



# Children's Treatment Network



*Working Together for  
Kids and Teens with  
Multiple Special Needs*

## 2010 – 2011 Annual Report

**Children's Treatment Network** was created by families and professionals in Simcoe and York to bring more rehabilitation services closer to home and provide coordinated care for children with multiple special needs.

Three key goals guide our efforts to develop a system where Network partners from hospitals, schools, rehabilitation, recreation and community services can work together to take a Single Plan of Care team approach to each child's care - at home, at school and throughout the community.

## Network Goals

### Expand Existing Services and Supports

- Additional Rehabilitation, Clinical and Specialty Services
- Training/Professional Development
- Shared Sites throughout York and Simcoe
- Family Education and Support

### Easy Assess to Services and Supports

- Toll free access line
- Network Service Navigation

### Comprehensive Coordinated Care Focused on the Child and Family

- Child and Family Teams
- Single Plan of Care Process
- Collaborative Practice
- Shared Electronic Record
- 10 Local geographic teams plus Francophone team



Solid progress has been made each year toward achieving each goal. Since the Network's launch in 2006:

- The range of services provided by Network partners has been expanded significantly. Families now have access to a continuum of rehabilitation and specialty services.
- Parents and professionals have one point of contact to connect with services and supports available across the Network.
- Prototypes of new tools and approaches for providing families with a coordinated Single Plan of Care were created and are being used and refined. Professionals from many different organizations can share clinical information, coordinate services and work together to monitor a child's progress through all the stages of their development.

Key initiatives undertaken during 2010/11 powered more progress and made a significant impact on kids and families and on the system as a whole.



# 2010/2011 Achievement Highlights

## Expand Existing Services and Supports

### Additional funding boosts the Network's ability to provide more kids and families with services and supports

- **More kids receive services** - \$1.16 million in additional funding from the Ministry of Children and Youth Services was used to provide services to more children, reduce wait times and increase the Network's service capacity. As a result:
  - 411 more children received services
  - 8 more professionals dedicated to providing Network services were added to the rosters of 8 Network partner organizations

In total, 3,526 children received rehabilitation and specialty services during 2010/11.

- **New Assistive Devices Clinic cuts travel to Holland Bloorview and reduces wait time** - The Network's Augmentative Communication Specialty Service (ACCS) earned Assistive Devices Program Clinic status. For kids with special communication needs, this means ACCS clinicians can now prescribe the latest high technological communication devices, such as computerized voice output systems, and arrange subsidized leases. To date, 55 high tech devices have been dispensed, making this one of the largest clinics in Ontario.
- **Helping plan a coordinated system for people with Autism Spectrum Disorders (ASD)** - The Network is working alongside parents, school boards, healthcare, social and community services organizations that support people with ASD to create an easy to access, coordinated system of care. Strategic planning is complete and work teams are developing implementation plans that are to be completed over the next two years.
- **Arming professionals with more expertise** - Many Network partner staff increased their knowledge by attending a range of Network funded clinical training and professional development sessions aimed at expanding capacity in areas like supporting bereaved families, home renovation for accessibility, treadmill training, sleep positioning systems, Gross Motor Function Measure and Augmentative Communications.
- **Use of Network Local Sites continues to grow** - More parents and professionals used Local Sites to conduct therapy sessions, access specialized services and equipment, hold team meetings and host parent education and support group events.

All 9 Sites are now equipped for videoconferencing through Ontario Telemedicine Network. This turns travel time into consultation time for families and professionals who participate in clinical assessments, team meetings and educational development sessions by videoconference. 571 videoconference events took place - a 57% increase over last year.

- **Hundreds of parents attend Information Fairs and educational events** - Families learned more about services, recreation programs, specialized equipment and subsidies at a range of events organized by parents and Network partners. Several parent support groups helped families share knowledge and experience. Information on special events that focus on topics of most interest to families is posted on the Network's website and featured on the Family Resource website.



# 2010/2011 Achievement Highlights

## Easy Assess to Services and Supports

**Service Navigators at Network ACCESS facilitate referrals across the system. They also lay the groundwork for coordinated care planning by conducting a Child and Family Interview and documenting information in the child's electronic record**

- Over the year, referrals for Network services increased by 32% and the number of Child and Family Interviews rose 66%.
- The majority of referrals were from physicians and professionals, rather than from families. This represents a change over previous years and indicates there is greater awareness of Children's Treatment Network across the children's services system

	2010/2011	2009/2010	% Increase
<b>Number of Referrals Processed</b> (monthly average)	<b>1,421</b> (118)	<b>1,078</b> (90)	<b>31.8%</b>
<b>Number of Child and Family Interviews Completed</b> (monthly average)	<b>634</b> (53)	<b>380</b> (31)	<b>66.8%</b>

- During 2010, it became evident that ACCESS was challenged to keep up with the substantial increase in clients being referred. Adding resources and changing processes helped address the backlog for service navigation and reduced wait times for Child and Family Interviews.
- In order to meet rising demand into the future, a review of ACCESS is underway. The review includes working with expert consultants and conferring with 35 Network partners to improve access to services through more efficient referral pathways and work flow processes. The plan will be implemented during 2011/12.





