provincial respite services network annual report

april 2015 - march 2016

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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.

message from our PRSN Co-Chairs

Dear Stakeholder,

It has been an exciting year as we forge ahead to implement the key elements of our Strategic Plan. From 2002, respiteservices.com has been widely recognized as the primary resource for children and adults and their families to be connected to respite services across Ontario and beyond. So much so, that it has stimulated interest beyond respite to the Developmental Service sector for adults searching for personalized supports and additional service sectors such as senior services and mental health. We recognize that this tool is vital to coordinate service planning and its ability to adapt to meet the priorities of the Ministry directed Special Needs Strategy initiative and services and supports for adults through Developmental Services Ontario.

Upon the completion of our 3 year Strategic Plan, the Leadership team positively reflects on the significant strides made to achieve our strategic priorities. Steered by our goal to respond to the changing needs of our stakeholders (*people who require support and their families, member agencies, community partners, regional and provincial levels of government, and our communities in whole*) we underwent an extensive review and re-branding process. We recognized that it was important to keep the integrity of the tool we have come to rely on as the "go to" resource for personalized supports in Ontario and expand it to meet the needs of a more diverse population. With this in mind, supportsyourway.ca was unveiled at our May 2016 PRSN meeting. Supportsyourway.ca will allow host agencies and their community partners the ability to offer individuals and families more information about a wider range of services. All from one site.

We are eager to continue to advance with initiatives to meet the ever-changing needs of our stakeholders. Moving forward, the Leadership team is committed to ensuring that all host agencies value their membership with the PRSN and hope to continue to pave the way for easier networking and collaboration to deliver more effective services. We are excited to enter into the 2016/2017 year with the inauguration of supportsyourway.ca. It will be a busy year preparing the web tool, information and materials needed for current and future host members and their communities. It is wonderful to be a part of such a dynamic team with the common goal of connecting people to the supports they need to participate in a fulfilling life.

Carolyn Harris
Respite Coordinator
Simcoe Community Services

Lisa Boyd Kirven
Regional Coordinator/Coordinateur Regional
South West Region Respite Network/Sud Ouest Région Réseau Répit

The Provincial Respite Services Network connects various agencies, including those funded by the Ministry of Community and Social Services and the Ministry of Children and Youth Services. The partners in the network collaborate to develop a more dynamic respite network for both children and adults in the province. The network has had significant success through province-wide promotion of a web-based tool to facilitate respite options.

PRSN 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.

provincial respite services network (PRSN)

Reporting Structure

A Distributed Authority Model is used by the Provincial Respite Services Network.

Geneva Centre for Autism

Founded respiteservices.com
Legal & financial obligations
Website Administrator

PRSN Co-Chairs

2 year term
Volunteer/Elected basis
Facilitate PRSN meetings

PRSN Sub-Committees

- Leadership
- Strategic Development
- Finance
- Police & Procedures
- Website Strengthening
- Communication & Administration

Leadership reports to Co-Chairs
All committees report to Leadership
Volunteer basis

PRSN Membership

Membership includes all active community host agencies on respiteservices.com
Each community host agency invited to bi-annual meetings
Entitled to 1 vote per community region on voting matters
Specific roles of the network will include:

- Advocacy: Messaging, representing rs.com, advocating for respite workers to get appropriate training from other service providers.
- Delivery Models: Identifying and sharing best practices related to respite including strategies to move beyond respite to promote broader support to participate in life/community, partner mapping
- Information Resource: Gathering and sharing related information, including navigation.
- Coordinator Training: Training and support on using and managing the tool.
- Training Database: Creating a database of existing training material and sharing training with families and respite workers. (Not creating new training material)
- Standards: Continue to maintain and review standards for respite workers to participate in worker bank.
- Partnership Development: Identify and select new partners, including organizations in new sectors such as mental health.
- Tool Maintenance: Continue to maintain and develop the website and tool.

