

Final Approved
Provincial Network Meeting Minutes
November 21st, 2024
10:00am – 1:00pm via Zoom

PN ATTENDEES

Michelle Brooks (PH)-*Chair*
Angelica Devos (Karis);
Ann Bilodeau (PNHR);
Ann-Marie Binetti (PNHR);
Bryan Keshen (TDSA);
Chris Beesley (CLO);
Chris Brillinger (OPAN);
Claudine Cousins (OASIS/CLO)
David Cohen (FCN);
Don Walker (Mary Centre/FCI);

Jo-Anne Demick (CLO);
Jonathan Bradshaw (OASIS)
Kim Thorn (DSO);
Lexi Deece-Cassidy (CNSC);
Marnie McDermott (SCDSN)
Michelle Del Carmen, (OADD)
Sherri Kroll (PEDG);
Sue Coke (Kerry's Place/OADD)
Trish Sherwin (Admin Support/Recording Secretary)

PN REGRETS

Alison McLean (Provincial CoP-EDI)
Bob Walsh (OASIS)
Carolynn Morrison (TDSA);
Eugene Versteeg (Karis);

Jason Young (OADD)
Jennifer Gleva (Karis)
Shawn Pegg (CLO);

MCCSS ATTENDEES

Amy Olmstead
Jody Hendry
Lilit Mirzoyan
Edan Cantkier, *West Regional Manager*

Christine Kuepfer
Chelsey Boyse
Darlene Donato

1. Welcome – Michelle Brooks, Chair welcomed all to the meeting at 10:05am.

- a) Review and Confirmation of Agenda for November 21st, 2024
Amendments: added item 8c -
- Next meeting date -TBC December 19 or January 16

The agenda for November 21st, 2024 was approved as amended.

- b) Review and Confirmation Draft Minutes for October 17th, 2024
Amendments:

The minutes of the meeting for October 17th, 2024 were approved as circulated.

2. New Business

- a) Correspondence
- Nothing at this time.
- b) Emerging Issues/Questions – All Members

- None separate from items listed in c) below.
- c) Topics to discuss with MCCSS – All Members
- i. Request update on Jakes Place and we can share impacts to the community
 - ii. Risk Assessment – Could the ministry address the inconsistencies in how risk assessments are conducted and applied across the sector, and are there plans to establish clearer guidelines or standards to ensure uniformity and equity in practice?
 - Members shared experiences with the new process and questions they and their boards put forward
 - iii. Update on the technical table
 - Consideratons from other individualized funding programs
 - Will they use study groups as part of the process
 - iv. QAM reference group – using a risk-based approach to assess and tie quality to clinical reviews, reality vs policy, admin burden
 - How does risk get managed in an individualizes approach and where does QAM fit – or does it?
- d) Annual operational plan – per terms of reference.
- Will discuss with Michelle and Bob and report back to the table on any next steps that may be needed.
- e) Review of all standing and Ad-Hoc/Working committees - per terms of reference
- Chairs of sub-committees asked to review and report back.
- f. Provincial Alignment and Strategic Planning update
- Recommendations from review conducted in Fall 2023
 - Using existing communication pathways and making them more effective/efficient
 - Discussed outcomes of the Day 1 in August 2024 – “information dump day”
 - Day 2 – prep work requested and breakdown in existing communication pathways (prov-regional-local)
 - Shared challenges with communications to regions
 - Requested to restructure day 2 (Nov 25) to invite all local table chairs to attend virtually. This request was denied – it is the regional offices responsibility to share at the local level.
- Feedback from PN members:**
- Some regional chairs were planning to respond, or have responded, without local level feedback.
 - Some regional tables are doing the work and communicating as needed.
 - Ministry should take responsibility for this – not PN
 - Suggest redirecting questions to the Ministry
 - Discussed the purpose of the Day 1 event and PN’s role in that – **suggestion:** to add this to the agenda for clarity on Day 2
 - Ministry is not attending local table meetings in some areas
 - **Suggestion:** as TPRs we will do our part, but suggest having a shadow committee of regional PN sub-tables without Ministry attending.
 - We have some structure through Terms of Reference of mandated tables/committees but the implementation of it all is flawed

- Question to be asked is does PNDS want to be the lead in the absence of the Ministry? – What do we see or want the PNDS role to be?
- Created a structure that is so layered that the same people are at all the tables?
- PN Table members support the denial of the request above and the pushback to the Ministry to step up.
- Ministry will have their priorities that may not align with the DS sector's priorities
- Suggestion: align the multi-year workplans with the Ministry priority and how we can help to prepare the sector to achieve that priority through local workplans.