# 2010/2011 Achievement Highlights

## Comprehensive Coordinated Care Focused on the Child and Family

### Momentum and family satisfaction continues to build as the Network gradually transitions more children to a Single Plan of Care

- **More kids transition to a Single Plan of Care** - In 2010/11 over 225 more children transitioned to a refined single plan of care approach where the intensity of service coordination and Team support has been tailored to meet the needs of the child and family. Tailoring support levels allow a broader range of professionals to lead integrated care efforts and coordinate services, which could help speed transition to a single plan of care for more children.

Effectiveness of this approach is being measured. Outcomes for kids and families will be evaluated. The benefit of tailoring support to Child and Family teams will be analyzed, from both the parent and provider perspectives. Evaluation results will be made available later this summer and will help Network partners improve the approach and bring integrated care to more children.

- **Higher family satisfaction with Single Plan of Care** - A survey conducted in January to measure family satisfaction with the processes of care (MPOC) revealed families with a completed Single Plan of Care report a significantly higher degree of satisfaction on all MPOC scales. These families report good communication; high levels of awareness and connection with the Network system; and an experience of more coordinated, family centred care. Survey results also provided critical information about where processes of care need improvement. However, it is clear that efforts to heighten collaboration, increase communication and focus treatment strategies on the family's visions using a Single Plan of Care team approach are making a difference.
- **More professionals equipped with Single Plan of Care skills and tools** - Over 375 more professionals including therapists, educators and family support staff attended training sessions focused on developing a Single Plan Of Care. Session topics included Coaching and Mentoring, Interprofessional Practice, Meeting Facilitation and Goal Writing using Goal Attainment Scaling.
- **Use of Shared Electronic Record on the rise** - Improvements to the shared electronic record made it more user-friendly and effective for capturing data designed to help inform and improve the system. Currently, 339 professionals from 28 Network partner agencies use the shared electronic record on a regular basis.
- **Meeting the needs of Aboriginal kids and families** - We are working with First Nations Métis Inuit (FNMI), the Aboriginal Capacity Building Circle, the Barrie Area Native Advisory Circle (BANAC) and other community partners to help adapt the Single Plan Of Care approach to meet the special cultural needs of aboriginal families. We are in the process of piloting and refining the approach with a number of families and will continue to consult with all partners in the community to develop a culturally appropriate integrated care approach for FNMI kids with multiple special needs.



# A Look Ahead – Setting Our Future Direction Together

As we enter the next phase of bringing the Network system to full implementation, it is critical that we look at our strategic directions to ensure that all priority challenges are addressed and efforts continue to focus on areas that will have the most impact for kids and families.

Early this year, we asked everyone across the Network to share their views and ideas about strategic priorities and directions that will shape go-forward plans and bring the Network to full implementation over the next 5 years.

Over 750 families, professionals, Network partners and funders gave us their thoughts through surveys, focus groups, workshops and interviews. A summary of everyone's feedback was compiled into a Stakeholder Consultation Report and posted on the Network's website.

A Reference Group made up of families, board members, Network partners and a strategic planning expert used this feedback to create a 5-year strategic plan that will be reviewed by the Network's Board in June.

Following Board approval, Children's Treatment Network will use the strategic plan to guide the development of implementation plans that will include ways to report progress on the strategic directions to all stakeholders. We encourage everyone to visit the website at [www.ctn-simcoeyork.ca](http://www.ctn-simcoeyork.ca) to see plans related to the Network's Future Directions as they are posted.



*“ The big difference is how everyone is working together to build on each other's efforts. It's so consistent now. Therapies, special equipment and treatment approaches are being mirrored at home and at school. ”*

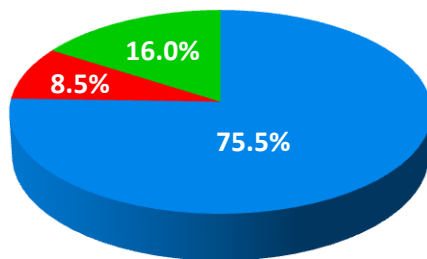


# Children's Treatment Network of Simcoe York

## Statement of Operations for the year April 1, 2010 to March 31, 2011

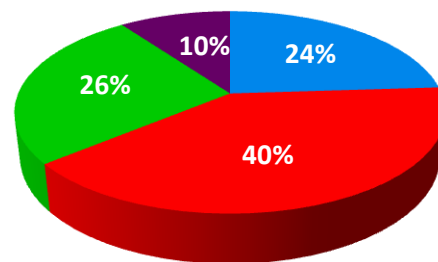
REVENUE	2010/2011	2009/2010
Ministry of Children and Youth Services		
Base Funding	\$11,776,300	\$10,615,300
One Time Funding	25,000	263,685
Interest	11,061	3,672
Other	53,335	229,853
<b>TOTAL REVENUE</b>	<b>11,865,696</b>	<b>11,112,510</b>
<b>EXPENSES</b>		
<b>Clinical Services</b>		
Program Support		175,598
Contracted Out Services		6,373,667
	7,207,693	6,549,265
<b>Case Management</b>		
Compensation	91,967	
Program Support	24,183	4,153
Contracted Out Services	1,572,872	1,433,537
	1,689,022	1,437,690
<b>Research</b>	62,364	419,088
<b>Administration</b>		
Compensation	1,036,448	901,424
Corporate and Program Supports	857,645	881,421
Occupancy Costs	1,012,524	923,622
	2,906,617	2,706,467
<b>TOTAL EXPENSES</b>	<b>11,865,696</b>	<b>11,112,510</b>
<b>SURPLUS / (DEFICIT)</b>	<b>\$0</b>	<b>\$0</b>

