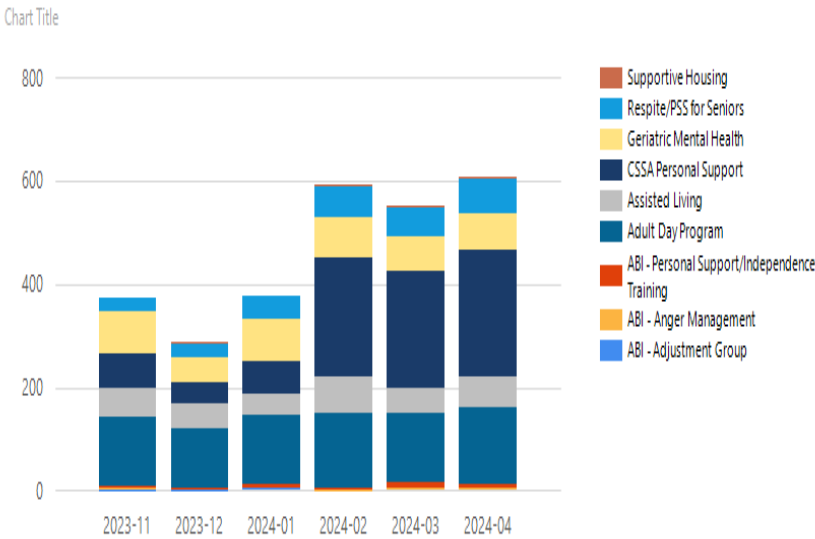


CCSN Membership Discussion:

Wednesday May 08th, 2024

10:00 a.m. to 12:00 p.m.

Join Online: [Click here to join the meeting](#)

Agenda Items	Lead	Information/Discussion/Action(s)	Time
1. Welcome	CCSN Chair: Monique Dolittle-Romas CCSN Co-Chair: Joanne King	Monique opened the meeting.	5 min.
2. Updates from Health System Partners			25 min.
<p>▪ Home and Community Care Support Services (HCCSS) Kevin Babulic - Director. Patient Services</p>  <p>Chart Title</p> <p>800</p> <p>600</p> <p>400</p> <p>200</p> <p>0</p> <p>2023-11 2023-12 2024-01 2024-02 2024-03 2024-04</p> <p>Supportive Housing Respite/PSS for Seniors Geriatric Mental Health CSSA Personal Support Assisted Living Adult Day Program ABI - Personal Support/Independence Training ABI - Anger Management ABI - Adjustment Group</p>		<p>- This summer, HCCSS will change its name to Ontario Health at Home.</p> <p>- Since HCCSS efforts to standardize services across the province, there has been a substantial increase in referrals (in some cases 3 or more times the previous amount) from HCCSS to CSS, particularly in the areas of CSS PSS, Respite, and ALS-HRS.</p> <p>- Kevin is working with HCCSS Business Intelligence to provide CCSN (Nathalie) with monthly data from HPG (the Health Partner Gateway), to monitor the increase in referrals and in turn, the impact on clients and CSS providers.</p> <p>- CSS providers acknowledged this increase in referrals is very concerning to clients, providers, and the system in general and results in a reduction of access and flow. Further conversation is planned with Leah Barlett, OH East Access and Flow Lead.</p> <p>- appreciation was expressed for the sharing of this data as it demonstrates the need for additional investment in CSS services, and how many more people could be supported longer in community, if CSS had the capacity to readily accept these referrals, rather than putting</p>	

	<p>them on a waitlist. ALC numbers would also be reduced with further investment in CSS services.</p> <p>Data sources include: HPG, CCSN e-Referral (Caredove), and data with Attendant Care service Providers (who continue to receive referrals directly from HCCSS, rather than via either HPG or Caredove).</p> <p>- the importance of service providers continuing to refer to the most appropriate client services regardless of waitlists was stressed, as this is essential to accurately demonstrate areas of need within the system. However, referrals must be accompanied by the acknowledgement that waitlists are long and growing, so that clients do not expect immediate assistance. Those clients requiring immediate assistance must be clearly identified to enable collaboration among health providers to address their needs in as timely a manner as possible.</p>	
<ul style="list-style-type: none"> • Ontario Community Support Association (OCSA) Patrick Boily - <i>Director of Policy</i>. 	<p>-Conference abstracts were received, so thanks to all who submitted. We are reviewing and checking these. If you have missed our call for abstracts, there will be a call for virtual poster presentations. Watch for details to follow soon. Keynotes & speakers have been secured. Details to soon be released!</p> <p>- CSS strategic network engagement piece noted in the most recent OCSA Bulletin. OCSA will be working with Santis Health to bring all the regional networks together & determine how OCSA can better engage with them, understand the roles of the networks, and determine how the association can best interface with the networks.</p> <p>-re: advocacy work, OCSA have been working with the province on their regulatory proposals for Ontario Health Teams. OCSA to provide feedback on submission when available. Consulted with members, Board members, members of the Policy Committee re: feedback. Encouraged anyone with ideas on how OCSA might get broader feedback to contact Patrick.</p>	

