



CSP ANNUAL REPORT

2023/2024

Lambton County
**Coordinated
Service Planning**



Territorial Acknowledgement

We acknowledge that the land on which Pathways is planted and the area for which the Lambton Coordinated Services Planning provides service and care, is part of the ancestral land of the Chippewa, Odawa, and Potawatomi peoples, referred to collectively as the Anishinaabeg. It is through the connection of the Anishinaabeg with the spirit of the land, water and air that we recognize their unique cultures, traditions, and values. Together as treaty people, we have a shared responsibility to act with respect for the environment that sustains all life, protecting the future for those generations to come.

Coordinating Agency Name: Pathways Health Centre for Children
Service Delivery Area: West Region: Sarnia-Lambton
Fiscal Year: 2023-2024

Coordinated Service Planning Cross-Sectoral Steering Mechanism

The Coordinated Service Planning (CSP) Steering Committee is a mechanism to maintain collaborative relationships and oversight of cross-sectoral partnerships that support the delivery of Coordinated Service Planning in Lambton County.

Background

The Lambton Coordinated Service Planning (CSP) Steering Committee was formed from the membership of the CSP Community Planning table that came together in 2014 with the mandate to plan what CSP would look like for the children, youth and families of Lambton County. With broad representation from partners across Lambton and from three First Nations, the community endeavoured to ensure that the plan would be achievable, sustainable and reflective of community needs.

1. Coordinated Service Planning Clients

	2022-2023	2023-2024
Children/youth in service delivery	98	92
Referrals received for CSP per quarter	Q1 - 5 Q2 - 2 Q3 - 4 Q4 - 10	Q1 - 6 Q2 - 3 Q3 - 6 Q4 - 8
Total number of referrals waiting for CSP Initiation	2	8

2. Coordinated Service Planning Overview

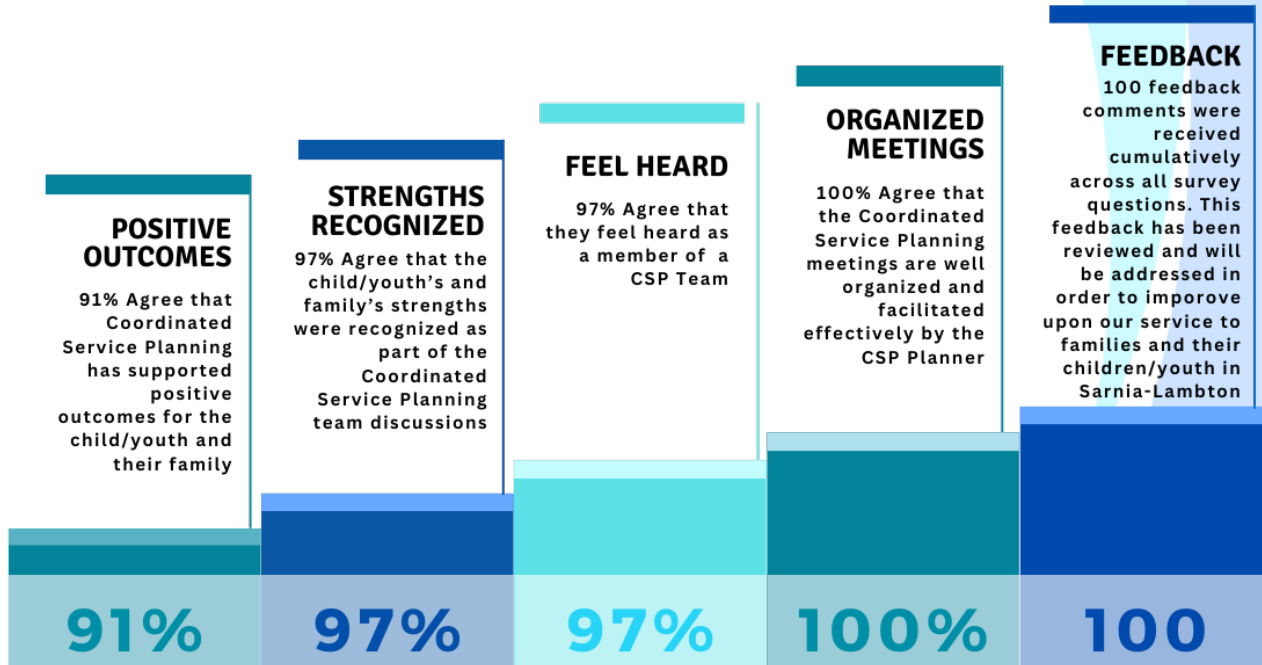
Coordinated Service Planners

Currently Pathways has two full-time CSP Planners, one part-time Planner and one part-time CSP Administrative Assistant. CSP Planners work with community partners and representatives from First Nations and Urban Indigenous communities providing service coordination to families.

3. Evaluation

CSP Provider Team Survey Results:

CSP Planners shared this anonymous survey with CSP Provider Teams as a follow up to the first 6-month “Update Meeting” to evaluate the effectiveness of the CSP Process. CSP Provider Teams are unique to each client and include the family, planners, and community partners (education, health, mental health, etc.). 71 surveys responses were received however, the number of surveys distributed, was not tracked.