3. Participant Updates

a) CLO – *Chris Beesley*

- #waitingtobelong has been a focus
- CLO conference 2025 has been booked for Sept 16 & 17 in London.
- Planning a family conference in May at a central location with 5 hubs across the province.
- Reaction for inclusion is launching a new workshop serving youth ages 14-29. For more information contact Jo-Anne Demick
- Amber Taylor has been voted in to fill the role as president vacated by Nicole Flynn who has gone on to create her own business venture.
- Working on a series of webinars around data planning. Requesting this to be shared through all the PN groups.

b) CNSC –*Lexi Deece-Cassidy*

- New DISCUS Data Dashboard – information being shared is not necessarily accurate as there is no consistency in definitions
 - Lack of mechanisms to ensure consistent and accurate data collection
- Reviewing the Provincial evaluation of the work conducted
- Looking at the work being done at the DDJCM and where there are any gaps.

c) DSO – *Kim Thorn*

- Preparing for the upcoming change in the SISA2
- Continuing to see high volumes of calls to the DSO
- Ministry has identified a mechanism to request additions or changes to the data collected and for enhancements to the data dashboard.

d) EDI-Community of Practice – *Alison McLean*

- deferred

e) FCI (Faith, Culture & Inclusion) – *Don Walker*

- Name has been altered to “Faith and Culture Network”

- f) SCDSN – *MarnieMcDermott*
- Met on September 10th
 - AGM Board Meeting and the strategic planning session led by MADG Consultant Group where we reviewed the data from the survey responses
 - Identified 4 themes which were:
 - Cross Sector Collaboration
 - Capacity Building and Resource Sharing
 - Advocacy - Needs for clinical services for persons involved with developmental services across the province
 - Looking at innovation of clinical service delivery
 - Expecting rollout of strategic plan in January – in terms of our move forward strategies
 - Planning our clinical conf day on March 25th 2025 in collaboration with OADD. Call to register has gone out. Theme of conf is “Clinical Transition Planning: Cross Sectoral Collaborations”
 - Conference committee met last week to design the plan for the full day event.
 - Will be in-person at Caesars in Windsor
- g) Karis – *Angelica Devos*
- No update
- h) OADD – *Michelle DelCarmen*
- Conference coming up on the 26 & 27 of March
 - Theme of conference is “Navigating Life’s Transitions – Holistic support systems across the lifespan”
 - Met yesterday and secured all of the abstracts – will notify those selected for the agenda shortly.
 - Registration is already open - [Conferences & Events – Ontario Association on Developmental Disabilities](#)
 - Kingston Conference in November was well attended
 - Still working on the DSP project and what that would look like.
 - Still looking for Board Member from Northern Ontario areas – if interested or know someone that is please refer them to us.
- i) OASIS – *Jonathan Bradshaw*
- GR webinar held last week around the prebudget submissions – toolkit was shared
 - Compensation survey webinar - looking at last years survey. There will be a new survey coming out in 2025
 - Coming up is the board-to-board collaboration webinar next week.
 - Jonathan and Chris Beesley are trying to host regional meetings to look at advocacy from a regional perspective.
 - Next one is next week in the Golden Horseshoe and Burlington area.
- j) OPAN – *Chris Brillinger*
- No urgent updates

k) PEDCC – *Sherri Kroll*

- Partnered with Ann-Marie and her team around the HR Forum to host an executive director/senior leadership orientation for new and emerging sector leaders.
 - Brought together approximately 55 participants on October 30th for this half day session
 - CLO, OASIS and PN provided a high level overview of the work that they're doing, how they partner and align and coordinate their efforts to really emphasize the work that happening within the sector.
 - Don Lee spoke about the Quality Disability Support Committee and the work that's being done to bring the focus on quality back into the service systems.
 - Kim and Chris provided an overview on some of the provincial data and how to use it to plan effectively within our communities.
 - Keynote address was from Claudia Ferryman on Cultivating Dynamic Relationships with Key Constituents through value-based leadership and adaptive communication.
 - Looking to make this an annual event.
- Co-hosting a webinar with CLO on November 26th revisiting the conversation on reimagining day services in a post pandemic world, and checking in to see where people are at. Discussing the document by CLO titled A Full Life and the concepts recommended within. – have over 300 registered so far.

