

CHAIR/S:		<i>Nathalie Lafrenière, Regional Director for the CSS Shared Resources, Ontario East</i>		NOTE TAKER:	Reem Haddad
ITEM#		ITEM DESCRIPTION		ITEM NOTES / ACTION / OUTCOME	
1.0	WELCOME			Nathalie Lafrenière, Regional Director for the CSS Shared Resources, Ontario East	
	1.1	Review of Agenda		Slides-	
2.0	LAND ACKNOWLEDGMENT			Karim Khan.	
3.0	UPDATE FROM HEALTH SYSTEM PARTNERS (30 MIN)				
	3.1	Ontario Community Support Association (OCSA) <ul style="list-style-type: none"> ➤ Adrienne Scott - Director of Policy, Acting Ontario Community Support Association 		Advocacy & Budget Update <ul style="list-style-type: none"> • Leadership: Adrian Scott is covering for Patrick (paternity leave). • Pre-Budget Advocacy: OCSA led a fall submission and January letter-writing campaign (~200+ letters across ~100 ridings), strengthening relationships with MPPs and key government offices (Health, Treasury Board, Seniors, Premier’s). • Budget Outcome: \$1.1B new funding for home care; some may support community support services (pending on confirmation). • Ongoing Advocacy Focus: <ul style="list-style-type: none"> ○ Collect client stories, service impact examples, and organizational data. ○ Combine data + storytelling to engage decision-makers. ○ Share insights with government stakeholders. ○ Establish regular story/data collection process. ○ Leverage key moments (e.g., Seniors Month) for targeted advocacy campaigns. 	
				Next Steps:	

			<p>Continue advocacy at the bureaucratic level to influence fund allocation. Monitor developments and update members. Invite members to share advocacy insights and sector feedback.</p>
3.2		<p>Ontario Health East (OHE)</p> <ul style="list-style-type: none"> ➤ Kasia Luebke- System Strategy, Planning, Design & Implementation. ➤ Shannon Gesualdo – System Strategy, Planning, Design & Implementation. ➤ Navid Nabavi- Lead, Performance, Accountability, and Funding Allocation Ontario Health East. 	<p>Q4 Reporting: Thanks to members; funding successfully retained in the community. Budget increases lower than expected; more details are forthcoming.</p> <p>Funding Reallocation: ~\$2M surplus in East CSS organizations related to EOIs, programs, and infrastructure. Most funds redistributed; minimal unallocated. Appreciation to organizations for supporting reinvestment.</p> <p>Program & Data: Assisted Living updates to be shared at the service network table. EOI process completed; provincial data strategy ongoing, with East Region reps engaged. One-on-one support continues.</p> <p>Digital Health / SHIP: No major updates; ongoing engagement via newsletters and events (e.g., Four Rivers OHT hosting lunch-and-learn).</p>

3.3		<p>Ontario Health at Home</p> <ul style="list-style-type: none"> ➤ Stefany Kawka - Director. Patient Services (Champlain). ➤ Jennifer Loshaw - Director, Patient Services. (Southeast). 	<p>Regional & Internal Updates (South East)</p> <ul style="list-style-type: none"> • Focus on internal work and provincial standardization of tools/processes. • Recent caregiver recognition event had strong participation. • Upcoming: biannual full caseload review by care coordinators. <p>Clinical Programs & Remote Monitoring (Champlain)</p> <ul style="list-style-type: none"> • Strengthening clinical programs (OT, PT) with focus on best practices, not full provincial standardization. • Expanding remote monitoring for chronic conditions, geriatrics, and exploring palliative care. • Technology (tablets) supports real-time monitoring, communication, and proactive follow-up. • Emphasis on innovation, data collection, integration with referrals, and informing future funding. • Ongoing feedback and collaboration encouraged.
4.0	<p>Launch of Regional Coordinated Access Southeast. Louise Moody, Rural Frontenac Community Services.</p>		
			<p>Coordinated Access Initiative – South East</p> <ul style="list-style-type: none"> • Purpose: Improve service access, simplify referrals, and strengthen coordination. • Approach: Coordinated intake model using digital tools (Caredove, Ocean) with common intake processes and service mapping.

