

FINAL APPROVED
Provincial Network Meeting Minutes
February 15th, 2024
10:00am – 1:00pm via Zoom

PN ATTENDEES

Michelle Brooks (Chair)	Eugene Versteeg (Karis);
Alison McLean (Provincial CoP-EDI)	Jo-Anne Demick (CLO);
Ann-Marie Binetti (PNHR);	Jonathan Bradshaw, (<i>OASIS in for Bob Walsh</i>)
Brad Saunders (OASIS/CLO);	Kim Thorn (DSO);
Chris Beesley (CLO);	Sherri Kroll (PEDG);
Chris Brillinger (OPAN);	Sue Coke (Kerry's Place/OADD)
David Cohen (Faith, Culture & Inclusion);	Trish Sherwin (Admin Support/Recording Secretary)
Don Walker (Mary Centre/FCl);	

PN REGRETS

Ann Bilodeau (PNHR);	Janet Noel-Annable (Karis);
Brian Swainson (GLS);	Jason Young (OADD)
Bob Walsh (OASIS);	Jeanny Scantlebury (CNSC);
Bryan Keshen (TDSA);	Shawn Pegg (CLO);
Carolynn Morrison (TDSA);	

Guests:

Carolyn Harris, Empower Simcoe
Claudine Cousins, Empower Simcoe

MCCSS ATTENDEES

Christine Kuepfer; <i>Director</i>	Hannah Grzegorzcyk; <i>Program Analyst</i>
Erin Sheard,	Karen Glass, <i>ADM, MCCSS</i>

1. Welcome – Michelle Brooks, PN Chair welcomed all to the meeting at 10:09am

- a) Review and Confirmation of Agenda for February 15th, 2024
Amendments: none

The agenda for February 15th, 2024 was approved as circulated.

- b) Review and Confirmation Draft Minutes for January 18th, 2024
Amendments: None

The minutes of the meeting for January 18th, 2024 were approved as circulated.

2. Presentations

a. RespiteServices.com and Support Your Way

- Platform in critical situation – shutdown of this platform is imminent
 - There would be province wide implications if this were to happen.
- The owner operator – Geneva Centre of Autism out of Toronto has notified their intention to end the agreement to host this platform as of April 1st 2024

- Unable to function at an optimal level, and does not meet the standard of today's browsers – technology and site needs to be updated
- this service/platform provides tens of thousands of people access to support service workers.
- Provided a history of the site
- Statistics shared in the info-graphic below
- Cross sector usage of this site and the opportunity to expand on that
- Feedback from families, users, ministries and J2B is that this site is needed
- Want a one brand 1 platform 1 site
- Aligns with J2B
- Requesting a letter of endorsement from the PN to allow us continue to move forward looking for a long term solution where the agencies are able to utilize 1 site.
 - **The Provincial Respite Network requests the Ministry of Children, Community and Social Services (MCCSS) to:**
 - **Commit to investing funds in the solution for a provincial support worker platform**
 - **Commit to establishing partnerships with other ministries that can collaborate on the solution**
 - **Work with the Provincial Respite Network to initiate requests for proposals (RFP's) towards a solution Commit to a sustainability solution while the re-development is underway**
- Suggestion – rephrase the “ask” to the Ministry not as a yes or no option, but as a tell us what you think conversation starter.
- Q-is there a plan to look at other providers other than Geneva Centre?
A-yes -> we are looking into other options with a review of the system to align for needs of the future. Also looking into other types of sites in other provinces.
- Q-what are you asking of the PN? – endorsement, funding?
A- -> in discovery phase of budget currently
-> looking into what grant opportunities are available
-> opportunities for cross sector collaborations with other ministries
-> getting our numbers together and then looking at next steps.
- Toronto community site of the platform has been shut down already
 - Message to us from GCA that was hosting this was that they have set up a new program for individual with an Autism Diagnosis.
 - If funds were received would this still be an issue for the Toronto area?
 - The existing site needs to continue running until a long-term solution can be realized for the Provincial Respite Network as a whole.
 - Response: GCA hosted the Toronto are site of the network. There are multiple sites for areas all over the province within the network. We are looking to change this to one site for the entire province.
- Comment: this also ties into the current HR strategy
 - As many students come from this platform to agencies
 - Short and long-term asks
 - Strong connection on 1:1 workers vetted by this program for families
- Q-who owns the registry?
A-currently every host agency has the ability to download their database within the network. GCA owns the platform currently.