Host Agencies

Members of the PRSN will report back to their host agencies with information

host agencies

Autism Nova Scotia
Canadian Mental Health Association WWD
Catulpa Community Support Services
Child Development Resource Connection Peel
Children's Community Network
Cochrane Temiskaming Resource Centre
Community Living Algoma
Community Living Elgin
Community Living Kingston
Community Living North Grenville
Community Living Parry Sound
Community Living Sarnia/Lambton
Community Living Wallaceburg
Counselling Services of Belleville & District
Developmental Services Resource Centre
Dufferin Child and Family Services
Durham Association for Family Respite Services
Family Respite Services Windsor-Essex
Geneva Centre for Autism
Halton Support Services
Huron Respite Network Community Living Central Huron
Keystone Child, Youth & Family Services
Lanark Community Programs
Northumberland Family Respite Services
Oxford & Elgin wChild & Youth Centre
Rygiel Supports for Community Living
Service Coordination for People with Developmental Disabilities/
Coordination des services pour les personnes ayant une déficience intellectuelle
Simcoe Community Services
VON London Middlesex
Wesway
York Support Services Network

strategic priorities & goals

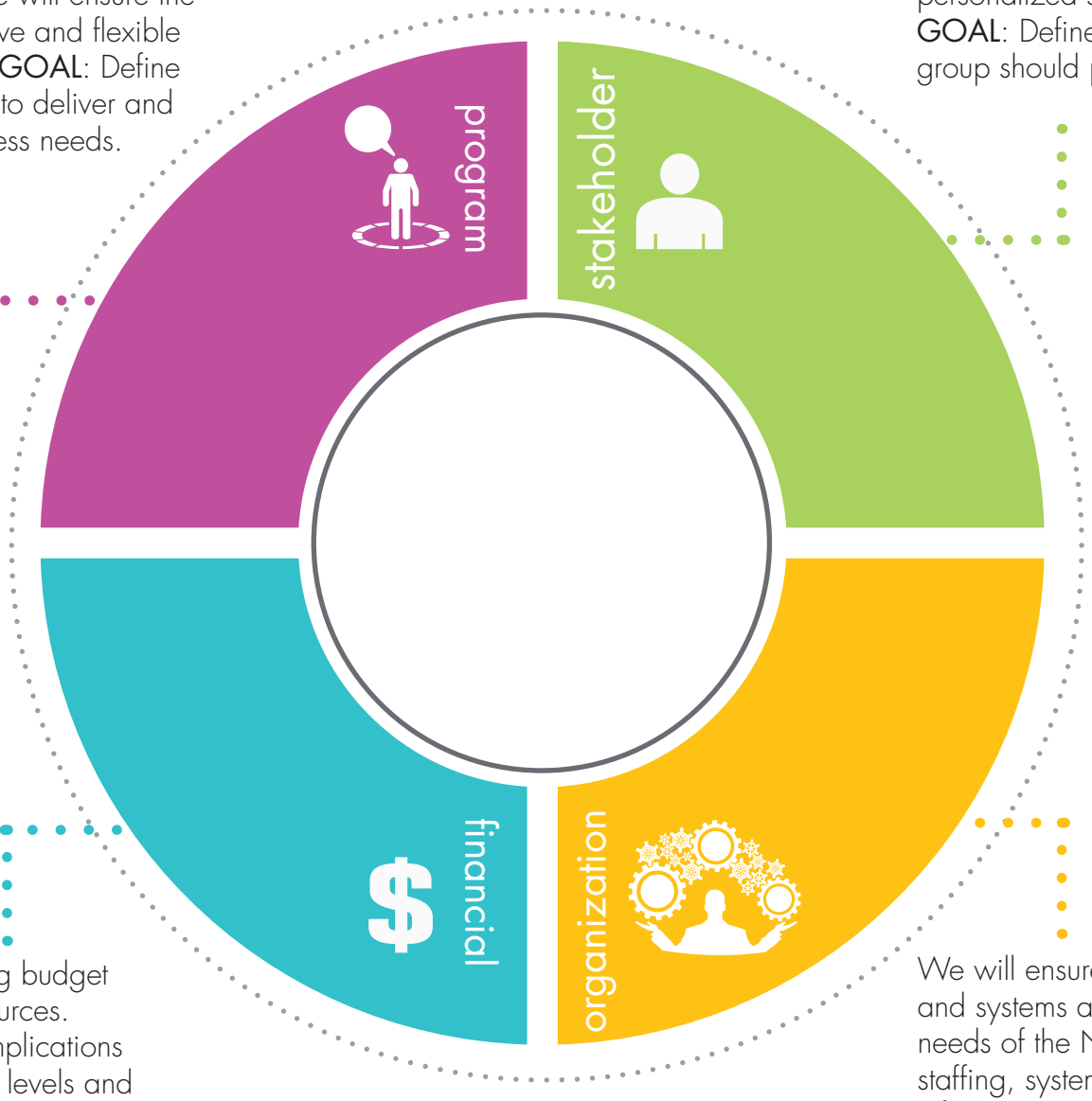
2014-2017

We will ask and respond to the changing needs of our stakeholders. We will ensure the tool and network are responsive and flexible to meeting community needs. GOAL: Define which programs and services to deliver and at what service levels to address needs.

Key initiatives and activities:
Advocacy, Awareness & Branding, Needs Assessment, Website/Tool Enhancement, New Sector Partnerships, Member Support, Information Sharing Cloud, Consistently evolving

We will be the go-to resource for personalized support in Ontario. GOAL: Define how each stakeholder group should perceive the network.

Stakeholders are defined as those who have a vested interest or influence in the success or failure of the network.



We will increase the operating budget through diversified revenue sources. GOAL: Determine financial implications of all goals, including funding levels and revenue mix.

We will ensure the required infrastructure and systems are in place to meet the needs of the Network. GOAL: Determine staffing, systems, facilities, and other infrastructure required to deliver on program and stakeholder goals.

strategic achievements

stakeholder

- Underwent a re-branding process to expand the potential of the web-based tool to meet the needs of all Ontarians who require supports

organization

- Policy & procedure development
- Distributed Authority Model for decision making
- Leadership Committee and focused working groups created with clear Terms of References

financial

- Minimal increase in annual hosting fees to keep the membership affordable for agencies while continuing to cover the costs of web administration, training & support, maintenance & enhancements
- Additional donations from host agencies invested towards branding development