	<p>OCSA's Advocacy re: supporting the agreement between the Federal government and the Province of Ontario to move forward has been focused on keeping the money flowing beyond this year, as much of the funding announced relates to previous announcements. OCSA is advocating to allow some of the monies targeted for wages to include support for Volunteer initiatives.</p>	
<ul style="list-style-type: none"> Ontario Health East (OHE) <i>Kasia Luebke, Shannon Gesualdo -System Strategy, Planning, Design & Implementation Ontario Health East, Navid Nabavi- Lead, Performance, Accountability and Funding Allocation Ontario Health East & Leah Bartlett from TAP team Updates</i> 	<p><u><i>System Strategy and planning:</i></u></p> <p>-Ontario Health are focusing on Assisted Living Services across the province. By the end of this week, a survey link will be sent to all assisted living service providers to help identify future potential funding opportunities to add additional assisted living capacity across Ontario. The survey is broken down by subpopulation, e.g., vulnerable seniors, ABI, HIV, AIDS and adults with physical disabilities. If you have questions, please reach out to Shannon Gesualdo or Navid Nabavi at Ontario Health.</p> <p>-Ontario Health is hosting a series of webinars to support providers across the province in implementing the 'new' ALS-HRS Policy that was released last summer. There is a central Hub website where the recorded webinars and a FAQ document is housed. ALS website hub: Assisted Living Services Policy 2023 - Home & Community Support Innovation Centre (hccinnovationcentre.ca)</p> <p><u><i>OHE CSS Advisory Table Update:</i></u></p> <p>Welcomed a new patent family advisory member to the group. So, there are now two patent family advisors sitting at the table, along with CSS providers from the three regions of Ontario Health East. Last month, there was a presentation on ALC (Alternate Levels of Care), and the group heard from Nathalie on engagement sessions with CSS providers in Central and Southeast regions.</p>	

Access and Flow:

Access and Flow meeting tomorrow. Province focused on ALC reduction, something that CSS has a substantial role in affecting. CSS agencies that were provided with ALC reduction project monies at the end of last year were encouraged to continue their initiatives. If unsure of whether your agency/project was funded for one of these initiatives, clarify with your agency's OH lead or contact Navid Nabavi.

Operational Direction: Priorities for Spring/Summer 2024 (extract):

Community support services providers:

1. Participate in regional tables and structures (e.g., access and flow tables) to foster collaboration and increase awareness of supports available.
2. Ensure local partners, including hospitals and HCCSS, are aware of existing capacity.

Accountability and Funding Allocation Ontario Health East:

There will be no 'new' MSAs issued to CSS Providers this year, but rather, simply extension letters based on last year's figures. If needing specific details about the volumes/funding figures, please reach out to OH leads, if you are not sure who your lead is, please reach out to Navid Nabavi: navid.nabavi@ontariohealth.ca

e-Referral Procurement Process:

Amir Afkham-Ebrahimi announced that the province was amidst a procurement process for all health sectors (including CSS) for an E-referral solution up to four vendor records that will be selected through the process. This is why OH have put a pause on some activities related to the onboarding of new users.

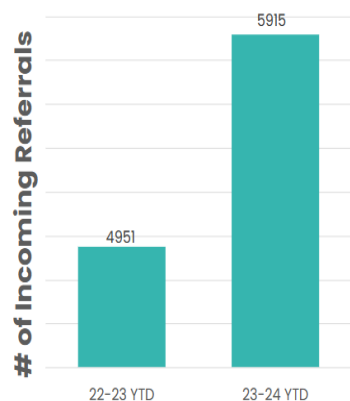
3.CCSN Updates		45 min
A presentation is shared. Powerpoint CCSN All Members Meeting May 8th 2024 .pptx		
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- **Navigation /E-Referral Network /Access CS/ - Chantal Jolicoeur, CCSN Knowledge Mobilization Specialist**

E Referral Network / Access CS



2023 - 2024 Summary



Top Referrers

Home and Community Care – 2053
 Public – 1046
 Carefor – 627 + 136
 South-East Ottawa CHC – 173
 Dementia Society of Ottawa and Renfrew County – 117

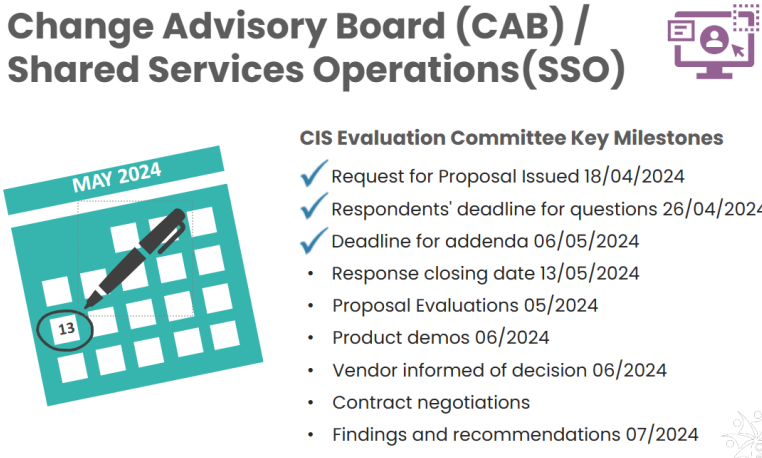
Top Recipients

Dementia Society of Ottawa and Renfrew County – 1099
 Services Communautaires de Prescott et Russell – 461
 Glen Stor-Dun Lodge – 381
 Eastern Ottawa CRC – 325
 South-East CHC – 301



