

Ontario Children's Treatment Centres

Making Investments Count!

Report of the OACRS Impact Project

September 2011



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Background

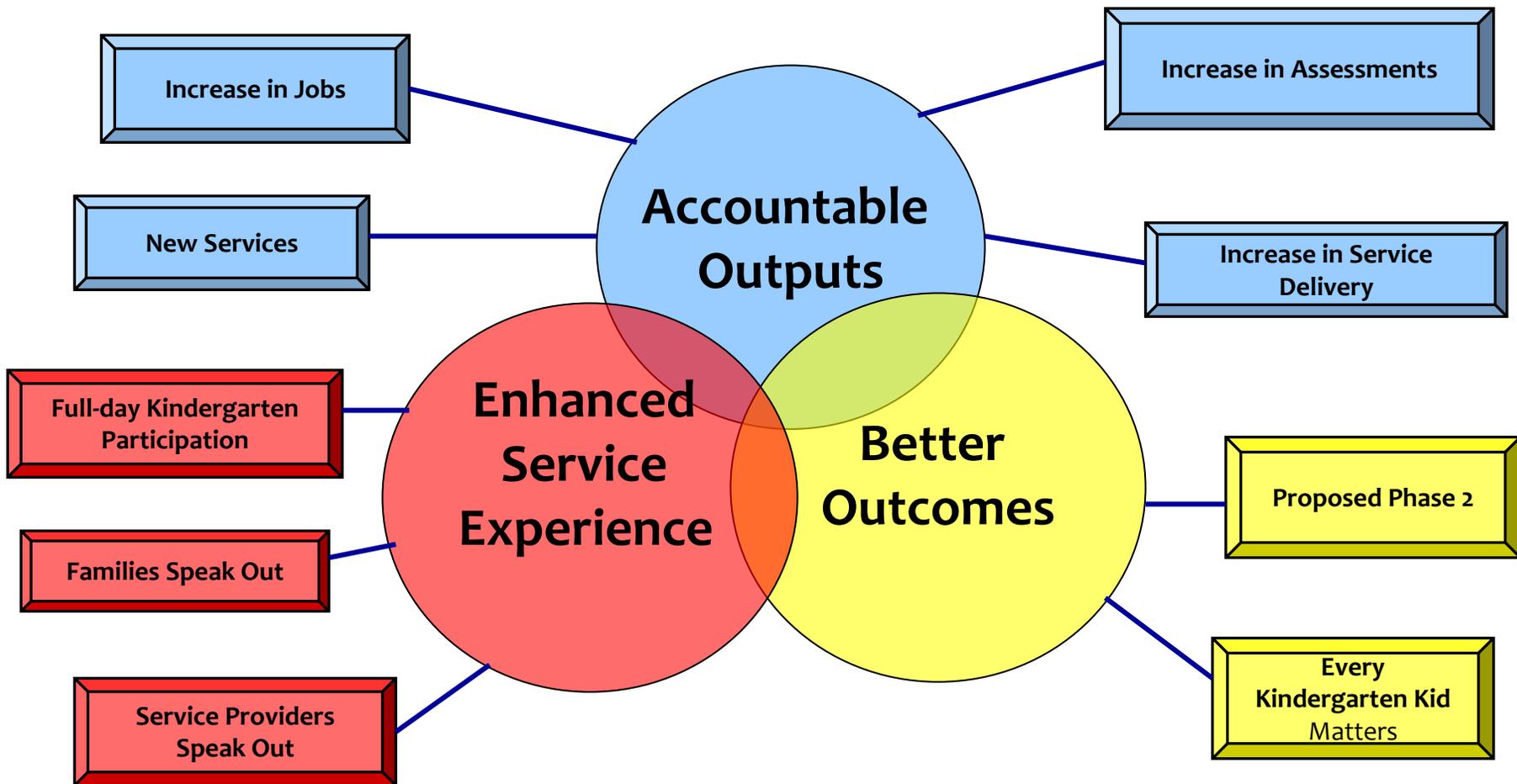
- In April 2010 the Minister of Children and Youth Services announced \$9 million in new funding for Ontario's Children's Treatment Centres
- At full implementation, OACRS estimated that 3600 children and 100 jobs would be positively affected by the government's investment
- All CTCs were facing layoffs and service cuts without this valuable investment
- Wait times for core rehabilitation services had increased by 56% since 2007/2008
- "Impact 2011" Project was implemented to to assess the difference \$9 million can make in the lives of children and families
- Results reflect the start up year of the new funding (not a full fiscal year)

Impact Project Goals

- To determine the best output measures to demonstrate impact
- To enhance the service experience for children and families
- To review current outcome measurement tools and make recommendations
- To work with MCYS to develop and/or implement transparent accountability within MCYS' Strategic Framework

"Our experiences this past year have been exceptional. We are so fortunate to have the resources in our community"

Results



Accountable Outputs

Jobs!