**Expenses Fiscal 2010 - 2011**



- Clinical, Rehab & Specialty Services and Supports
- Shared Local Sites
- Management and Corporate Support

**Total Network Funding Allocated to Partners Across the Sectors**



- Community Services
- Healthcare
- Education
- Early Childhood & Development

## Children's Treatment Network of Simcoe York Board of Directors as of January, 2011

**Heather Martin**, Chair, York  
**Michael Klejman**, Vice-Chair  
**Tim Berry**, Treasurer  
**Andrea Chisholm**

**Graham Constantine**  
**Karen Hirstwood**  
**Soo Kim**  
**Dr. Brian Andrew Kuzik**

**Tina Langlois**  
**Carole Moore**  
**Louise Pope**  
**Dr. Al Scarth**

## Children's Treatment Network of Simcoe York Management Team

**Louise Paul**  
Chief Executive Officer  
**Michelle Biehler**  
Clinical Director ACCESS and Service Coordination  
**Bill Frampton**  
Director Infrastructure and Information Management

**Sara Koke**  
Clinical Director Service Delivery and Specialty Services  
**Sandy Thurston**  
Director Planning, Evaluation and Network Development

Children's Treatment Network is funded by the Ministry of Children and Youth Services (MCYS), and works in close collaboration with Network Partners funded by MCYS and other ministries including the Ministry of Education, the Ministry of Health and Long Term Care, the Ministry of Community and Social Services as well as the County of Simcoe and Regional Municipality of York.  
Charitable Registration # 830649141RR0001

## Network Partners

- 1 to 1 Rehab
- Able Sail
- Achimota Centre for Children with Autism
- Barrie Area Native Advisory Circle (BANAC)
- \* Blue Hills Child and Family Centre
- Brain Injury Services, Muskoka Simcoe
- \* Catulpa Community Support Services
- \* Central Community Care Access Centre
- C.H.I.L.D. – Children's Intervention Learning and Development Treatment Centre
- Childsplay
- \* Closing the Gap Healthcare Group
- Comcare Health Services
- Community Living Association for South Simcoe
- Community Living Huronia
- Creative Sounds Music Therapy
- Deaf Access Simcoe Muskoka
- E3 Community Services Inc.
- Family Services York Region
- Georgian Bay General Hospital
- Health in Motion Rehabilitation
- Helping Hands for FASD
- Kerry's Place Autism Services
- Kinark Child and Family Services
- \* La Clé d'la Baie en Huronie
- Learning Disabilities Association of Simcoe County
- March of Dimes Canada
- \* Markham Stouffville Hospital
- Motion Specialties
- \* New Path Youth and Family Services
- \* North Simcoe Muskoka Community Care Access Centre
- Ontario Early Years Centre - Simcoe North
- \* Orillia Soldiers' Memorial Hospital
- Outdoor Education Centre & King Day Camp (Seneca College)
- \* Regional Municipality of York
- \* Royal Victoria Hospital
- Safehaven Project for Community Living
- Seasons Centre for Grieving Children
- \* Simcoe Community Services
- Simcoe County District School Board
- \* Simcoe Muskoka Catholic District School Board
- Social Services Network (York Region)
- \* Southlake Regional Health Centre
- Spark Learning Centre
- \* The Speech Clinic
- VHA Rehab Solutions
- \* York Catholic District School Board
- \* York Central Hospital
- York Paediatric Therapy Services Inc.
- York Region Branch of Jewish Family & Child Services
- York Region Family Services
- \* York Region District School Board
- \* York Support Services Network (YSSN)
- YMCA of Simcoe Muskoka
- Zareinu Education Centre
- Children's Care Coordination of Simcoe York (Catulpa)
- Children's Case Coordination Committee of York Region (YSSN)
- \* Partners receiving funding from Children's Treatment Network to provide additional services

## Provincial Partners

- Canadian National Institute of the Blind
- Canadian Hearing Society
- CanChild Centre for Childhood Disability Research (McMaster University)
- Child Health Network
- eHealth Ontario
- Expressive Communication Help Organization (ECHO)
- Geneva Centre for Autism
- \* Holland Bloorview Kids Rehabilitation Hospital (Bloorview Kids)
- Ministry of Children and Youth Services
- Ministry of Community and Social Services
- Ministry of Education
- Ministry of Health and Long Term Care
- Ontario Association of Children's Rehabilitation Services (OACRS)
- Ontario Association for Families of Children with Communication Disorders (OAFCCD)
- Ontario Telemedicine Network (OTN)
- Parents as Partners
- SickKids (Hospital for Sick Children)