program

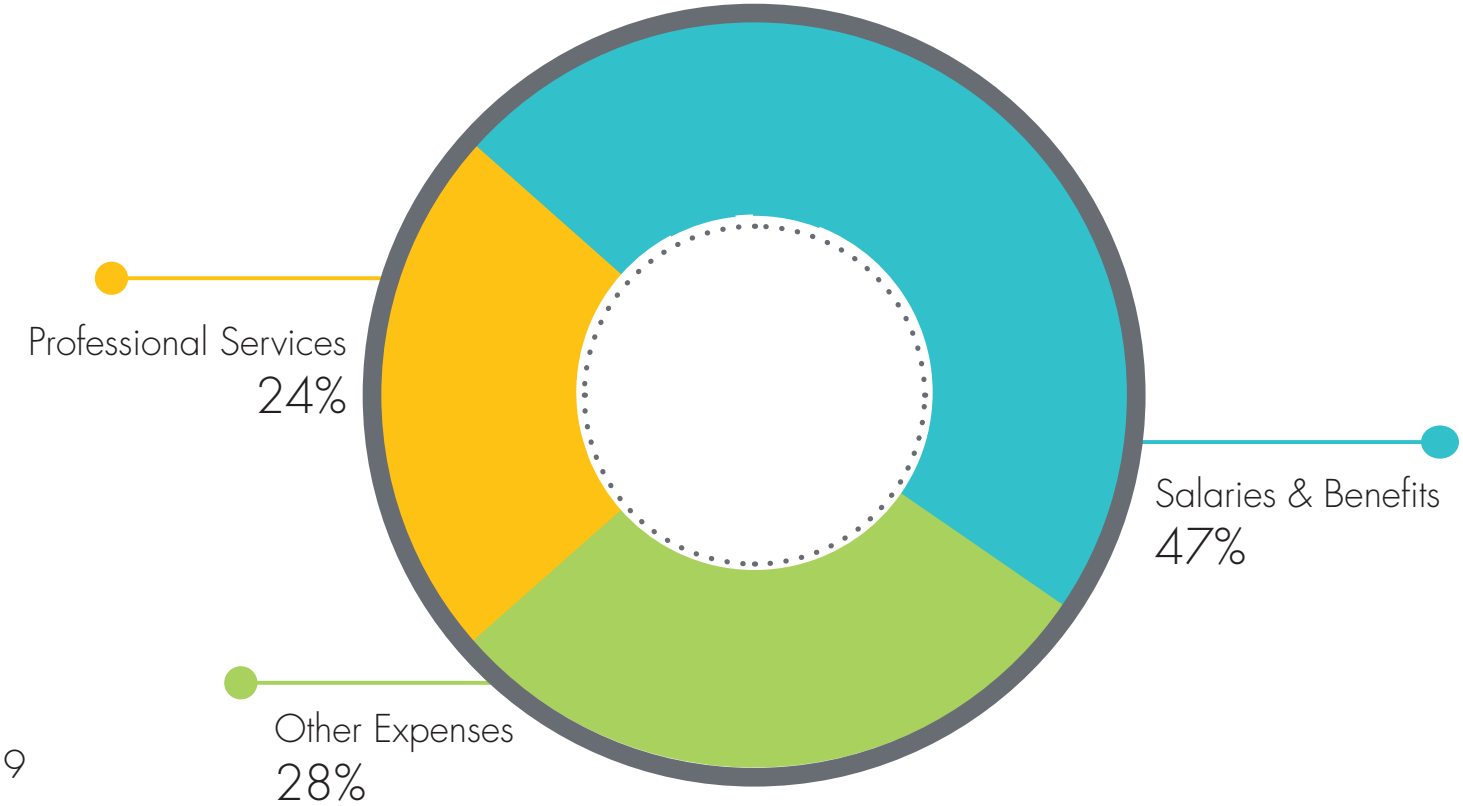
- Web-based enhancements responding to the changing needs and priorities.
  - respiteservices.com website refreshed with updated design
  - Improved IT support/help desk through ticket system
  - Registration modification to include additional supports, gender neutral options, email confirmation of application submission, ability to manage additional worker/family profile documents
  - Age categories updated automatically
  - Canadian Anti-Spam Legislation implementation for E-Broadcast system
  - Development of Family, Worker and Coordinator Dashboards
  - Development of family directed searching and matching of workers
  - Expiration of profile notifications
- Launching of new communities Lanark, Leeds & Grenville and Provincial expansion into Nova Scotia
- Document Archive Creation for sharing best practices, networking, information and communication
- Standardized annual surveys for stakeholders (agencies, families, workers)

"I have been working with an adult for 5 years now. We went through many experiences (volunteer job, search for work, exploring college programs, connecting with community through organization etc.) and we have developed a ***strong relationship*** which improves not only his life but has become an important part in my working life as well."

financials

Each host agency is responsible to pay an annual hosting fee of $2,200 *(2015/2016)* for their community respiteservices.com website. Their annual hosting fee contributes to the overall health of the website which includes development & testing of site improvements, training & support for community site coordinators, the Website Administrator role & server hosting.

There is no cost to the user accessing the respiteservices.com website.



Salaries & Benefits - $37,005
Professional Services - $19,039
Other Services - $22,066

where respiteservices.com came from...

In 2001 in Toronto, respiteservices.com was developed as a service collaborative for the planning and coordination of adult and children's respite services, within the developmental services sector. It is a service delivery mechanism designed to make access to respite services easier for families and caregivers. This group developed a worker bank, access facilitation, an electronic directory of services and training opportunities for respite providers and families and system facilitation. In 2003 York region adopted respiteservices.com as both regions shared many of the same service providers. A project was developed in 2005 to make similar resources available to communities across the province. This project, called Strengthening our Partnerships Initiative, was funded by the Ministry of Finance, with support from the Ministry of Community and Social Services and the Ministry of Children and Youth Services.

This project was developed to deliver the following objectives:

- To develop or enhance a consistent system to manage and coordinate respite services through local developmental services and children's services systems across the province
- To maximize efficient and effective use of respite resources
- Provide ease of access to information about respite services to families and caregivers and to increase their options for respite care
- To identify service gaps and support local service planning.