Some of the feedback comments include:

“We absolutely love the CSP Planner. Never felt more heard and cared about by someone on our team”

“Our CSP Planner is extremely nice and very understanding. They are very helpful and I would be lost without their support”

“There needs to be more engagement from community agencies”

“There is always a feeling of keeping the child and family as a focus of the meetings. Ensuring that we focus on the strengths and work together to find common solutions”

“The criteria for families to be involved with at least two community agencies is sometimes difficult, especially for our students in rural areas”

“The meetings are well organized. There is always an agenda and a plan to hear from each team member. The meetings move in a timely manner to honour everyone's time”

“Find ways to offer increased support to the parent/caregiver”

“I think that the CSP Process has been very helpful for families who would otherwise struggle to navigate all the services in place”

“Not sure some of our clients have received enough community support and leaves families and schools hanging”

4. Steering Committee Engagement

- The Steering Committee remains steady at 36 members representing 18 organizations in Lambton County including representatives from both Francophone School Boards and 3 local First Nation communities. The family representative was unable to attend any meeting this past year, however, they received all the meeting documents and connected with the Lead CSP Planner to remain informed.
- The CSP Steering Committee is committed to conducting an annual survey to maintain and improve upon the quality and relevance of the work of our community committee. 12 partners responded to a 19-question anonymous survey that measured responses on a 5-point Likert scale. The survey ratings suggested an overall positive perception, however there were some suggestions to shorten the length of meetings and to move to more in-person meetings.
- As a Steering Committee, it was acknowledged and agreed upon in September of 2023 that a Memoranda of Understanding was no longer needed. We continue to review our CSP Steering Committee Terms of Reference yearly and update it as needed to reflect changes in our membership.
- Attendance over the course of the 4 meetings held in 2023-24 averaged 14 partners which is slightly lower than last year.
- In March of 2024, we had a change in our MCCSS representation. Although Leo Desjardins continues to oversee the implementation of French language designation in Sarnia, Scott Gregory transitioned back in to his role as the Program Supervisor for Pathways Health Centre for Children.

Diversity and Inclusion

- Sarnia is designated as Ontario's 27th French Language Community, coming into effect November 1, 2024. Pathways is excited to be beginning our French Language journey! To date we have aligned with our community partners to collaborate on French Language opportunities. Internally we have gathered together a working group who will drive our multi-year action plan to build our capacity to offer service in French and explore how services in the community will be enhanced, including Coordinated Service Planning.
- Pathways Health Centre for Children introduced VOYCE™, a real time medical interpretation service. Using VOYCE™ helps our team communicate more effectively with clients and families in the language they feel most comfortable using. Offering more than 240 languages, including Ojibwe and American Sign Language, VOYCE™ has become an essential tool in Pathway's toolbox. Although to date, no CSP families have utilized the service, it remains an option for families and clients.
- We continued to offer Coordinated Service Planning services to the three First Nations Communities as well as the Urban Indigenous community in Sarnia-Lambton. Ongoing Cultural Safety training as well as consultation with indigenous partners continues to support culturally safe and supportive services to the indigenous families and their children/youth we serve.

5. System Change and Challenges

- The Provincial Network of Coordinating Agencies continued to work collaboratively with both the Ministry of Health and the Ministry of Children Community and Social Services to address complex systemic issues and explore new strategies for broader system change.

- As the need for CSP support increases in our community, many challenges were identified and shared with our MCCSS Program Supervisor that have put additional pressure on the CSP program which include:
 - Children/ youth with a new diagnosis and qualify for funding are waiting for long periods of time to receive funding to access services
 - Clients who were previously inactive have re-engaged with CSP due to changing needs and difficulties
 - Challenges with capacity building and goal attainment with parents/caregivers due to identified barriers such as unstable housing, food insecurities, mental health concerns and lack of transportation
 - Lack of availability to some specialized services in our community required to meet the needs of clients i.e. only one inpatient Child Psychiatrist in Sarnia-Lambton.
 - Many services for clients/ caregivers are time-limited interventions, however CSP clients typically require support for much longer
 - Increased clients with significant mental health challenges being admitted to hospital
 - Delays bringing new clients on to caseload due to intensive support required for clients currently on caseload
 - Community capacity building efforts continued to be a challenge due to limited time and resources
- In February of 2024, the Ministry of Children Community and Social Services announced their plan to redesign the process for accessing Complex Special Needs (CSN) funding. The vision is to implement a proactive and responsive program that works quickly to support child and family functioning, prevent risk of family breakdown and ensure appropriate oversight and accountability. Coordinating Agencies, such as Pathways, will be required to proactively identify children and youth who have needs beyond what can be addressed by base-funded service systems and make referrals to a new, standardized, clinically informed CSN needs assessment process. This will be an additional responsibility for the CSP team. Currently in Sarnia-Lambton, the CSN is managed by STARRting Point, the local access mechanism. MCCSS made this announcement during the 2023-24 fiscal year, however, the changes will begin in 2024-25. There is significant concern regarding capacity of the coordinating agency to provide this service. Without additional resources, a negative impact on supports to the CSP caseload will be experienced.

6. Next Steps

- During 2023-24 we observed an upward trend in significant complexities in children, youth, and their families supported by Coordinated Service Planning in Sarnia-Lambton. The CSP Steering Committee advocates for increased access to essential services such as; intensive mental health interventions, overnight respite, live in treatment programs, pediatric specialists, and funding enhancements in order to decrease wait times and provide timely service to those in need. To appropriately respond to rising operating costs and client/family complexity, an investment in the program as well as annual increases to the CSP base funding is required.
- Continue to monitor the French Language Designation implementation and progress for CSP services to ensure we are providing the best care and support for Francophone families and community partners
- Monitor Complex Special Needs reform and how it will intersect and impact the role of Coordinated Service Planning
- Continue to evaluate and explore improvements in CSP service delivery based on emerging needs in our community

The 2023-24 CSP Annual Report was reviewed and approved by the CSP Steering Committee members in attendance on June 4, 2024 with no edits received