This introduces a new challenge of remembering and attending all these meetings. For parents with capacity concerns, this can be difficult. They are also often juggling caring for the children who are doing at-home schooling.
- Longer wait-times for services such as CPRI in-patient treatment.
- Some wait times for community services seem to have been impacted creating longer wait times to access supports.
- Mental health challenges associated either with Covid-19 or being exacerbated by the changes to the systems associated with the pandemic (ex. feeling more isolated)
- Respite for parents has been a priority concern for most families. Those who have been able to get out-of-home respite have found the new limitations on time-slots (determined based on need for additional cleaning/PPE measures) make the respite almost not worth it for them to access. Those who have been given funding to spend on respite have found it extremely difficult to find competent respite providers to support their children's needs – and if found, have found the limitations on allowed activities have greatly reduced the likelihood of their children being able to engage in activities out of the home/parents being able to leave the home beyond “going for groceries” or “going for a walk”.
- With lockdown measures in place twice so far through this pandemic – resulting in school closures and parents not having any time to themselves – a number of caregivers have shared that they are at capacity, or past capacity regarding caring for their children. One family chose to remove their child from their care, another family is being closely monitored as parent has shared multiple times that this is a likelihood for them. Most other parents have shared that they are struggling significantly to meet basic needs of themselves/their children.
- Families whose primary caregivers also receive services through SDRC – a lot of education has occurred around COVID-19 safety practices & new health measures being recommended by Public Health.
- For families with minimal natural supports and minimal technology skills who have been asked to quarantine due to exposure to Covid-19, our agency has filled in the gaps in service in our community by bringing food/basic needs items to family homes while under quarantine.
- For families where primary caregiver has minimal technological or reading/writing literacy skills, and school-age children, their children have completed no schoolwork through each lockdown/school closure period, and a notable regression in ability has been observed when child(ren) has returned to in-person learning environments.

Possible Solutions

Over the course of the past year, the client portal function of the online database used by the CSP program has become fully functional. This has allowed families who want to use the client portal, to access their child's goal plan to review and sign, along with the ability to sign consents directly in their child's file.

The initial phase of opening up the database to third party community partners has begun in another program with SDRC. The long-term plan is to have this transfer to the CSP Program to allow third party community partners access a shared electronic file.

FASD Coordinators are launching a revised telephone, email and website referral system where families and community partners can access consultation, resources and system navigation services. This is anticipated to be in place early in the new fiscal year, 2021-2022.

A goal for the coming fiscal year is to have the ability for community partners/families to refer directly to CSP from the SDRC website.

The CSP Team has been part of a project funded through the United Way to assist families/children and youth with accessing their services and supports virtually. In the last quarter of the fiscal year, technology purchased with the United Way grant funding will see a tablet/IPAD loaner program rolled out to families to better allow them to access services and supports virtually.

Success Stories

- For some families, accessing services virtually has reduced barriers (such as travel, time, etc.) and has allowed to connect to some supports across regions. (ex. virtual access when appropriate to supports with Hospitals)
- More online resources have been created and allowed for wider access
- Overall, adapting and resilience seen both by families and the community partners. Being creative and coming together to acknowledge some barriers to service and working together to provide supports in alternative ways. One example, teaching step by step over the phone how to access Zoom or Teams and then doing trials runs (opens doors for family to access community supports/ informal supports virtually)
- A child who has not lived in their family home for over 4 years, moved back to their family home successfully and with minimal issues/concern due to a large support team that has been put in place around the family.
- The lock down has allowed for healing and respite for some medically fragile children. As they are not being exposed to general illnesses like the common cold that greatly impact their health and often lead to hospitalizations. This has led to these children having their longest gap in hospital admissions since infancy.