Next Steps:

The PN table is in agreement to further discuss this and bring to the MCCSS today.

ACTION ITEM: Michelle will follow-up with Carolyn Harris on the Provincial Respite Network presentation and ask after our meeting today on recommendations and next steps from the PN and the conversation with MCCSS at the PN meeting today.



PROVINCIAL SUPPORT WORKER MATCHING PLATFORM

OUR MESSAGE

- A platform for unpaid caregivers to find workers is **ESSENTIAL**.
- Our data shows that numerous agencies across the province providing services for the Developmental Sector, Mental Health and Seniors find **FIND MERIT** in a shared provincial platform.
- A provincial support worker matching platform is a **LOW-COST SOLUTION** that effectively assists those receiving Passport, SSAH, Enhanced Respite (MFTDC) to utilize their funding and aligns with the key elements of Journey to Belonging.

OUR REACH

80,898 USERS IN 2023



57% seeking children's services



43% seeking adult services



Over **390** Ontario communities served



Over **50** First Nation communities served



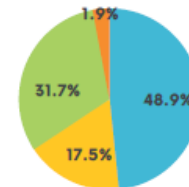
[CLICK FOR LOCATION MAP](#)

NAVIGATING SERVICES

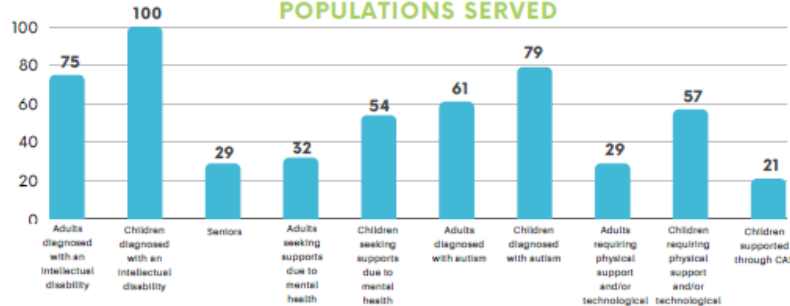
ONE BRAND ONE SITE ONE PROVINCE

ACQUISITION CHANNELS

- Direct
- Organic Search
- Referral
- Social



POPULATIONS SERVED



Percentage of Members Serving Population Through The Current Platform

OUR VALUE

93% of Community Host Agencies find value

91% of users rated the site as **USEFUL**

91% of users rated the site as **INFORMATIVE**

88% of users stated they will use this site again



OUR ACCESSIBILITY

\$0 cost to register and use site

50.8% of users are accessing the site outside of regular agency business hours

85% of users rated the site as **EASY TO USE**

SESSIONS BY DEVICE



Desktop
61.7%

Mobile
31.5%

Tablet
6.8%

"I think respiteservices.com provides an **essential service** for our family and one I could not cope without"
-Ontario Caregiver

Person-centred, culturally appropriate supports. Filter searches by region, experience, diagnosis, spoken language and more!

Portability is considered an invaluable asset. Create and close profiles in any region as needed.



PROVINCIAL SUPPORT WORKER MATCHING PLATFORM

PROVINCIAL SUPPORT YOUR WAY NETWORK (PSYWN)

The **PSYWN** connects member agencies to collaborate and develop a more dynamic support network for both children and adults in the province. The network has demonstrated significant success through province-wide promotion of a web-based tool to facilitate respite/direct support options.

OUR VISION

A province where people find the supports they need.

OUR MISSION

A provincial network that shares leadership and builds connections to promote personalized support.

CORE VALUES



ACCOUNTABILITY

We are transparent and accountable for quality of service, collaboration, and partnerships. We are ethical in all that we do.



PERSON-CENTRED EXCELLENCE

We will strive to ensure that each person supported, their families, and networks are informed and connected with the appropriate tools and supports to meet their individual needs and perspectives.



PROMOTING CHOICE AND EQUITY

We support choice and voice for all people and their families to have a quality of life equal to all.



INCLUSION

We foster inclusive communities that are accepting of all and give each member a voice.



RESPONSIVENESS

We regularly evaluate our services and respond to the changing needs of our communities.



PARTNERSHIPS

We actively encourage and support partnerships with others in order to achieve our mission.

THERE'S VALUE IN MEMBERSHIP 40-MEMBER AGENCIES IN 2021!

