Network News – APRIL 2010
From the Central Community Support Services Network

Important Strategic Sector Updates

THE NETWORK MEMBERSHIP SURVEY IS DUE THIS FRIDAY MAY 7.

ONE LEAD PER AGENCY IS TO FILL OUT THIS QUICK SURVEY TO HAVE THEIR SAY IN WHO WILL BE SITTING ON THE CENTRAL CSS NETWORK STEERING COMMITTEE FOR 2010/11. WE ALSO NEED YOUR CONFIRMATION OF NETWORK MEMBERSHIP. PLEASE TAKE A FEW MINUTES TO RESPOND.

Transition funding for the Central CSS Network to the end of June was approved by the Central LHIN Board of Directors as an Urgent Priority Funding allocation as we move to a self-sustaining/agency-led model. Due to significant uncertainty about future funding pressures related to provincial directions, we are grateful to the Central LHIN Board for this tangible show of support, and to the Central LHIN staff who supported this request moving forward at this time. **We continue to receive follow-ups from agencies to confirm their voluntary contribution to the Network which will support the ongoing sustainability of the Central CSS Network.** This demonstrates a commitment from member agencies to the value of working together and collaboration. An update on the contributions to date will be distributed following completion of the Network survey.

There are no updates on Ministry of Health funding allocations for 2010/11 following the recent provincial budget announcements. We understand that all sectors, including the LHINs, are still waiting for formal communications.

We are progressing on our teleconference work plans and, quite frankly, there are a lot of details to track. We have posted the current strategic priority discussion templates under **Network Documents** in the **Leadership** section of the sharepoint site for those who are interested in getting an update on the progress to date. These documents will be updated as further information is gathered and will form the basis of the proposed implementation plans that will be presented to the Steering Committee for review and final approval prior to presentation to the Network.

In keeping with two important Network Strategic Priorities - *Leadership Development and Promoting Sector Value and Relationships* - the June Network meeting will be a leadership forum with special guest, Tom Closson, CEO of the Ontario Hospital Association. The Forum will include a celebration of our accomplishments and launching our plans for 2010/11.

- **LEADERSHIP FORUM:** Please save the date *June 17 from 9:30 am to 12 pm* to join us. More details on the location to come…

MIS/OHRS Reporting

At a recent meeting with Shaukat Moloo, Senior Director, Performance, Contracts & Allocations, and other staff from the Central LHIN, the MIS/Sector Data Quality and Analysis workgroup discussed proposed objectives and priorities that would improve the sector's data quality to support improved planning and decision-making as a key enabler for the IHSP. There was significant discussion about "measuring the right things vs. measuring things right" and the current variations in reporting and program operations. We agreed that we need to begin to use available information to help us better understand sector performance and assist us to demonstrate an effective and efficient CSS service delivery system. The workgroup will refine objectives and develop a workplan to move this along. It was agreed that there was value to update the MIS/OHRS workbook following the 2009/10 year-end submissions. We will also explore the potential of reviewing data from the CAT submissions.

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Quality

In the last Monthly News, we reported that the release of the draft Meals on Wheels Service Delivery Guidelines was delayed as we were meeting with OCSA to look at the potential of integrating this work in the provincial standards review currently underway. The Provincial Meals on Wheels Steering Committee meeting is now scheduled for May 18th and an update will be provided after the meeting.

InterRAI-CHA

Now that the Ministry of Health and Long Term Care has announced the interRAI-CHA as the common assessment that will be implemented in the CSS sector, we have a transition planning meeting with the Central CCAC and CCIM on Tuesday, May 4th.

- **RAI-CHA information session** for senior management is scheduled on May 27th. An additional care planning software session for staff conducting assessments is also scheduled on June 2, 2010.   See Sharepoint calendar for details of both sessions.

Goldcare

As April draws to a close all three newly implemented agencies are well on the way ensuring a full year of fiscal data is in GoldCare. Each are implementing additional programs and preparing to verify the implementation through running April month end reports and comparing to pre-GoldCare reports.

Unionville Homes Society has undergone a review of their implementation and made a number of changes in part driven by new features available in GoldCare since their implementation. Many thanks to Janice Diamond for providing additional training to UHS and all newly implemented agencies. Also Amy Johnson from Campana deserves special mention for her efforts in the review and support of UHS's renewed efforts. It should be mentioned that this review is a crucial part of the implementation plan that was included in Campana's original proposal.

In May we will be implementing a streamlined password reset process. Currently password resets account for a large percentage of support calls. Requests currently flow from the user to the agency lead hand, to a CSS System Analyst, to the GoldCare support desk, to a specific GC support specialist then back through the chain to the end user. Sometimes this takes a while! In the new process the end user will send an email to a dedicated password reset mailbox with his/her GC username in the subject line. The password will be reset and a temporary password emailed back to the user's business email address. While the service goal for this process is one hour in most cases it will occur within 15 or 20 minutes (during business hours). Exceptional circumstances could delay this process but every effort will be made to achieve the service goal.

