

Waterloo Region Special Needs Strategy Planning Table

Work to Date – Issue #4



May 2015

Coordinated Service Planning – Lead Agency Named

Over the past several weeks, members of the Waterloo Region Special Needs Strategy Planning Table have engaged in a facilitated selection process for the Coordinated Service Planning Agency. While all partners at the Planning Table are committed to, and have essential roles to play in ensuring a system of supports for children/youth and families with complex situations, one organization needs to play the lead agency role in supporting

the achievement of the overall goals. Our Planning Table has selected **Developmental Services Resource Centre (DSRC)** for this job. We know that their history of walking with children/youth and families, along with their commitment to the system transformation that the Coordinated Service Planning model brings, will ensure children/youth and families with complex situations get the support they need.



Special Needs Strategy

Vision:

A Waterloo Region where children and youth with special needs get the timely and effective services they need to participate fully at home, at school, in the community, and as they prepare to achieve their goals for adulthood.

Hello from Developmental Services Resource Centre!

As you know, the model of improved service and support for children/youth with special needs and their families developed by our local Planning Table includes Coordinated Service Planning for complex situations. We are honoured to be the agency to oversee the Coordinated Service Planning function in our community. We will work hard in partnership with all Planning Table agencies to provide valuable supports to children and families in the community, and will look for opportunities to learn and evolve as we go.

Survey Results – Draft Coordinated Service Planning Model

Over the past couple of months, we have been consulting with various groups on the draft Coordinated Service Planning model. We knew there were many more people interested in providing input so we were eager to make an on-line survey available. We were thrilled to have 57 service providers and parents take part in the survey and share thoughts. The feedback was similar to our group consultations, in that we seem to have a model that people believe is likely to bring improvements to children/youth and families, while at the same time noting that moving the ideas off of paper into the real world will likely bring some challenges. We are looking forward to submitting our “roughly right” concept to the Ministry in June and getting it off the ground. in the following months. We know our work is not done. We know that this new model of service will require on-going modifications as we learn what works well and what doesn't. As we look for future input opportunities, we hope that our community will continue to share their valuable thoughts and ideas. Please visit our [website](#) in the next week for a summary of the survey data.

Planning Table Members

- Carizon/Lutherwood
- Children's Planning Table
- Conseil scolaire de district catholique Centre-Sud (CSDCCS)
- Conseil scolaire Viamonde
- Erinoakkids
- Family and Children's Services
- Kerry's Place
- KidsAbility Centre for Child Development
- KidsAbility School Authority
- KW Habilitation
- Region of Waterloo
- Sunbeam
- Waterloo Catholic District School Board
- Waterloo Region District School Board
- Waterloo Region Family Network
- Waterloo Wellington Community Care Access Centre (CCAC)
- Waterloo Wellington Local Health Integration Network (LHIN)

One easy to identify access point (e.g. website or number to call) is very important.

Those providing services to children should work well together.

Coordinated transfers are very important.

Parents and caregivers need to understand the role that each team member plays in addressing goals for their child, and team members need to understand each other's roles.

Families prefer to access service at their child's school or in the community where the family lives.

Survey Results – Values Survey

As we strive to create a transformation in our system of special needs supports, we want to ensure that the things families value most is woven through our work. In the recent Values Survey, we heard from 157 local parents and caregivers about what mattered most to them. Thank you for taking the time to share your thoughts. We will ensure that these pieces are kept front and centre on our work toward Coordinated Service Planning, as well as Integrated Rehab Services. Please visit our [website](#) for a summary of the survey data.

Moving Forward with Integrated Rehab Services

Over the last few weeks, we have had the opportunity to meet with families as well as service providers to talk about how to improve the integration of rehabilitation services in our community. For the purposes of this process, rehabilitative services include physiotherapy, occupational therapy and speech-language therapy. We heard about how transition times can be challenging and the need for advanced planning. We also heard how tough wait times can be for service and the benefits that come with providing check-ins or strategies while awaiting service. Participants pointed out that the services need to function more like a system and tackle the differing philosophies and mandates to become more integrated (and importantly, there is a need to look at how this can be done with private therapists as well). Finally, we were told that clear options and contact points are essential to family-driven care.

Thank you to all who have kick-started our process to learn more about the strengths and needs in our system of rehab services.

Next Steps for Integrated Rehab – Advanced Team

The information shared through our rehab consultations to date has provided a great starting point for further conversations to learn more. Where do we as a service system do a good job of supporting transitions? Where can we create similar successful practices? What if private therapists were part of the care plan...what might that look like? We are eager to tap into the brains of those who work in the system on a daily basis and see those shortcomings and opportunities first hand.

Over the next month or so, we will be pulling together a small group of rehabilitation professions to take a system-level look at the way our services are currently offered and consider some of the ways in which we can better meet the needs of those we serve. Their thoughts will be used to help draft a plan that we will be eager to consult broadly on in the Fall.

Looking for More Information?

For the most up-to-date information, you can also visit our dedicated webpage at <http://waterlooregionspecialneedsstrategy.weebly.com/> or the Provincial webpage at <http://specialneedsstrategy.children.gov.on.ca>

Please note, at any point in the process, **any individual or group can provide input directly** to one of the Chairs of the Waterloo Region Special Needs Planning Table (see contact information at bottom of page), and we will ensure it is incorporated into the collection of feedback.



For more information on the Waterloo Region Special Needs Strategy please contact one of our Chairs or visit <http://waterlooregionspecialneedsstrategy.weebly.com/>. This document is available in alternative formats upon request and questions in French can be answered via our Chairs.

Coordinated Service Planning

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