Chantal shared some e-Referral data for the fiscal year 2023/2024 noting the top referrer as HCCSS & top service recipients as: DSORC, Service Communautaire Prescott-Russell, GlenStorDun Lodge, EOCRC, SEOCHC. The top services requested were noted as: MOW & Housekeeping. Data demonstrates an increase of 19% re: e-Referrals through Caredove from 2022-23 to 2023-24.

Discussed workflow, stressing the importance of ensuring someone is always assigned to open all referrals received through Caredove and the referral process is completed to the point of 'closure' so that the referrer receives notice of the outcome of their referral. Data indicates that there are currently 1.8 % referrals unopened. CSS Providers encouraged CCSN to notify them if referrals should remain unopened for an extended period of time so that they can respond to this at their end as needed. CCSN plan to offer some refresher Training sessions on the use of Caredove this fall and encouraged CSS Providers to participate. If needing training before the fall, providers were encouraged to let CCSN know.

<p>- CAB/SSO - (Chantal Jolicoeur/ Danielle Mulvihill, DSORC)</p> <div data-bbox="111 245 951 735">  <p>Change Advisory Board (CAB) / Shared Services Operations(SSO)</p> <p>CIS Evaluation Committee Key Milestones</p> <ul style="list-style-type: none"> ✓ Request for Proposal Issued 18/04/2024 ✓ Respondents' deadline for questions 26/04/2024 ✓ Deadline for addenda 06/05/2024 • Response closing date 13/05/2024 • Proposal Evaluations 05/2024 • Product demos 06/2024 • Vendor informed of decision 06/2024 • Contract negotiations • Findings and recommendations 07/2024 </div>	<p><u>Change Advisory Board (CAB) / Shared Services Operation (SSO)</u></p> <p>The RFP process to identify a vendor of record is well underway and on track. Deadline for submission soon, with review process to get underway. 80% of SSO agencies across Champlain have signed a letter of intent to participate in this process. CCSN have been followed up with the 20% of providers who have not signed on and anticipate that once a vendor of choice is recommended, more may become involved. All involved in this process were extended kudos for their time and shared experience. The result will be a fulsome package of vendor information that can be shared with CSS Agencies/Boards of all involved as they move forward with decisions on a new client information system.</p>	
<p>- Network's Website- Member employment opportunities posting</p>	<p>A reminder that the refreshed website has been launched. Employment Opportunities posting available! Please share your job postings with CCSN and we can share it among everyone that has access to our website and our monthly newsletter. Note: There is a segment on the CCSN website noting to readers “why they may want to consider a career in CSS”. Members were encouraged to use this wording/content in their own job postings to draw more people to the sector.</p> <p>Links for shared resources such as the Quire & Thinkific are still under review. We want to create a knowledge Hub for the members that is user friendly and as effective as possible in meeting your needs.</p> <p>A calendar function is also under development, to have a CCSN community calendar, so you can check on meetings, webinars, and other upcoming events at your convenience.</p>	

- Volunteer Management Training	<p><u>Volunteer Management Training sessions by Lori Gotlieb</u> - first two sessions completed. So far here is the percentage for Champlain participants as 39% & 35% for the first and second sessions. More stats?</p> <p>We encourage everyone to attend the last two webinars (May 15, and June 6).</p>	
- Quick Poll	<p>A link has been shared in the chat so we can hear from you about your current training & webinars needs. Please take a few moments to complete this survey.</p> <p>https://www.surveymonkey.com/r/HJ99NXP</p>	
4.Member Highlights		45 min
Age Well at Home initiative - Kayla Menkhorst, Eganville & District Seniors	<p><u>Innovative funding initiative reaching out to people in rural regions of Renfrew County:</u></p> <p>Federal government grant of \$800,000 for a 2-year period under the Age Well at Home funding initiative. Working in partnership with Barry's Bay and Area Home Support, Seniors in the Township of Whitewater Region and the Algonquins of Pikwakanagan to streamline gaps in CSS services by reaching out to previously difficult to serve rural areas.</p> <p>"It is all about reaching people and making sure they get services in these rural areas that encompass a breadth of 4700 square Kilometers". Food stability & home making are the main focus of this project.</p> <p>Homemakers and support workers have been hired from within the communities being served to provide both homemaking (including meal preparation) and outside yardwork. Other food programming being explored: cooking classes (focusing on meal prep for one or two people), community dinners, developing/modifying volunteer roles (using tips acquired from CCSN Volunteer Management Training).</p>	

	Reminder to those wanting to attend. Details at: https://healthyagingcore.ca/nationalsummit2024	
5.Adjournment Next All Members Meeting Date: Oct 9th, 2024 @ 10:00am. Note Takers: Reem /Chris		