



COMMUNITY NETWORKS
OF SPECIALIZED CARE
RÉSEAUX COMMUNAUTAIRES
DE SOINS SPÉCIALISÉS

Annual Update Report 2013-2014

"To improve is to change; to be perfect is to change often."

- Winston Churchill

As expressed in this quote from Winston Churchill, change is not something to be avoided, but something we should embrace in our efforts to grow and improve. Over the last year, the Eastern Community Network of Specialized Care has undergone a period of change from which we are confident that we will emerge stronger and more effective as we continue towards our goal of improving services across sectors for adults with a developmental disability and mental health needs and/or challenging behaviour.

Among the most significant of the changes to impact our Network this year has been the recent change in Network Coordinators in the East part of our region. Brigid Fitzpatrick of Solution-s has taken over as Network Coordinator from Sophie Lamontagne who has assumed the role of Coordinator of the Network's provincial French Language Specialized Service Resource (FLSSR). Brigid brings with her a strong background in both developmental and mental health services and an extensive knowledge of the social service system in the East Region. Sophie will be utilizing the knowledge gained

from her year as the Eastern Region Network Coordinator to grow and expand the provincial FLSSR. While this change has resulted in very little disruption to the Network's daily operations, it will ensure that the Network has support staff in place who have the skill and experience to provide strong leadership going forward.

As the CNSC has matured, the work of the Network has evolved to better meet the needs of the communities in which we work. CNSC members told us at our annual forum last year that they wanted the Network to focus less on the overall service system and spend more time working with agencies to assist them in supporting individuals with complex needs. As a result, the Network has helped agencies with case conferences, provided in-service education on various topics and offered advice, information and resources on services and supports available across sectors, across regions and across the province.

Provincially, the CNSCs have taken on more of a leadership role with the sector as well. The Ministry of Community and Social Services has sought the assistance of the CNSCs in developing provincial guidelines

for the treatment and care of individuals with a dual diagnosis or behaviour disorders. In this role, the CNSC has established an expert panel from across the province and held a symposium with key stakeholders to inform the development of these guidelines.

While the Network has experienced a great deal of change already in our eight years of existence, we anticipate that there will be plenty more changes to come as the CNSCs are currently undergoing a provincial program review. We welcome this review and the recommendations that may come out of it as we strive to improve and continue meeting the changing needs of our Network members and the individuals they support.

We thank you for your ongoing support of the Network and look forward to continued collaborations.

Sincerely,

Lisa Holmes & Brigid Fitzpatrick
Network Coordinators

*Raymond Lemay (Valoris) &
Bob Seaby (Ongwanada)*
Co-Leads

Eastern CNSC Activity Highlights 2013-2014

Coordinate Specialized Service System

- The Network serves as a linkage to other developmental service and mental health networks and committees to ensure cross-communication (ie. Human Service and Justice Coordination Networks, Mental Health and Addiction Networks, Dual Diagnosis Advisory Committees)
- The Networks participated in over 30 case conferences to assist in the planning of services for individuals with complex needs
- Partnership between the CNSC and local transfer payment agencies in the East Region to provide a monthly Socio-Medical Clinic
- Partnership between CNSC, Frontenac Community Mental Health and Ongwanada to establish a pilot project for a vocational employment program for adults with a dual diagnosis. Funding for the pilot project was provided by ODSP
- Partnership with CNSC and Canadian Mental Health Association, Ottawa Branch, to provide a nurse practitioner from the developmental service sector to work in collaboration with a psychiatric consultation clinic. The weekly clinic provides consultation to four transfer payment agencies and community-based individuals in the Ottawa Region. 144 consultations occurred in 2013-2014
- Collaboration between the CNSC and dual diagnosis service providers work group in the South East Region to review dual diagnosis services and identify gaps/needs in an effort to improve service delivery. The CNSC has facilitated focus groups with transfer payment agencies to receive input and is hosting a facilitated planning workshop in early 2014
- Partnership between the CNSC, Queen's University Developmental Disabilities Consulting Program, Community Living Kingston, Ongwanada and the South Eastern Developmental Services Ontario to submit a funding proposal to the Ministry of Community and Social Services to support the development of a complex case resolution process for the region
- CNSC facilitated access to clinical services via videoconferencing for 1,174 individuals across the region in 2013-2014
- Eastern CNSC facilitates and hosts regular meetings of the Specialized Accommodation Providers across the province to share information, best practices and treatment strategies for individuals with a dual diagnosis