WE POLLED OUR MEMBERS:

★ **76%** value shared learning/professional development

★ **100%** value sharing of best practices

★ **93%** value having a platform to secure 1:1 worker

OUR MEMBERS SAY: it is cost effective, reduces liability for each agency, provides mentorship for new or returning coordinators and increases overall administrative efficiencies.

OPPORTUNITIES

Cross-sector capacity, additional partnerships – Developmental Sector, Health Sector - Senior Services, Mental Health, Child Welfare

Allows for greater reach to recruit workers and provide services in rural/isolated communities
Collaborative problem-solving



Well-positioned for Journey to Belonging:

Putting People First – access to pro-active supports that enhance community participation, supports independent living, effectively assists those receiving Passport, SSAH, OAP, Enhanced Respite (MFTDC) to utilize their funding, culturally appropriate supports.

Improving Service Experience – Well branded, self-directed, flexible and responsive. Highly accessible. Offers resources and education on hiring support workers. Supports sectors to share and adopt best practices.

Improving Quality and Accountability – Collaboration within DS Sector and beyond. Reduces liability, enhances safety for vulnerable people, highly effective recruitment tool to support a more skilled, diverse and professional workforce. Guides evidence-based program planning through community and provincial data collection.

Carolyn and Claudine left the meeting.

Follow-up discussion:

The table agreed to bring the question to MCCSS: What is the plan for Respite.com services going forward? And wait to see what they have to say before proceeding any further.

3. New Business

- a. Correspondence – none received.
- b. Emerging Issues/Questions
 - Recent decision to repeal Bill 124 and the potential impact on DS organizations
 - Courts decided it was unconstitutional and government has agreed they will no longer appeal the court decision.
 - Are other agencies concerned?
 - No set timeline on when the legislation will be tabled to repeal it. Recommendations are wait to see what's in the legislation when it is tabled.
 - Agencies negotiating with unions that have “re-openers” in their contracts around Bill 124. This is putting a lot more pressure on agencies financially
 - Suggestion – don't think we can say anything until we see what is in the legislation once it is tabled in the legislature – suggest we wait to see how they roll out the new legislation and how they will support sectors affected by it.
 - Suggestion – that OASIS through the labour relations committee circulate a communication to agencies around the repealing of Bill 124 and staying unified.
- c. Topics to discuss with MCCSS
 1. What is the plan for RespiteServices.com going forward
 2. Bill 124 being repealed and implications to DS sector
 3. #5toSurvive campaign – 68% of TPAs are predicting a deficit budget for 24/25 fy
 4. Thank MCCSS for funding provided to OnTrac to support the roll out of J2B
 - a. Provide update from last Friday's meeting.

4. Finance/Budget

- a) Quarterly Update (Q3) – *Treasurer*

no report – currently working on the YE budgets for PN and DSWI. Will have a YE report on the budgets at the next meeting.

5. MCCSS Updates- ADM Karen Glass,

Costing Study

- Was put in place to help MCCSS understand current costs and why they may vary across the province and the sector.
- MCCSS is continuing to analyse the data as one input for the costing of services in DS
 - Looking at the data from other inputs as well

Discussion:

- Q-would it be possible to have a presentation by the organization that is doing the analysis on how they are interpreting the data from the costing study?

A-there will be opportunity for collaboration on this -> as we identify some data for follow-up we will bring that to a table like PN in the future.

 - Can bring some of this information back to the PN table in future as it becomes available

- Q-Are there particular areas of the costing study that jumped out to MCCSS and the impact of J2B that we as agencies should be looking at? – gaps, trends, concerns, etc.
A-that is tough to pinpoint 2 or 3 things at this time.
 - Trying to understand all the pieces/services and how will they look going forward.
 - Sense of choices the government has to make?
 - Funding processes (direct to families or function like a benefits insurance policy with allocation of funds and then billed by agency)?
 - We are still looking at phases of work that will impact both the short and long term
 - Complex reform decisions to be made
- Families are anxious
 - We are explaining this is long-term plan and roll out
 - Q-can the MCCSS include the families in the process or updates? – ideas etc.
A-it is still early days. I will continue to commit that there will be time for planning, considerations and impacts to include families and agencies in the discussions.
 - We do have forums where we are trying to connect with families ie: through the P4P
 - The different family networks have different perspectives and we are trying to ensure they hear each other as well to be more aligned.

