

INTRO



STRONGER TOGETHER

The Ontario East CSS Providers priorities have continued to guide our Strategic Plan throughout the year. This year-end Operational Plan update reflects our commitment to collaboration, co-design, and shared accountability across our work.

As we close the year, we thank all partners and funders for their ongoing engagement and feedback, which continues to help shape what is working well, what is changing, and where further focus is needed. The 2024-2027 Strategic Plan remains a living framework, informed by practice and evolving system needs.


We remain committed to ongoing learning, reflection, and collective action to strengthen our work together.

STRATEGY



BUILDING CAPACITY

Priority	Performance /Accountability
Project	<p>Access to Services—E-Referral</p> <ul style="list-style-type: none"> • Total of 80 organizations on AccessCSS • 51% increase in referrals in 2025-2026 compared to 2024-2025. • Offered one on one and group Caredove training and customization to maximize agency benefits • Custom reporting of AccessCSS utilization from health care partners (GEM, The Ottawa Hospital, CSS Navigators, OHT's) • The AccessCSS and RCA Participation Agreements were sent to all providers with Caredove accounts on the AccessCSS network 2026/02 & 2026/03. Agreements have been signed by 75% of participating organizations. <p>Support the Collective Work:</p> <ul style="list-style-type: none"> • All organizations on the AccessCSS Network must have a signed AccessCSS and RCA Participation Agreement. If you haven't done so already, please sign and return by 2026/05/29 • CSS providers will be receiving a 2025-2026 e-referral report card in Q1 2026/2027. Look for notes and tips on how to optimize your Caredove listings.
Project	<p>Access to Services – Regional Coordinated Access (RCA)</p> <ul style="list-style-type: none"> • RCA Champlain partners (the Dementia Society of Ottawa and Renfrew Country, VHA Health and Home Support) welcomed Eganville & District Senior Citizens as RCA navigators for Renfrew County. • RCA Champlain partner Bruyere Health secured Brain Health Interconnection – funding to support the evaluation of AccessCSS and the RCA function. Project Manager—data analyst hired to support the work. • RCA South East (SE) – Developed model of service delivery, evaluation framework, common intake. On-going outreach to include providers across South East. Partnership of 20+ providers and 3 OHTs across SE celebrated the soft launch 2026/03/25 <p>Support the Collective Work:</p> <ul style="list-style-type: none"> • RCA was created in response to demand from health system partners for a simple and streamlined referral process. Let us know how we can support your outreach activities with health system partners at info@accesscss.ca
Project	Education and Training

	<ul style="list-style-type: none"> Hosted 17 training sessions on subjects such as privacy and cybersecurity, equity, and grant writing, to a total of 213 participants with the goal of supporting staff training and retention. Training feedback found sessions to be very relevant, with 70–100% of participants indicating that their expectations of the training were met. <p>Support the Collective Work:</p> <ul style="list-style-type: none"> Tell us how we can support your organizational development and training needs here.
Priority	Structure/Governance
Project	<p>Governance & Leadership</p> <ul style="list-style-type: none"> Established two ad hoc working groups within the CSS Collaborative, Ontario East: The Selections Process Review Working Group and the Selection Committee. Upon completion of working group agendas, 4 new members were recruited to the CSS Collaborative, Ontario East. See the member list here Supported Champlain CSS Providers in a regional SWOT analysis to explore system factors impacting CSS services and strengthen collective system capacity. Consultative support for CSS leaders to enhance understanding of sector priorities, and support clarity in roles, responsibilities, and system expectations. <p>Support the Collective Work:</p> <ul style="list-style-type: none"> Bring opportunities, or challenges forward to local CSS Collaborative members to leverage the support and strength of the CSS Ontario East sector and CSS Shared Resources.
Priority	Communication/Collaboration
Project	<p>CSS Provider Communication:</p> <ul style="list-style-type: none"> Operational Plan updates added biannually to Monthly Newsletters. Launch of the Knowledge Hub containing meeting notes, guidelines and shared resources. Five CSS Providers Ontario East meetings with a total of 404 total participants. An average of 84% of participants found the meetings effective, 71% found updates helpful, and 86% felt encouraged to participate. <p>Support the Collective Work:</p> <ul style="list-style-type: none"> CSS Providers are encouraged to explore the Knowledge Hub. Feedback via this link: Help us improve the Knowledge Hub. Have an innovative idea/project, collaborative partnership, or integrative initiative your agency is proud of? Share it with fellow Ontario East CSS providers through a future newsletter or at an upcoming bi-monthly CSS Providers Ontario East meeting. Tell us about it at info@accesscss.ca
Project	<p>Regional Service Networks:</p> <ul style="list-style-type: none"> Continued to support opportunities for learning, sharing, and collaboration across Regional Service Networks, including Adult Day Program, Assisted Living, Attendant Care, Respite, Homemaking, Meals on Wheels, and Transportation. Launched the Transportation Regional Service Network, with Terms of Reference (TOR) established to guide its work. Shared “Apples to Apples” findings with Adult Day Program, Assisted Living, Meals on Wheels, and Transportation networks. Regional Service Networks are actively reviewing findings and identifying next steps, including the development of workplans where appropriate. <p>Support the Collective Work:</p> <ul style="list-style-type: none"> To join a Regional Service Networks or to support the development of a new Regional Service Network, not listed above, contact us at info@accesscss.ca
<div style="display: flex; align-items: center;"> <div style="background-color: #2c3e50; color: white; padding: 5px 10px; font-weight: bold; margin-right: 10px;"> > STRATEGY </div> <div style="text-align: center;">  <p style="font-weight: bold; margin: 0;">ENHANCE SERVICE QUALITY</p> </div> </div>	
Priority	Performance Measurement and Evaluation
Project	<p>Data Utilization Strategy</p> <ul style="list-style-type: none"> Collected the D2A Schedules of the Multi-Sector Service Accountability Agreement (MSAA) from HSPs who chose to participate in the Service Mapping (Apples to Apples) project. Created a master