Examples of Families/Individuals We Support

Referral from Out of Region for a youth that was new to Waterloo Region. This person had been placed residentially for many years and recently returned to living with their parent. Since this individual was both new to the region and has not been supported in the community setting in many years, significant supports were needed. Through ongoing communication with the family, the previous residential treatment centre and the previous regions service coordinator, the overall goals and needs for the individual and family were developed. Initial planning goals included setting up a complex in-home respite program, budgeting/managing Complex Special Need funding, getting connected to a local school placement, transferring previous school records to new school, obtaining a family physician, obtaining psychiatrist supports, transferring DSO applications to the new region, etc. In addition, this individual is involved in the youth justice system, so coordination with the probation officer has been needed with the process. After the initial services are set-up for this individual, ongoing coordination will be needed with the various services.

Referral from McMaster Children's Hospital – Quality of Life Team: Grandparents caring for their children/grandchildren. Areas of need for the family/children/youth include: mental health struggles with a diagnosis of PTSD and Depression, previously undiagnosed medical conditions results in several admissions to hospital, along with admissions to hospital for suicidal ideation for one child/youth, rare gene mutation which has been determined to be palliative over this past year for another child which has led to the family physically isolating completely from services this year due to the risk of exposure to Covid-19. Finally, parents have custody of their grandson, age 18 months, who experience high levels of prenatal exposure to drugs and alcohol and Mother did not access any prenatal care. The toddler struggles with sleep and does not sleep well or through the night. They also have issues with digestion, self harm (head banging on the floor or walls), aggression to others and animals both physical and verbal. The child is showing signs of being delayed in many areas and is beginning to access services and supports for these delays. CSP, supports family with the multiple medical appointments involved with all the children as well as OT, PT and SLP needs. Support is given to access needed resources and making necessary referrals. As well, CSP attends appointments and organizes case conferences to support family with their goals and following up with next steps.

Referral from local school board partner: Presents with complex needs requiring supports both at home and in the community/school for aggressive verbal and physical behaviour, mental health and wellbeing, and navigating diagnostic process for FASD. Additionally, there are needs for the caregivers including challenging family dynamics and healthcare needs. There are several school and mental health professionals involved and CSP opened to help coordinate communication between services to best meet client and family needs/goals and help explore and access additional community supports.

Coordination needed from SPC:

- Support communication between client/family and school supports, including assistance to understand supports needs and explore supports to best serve client needs within the school setting.
- Support to coordinate medical appointments and to communicate during medical appointments to ensure needs/goals are being understood and communicated, as well as medications being monitored by medical professionals as accurately as possible. Often have meetings before appointments to explore what family wants to communicate and debrief details following appointments.
- Support family during FASD diagnostic process including communication of who is holding each piece between family, school, medical professionals/additional supports to coordinate services with FASD coordinator.
- Referral to Front Door and supporting the family with communication of needs/goals to explore mental health supports including counselling, home-based supports, and crisis planning.
- Support family to explore use of technology to access virtual services during Covid-19.

- Support to explore recreational options in the community that meet interests and support needs of client, as well as explore funding supports to access community activities.

Signature Page

The Governance Committee for the Coordinated Service Planning Program has reviewed and endorsed this annual report to be submitted to MCCSS. The Governance Committee is comprised of the following:

Heather Fedy – Lutherwood

Tracy Elop – Carizon

Linda Kenny – KidsAbility

Gerald Foran – Waterloo Region Catholic School Board

Tammy Webster – Waterloo Region Catholic School Board

John Martin – KW Habilitation Services

Scott Miller – Waterloo Region District Public Board

Alison Pearson – Region of Waterloo, Child and Youth Planning Table

Andrea Reist – Region of Waterloo, Infant Development

Anik Gagnon- Conseil scolaire catholique MonAvenir,

Roland Desloges - Conseil scolaire Viamonde

Kelly Lantick - Principal, KidsAbility School

Jennifer Kaytar - LHIN

Paul Reimer - Family and Children's Services of Waterloo Region

Sue Simpson - Waterloo Region Family Network

Laura Thies – Sunbeam Developmental Resource Centre

Eva BakHebert – Ministry of Children, Community and Social Services