The Government's investment has paid dividends, not only in getting services to kids faster, but in retaining and creating highly skilled pediatric specialists.

We estimate that Province wide, at least 100 jobs will be impacted by the new funds.

With annualized investments, centres are able to plan for the longer term. Centres work to stabilize services and expand and/or enhance programs. Often this means that staff positions are maintained, temporary staff may become permanent and new positions are created.

This increase in job stability has a direct impact on local economies, particularly in rural and northern regions of the province.

Staff are purchasing homes, beginning families and setting down roots.

Community Boards report that this kind of investment has a positive impact on staff retention and overall staff satisfaction.



Since 2007 Children's Rehabilitation Centre Algoma has benefitted from a total of \$275,000 in new investments. Valuable health care professionals have been recruited and retained – making their home and raising their families in the Sault Ste Marie area. Shown here with their families we can see the impact on 37 people!

Accountable Outputs*

Results!

Some Highlights

- Total investment was equivalent to 11% of core rehabilitation budgets
- Average increase in service initiations in 3 core therapies was 21.67%
- Greatest impact was experienced in speech with over 34% increase in assessments and almost 31% increase in new service
- 8% increase in full time staffing from previous year
- 3062 children assessed
- 2529 children served across all programs

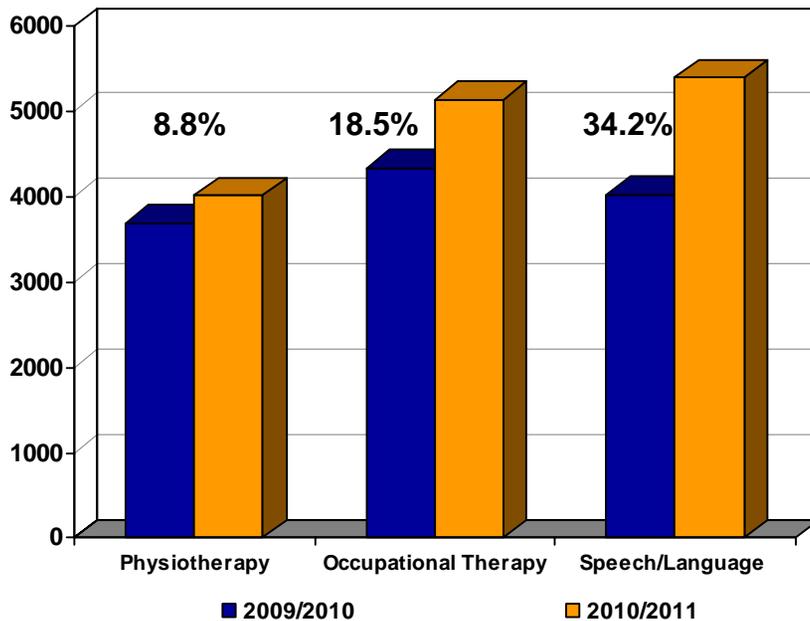
*Represents start-up, partial year results



Accountable Outputs

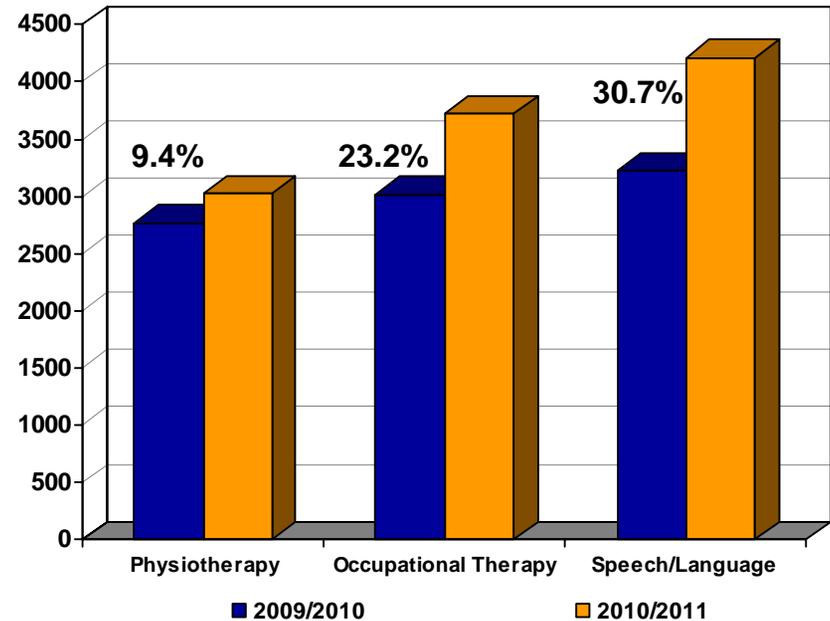
Increase in Assessments and Service Delivery