Videoconferencing

- The Eastern CNSC continues to operate 31 videoconference sites across the region
- As part of the provincial refresh project, five sites had their videoconference equipment upgraded in 2013-2014 to ensure functionality on the Ontario Telemedicine Network and that equipment is up-to-date with current technology standards
- Videoconference usage statistics for 2013-2014 are as follows:
 - Administrative (882 hours)
 - Training and Education (648 hours English, 37.5 hours French)
 - Clinical (494 hours)



Eastern CNSC Activity Highlights 2013-2014

- Facilitated over 225 consultations with psychiatrists and other medical experts in the East Region through socio-medical clinics and partnership with CMHA Ottawa Branch
- CNSC provides funding support for the multi-disciplinary clinical team servicing the Southeastern Region Transitional Treatment Home

Train and Build Capacity

- Development of an annual training and education calendar with over 25 events offered in English and French
- 3,018 individuals participated in CNSC English language educational events; 270 individuals participated in CNSC French language educational events
- Partnership with Ministry of Community and Social Services to administer new funding for education initiatives aimed at increasing the capacity of transfer payment agencies to support individuals with complex or changing needs
- CNSC provides support to the Kingston Internship Consortium, an accredited program which provides training opportunities for clinical psychologists in the field of developmental disabilities and dual diagnosis
- Promotion of the Primary Care of Adults with Developmental Disabilities: Consensus Guidelines to physicians and other primary care providers to inform them of the special health care needs of individuals with developmental disabilities
- Individualized training developed and provided to Network members on request
- Partnered with provincial Community Networks of Specialized Care to bring in Dr. Brian Iwata of the University of Florida to provide education on “Functional Analysis and Treatment of Severe Problem Behavior” for specialized accommodation providers and their clinical teams
- Presentations at the Health and Well-Being in Developmental Disabilities and the Provincial Human Services and Justice Coordination conferences on community collaboration to improve transitions between service systems for individuals with dual diagnosis



Enhance Service Delivery

- Increased utilization of videoconferencing for training, administration and clinical purposes
- Partnership with DD Cares, Centre for Addiction and Mental Health, Dr. Yona Lunskey and Kingston General Hospital on a pilot project to develop tools for emergency departments to improve the quality of treatment and access to health care for individuals with a developmental disability
- Outreach to long-term care facilities, family health teams, community health centres and justice facilities that are providing care to individuals with a dual diagnosis to increase their knowledge of developmental disabilities and dual diagnosis
- Lead Network for the Provincial French Language Specialized Service Resource which was established to increase access to specialized services in French, provide French language training to those working in the field and establish provincial linkages with French speaking professionals in order to share specialized resources and build upon existing capacity
- Participated in cross-sector planning meetings to identify specialized services for individuals with complex needs

Eastern CNSC Activity Highlights 2013-2014

Building Health Care Capacity

- Exhibited at 5th Annual South East LHIN Primary Care Forum providing information and resources on the special health care issues and needs of adults with a developmental disability to primary care practitioners from across the region
- Coordination of a series of videoconference educational events on health-related issues in individuals with developmental disabilities and/or dual diagnosis
- Health Care Facilitators have provided support and assistance to individuals, families, caregivers and agencies in accessing health care services for those



with complex needs

- Establishment of contacts with physicians and other health care professionals with knowledge and expertise in developmental disabilities
- Participation in Aging and Developmental Disabilities workshops to provide education to developmental service, mental health, primary care and long-term care professionals on the changing health care needs of older adults with a developmental disability.
- Provided an in-service education session on health care advocacy for a Network member agency.
- Partnership with CNSC and Canadian Mental Health Association, Ottawa Branch, to provide a nurse practitioner from the developmental service sector to work in collaboration with a psychiatric consultation clinic. The weekly clinic provides consultation to four transfer payment agencies and community-based individuals in the Ottawa Region. 144 consultations occurred in 2013-2014.

Provincial Initiatives

- CNSC Ontario has been working on behalf of the Ministry of Community and Social Services to develop provincial guidelines for the care and treatment of adults with a dual diagnosis and behaviour problems. In the first year of this three-year project, the CNSC established an expert panel, completed an environmental scan, conducted a review of best practices and hosted a full-day symposium for stakeholders to provide input.

- The Ministry of Community and Social Services' Policy and Research Analysis Branch is conducting an evaluation of the Community Networks of Specialized Care Networks on behalf of the ministry and CNSC Ontario. The evaluation is reviewing the Networks' activities from their inception in 2006 to 2013. As part of this evaluation, community stakeholders were invited to participate in interviews and surveys regarding the work of the CNSCs. The report is due later in 2014.

For Further Information:

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