l) TDSA – *Bryan Keshan*

- no update

4. MCCSS Updates- Jacklyn Cureton, Jody Hendry and Chris Kuepfer

External Meeting Notes

Provincial Network (PN) Meeting – November 21st, 2024

Participants

Ministry Representatives:

Christine Kuepfer, Amy Olmstead, Jody Hendry, Eden Cantkier (West Regional Director), Lilit Mirzoyan, Chelsey Boyse

Members of the Provincial Network:

Bryan Keshan, Sherri Kroll, Angelica DeVois, Marnie McDermott, Michelle Brooks, Jonathan Bradshaw, Chris Beesley, Ann Bilodeau, Jo-Anne Demick, Kimberly Thorn, Sue Coke, Claudine Cousins, Michelle Del Carmen, Don Walker, Lexi Deece, Ann-Marrie Binetti, David Cohen, Chris Brillinger

Welcome and Introduction

- Amy Olmstead welcomed everyone and introduced the ministry representatives.
- Overview of updates:
 - Update on engagements, conferences attended (APSSO, PN HR Forum, and OADD) as well as upcoming events.
 - Recognizing the new CLO report.
 - Update on the implementation of DSCIS Release 8.3 on December 9th.

Ministry Updates

- Acknowledging the issue of federal changes to students has been flagged. The Community Services Division is working with the Ministry of Colleges and Universities and Ministry of Labour, Immigration, Training and Skills on the issue, and we will provide an update once we have more to share.
- Engagements
 - The ministry presented at Adult Protective Services Association of Ontario, on October 25th at Horseshoe Valley Resort.
 - MCCSS provided an update on Journey to Belonging as well as a workshop on a 'Deep Dive into Planning'. Some of the key themes we heard include the need for streamlined processes, recognition of underserved communities, and a greater emphasis on preventative planning measures and ongoing planning supports.
 - Ministry representatives attended the Provincial Network HR Forum.
 - Minister Parsa shared opening remarks highlighting the excellent work being done by the Provincial Network. It was wonderful to see so many participants at the workforce task group sessions, and we appreciate your efforts in keeping the sector updated on all the initiatives underway.
 - Ontario Association on Developmental Disabilities (OADD) Empowering Possibilities conference was on November 6 in Kingston.
 - Amy Olmstead provided opening remarks to update people on some of the progress being made. The theme of trauma-informed care and support, including transition from hospital, was aligned with our Journey to Belonging vision and provides important insight into supporting that vision.
 - Another virtual event is coming up on November 26 which is the DS Housing Strategy Forum where Christine Kuepfer will be presenting Opening Remarks.
- CLO Report
 - We want to acknowledge the "Ending the Wait" report on waitlists by CLO that was released earlier this month.
 - We appreciate the thoughtful analysis and recommendations. As you know, this type of work is very helpful as we continue to bring the Journey to Belonging vision to life.
 - We're still reviewing the report in detail, and we will reach out to Shawn if we have any questions.
- QAM Learning Sessions
 - Over 400 individuals attended the QAM learning sessions held earlier in the week.
 - Sessions were conducted in both English and French to ensure accessibility.
 - Appreciation extended to organizations and sector stakeholders for their efforts in organizing and participating.
 - Acknowledged the collaborative team effort across the sector.
 - Identified the sessions as a "part one" initiative, signaling the start of ongoing efforts to enhance QAM knowledge.
 - Commitment to working with the QAM reference group to develop strategies that build knowledge and comfort with QAM-related issues.
 - Aimed to respond to the sector's needs through continued learning, engagement, and capacity building around QAM.
 - Plan additional sessions or resources to further address sector challenges and promote understanding of QAM strategies.

- Release 8.3 Update on DSCIS
 - Acknowledged the QAM learning sessions reached over 400 participants.
 - The Ministry is continuing its efforts to enhance the Developmental Services Consolidated Information System (DSCIS) to support DSOs and Service Agencies by improving data quality to support timely and more effective service planning decisions, build capacity in the system and enhance the client experience through more timely and accurate matching and linking.
 - As such, the Ministry is implementing DSCIS Release 8.3 on December 09th 2024
 - The release will involve the following changes:
 - Service Agencies will be able to indicate that an individual is accessing service by directly confirming the placement in DSCIS.
 - Service Agencies will be able to directly indicate that an individual has permanently left service by end dating the placement in DSCIS
 - Service Agencies will be able to identify the MCCSS Region for an individual's placement
- While this means that DSOs will no longer need to manage placements directly in DSCIS, DSOs will retain their existing functionality to support the transition for Service Agencies.
- We have heard in previous conversations with DSOs, Regional Office and Service Agencies that the primary concern with the implementation of these features is Service Agency readiness to utilize the functionality.
- The following implementation approaches will be taken to support the Service Agencies and DSOs through the transition:
 - End-to-end DSCIS training will be provided for Service Agencies with dedicated sessions to ask follow-up questions
 - Both DSOs and Service Agencies will receive updated training manuals and videos
 - Post-implementation support will include additional drop-in training and orientation sessions
 - Frequent and consistent communication including Qs & As will be available.