		<ul style="list-style-type: none"> • Key Work: Privacy/consent, service gap mapping, referral workflows, agreements, and evaluation framework. • Status: Soft launch completed March 25; early referrals underway. Supported by OHT partners and funding. • Impact: Major step toward integrated, efficient access to community services.
5.0	Collaborative, Ontario East Interactive Poll. Organizational Response to Funding Constraints.	
	<p>How is your organization currently responding to the lack of funding increases?</p> <ul style="list-style-type: none"> <input type="checkbox"/> Reducing service targets or program scope <input type="checkbox"/> Eliminating functional centres <input type="checkbox"/> Advocacy efforts <input type="checkbox"/> Staff layoffs or hiring freezes <input type="checkbox"/> Maintaining status quo <input type="checkbox"/> Submit a deficit budget <input type="checkbox"/> Partnering with another CSS organization (leveraging resources) <input type="checkbox"/> Integrating with another CSS organization (back office) <input type="checkbox"/> Integrating with another health service provider organization (ie hospital)? <input type="checkbox"/> Unsure how to proceed <p>Submit Vote</p>	<p>Funding Strategies & Sector Poll</p> <ul style="list-style-type: none"> • CSS Collaborative conducted an interactive poll to capture how organizations manage funding, partnerships, advocacy, workforce, and program adjustments. • Purpose: Identify shared challenges, emerging needs, and guide future collaboration and advocacy. • Participants ranked top three strategies; results will inform next steps for the fiscal year. <p>Next Steps: Share results with the CSS Collaborative, Ontario, explore collaboration opportunities, and report back at the next meeting. Appreciation noted for strong participation.</p>
6.0	Updates from Regional Service Network Tables.	

		<p>Regional Service Network Tables Update:Upcoming table meetings are scheduled for April–early May. Data from the Apples-to-Apples project (and Adult Day, Assisted Living, Meals on Wheels, Transportation) will be shared at these tables. Work plans for the year are being developed to guide participants on next steps. Refer to the slides for details.</p>
7.0	Development Trainings 2026/2027	<p>CSS Shared Resources Training Survey- Apr 2026 – Fill out form</p>
		<p>CSS shared resources support staff for professional development, training, and retention. Participants are asked to scan the QR code or click the chat link to access the survey—can fill it out after the meeting or by week’s end. The Knowledge Hub hosts past training recordings and resources. New modules are being developed on Thinkific for volunteer and paid drivers, with certificates issued for completed training to support professional development and staff recognition.</p>
8.0	<p>CSS Shared Resources Updates:</p> <ul style="list-style-type: none"> • E Referral Report Cards • Maximizing your listings • Communications Tool kit 	
		<p>E-Referral Network & Report Cards:</p> <p>Growth: Referrals up 57% (~9,000 vs. 6,000), network usage up 51%; 61% from health system partners, 39% within CSS.</p> <p>Report Cards: Snapshot referrals and service listings; highlight inactive listings and review user permissions to protect PHI.</p> <p>Maximizing Listings: Make services searchable, add visuals/links, and integrate e-referrals on websites.</p>

		<p>Connected Care: Use Caredove for seamless referrals to partner agencies, improving client experience and collaboration. If you have any concern, please contact Chantal Jolicoeur directly via cjolicoeur@accesscss.ca</p> <p>Messaging & Branding: Simplify communication to hospitals/physicians; Access CSS as trusted access point; sector resources (handouts, logos, Knowledge Hub) available; upcoming CSS calendar for coordinated messaging. Access & questions: All materials available on the Knowledge Hub; contact Karim directly via Kkhan@accesscss.ca</p> <p>Farewell to Chris Cobus: We want to acknowledge Chris Cobus’s final provider meeting. With over 30 years in the nonprofit sector, Chris’s leadership has strengthened networks, fostered collaboration, and championed older adults and caregivers. Thank you, Chris, for your dedication and best wishes for a well-deserved retirement!</p>
9.0	GENERAL FEEDBACK	CSS Providers Ontario East Meeting general feedback- Apr 8th, 2026 – Fill out form
	NEXT MEETING Date: June 10 th , 2026	