Geneva Centre for Autism, as a multi service agency and the host agency for rs.com in Toronto, led the development and implementation of this service from the beginning. It was selected to receive grant funds to move this initiative forward for the province. Each Provincial region decided how respiteservices.com was to be developed and supported in their area. The project was fully implemented by 2008.

...and where we're going.

The PRSN has gone through a strategic planning process to leverage past successes and develop a strategic plan that capitalizes on opportunities for deeper impact. The PRSN looks to expand its current service coverage beyond respite and to include services for other sectors such as but not limited to mental health, senior care as well as people with disabilities or those need supports that have private funding.

More and more of our funding dollars, both in social services and in health care are shifting to an individualized direct funding model. In this model, the focus is on the person themselves having a voice in how they are supported, how the funds are used and how the funds will promote a meaningful life in their community. This shift is shown in the development of direct funding for Passport funds, housing funds, supports for people with physical disabilities, and in some health care funds. It is a shift that is occurring worldwide. This shift started within the adult service sector but is also being reflected in the service models for children as well.

Later this year, there are plans to move forward to embrace a new umbrella identity to be known as SupportsYourWay.ca. This identity will enable communities to develop a wide range of direct supports through the web-based tool, that can include different populations, needs, age groups and service providers.

supports
your
way.ca

Introduction

Supports Your Way provides families, individuals and professionals with information and links to support services in local communities across Ontario.

Certain philosophical shifts within our developmental sector and the community at large called for the creation of an umbrella name to help lead us into the future. Supports Your Way stems from a commitment to help broaden our mission by more faithfully reflecting our evolving social, economic and cultural environment.

About us

Supports Your Way connects various agencies, including those funded by the Ministry of Community and Social Services and the Ministry of Children and Youth Services. The partners in the network collaborate to develop a more dynamic support network for both children and adults in the province. The network has had significant success through province-wide promotion of a web-based tool to facilitate support options.

Our brand architecture

Supports Your Way is an umbrella brand that covers a broad base of agencies that support people with physical disabilities, people who need support that have private funding, mental health, seniors, and adults with direct funding and beyond.

Supports Your Way

- **Respite Services**
- **Self-Directed Supports**
- **Mental Health**
- **Senior Care**

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.

Our logo

supports your way.ca

database numbers

respiteservices.com

101,453 profiles sent

1,178 families activated

5,998 active families

519 workers activated

1,823 active workers

500 respite options listed

1,004 resources listed

756 events listed

10,448 0-17 yrs individuals have accessed service

6,551 18+ yrs individuals have accessed service

website numbers

respiteservices.com

529,576 page views

70,292 users accessed the website

132,739 unique sessions

7,605 unique visitors in 30 day period

49% visitors found the site organically

41% bounce rate

50% visitors were new

4 pages on avg. were viewed per session

6,883 site visits from 12 provinces other than Ontario

"A family from Australia reached out to me to assist them in finding a support person for their 14yr old son while visiting Ontario for a wedding. Their son had never travelled with them nor met some of his Ontario family before. The family did not want to leave their son behind or miss this wedding. The wedding activities were spread over a weekend and the family was looking for someone willing to stay at the resort and support their son at each function, allowing flexibility for him to participate to his own comfort level. I sent out an e-broadcast and was delighted to see a multitude of eager responses from CHAP (*workerbank*) wanting to assist this family. It was at that moment I knew that respiteservices.com had ***unlimited potential*** and is able to reach out and positively impact the lives of so many."

...in the first year

respiteservices.com had received:

659,320 pageviews

from

133,541 sessions

by

58,417 users

---

the database started off with:

1,783 registered workers

1,137 registered families

---

made connections with:

136,005 profiles sent

36

communities

...since 2008

respiteservices.com has received:

4,329,297 pageviews

from

1,040,311 sessions

by

504,955 users

the database has grown to:

17,061 registered workers

17,509 registered families

making connections with:

871,012

profiles being sent

32

active communities (1 Nova Scotia)

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

If you are...

A family or individual who needs **support**...
A worker wanting to expand your work **experience**...
An agency looking to expand their service **options**...
We want to work with **you.** Connect with us today.

Expanding the support.
Enabling the community.

www.respiteservices.com
ontario@respiteservices.com