#5toSurvive:

- Agencies are really struggling
- Having to make difficult decisions as we look at the next fiscal year (fy) budget planning
- Financial constraints are affecting their ability to plan and look to a future under J2B reform.
- Q-have you heard anything around this initiative/advocacy?
A-Government is still in their decision-making process
- Q-does the Ministry have any comment or thoughts/discussions around managing deficits within a forced balanced budget through alternative revenue lines?
A-the Ministry position is we are very cognizant of the pressures and concerns in this sector.
Comment: continually looking at how we can consistently provide information and guidance to the sector.
- Table advised that 5% is the minimum required for short-term sustainability

Bill 125 Repealing and financial impacts on DS sector

- Shared this information with MCCSS for them to keep on their radar
 - Courts decided it was unconstitutional and government has agreed they will no longer appeal the court decision.
 - No set timeline on when the legislation will be tabled to repeal it. Recommendations are wait to see what's in the legislation when it is tabled.
 - Agencies negotiating with unions that have "re-openers" in their contracts around Bill 124. This is putting a lot more pressure on agencies financially

Respite.com

- Reviewed the presentation information shared earlier in the meeting with MCCSS
- MofU ends March 31st with GCA that was hosting this platform
- The service on this site/network aligns with J2B, has been around for 20 years.
- The Provincial Group for Respite.com are looking at other options to replace GCA as the program host/facilitator
 - GCA closed the Toronto site to offer only their own system for persons diagnosed with Autism only.
 - This left a large gap for this service in the Toronto area.
 - CL Toronto has had discussion on collaborating with them but was unable to reach an agreement.
 - Concerned this will silo to area conversations when it will have provincial impact.

- Would like to have further discussions with MCCSS and the Provincial Respite Network Group
MCCSS response: will take this back to the Ministry and report back to you with any response received.

ACTION ITEM: Trish will share the information sheets with MCCSS around the Respite.com presentation and ask.

- The PN Table members expressed their tanks and recognition to MCCSS on the support and funding to OnTrac to help with the J2B reform rollout.
- The Survey is to be rolled out on Monday with an introductory remail sent out on Friday this week.

6. Participant Updates

a. CLO – *Chris Beesley and Jo-Anne Demick*

- February is Inclusive Education Month
 - Have had our annual contest “Together we are Better” which closes Feb 16
 - Also planning to launch our Ann Stafford Bursaries during Feb – financial assistance for people with an intellectual disability to pursue life-long learning. Will share this broadly once it is available
- Reminder of our Inclusion Symposium – March 19-20
 - This is a collaboration between from Presence to Citizenship, the PEDG’s quality supports and the EDI Community of Practice
- In January we hosted a Community of Practice (CoP) on transitional aged youth – specifically FASD
 - Next CoP session will be March 15th and will be on Trauma
- PEDG webinar series is ongoing
- Community Living Month planning for May
 - CN Tower will be lit up as the launch of the shine the light campaign which is creating an awareness of the great work that Community Living organizations & members do within the sector
 - May 8th we will be doing our day at the legislature – hoping this will include a celebration at Queen’s Park
 - Pattison Outdoor Signs will be supporting us during the month with the use of their signage throughout the Ontario
- Focus for the advocacy work has been on the #5 to survive campaign
- Work to be launched following the #5ToSurvive campaign:
 - Supported decision making – follows a 2-year pilot project with 4 agencies on supported decision making
 - Guardianship – issues and challenges
 - Working with a university conducting a survey on education and the use of seclusion, isolation, and restraints. Survey has been completed and will be sharing that information.
- Just want to note for the minutes that the Pattison Outdoor awareness campaign will be throughout Ontario, in about a dozen markets, not just Toronto.
- The CLO Communications Network is being re-established – open for people to join until February 22nd. There is a survey that has been circulated regarding the priorities for the Communications Network with the following being noted as priorities:
 - Marketing for J2B
 - Crisis Communication