Final discussions are occurring with agencies on unified MIS categories and results are being reviewed on a monthly basis to ensure MIS reports are available and correct for the first reporting period of FY-2010/11. Amy Johnson from Campana is spearheading this effort.

The current security settings within GoldCare are based on which GoldCare modules each user requires. The successful implementation of any security system is primarily a management responsibility implemented by system analysts. Amy Johnson, again, is leading a revision to this process which will see the security process revised to see the groups aligned with job function. This will make security assignments much easier to understand and implement. The implementation of this process should be pretty much transparent to users unless of course their security is currently incorrectly assigned.

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In July, 3 new agencies will begin the implementation process with a goal of going live by the end of September. Planning for this is underway currently and new agencies can be expected to be contacted shortly.

As you can see there will be no summer doldrums for the GoldCare implementation project!

- **Goldcare Information Session** is scheduled on Tuesday, May 18th for current and future participating agencies to discuss implications of the transition to a self/sustaining and agency-led model. See Sharepoint calendar for details.

Human Resources

Public Sector Compensation Restraint to Protect Public Services Act: It is our understanding that salary freezes will be applicable to organizations that receive $1 million in funding. Organizations impacted by this Act will need to consider how to manage Pay Equity and Human Rights as the Restraint Act does not negate an employer's obligation under Pay Equity or the Human Rights Code.

The challenge for many organizations will be how to motivate employees in light of this restraint. This is a time to ensure managers and supervisors skills are top notch in providing positive performance feedback and look for ways to recognize top performers.

PSW Update: Following submissions to regulate the profession, the government has announced it will not be regulating personal support workers; the rationale being the group does not have a "unique specialized body of knowledge that differentiates it from other health professions, which is a criterion for regulation as health professional".

Building PSW capacity is a priority for the CSS Network. Leading the initiative to create a work plan to address the capacity issue will be Danny Mui from Carefirst Seniors and Community Services together with Jim Bird of March of Dimes, Margareth Peressutti from Circle of Care and Janet Williams of CHATS. The work plan will be finalized on May 28th and a key focus will be on education of PSWs entering the field. It is anticipated that the working plan will be presented to the Steering Committee for approval in June.

Safety – Young and New Workers Heightened Enforcement Campaign: Please check OCSA's website for the May 7th free webcast regarding the MOL's heightened Enforcement Campaign targeting young and new workers. The focus of this session will be: definition of new/young worker; what MOL inspectors look for with respect to safety of new/young workers; system resources available; injury demographics for the sector; and other training sessions available.

CSS Safety Programs available through Georgian College: Following the HR survey and further inquiries regarding the safety programs, we have sufficient support to continue the programs. Based on feedback, we will ensure instructions to log on will be clear and easy to follow and encourage agencies to use classroom delivery when computer access is not possible. Notice of program resumption will be forwarded shortly.

Bill 168 – Violence and Harassment in the Workplace: Will be in effect on June 15, 2010 so organizations must ensure compliance with new provisions. Bill 168 outlines violence and harassment obligations under Ontario's Occupational Health and Safety Act. Employers are required to create and implement workplace violence and harassment policies and programs to implement such policies. In addition employers must engage in assessments designed to measure the risk of workplace violence.

CSS Network will be providing templates on the HR SharePoint site for agencies to download and customize for their use. **The templates will be available on May 7th.**

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Other Updates

- **York Region – March of Dimes Canada and the York Durham Aphasia Centre (YDAC) Merger:** as of April 1, 2010 YDAC has become a program of March of Dimes Canada. The decision was made to become a program of March of Dimes Canada for a number of reasons, including March of Dimes can provide YDAC and its consumers with needed administrative infrastructure, human resources, information technology (IT) and finance expertise.

  As part of March of Dimes, the YDAC will be able to serve more clients, and all will benefit by having easier access to March of Dimes' various programs and services for children and adults with disabilities.

  March of Dimes will have the opportunity to serve more people with communication disabilities, development of more "aphasia-friendly" programs, and draw on the learning from YDAC's 20 years of experience.

SHAREPOINT TIPS

- **HOW TO LINK TO THE UPCOMING EVENTS CALENDAR ON SHAREPOINT:** With all of the current activity including meetings, teleconferences, surveys, trainings and our upcoming *Leadership Forum* … we thought we should bring your attention to the *Calendar of Events* on Sharepoint. To access this quick reminder of what is happening in the Network please click on this link. You will not need your user name or password to access this information.

- **DIFFICULTIES REMEMBERING YOUR CSS SHARE SITE USER NAME OR PASSWORD?** Watch your inbox for yet another email from Shannon. This email will include a business card that you can save to your contacts in Outlook. It will have a place for you to input your user name and password, as well as quick tips for our SharePoint site. If you receive this and are not sure of your user name please contact Shannon Trapman at: siteadmin@cssnetwork.ca for assistance.