Follow-up Discussions:

- **Jake's House:**
 - Service organizations in the area have come together to try to plan for the 29 people to be relocated.
 - Frustrations felt by these agencies and families on the waitlist with these 29 taking priority – has created some very troubling and difficult conversations
 - Ministry response: advise to not treat these individuals any differently than others that would be in a similar situation. Asking families/individuals to explore the options that may be available to them so they can make an informed decision. Looking to enable families to make a decision to accept another publicly funded spot or not.

We cannot change the history of how we got here, but can use that as a learning experience to consider moving forward.

- **Risk Assessment**
 - Shared discussions of PN Table with MCCSS - Discrepancies in how the new process is being rolled out, the increased workload on some agencies, questions from boards – if they don't agree on the outcome, how is the information being used, and who will it be shared with?
 - MCCSS Response: will take this away for follow-up conversation at the Ministry with multiple regional directors included and will report back.

discussions that may ensure will be based on the agency situation, risk level and understanding the risks, how they can be managed and mitigated. Working to shift our mode in reference to the Risk Assessment and work with agencies, their boards and senior staff to work through the varying dimensions of the risks identified.

RA Cycle: Risk assessment -> monitoring -> reviewing -> reassessment...etc

MCCSS is looking to identify trends and themes where the Ministry can support

- Members share their experiences with MCCSS highlighting the following concerns/challenges:
 - Nuances around funding processed from MCCSS through a TPR agency/organization as a ministry requirement where they are being noted as a risk that is not theirs but belongs to the Ministry.
 - Differences from Ministry risk ranking versus a 3rd party auditor's review
 - Clarification for Boards to understand what the Risk Assessment is and how it is to be used.
- Ministry response: the RA is a way of trying to gather data to understand what it looks like across the province, and understanding the risks and mitigation plans for responses.
- **Suggestion:** to have a feedback survey after the first year of the new process
- This is not just a MCCSS tool and involves TPRON and other ministries for all TPR agencies. Will take this information and questions/concerns back to see what we can do and will report back.

- **Update on the technical table. Have there been** considerations from other individualized funding programs and will they consider using study groups as part of the process

Ministry Response:

- Yes there have been conversations and considerations of learning from other jurisdictions and programs in existence. We are actively trying to reach out and learn from others' experiences seeking to understand.
 - Have discussed possible next steps after the technical table has fulfilled its purpose but thinking this may begin to be planned in the 1st quarter of the new year
 - Table Comment: would be helpful to understand the more granular questions or focus of the technical table to be better able to support them.
 - Question - Is there a table looking at scenario planning at large?
MCCS Response: we do not have a table looking at this currently. We just aren't there in the work yet. We do have the DS Reference group to look at larger cost cutting systems to them. Looking at implementation and rollout will be a future phase – too early in the process currently.
- **QAM reference group** – using a risk-based approach to assess and tie quality to clinical reviews, reality vs policy, admin burden.
 - Feedback or outcomes from the training/presentations
 - How does risk get managed in an individualized approach and where does QAM fit – or does it? How do we define risk vs assumed risk?

Ministry Response:

- Discussed the pieces that need to be built out and that these are the questions we will be looking at when we get to that phase.
- Recognize that legislation may not align with modalities as they will be changing.
- MCCSS and PN Table commit to continuing the conversation around this

Post discussion around next steps:

1. For future conversations around Jake's Place to learn from the history of this issue that brought us to this point and how it was handled today for the 29 individuals. **Suggestion:** to create a

summary document of the outcomes and experiences from this experience.

Use Jake's place and other situations as an example of the "exceptions for some affect all" with MCCSS in future conversations.

