



# CSP ANNUAL REPORT

2024/2025

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:** 2024-2025

### 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

	2023-2024	2024-2025
Children/youth in service delivery (includes active and inactive clients on CSP caseload)	64 with an Active Service Plan  28 with an inactive Service Plan	87 with an Active Service Plan  20 with an inactive Service Plan
Referrals received for CSP per quarter	Q1 - 6 Q2 - 3 Q3 - 6 Q4 - 8	Q1 - 10 Q2 - 15 Q3 - 27 Q4 - 43
Total number of referrals waiting for CSP Initiation	8	3
Average age of clients referred to CSP	122 months	110 months
Average wait times for assessment	59 days	39 days

## 2. Coordinated Service Planning Overview

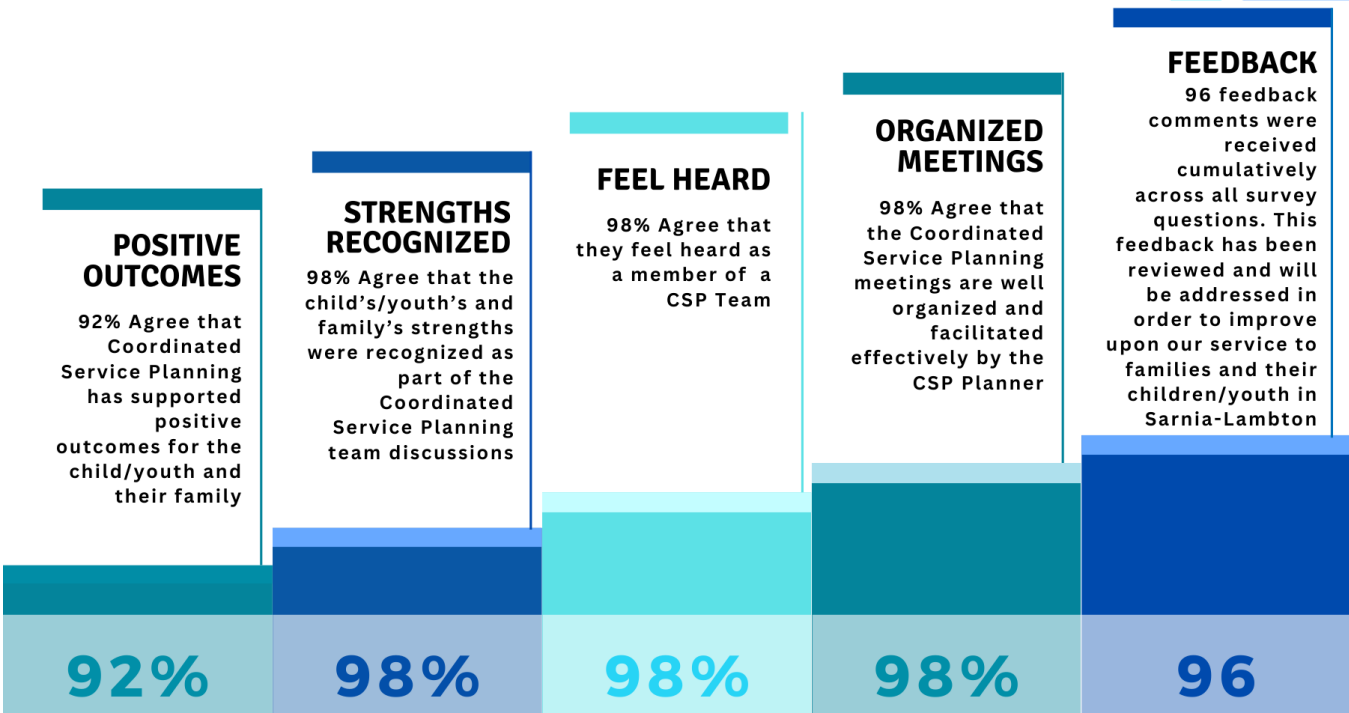
### Coordinated Service Planners

Pathways Health Centre for Children continues to employ two full-time CSP Planners, one part-time CSP 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.). 96 surveys responses were received. Surveys were distributed to all client CSP Teams with an active service plan.



### Some survey comments included:

- CSP is instrumental in supporting families with complex needs and involvement in a number of services. From my perspective, it appears to help families have a go-to person who helps them attain their goals.
- As a principal, the format/structure used during this process effectively meets the needs of all stakeholders. Most importantly, I feel this format allows families who are struggling an objective outlet to learn more about how to support their child. At the school level, I have also noticed that this process consolidates the work to allow Resource Teachers to focus on working directly with students.
- As a family member that attends CSP meetings I can say confidently and happily that they have done so much for our family and child.
- The CSP coordinator has been amazing for our family. She has helped me feel seen and heard during meetings and makes sure to keep everyone in the loop when I don't remember half of their names. I don't know what we would have done without her help and advocating for my family last school year.
- I have personally found this service invaluable, it has helped me greatly as a Mother to be able to stay informed and update in the entirety of what progress and challenges my child is facing. As well as keeping up to date on the services he receives as well.

I feel like his strengths were only briefly touched on by most providers and more attention was paid to struggles.

The CSP coordinator always does such an amazing job of facilitating discussions during meetings, while still keeping focused on the agenda and goals identified.