Initial Assessments*



Increase in the number of initial assessments in the areas of physiotherapy, occupation therapy and speech/language pathology.

Service Initiations*

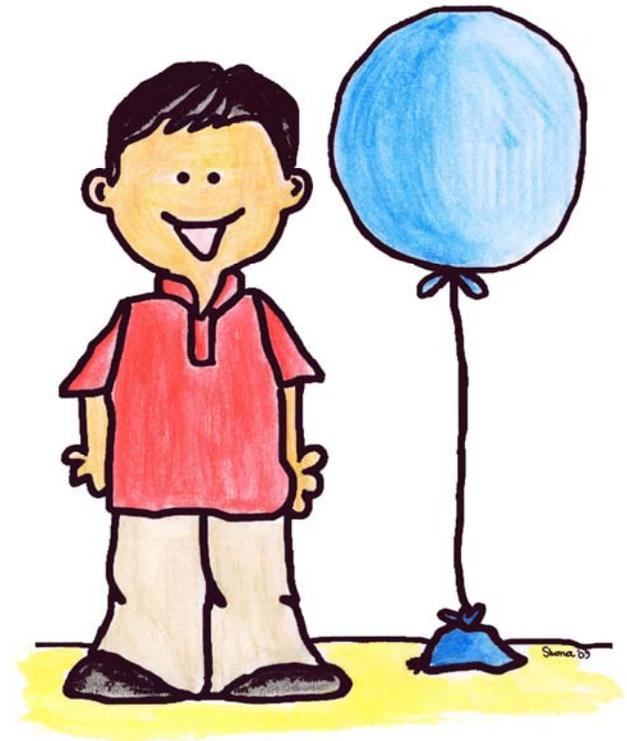


Increase in the number of services initiations in the areas of physiotherapy, occupation therapy and speech/language pathology.

Accountable Outputs

New Services!

- By establishing the “Leaps and Bounds” program, Centre speech therapists, physiotherapists, occupational therapists and an adapted recreation coordinator join forces with a gymnastic coach to provide access to a fun gymnastic program. (**Achieving Common Outcomes**)
- By having the resources to enhance geographic therapist teams, centre was able to build on the existing infrastructure of the Best Start rural community initiative, allowing increased community partnerships and expansion of services (**Personalized Service**)
- Jeff is preschool boy with high needs. Enhancement funds allowed centre to provide a speciality clinic at the Best Start hub close to where Jeff lives. As a result, Jeff has accessed augmentative communication assessment and equipment, mobility equipment (**Personalized Service and Adaptive Skills**) and team meetings to coordinate follow up. A school plan was also coordinated and Jeff has experienced a smooth transition into school. (**School Success**)



Accountable Outputs



- As a result of the increased funds, centre was able to have an additional Speech and Language Pathologist conduct assessments of children that have been on the Technology Access Clinic waitlist, thereby maintaining **shorter wait times** for children to be assessed and treated.

- More resources into outreach positions, “Families love it that therapists travel to their communities and even their homes.” **(Services Closer to Home)**

- Introduction of a Parent Advisor position to ensure that **the voices of children and families** are heard when it comes to decisions around service coordination and programs.

- Re-engineering of Intake Process with a Service Coordination team. The benefit to families is obvious “I like it that I get to know my service coordinator, she remembers me and what I have already told her. I don't have to tell my story over and over.” **(Personalized Services)**

Families Speak Out

“When we had questions or concerns, your team has been quick to communicate and they are making extraordinary steps in getting back to us with good information. The CTC team has been nothing but supportive and helpful and I just want to say thanks and a job well done.”

“The therapy team is awesome - I really needed practical suggestions for how to encourage speech and language that work for everyone in the family!”

“I wanted to thank you so much for everything that you’ve done for Justin. We are so happy with Justin being at the Children’s Centre and we’ve seen a big improvement in him already. How can I thank you?”