5. Standing Committees:

a) **OnTrac –*Sherri Kroll and Kim Thorn***

- Held meeting Nov 1st to review the SPARC survey – will create a summary of the results to share with the Ministry after OnTrac reviews.

b) **HR Committee – *Jennifer Gleeva/Ann Bilodeau***

i. HR Network

- Topic on International students – created a task group to look into this
- DSW program standards review – one item being looked at is changed the name. Looking for suggestions for name changes.

ii. Workforce Initiative Updates – Ann Bilodeau

- Steering committee meeting today at 1pm
- Looking at planning for the future of the workforce.
- Families continue to be engaged with the DSWI – however there has been family connections that don't feel their needs align with the DSWI priorities
- Opportunities coming up for additional staff to be involved in the DSWI
- In the next couple of weeks there will be 2 surveys circulated with the DSPs and one focused on families – aske that you share these out when you receive it.
- Within the DSP survey is the question "are you interested in a DSW Association" and "What would you like the Association to do" – task group is waiting for the answers to these questions in the survey before moving forward. ETA the 1st quarter of the year.

iii. Nano/MicroCredentials updates – Michelle Brooks

- NanoCredential is an ongoing registration opportunity – please continue to share this. Additional learning opportunities with the MicroCredentials should be circulated in December for January start

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

- Hosting a series of presentations on the slide deck for the white paper.
 - Broke down the information into smaller deep dives of the portfolios for a series of webinars in December– looking to get families, individuals, doctors all sitting at the table and making it human/real.
 - Engaged with MCCSS, Health, and others
 - Looking for stories from agencies on what you are doing to connect with health and make these connections better to promote collaboration.
 - Presentation to ONPHA around stable housing leads to better health.

d. **QAM- *Sherri Kroll/Eugene***

- Another meeting will be coming up soon
- Hosting a session where people can ask questions – in the new year.

6. Current Initiatives/Working Groups:

- a) PN coalition Sector Pressures and Strategy working group – *Chris Beesley/Claudine Cousins/Jonathan Bradshaw/Bob Walsh/Jo-Anne Demick*
 - i. New Campaign - #WaitingToBelong
 - GR webinar was held last week supporting this campaign
 - Re-contracted with Theresa Cruise as our media manager.
 - Long term advocacy brand – Waiting to Belong
 - Hope is that everything you do would use this brand name in our advocacy efforts as a hashtag to submissions – such as the prebudget submissions and the upcoming election in 2025.
 - Two main prongs would be 1) to have annualized investments in core funding because we need a stable, resilient sector that can plan for and receive people as we start looking at and working down wait lists; 2) gathering the stories of people and families who are waiting to belong – How does this affect them? How does this impact as well as what is possible if people are supported in a good way by this sector.
 - **Suggestion:** that people from agencies register to become a lobbyist based on the amount of time spent engaging with Politicians. We are willing to help anyone interested in doing this.

7. Finance/Budget

- a) 2nd Quarter Financial Report
 - Waiting for final information from the HR Forum
 - Will report on the 2nd quarter financials at the next meeting.

8. Business Arising from Previous Meeting

- a) Zoning By-Law working group
 - Met earlier this week and made a commitment to a plan to start working towards change in the alignment of municipal by-laws and zoning with provincial legislation and definitions to remove systemic discriminatory practices.
 - Will be meeting again next week
 - Will have further updates at the next PN meeting.
- b) DSW Program Challenges re: Student Immigration Changes
 - Ann Bilodeau facilitated the meeting held recently
 - 2 different codes. NOC codes and an education code.
 - DSW was on the list going back some months ago but recently has been removed. We are looking into the reasons for this and who creates this list (especially with Ontario being the only province using the DSW title?)
 - Will share the slides shared at the meeting
 - Colleges are being impacted with their DSW programs – and it will impact the sector in 2 years when these students would graduate
 - Looking at taking this to the federal level as immigration is a federal oversight
 - Then will look at reaching out to the provincial level with the multiple ministries that have this engagement.
 - Sent out a survey to our HR networks to obtain data on international staff/students and impacts on this change to the staffing challenges that it will

create. Currently reviewing the data/information received.

c) Empowering our sector through a s-part miniseries of events

- How to make data your friend
- Planning and decision-making using DISCUS data and Passport data
- First session is in early December, the 2nd in January which will share 3rd quarter data.
- Discussed the concerns around the accuracy of the data
- Suggested using your own data collected at your agency as well.
- Will circulate the registration information to the PN members with the request to share broadly.

9. Closing Comments and Adjournment

a) **Adjourned at: 12:54pm**

b) **Next PN 'Meeting'**

**Next PN Meeting TBC- Thursday December 19th, 2024 or January 16th, 2025 10am – 1pm
virtual via zoom**

confirmed will meet on December 19th. May conduct a doodle poll closer too dependant on responses to availability as they are received.