

Dear Parent, Caregiver or Family Member

On behalf of the Ontario Special Needs Strategy Ottawa Planning Table, we would like to update you about the activities and progress we have been making over the summer.

## ***Coordinated Service Planning***

**As reported in our last communique** - On January 25 2016 each planning table received an update from the Ministries. It outlined the following key points

- Our (government of Ontario) purpose in implementing coordinated service planning is so that families of children and youth with multiple and/or complex special needs, who need to connect with multiple services and providers due to their children's multiple needs and/or who may have less capacity to coordinate services because of family circumstance, will be supported in connecting to a comprehensive service that will meet the full scope of their needs. These families will:
  - Have clear access to coordinated service planning that is tailored to their unique needs;
  - Have a seamless experience of services;
  - Have smooth transitions; and
  - Tell their stories once.
- Additionally, these families, who need the extra support, will have a clear "go to" service to answer their queries and questions. They will know who is responsible for coordinating and monitoring their child's needs, services.

**UPDATE April 2016** - The Ministries were represented in regional *face to face meetings in April* with each of the local planning tables. Based on the specific feedback that each planning table received we had to address specific questions and demonstrate the vision for Coordinated Service Planning through 3 case scenarios.

**Update September 2016** - Representatives of the government Ministry of Child and Youth Services(MCYS) contacted OCTC as the Coordinating Agency (Ottawa, Prescott-Russell, Stormont-Dundas-Glengarry) in the summer and identified a few questions related to the pending CHEO-OCTC amalgamation and the partnership model that was outlined in our proposals.

We responded to those questions by mid-September and had a few meetings with the local representatives in the last week of September. These meetings have confirmed next steps which will move us closer to implementation, as well as confirming resources. The 2016-17 year will be a building year for Coordinated Service Planning and we will be looking for regular and built-in opportunities to seek family feedback.

It is anticipated that Coordinating Agencies will receive limited new resources (up to \$110,000 per service delivery area), beginning in 2016-17. This funding will help support capacity building activities and implementation of the new service model over time. ***We will stay in touch throughout this next phase of implementation and seek opportunities for your active participation.***

There are similar processes underway across the province with 6 areas already starting their local implementation phase. This is important to know as we are all learning from each other and there are some expectations that province-wide standards will be in place to ensure the highest quality of service no matter where you are living in the province.

October 11, 2016

## ***Integrated Delivery of Rehabilitation Services***

### **As reported in the last communiqué**

The second phase of the Ontario Special Needs Strategy is intended to look at ways to better integrate and deliver rehabilitation services (physiotherapy, occupational therapy, and speech-language therapy). Ottawa's proposal for Integrated Rehabilitation Services was submitted to the Ministries in October 2015.

### **Context**

All of the service delivery areas submitted proposals. Many proposals met or exceeded expectations, providing details on how core service requirements would be operationalized, demonstrating clear improvements in the way that families would experience services.

### **Update - Spring/Summer 2016**

The Ministries have completed their comprehensive review of the proposals. Initial feedback was provided by letter on April 15<sup>th</sup> to each table. The feedback outlined strengths of proposals as well as clarification and improvements needed. In May, 1-1 teleconferences were held with planning table Co-Chairs.

A few informational webinars were held over summer and into fall to learn more about:

- *Year 1 Implementation: 2016-17 expectations*
- *Program Guidelines were released and discussed*
  - The guidelines are built on the core service requirements and provide direction to service delivery areas regarding the implementation of consistent practices across the province.
- *Performance Measures*
  - The Ministries are also developing indicators focused on the performance of the integrated system in supporting seamless, effective and timely service delivery. These measures will begin to build the foundation for service delivery accountability and reporting requirements.
  - *Sharing best practice* - Webinars have been hosted by the Ministry to showcase some examples of pilots that demonstrate best practice in integrating delivery of rehabilitations services across a region. One example included the following outline: *Implementing integrated rehabilitation services will require significant change at the system, organization and provider level. Debra Stewart from the Hamilton area described the approach used to change practice using **Partnering for Change** as an example.*

### **Implementation Plans - Fall 2016**

In Fall 2016, the Ministries are expected to meet with each table to confirm their implementation plan for 2016-17 and beyond. During these meetings they will review the plan's alignment with the program guidelines and the community's readiness for implementation. The dates for these 1-1 meetings with planning tables have not been set as of today's date (October 11, 2016)

**Confidentiality of proposal details.** *"We continue to recommend that tables maintain confidentiality of their proposals as appropriate until the ministries have communicated with tables regarding implementation."*

***We will stay in touch throughout this phase of Integrated Rehab planning. We look forward to your ongoing participation and contribution. Thank you***

**Sincerely,**  
**Anne Huot**  
[ahuot@octc.ca](mailto:ahuot@octc.ca)  
October 11, 2016

**Carol Theoret-Douglas, Co-Chairs Ottawa Planning Table**  
[ctheoretdouglas@cheo.on.ca](mailto:ctheoretdouglas@cheo.on.ca)