Full-Day Kindergarten Participation

Every Kindergarten Kid Matters

- Some Centres undertook local partnerships to advance seamless transition to kindergarten for children in need of the specialized supports provided by rehabilitation therapies (OT, PT, SLP)
- Pilots were offered in 29 schools in 6 School Boards
- Over 300 children with special needs benefited in the first year
- Early results have found:
 - Children are being served more efficiently
 - Effective partnerships with educators are paying dividends
 - Family engagement has increased
 - Children being identified and served earlier



CTCs – Early Leaders in Early Learning

From Parents

“Success for kids with special needs depends on the seamless coordination between school, parent and treatment centres”

“Bringing my son’s therapy into the classroom has allowed him to make major improvements academically and socially”

“Last year my child entered JK and after one day the decision was that he was not able to participate. This year, the therapists come directly to the school and integrate therapy into the classroom and with his peers. We have seen great success”

From educators:

“I am so excited to see the progress! I now find that people touring the class room are not able to identify which child has special needs. It is excellent to have input into the classroom and team work with the therapy staff”

“The classroom teachers have been appreciative of the additional support their students have received”

From Therapists:

“The earlier we are in classrooms to help with the transition, the better the outcomes”

Enhanced Service Experience

Service Providers Speak Out



Centre is able to **respond to the needs of families** so that they can cope effectively and efficiently with the challenge of navigating the system of supports and services for children with autism.

“My intervention was effective because I was able to provide **extra time** to find the best matched supports for Matthew and his family. “

“I was delighted to tell a parent that we would see her daughter 3 months sooner because we received extra funding.”

Support from all Children's Treatment Centres

1. To collect common data that:
 - Has relevance to families;
 - Has relevance to the Children's Treatment Centres;
 - Has relevance for the Ministry of Children and Youth Services (MCYS).
2. To further pursue the use of measurement tools (e.g. Goal Attainment Scale (GAS), Canadian Occupational Performance Measure (COPM), Measure of Processes of Care (MPOC-20)).
3. To work with MCYS to determine appropriate performance indicators.



Stay Tuned....Proposed Phase 2

Next Steps – Working in partnership with MCYS

- Apply the Accountability Framework to the children’s rehabilitation sector;
- Establish key performance indicators;
- Establish the resources required;
- Achieve positive progress in answering the questions:
 - “ How well are children being served?
 - “What is the capacity of the organization to improve?”.



Every Kindergarten Kid Matters

Making Dreams Come True

- No child need be left behind
- For children who need specialized services, seamless transition will promote success
- Ontario needs an integrated and comprehensive continuum of vital supports for kids with special needs
- Investing \$15 million (1%) in rehabilitation services of the planned \$1.5 billion fund for Full Day Kindergarten will allow ALL children to benefit from what the government has to offer



Value of Early Intervention

“Every dollar spent in ensuring a healthy start in the early years will reduce the long-term social costs”

Dr. Charles Pascal

“Strong and growing evidence that public investment in high quality early childhood development programs leads...to government and national economies”

Canadian Paediatric Society

“\$1 invested in the early years saves between \$3 and \$9 in future spending”

Canada's Chief Public Health Officer

“If our children hadn't received the immediate care that our local children's centre staff provided, they would not be where they are today. Early intervention has meant that Molly eats by mouth just like any other child, she walks, runs and jumps like a pro and is a very happy little girl!”



The Final Word

As Ontarians, we know that the right investment at the right time reduces the need for more costly and potentially permanent services later.

The Ontario government invested \$9 million to support the full inclusion of children with special needs.

The results are evident.

During the start up year, over 3000 children benefitted from this investment.

Together, we made a difference for families in Ontario.

Together, we created and maintained jobs.

Together, we helped children with special needs to access full day kindergarten.

Together, we moved closer to “an Ontario where all children and youth have the best opportunity to succeed and reach their full potential”

Together, we will continue to improve services to children.

Together, we **MUST** continue to invest in the future of children and families.

