

# Network News – February 2010

From the **Central Community Support Services Network**

## Important Strategic Sector Updates

The next Network meeting on Thursday, March 11<sup>th</sup> will be an important meeting. We will be looking for member's input on transitioning to the agency lead project model to support the Network's strategic plan and further discussion of priorities for sustainability of the Network's initiatives. We are working with the Central LHIN on a 3 month transition plan and will provide a further update at the Network meeting.

## MIS/OHRS Reporting

An overview of the **2009-2010 2<sup>nd</sup> Quarter Report Summary** for the Central LHIN Community Support Services Sector will be provided at the March 11<sup>th</sup> Network meeting. To help agencies analyze their Q2 compensation and cost indicators, we have updated our excel workbook package from 2008/09 year end reports. This will help agencies with continued data quality improvement as the Ministry moves towards public reporting of these results at an agency level next year. Your feedback on the recent Data Quality Sessions held by CCIM will be requested in the discussion.

## Quality

The assessment results for the **Assisted Living Service Delivery Best Practice Guidelines** are in and have been analyzed! The final report will be presented at next week's Network meeting. Congratulations to the fifteen assisted living (supportive housing) providers who completed the self-assessment and have met at least an 80% compliance rate on the guidelines. Key findings and areas for improvement are addressed in the final report and will be presented at the Network meeting. We will also have some discussion about the pending new policy on Assisted Living Services for High Risk Seniors that will be released by the provincial government shortly.

The **Meals Service Delivery Best Practice Guidelines** are near completion. They will be finalized once we identify some best practices on nutrition screening, referral practices and frozen meal safety. These guidelines and agency assessment will be distributed prior to the end of the month.

## InterRAI-CHA

The **CSS Common Assessment Project Steering Committee** has established the evaluation criteria for the provincial review. The two tools that will be evaluated are the *interRAI-CHA* and the *SMAF-Functional Autonomy Measuring System*. The final tool will be confirmed on March 31-10 at the Provincial Steering Committee meeting.

A **General Assessment Skills Workshop Pilot** is also being planned by **CCIM** to support the readiness of the sector to adopt a standardized assessment tool prior to roll-out.

Through our experience we have learned that there are 3 training components that must be further enhanced to support successful implementation: general assessment and care plan skills training, training on the assessment tool itself, and computer/software training. We are pleased that our work is being incorporated by CCIM to build a more robust training plan.

And, **congratulations** to those agencies that have been pioneering the implementation of the RAI-CHA with us. The 10 participating agencies have entered more than **1,300 assessments in the new Goldcare module**. Our target was 1,000 assessments completed. With this level of data, we will be able to present a client profile for Supportive Housing and Day Programs in the Central LHIN on behalf of the sector for the first time!

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## Goldcare

**RAI-CHA training:** Over 30 RAI CHA users attended a webinar hosted by Janice Diamond and Sharon Delarge. This webinar was a review of the Gold Care processes for entering a new client and performing an assessment. From the feedback the event was very successful. It is hoped that webinars can be used on an ongoing basis to assist and support users for both the InterRAI CHA and the Gold Care application. We have the ability to record this session and hope to make the video available on the SharePoint site for the use of all agencies.

Care plan training for the RAI-CHA will take place on March 31<sup>st</sup> in the CHATS board room in Aurora. There will be two sessions, am and pm, which are primarily aimed at the new agencies. Shannon will be sending out an invite for these sessions shortly with all the details. Be sure and register early as we can only accommodate eight to ten people per session. We will be following up with a webinar to review the care plan process which will be open to all users.

**Gold Care Implementations:** Alzheimer York Region, Etobicoke Service for Seniors and The Region of York have been pushing forward to meet the March 31<sup>st</sup> deadline to go-live with the Gold Care program. As with any implementation there are challenges but nothing is threatening to delay the implementation schedule for any of the agencies. While February has been mainly occupied with training and system installations March will be focused on entering or migrating the data, testing, final training and yes yet more testing. Janice Diamond and the whole Campana implementation team are to be commended for their effort and dedication. The staff of Alzheimer York Region deserves a special commendation as they have more than half their clients in the system and have actually expanded their use of the system from the original plan for the end of March.

We will be starting this month to plan for an additional four agencies to start their implementation process in April for completion by September 31<sup>st</sup>.

**System support:** Lee Goodwin and Rafid Holan have been extremely busy finalizing the password changes started in January and are now focusing on reviewing agency and group security polices to ensure the system will be ready for the go-live in April. Rafid and Lee are working collaboratively on these tasks which will ensure the GoldCare system administrator training they took at Campana in February is fully utilized and reinforced through ongoing practice. This will also ensure strong system support with backup for the CSS Network.

In general these projects are becoming a living example of the power of team work. Campana, agency staff, agency systems specialists and the CSS team are all working together to achieve these important objectives.

## Human Resources

**Supervisory Training Programs:** The programs customized and offered by Capacity Builders have been very well received and are at almost full capacity. If you are interested in checking out space, please contact Portia Machiwenyika at Capacity Builders (416-256-3010 x 229).

**Workplace Safety Training:** Please remember *all safety training must be completed by March 31, 2010*. For agencies that have registered but not yet enrolled their employees, please enroll them as soon as possible as the programs will be suspended as of March 31<sup>st</sup>, 2010. Renewal of the Georgian College contract will be based on the HR Evaluation Survey results.

**HR Evaluation Survey:** This week Executive Directors and Human Resources leads will be receiving a very short survey to evaluate the work completed under the HR strategy. We will ask that surveys be completed and returned by March 12<sup>th</sup>, 2010. Your feedback is important as it will be reported back to CLHIN. We have kept the survey short and quick so it would not be onerous to complete. If you wish to provide comments it will take you 5 minutes to complete the survey!

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## Other Updates

- We wish to thank **Lorraine Blass** for her strategic leadership contribution to the Steering Committee. Lorraine recently left her position at Circle of Care and we wish her success with her career plans.
- **A comment from one of our readers:** *“Thank you for another informative and useful edition of “Network News”. We include a link to CSS Network News in our weekly electronic news bulleting to our staff team and Board of Directors...congratulations on another great edition – succinct, informative and full of useful / relevant information.”*  
Executive Assistant to Dr. Aura Kagan & Manager, Community Engagement at the Aphasia Institute - The Pat Arato Aphasia Centre
- **Reminder:** The next **Central CSS Network Meeting** is on March 11 2010 from 9:30 am to 12pm at The Columbus Centre, Columbus Room - 901 Lawrence Ave. West, Toronto. Please RSVP by emailing [strapman@cssnetwork.ca](mailto:strapman@cssnetwork.ca) to hold your spot.