b. CNSC – *Jeanny Scantlebury*

- New CNSC Chair starts April for the two-year term

- We will be resuming the Evaluation Framework
- c. DSO – *Kim Thorn*
- No update.
- d. EDI-Community of Practice – *Alison McLean*
- Our biggest update as the Equity, Diversity & Inclusion Community of Practice is that we are still hoping everyone will attend the Inclusion Symposium as well as circulate the promotion materials within their networks. If there is an opportunity to share that later, I would greatly appreciate that.
- e. FCI (Faith, Culture & Inclusion) – *Don Walker*
- No update at this time. Next meeting is scheduled for February 28th.
- f. GLS – *Joel McCartney (in for Brian Swainson)*
- No Report.
- g. Karis – *Eugene Versteeg*
- Have been conducting thinking and research on work happening in other jurisdictions.
 - the work being done in Nova Scotia through “The Remedy”. Have been meeting with the leadership there and learning about their workplan to achieve and maybe even leapfrog over Ontario. People will be leaving institutions in Nova Scotia and within 5 year looking to a very clear individualized funding model and eliminating their waitlist
 - have met with OnTrac and the Ministry looking at ways to incorporate Passport into some of the services people are using, or making difficult choices based on the fact that we can’t afford to provide the same level of service that we have been in the past.
- h. OADD – *Sue Coke*
- Planning the conference for April.
 - 3 days with GLS on the first day, OADD the 2nd and RSIG will be the 3^d
 - Editorial Committee Chair has resigned. We are currently looking for someone to fill this role. Responsible for putting out the National Journal
 - As a result of ONCA currently making some changes to our by-law and into our Governance setup.
 - 50% of our board is new since last year.
 - Meeting scheduled for next week for the Professionalized Committee/group
 - Jennifer Shaw, Exec. Asst – consolidated what has happened around this initiative over the past 10 years which we will be reviewing at that meeting with the goal to making a decision on whether or not to proceed with this.
- i. OASIS – *Jonathan Bradshaw*
- We have a new webinar series started
 - First one was on Issues with Individualized Banking hosted by Pooran Law and Betty Yan from CL Toronto
 - 2 more coming up – 1 next week focusing on the unique needs of smaller agencies and then on housing and municipal zoning
 - Moving towards launching the next OASIS Compensation survey
 - Eta the end of February
 - To include frontline staff as well as managers
 - Will be launching registration for the OASIS conference by early next week.
- j. OPAN – *Chris Brillinger*

- Response time is at 3.2 days for the month of January. Expecting that to increase as we enter the busier season.
- We have seen an increase in expenditures year over year of \$43 million to date
 - Includes a modest increase of utilization of about 3%
 - Most of the increase is due to the # of new recipients approved under Passport One
 - February 13 2023 had 61, 174 recipients and February 13 2024 had 64,877 recipients
 - We have received no net new administrative resources to manage that 6% increase in recipients
 - Experiencing an annual increase in recipients of 6 to 8% and have not received an increase in funding for quite some years.
- In addition to building new relationships with organisations we are now engaging with the OASIS Business Resource Committee (OBRC) with a focus on collaborative learning and sharing and policy review and influence so with OPAN, DSO, PN will be joining the March meeting of the OBRC
- Will be presenting on the data gathered at the March PN meeting.

❖ **From Jan meeting-Agenda Item** – Trish to add the data product from OPAN to the March PN agenda

k. PEDCC – *Sherri Kroll*

- Continues to meet regularly
- Actively involved in a webinar series being facilitated by Paul Flemming from People Minded Business on preparing organizations to transition through J2B - first session was hosted in January. They will be provided on the fourth Tuesday of every month 11:30am to 1:00pm. Next one scheduled for February 27 titled “Leading in Uncertain Times”
- Reminder that there are a number of working committees through the PEDCC that continue to come together exploring topics that are consistent with the strategic plan of the PEDCC
 - Partnering with Family Networks
 - Continuous Quality Improvement – and imbedding that within the sector
 - Resources and Capabilities – drafted a document looking at different individualized funding models which will help as we prepare for J2B
 - Transitional Aged Youth – that is hosting the Community of Practice
 - Sector Readiness for J2B

l. TDSA – *Bryan Keshen*

- No report.

7. Standing Committees:

a) OnTrac – *Sherri Kroll (on behalf of Janet Noel-Annable)*

- Hired a consultant (PMB) to help identify opportunities to build capabilities in the sector for J2B
 - This project is sector lead with assumptions being checked by the Ministry along the path
- Met in early February and took a look at the project outline which includes:
 - Gathering assumptions
 - Gathering organizational data on supports currently offered in an assessment phase
 - Ministry has made it very clear they want this to be a data driven exercise
 - A survey will be circulated next week
 - Analysis phase – showing agency readiness relevant to their peers

- Final planning phase – sharing data and workshops with agency groups across the province. – 5 workshops to achieve this.
- Reaching out to different forums to secure time so they can engage with the sector (ie OASIS and OADD Conferences, the Inclusion Symposium etc)
- As OnTrac moves toward a comprehensive approach to a sector wide effort they want to include representatives from the five working groups of the PEDCC (Provincial Executive Directors Coordinating Committee) to join OnTrac.