Appendix

*data reported in MIS; does not include CTN Simcoe York	2010/2011 Year End Data	2009/2010 Year End Data	Comparison Increase/ Decrease	% Increase/ Decrease
Physiotherapy				
Therapy Initial Assessment (S487**10)	4012	3688	324	8.79%
Therapy Service Initiation (S487**20)	3024	2765	259	9.37%
Occupational Therapy				
Therapy Initial Assessment (S487**10)	5136	4334	802	18.50%
Therapy Service Initiation (S487**20)	3717	3016	701	23.24%
Speech/Language Pathology				
Therapy Initial Assessment (S487**10)	5399	4022	1377	34.24%
Therapy Service Initiation (S487**20)	4215	3224	991	30.74%
Social Work				
Therapy Initial Assessment (S487**10)	2189	2141	48	2.24%
Therapy Service Initiation (S487**20)	1530	1329	201	15.12%
Therapeutic Recreation				
Therapy Initial Assessment (S487**10)	1037	442	595	134.62%
Therapy Service Initiation (S487**20)	530	287	243	84.67%
Nursing Services				
Therapy Initial Assessment (S487**10)	46	38	8	21.05%
Therapy Service Initiation (S487**20)	46	38	8	21.05%

Overall Increases in Therapy Assessments and Service Initiations

	2010/2011 Year End Data	2009/2010 Year End Data	Comparison (Increase/ Decrease)	% Increase/ Decrease
Total Number of Therapy Initial Assessments	20,470	17,819	3,062	17.18%
Total Number of Therapy Service Initiations	14,233	11,981	2,529	21.11%

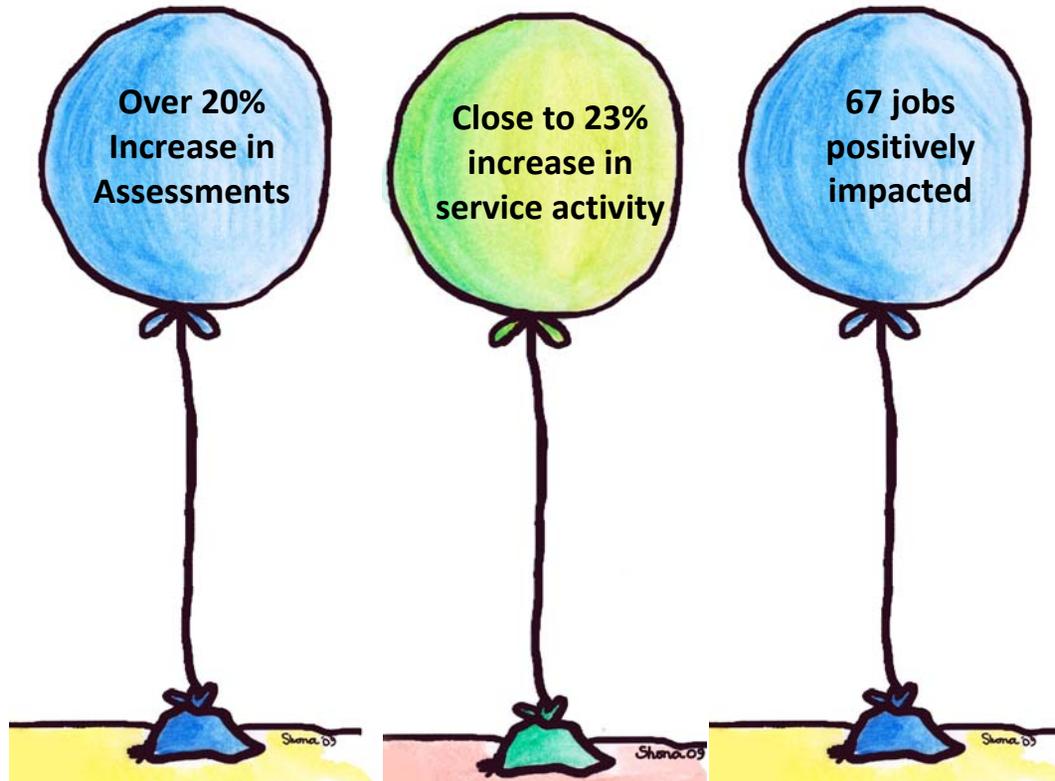
Jobs Affected Cumulative Data

	# of FTEs	Headcount
Actual Count (CORE Rehab Services) 31-Mar-09	817.6	997.0
Actual Count (CORE Rehab Services) 31-Mar-10	815.0	997.0
What Was Planned - 01-Apr-10 (CORE Rehab)	811.4	971.8
Prediction for 31-Mar-11 (CORE Rehab)	877.5	1038.1
Prediction for 31-Mar-12 (CORE Rehab)	873.1	1026.1

	# of FTEs	Headcount
Comparison between Planned April -10 and Mar-11	66.2	66.3
Percentage Increase	8.2%	6.8%

Investment of \$9 Million

Results:



“Children's treatment centres are an important part of how Ontario is helping young people with disabilities and special needs achieve their full potential. This additional investment will help serve more children faster, as close to home as possible.”

The Honourable Laurel Broten,
Minister of Children and Youth
Services, April 2010