- questionnaire to ensure consistency during the interview process. Interviews have been completed and findings are being summarized and validated by providers.
- Identified three representatives from the Ontario East region to participate in the newly formed Provincial CSS Data Collection Working Session: Jennifer Lalonde (Champlain), Heather Rogers (South East) and Ryan Alexander (Central East).

Support the Collective Work:

- Participate in the Regional Service Networks to build on findings from the Apples-to-Apples project to enhance data available, support/develop best practices, and explore evaluation frameworks.

Project Quality Improvement – Best Practice Guidelines

- Released the OHE–Meals on Wheels Best Practice Guidelines and program self-evaluation checklist under development.
- Developed a program self-evaluation tool for the refreshed OHE–Adult Day Program Best Practice Guidelines.

Support the Collective Work:

- Utilize the Best Practice Guidelines and program self-evaluation tools found on [The Knowledge Hub](#) as an internal audit and planning tool for your programs and services.

Project Evaluation Framework

- Awaiting directions from Regional Service Networks when appropriate.

STRATEGY



INNOVATE

Priority

Collaboration

Project Integrated Health—Navigation

- Meeting with Ontario Health and Ontario Health East regarding the implementation of Central Intake in Local Delivery Groups to share the role of CSS and success of AccessCSS.
- Supporting providers relationships with OHTs to leverage AccessCSS. Email campaign and promotional materials distributed to Champlain OHTs. Further collaborations with Southeast OHTs for communications efforts with recently launched RCA in the Southeast.
- Bringing the voice of CSS to the Digital Health Advisory Committee (DHAC) alongside OHTs and Ontario Health East.
- Regularly advocating for digital solutions to streamline referrals from Ontario Health atHome to CSS (i.e. CHRIS to Caredove) with Ontario Health atHome, Ontario Health East and Digital Health.

Support the Collective Work:

- Seek opportunities to share and leverage the collaborative success of E-Referral and Regional Coordinated Access functions with stakeholders.
- Loop in CSS Shared Resources to conversations related to digital health and opportunities for cross sector collaborations to leverage existing resources.

STRATEGY



INFLUENCE

Priority

Promotional Campaigns

Project Data Utilization Strategy

- Collecting baseline data from AccessCSS to evaluate the impact of our promotions and outreach efforts.

Support the Collective Work:

- Contact us at info@accesscss.ca to learn how to access reports that can support your impact/value statements.

Project	<p>Education and Awareness – Communication Strategy</p> <ul style="list-style-type: none"> • Prepared a promotional toolkit for AccessCSS and Regional Coordinated Access (where available) with a target on Primary Care and healthcare partners. Available at www.accesscss.ca/toolkit • Offered 10 presentations/information tables to health system partners, in collaboration with CSS providers (OHTs, family health teams, primary care providers, hospitals, Specialized Service Networks etc.) • Mailout of 5740 general AccessCSS postcards to providers across Ontario East, including family health teams, specialized medical teams, and hospitals. • Supported Champlain CSS providers awareness campaign, with the distribution of 650+ postcards engaging 11+ MPPs across parties in Ontario East. <p>Support the Collective Work:</p> <ul style="list-style-type: none"> • Leverage contacts and resources to help promote the Toolkit within your existing networks. • Let us know how we can support your communication efforts i.e. print, social media tools, videos, presentations by contacting us at info@accesscss.ca
Priority	Collaboration with OHTs and Ontario Health
Project	<p>Integrated Health—Navigation</p> <ul style="list-style-type: none"> • South East: Co-designed AccessCSS–RCA function in South East in collaboration with CSS providers, Frontenac Lennox & Addington OHT, Lanark Leeds & Grenville OHT, and Hastings Prince Edward OHT. • Central East: Engaged in early conversations with Durham OHT, Northumberland OHT, Kawartha Lakes OHT, Peterborough OHT – regarding AccessCSS and RCA functions • Champlain: met with OHT leads in partnership with providers to present opportunities to leverage AccessCSS and RCA. • Ongoing participation at Ontario Health and Regional tables such as Digital Health Advisory Committee (OHT and OH representatives). • Secured invitation for regional representatives to participate in Ontario Health – CSS Data Collection Working sessions. • Ongoing conversations with Ontario Health, Ontario Health East, Digital Health Team, Ontario Health atHome to collaborate, share our insights from the sector, and support the co-design of digital solutions and strategic planning. <p>Support the Collective Work:</p> <ul style="list-style-type: none"> • Continue to engage with CSS Shared Resources to enhance our collaborative conversations with local OHTs.
Project	<p>Communication and Awareness—Communication Strategy</p> <ul style="list-style-type: none"> • Communication toolkit to be shared with the SE and Champlain OHTs for distribution to Primary Care Networks <p>Support the Collective Work:</p> <ul style="list-style-type: none"> • Let us know how we can support your communication efforts i.e. print, social media tools, videos, presentations by contacting us at info@accesscss.ca