OnTrac is looking for endorsement on that recommendation from the Provincial Network to expand their membership and utilize those resources that have already begun.

The PN Table agreed to this recommendation.

- Comment: our biggest challenge is getting the information into the hands of people and ensure data, information and feedback is provided back to OnTrac. Looking to the PN Table members through the use of their networks and listserves to get this information out broadly. This will enable us to firsthand collect that data, do the interpretations, and use it to help advocate and leverage what we see as needed.

b) HR Committee – *Ann Bilodeau*

- We do have the HR Forum scheduled for October 29th and 30th.
 - We have partnered again with PEDG
 - Looking into hot topics that people want to hear about at the forum. The group is always open to hearing suggestions on this.

c) Health Strategy & Engagement Working Group- *Bryan Keshen/Brian Swainson*

- No report

d) QAM- *Sherri Kroll/Janet Noel-Annable*

- Kelly Huntington will be stepping down as the chair and Kevin Lockwood will be stepping in.
- Next meeting in March.

8. Business Arising from Previous Meeting

- a. Risk Assessment Pilot – information and update – *Ann Bilodeau, KWHAB*
deferred

9. Current Initiatives/Working Groups:

a) DS Workforce Initiative– *Ann Bilodeau/Ann-Marie Binetti*

- Significant events happening:
 - Data Collection and analysis by Robert Hickey
 - Updating the profile of the DS workforce – building off the data collected previously in 2018
 - Analysis of the talent pipelines from the college sector
 - Local labour market intelligent resources from regional workforce development agencies
 - Emerging skills and competencies for a transformed Developmental service sector
 - RFP out to develop an HR recruitment and retention toolkit that will be hosted on the RealXchange. This will take the recommendations from the report by Claudia and Ursula, and building them out into this toolkit.
 - Couple more weeks for the RFP to close.

- Our communications committee is looking at building out Branding for the DSWI and incorporating social media shareables, quarterly newsletter, building communication pathways to families through Family Support Networks, and will be presenting at a number of FSNs.
- Operational Leaders Training (OLT) we are offering an online training and also looking at how to turn this into a MicroCredential with Ontario Tech University through feasibility study
 - Don Walker has been brought in to look at the SPPI training so we can create the emerging leaders program to compliment the OLT so that it will be a 6 module program – have received some funding from MCCSS that was given to Mary’s Centre for this.
 - Will focus on DSP that have been identified in wanting to expand their career into leadership
- Continuing our CCW CoP
 - offering a session for Mental Health First Aid Training.
 - Mental health leadership training through Queen’s University in March.
 - Working with Safeguards to do some work around grief and loss.
 - Have put a call out to agencies that if they are providing the training in-house that would be willing to open that up to other agencies – asked to reach out to Holly Duff who will be creating a calendar of programs and resources to be shared with sector.
- Q-asked if we can get access to the minutes from these different committees
A-that is what the Communications Committee is focusing on – to get this information out to the sector through newsletters, PN Forums in spring (virtual) and fall (in-person) and other communications avenues. Could look at updating each of the committees’ work on the PN website.

b) Sector Pressures and Strategy working group – *Bob Walsh/Chris Beesley*

i. *#5ToSurvive Campaign – Jo-Anne Demick/Chris Beesley*

- Held a webinar yesterday to provide an update on the initiative
- 95% of all MPPs have been contacted - that includes 100% of cabinet ministers
- Organizations have sent 127 letters to representatives in their ridings
- We have had 72 meetings with MPPs
- Approximately 7,000 epostcards have been sent would like to get this up to 10,000
- Have had 30 media opportunities (about 1 in every 3 days via radio, newspapers, tv etc.) will be going back to some of them to circle back prior to the budget
- New MPP letter template that was circulated yesterday.
- Spoke with Minister Parsa yesterday who advised that this has helped them to put forward their best case for this.
- We positioned this as a positive campaign

10. Closing Comments and Adjournment

a) **Adjourned at: 12:34pm**

b) **Next PN ‘Meeting’ the 3rd Thursday of each month for 2023
The next PN Meeting is schedule for: **March 21st, 2024.****