

Central Community Support Services Network

Capacity Building Initiative: 2008/09 Results

Reports and Publications Available on Our Website:

www.cssnetwork.ca

July 08-09

Introduction

The Capacity Building Initiative was developed by the Central Community Support Services Network comprised of 44 member agencies to address the need for infrastructure development in this sector. The initiative was funded by the Central Local Health Integration Network through the Year 1 Aging at Home Strategy.

The priorities for the Capacity Building Initiative were identified through a sector-wide survey distributed to all community support service providers delivering services in the Central LHIN. The Year 1 initiatives were targeted initially to seniors' services due to the significant service expansion planned through the Aging at Home Strategy.

The following chart provides a summary of the Milestones and Deliverables established at the beginning of the project and the results achieved in each initiative.

Initiative	Milestones	Deliverables	Results
Common Client Database	Recruit Advisory Group members Conduct environment scan Research vendors Develop and distribute RFI Confirm DLG contract Select pilot sites Select database Year 2 implementation plan Initiate pilot sites Pilot evaluation	3 pilot sites implemented Implementation plan for 10 additional agencies	Client database selected, installed in hosted environment and test environments installed for 4 pilot agencies. Transfer of client information and business processes in progress. CHATS and Unionville Home Society are operating on the new system. Better Living Health and Community Services and St. Clair West Services for Seniors will go live October 1-09 pending completion of database developments. Implementation plan for 5 additional agencies completed (reduced due to lower LHIN funding). Formal pilot audit evaluation will be carried forward to year 2.
Service Delivery Best Practices - day program, transportation, homemaking	Hire Program Evaluation Manager Recruit Advisory Group members Review Literature/Resources Draft Framework Consultation with CSS Network: transportation, day program & homemaking Best practices report Evaluation tool Agencies complete self-assessment and action plan Summary report including preliminary benchmarks	20 HSPs adopt best practices	Best practice guidelines completed. Agency self-assessment distributed to 20 agencies on Mar 16-09. Some technical difficulties with module. 16 agencies completed the assessment and developed quality improvement action plans to address gaps. Participating agencies: <ul style="list-style-type: none"> • Alzheimer Society of York Region • Baycrest • Better Living Health and Community Services • Carefirst Services for Seniors • Community Home Assistance to Seniors (CHATS) • Circle of Care • Downsview Services to Seniors • Etobicoke Services for Seniors • Friuli Benevolent Corp. • North York Seniors Centre • St. Clair West Services for Seniors • Unionville Home Society • Villa Colombo Services for Seniors • Yee Hong Centre for Geriatric Care • York West Senior Citizens Centre • York-Durham Aphasia Centre Summary report highlighting key findings presented to Governance Committee June-09. Presentation to Central LHIN scheduled July-09. Presentation to agencies scheduled September-09.
MIS Standards Implementation	Meeting with agencies Recruit MIS support Implement MIS support	32 CSS transfer payment agencies are compliant	Of the 12 remaining agencies that had not converted to OHRS/MIS, 5 agencies did not agree to convert in 2008/09 (Regional Municipality of York, Chippewas of Georgina Island, Canadian Hearing Society, North York Central Meals on Wheels). The remaining 7 agencies received consultant support to support conversion and 6 of these agencies successfully submitted at year-end: York-Durham Aphasia, Better Living Health and Community Services, North York Seniors Centre, Circle of Care, Hesperus, Friuli Terrace. Hospital Special Needs was unsuccessful. 2008/09 data in OHRS format will now be available from 27 CSS providers (85%) in July to support

Initiative	Milestones	Deliverables	Results
			continued work towards improvements in data quality and benchmarking. Presentation to Central LHIN completed in June-09.
Common Assessment Strategy (RAI-CHA)	Select pilot sites Initiate pilot sites Pilot evaluation	3 pilot sites implemented	The interRAI-Community Health Assessment was developed and integrated into the Goldcare system. 4 pilot agencies participated in assessment training conducted by University of Waterloo and Goldcare training. Agencies completed 461 assessments on supportive housing and day program clients via laptop wireless technology. Summary report highlighting key findings and recommendations presented to Governance Committee May-09. Management reporting is in development. Presentation to Central LHIN scheduled July-09. Presentation to agencies scheduled for September-09.
Health and Safety Training	Needs assessment and plan Implement training Training evaluation	30 agencies participated in training (30 staff)	On-line training was made available in January-09. 20% of agencies that registered did not participate by March 31-09 deadline. 81 individuals from 24 agencies received health and safety training. 45 individuals also received WHMIS training which was delivered in addition to the core H&S program. Summary report highlighting key findings and recommendations presented to Governance Committee June-09.
Community Worker Safety Training	Research and develop training plan Implement training Training evaluation	15 agencies participated in training (20 staff)	On-line training was made available in January-09. 53 individuals from 22 agencies participated in the training. Summary report highlighting key findings and recommendations presented to Governance Committee June-09.
Human Resources Volunteer Recruitment, Training and Retention Strategy	Recruit Advisory Group members Recruit HR Manager Initiate review Draft framework Consultation with CSS Network Draft Strategy Final strategy & implementation plan	Strategy and implementation plan developed	Priorities established through consultation at CSS Network forum in Jan-09. Implementation plan developed and approved by Governance Committee in Mar-09. Presented to Central LHIN in June-09.
CBI Start-up Development	Select host agency Recruit management committee Hire Director Set-up offices Hire Executive Assistant Year 2 funding proposal Key Informant evaluation interviews of host agency CBI Website/Sharepoint Develop sector profile Communications Plan	Build CBI reputation Website/sharepoint services implemented	Expedited set-up of Governance committee and staffing in order to accomplish aggressive timelines within 7 month project period. Year 2 funding proposal impacted by Aging at Home re-direction and re-positioned for new funding arrangements. Milestones that did not get accomplished included development of website/sharepoint services, development of a formal communications plan and formal evaluation of the initiative. The communications performance gap has been addressed by re-directing staffing resources to a Communications/Sharepoint Administrator position. Evaluation will be incorporated into the workplan for the strategic plan.

Note: Items in red not achieved.

Conclusion

The community support service providers in the Central LHIN have engaged significantly in the challenging work of infrastructure development at a sector-wide level. The Year 1 deliverables were aggressive for a 7 month active project period. The significant progress made is due to the active commitment and participation at many levels across many organizations. The limitations of our accomplishments were primarily due to limitations in technology and compressed timeframes that were unrealistic. Our challenge going forward will be to sustain and build increased engagement in our continued work together that will clearly demonstrate the commitment that organizations are prepared to make in support of common standardized practices and systems.

This foundation work is far from complete. Future sustainability through the development of a strategic plan for the community support services sector is a key priority in 2009/10 in collaboration with the Central Local Health Integration Network.

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Alzheimer Society of York Region
Baycrest
Better Living Health and Community Services
Carefirst Seniors and Community Services Association

Canadian Red Cross
Central Community Care Access Centre
CHATS (Community Home Assistance to Seniors)
Circle of Care
Downsview Services for Seniors

Etobicoke Services for Seniors
North York Seniors Centre
Ontario March of Dimes
PACE Independent Living
Participation House

St. Clair West Services for Seniors
Saint Elizabeth Health Care
Unionville Home Society
Villa Colombo Services for Seniors

Our Team & Partners

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