These meetings always have a clear agenda and are helpful in our planning together to support our students for success.

In the experience I've had with families, there have been many positive services/supports offered to the family, however, met by the family with great hesitation or decline. I don't know how we can help the family overcome these barriers and hesitations of not accepting the assistance when they've reached out for support through CSP.

I wonder if sharing the families' goals in advance of meetings would be helpful in keeping the meeting conversations more focused.

The meetings are always kept on track and everyone is given an opportunity to share.

CSP is so valuable within our community. The only change would be to provide more CSP for more families!

#### 4. CSP Steering Committee Engagement

- The Lambton County CSP Steering Committee has grown slightly this year with 40 individual members representing 22 organizations in Lambton County. This included representatives from all four publicly funded schoolboards (including 2 Francophone School Boards) and 3 local First Nation communities. In September 2024, we successfully recruited three new family members to the committee.
- The committee conducted an annual survey to explore member satisfaction and look for ideas to improve upon the quality and relevance of the work of our community committee. 11 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, with some members commenting that the meetings are valuable and informative. Other members shared that the committee feels more like a presentation of the CSP program and there isn't a need for a "steering" committee. Members appreciated the shorter meetings this year and many shared that they are not able to attend all 4 meetings throughout the year due to busy schedules.
- Committee member attendance at the 4 meetings held in 2024-25 averaged 11 partner agencies which is a decrease from 2023-24. Meetings were held in a hybrid model, offering both in-person and virtual attendance.

#### 5. Equity, Diversity and Inclusion

- In 2024-25, members of the Steering Committee agreed to include Equity, Diversity and Inclusion as a standing topic on our meeting agenda. As this topic is a priority for many organizations, members were encouraged to share presentations, information, learnings and resources.
- Sarnia was designated as the 27<sup>th</sup> French Language Community in Ontario on November 1, 2024. Pathways Health Centre for Children launched a multiyear implementation plan for French Language Services and now provide an active offer of service in French. Recruitment efforts emphasized the need for French speaking employees and Pathways continued to use VOYCE™, a real-time medical interpretation service, for CSP families and clients who require services in a language other than English. This year one family requested services in their preferred language. The family reported to the CSP Planner that they were satisfied with the experience using VOYCE™ and very grateful.

#### 6. System Change and Challenges

- MCCSS Program Supervisor oversight for Coordinated Service Program and Fetal Alcohol Spectrum Disorder files shifted from Scott Gregory, to Kathryn Brown. Richelle Barrette accepted the role of Program Supervisor for the

remaining MCCSS funded services at Pathways Health Centre for Children. This is the first time that Pathways has had two different MCCSS Program Supervisors simultaneously.

- The Provincial Network of Coordinating Agencies (PNCA) continued to work collaboratively with MCCSS on the redesign of 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. Consistent interpretation and implementation of a tiered model of service delivery province-wide is expected. 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 resource needs assessment. Throughout the year, PNCA conducted several surveys and meetings to gather information to assist agencies through this reform process. The roll-out of the implementation plan and new guidelines has been delayed and is now expected to occur in Spring 2025. In Sarnia-Lambton, we will work with our partners to integrate these new guidelines into our current well-functioning system, maintaining the system resources in place that remain key assets to support our community.
- In November 2024, the Ministry of Children, Community and Social Services (MCCSS) formed a working group to assess the role of Fetal Alcohol Spectrum Disorder workers and to co-develop policy and program guidelines. Sarnia-Lambton had representation on this working group and met on a monthly basis. Implementation of the revisions are expected to begin later in 2025.
- Our local CSP and FASD caseload continues to grow and the needs of children, youth, and their families have become increasingly complex with impact compounded by present economic factors, gender-based violence, substance abuse, housing instability, ongoing effects from the pandemic, and on-going effects of trauma and attachment challenges. Given the above, there is a need for increased funding to support both CSP and FASD and related services. While increased FTE is needed for both CSP and FASD, in particular, we identify the challenge of having funding for only 1 FTE for FASD, placing a risk in this area for succession planning, vacancy coverage, and service needs. We strongly advocate for more FASD funding to support additional FTE.
- Families experienced lengthy wait times for funding to access respite, clinical services (OAP Funding for ASD families), and other expenses related to the support of a child/youth with complex needs.
- Frozen funding for CSP and FASD over a number of years is presenting considerable pressure on the operating budget, severely limiting:
  - ability to support staff cost of living increases or support staff compensation adjustments as we seek to annually move staff through their pay grid,
  - resources available for continuing education supports, program supplies and transportation/mileage.

## 7. Next Steps

- Monitor the CSN reform and the impact on CSP services and the current local processes. Continue to work cooperatively with CSN partners and MCCSS Program Supervisor to maintain a strong service delivery process. Effectively communicate the changes and implementation plan with the CSP Steering committee and stakeholders.
- Monitor the FASD policy and guideline revisions and the impact the changes will have on local services. Effectively communicate the changes and implementation plan with the CSP Steering committee and stakeholders.
- Advocate 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.
- Advocate for an annual budget investment for CSP and FASD services in order to appropriately respond to rising operating costs, increased demand for service as well as client/family complexity.

The 2024-25 CSP Annual Report was reviewed and approved by the CSP Steering Committee members in attendance on June 3, 2025.