

August 7, 2024

Dear Team,

In recent months, we have engaged with our front-line staff, management, MCCSS, and community partner agencies to assess our accountability and alignment with Ongwanada's mission, vision, and values. We are proactively addressing our MCCSS operational review and the TPON targets for 2024-2025.

It has become evident that we need to realign with our mission of supporting individuals with complex developmental disabilities and fulfill our accountability as a transfer payment agency serving these individuals. To facilitate this, we have initiated a transition phase from August 2024 to December 2024, during which we will focus on stabilizing our operations, clarifying roles, and establishing accountabilities across all levels of the organization.

Under the theme "Building the Future Together," our executive leadership team has engaged with all portfolios to assess our current state, gain a deeper understanding of our processes and structures, and adopt a bottom-up approach to map the current state and accountabilities.

To better support the realization of our mission and accountability, we are pleased to announce three functional reorganizations within our service delivery:

**1. Centralization of Care Coordination and Planning:** This division will support all our services and programs, including centralized admissions, referrals, discharge, and waitlist management. The focus is on creating a single care plan to integrate ISPs, BSPs, and PCPs.

**2. Quality and Operations Excellence Division:** This new division will provide centralized support in compliance, accreditation, and risk management for the service and care portfolio. It aims to enhance our quality of care, monitor, measure, and report on our quality of care, and provide specialized care training and development for our front-line staff.

**3. Intensive Services Division:** This division will encompass our treatment homes, TAY program, respite services for adults and children, and medically and behaviorally complex homes. By consolidating the accountabilities of administration managers and clinical managers, who will work collaboratively, we aim to better support our individuals and staff in these intensive services.

Additionally, we will create a Community & Recreational Services division focused on community participation services, vocational and employment training through community partnerships. Our Supported Living Services division will include group supported living and host/supported individual living services.

We believe that investing in staff training and development, providing clear expectations for our staff, and allocating additional resources for intensive services will lay the critical foundations for meeting our mission and accountabilities. Over the next several weeks this year, we will work through a systematic transition plan engaging with our management, union representatives, and our staff in this process.

Our goal is to maintain open communication and transparency with all staff as we work together to shape and build the future of Ongwanada collaboratively. Thank you for your unwavering commitment and contributions as active partners in our shared journey.

With heartfelt appreciation,

Executive Leadership Team  
(Dina E., Lorrie H., Darlene R.)



# Strategic Re-configuration of Service Delivery

**Professional & Specialized Services**  
*Clinical and Rehabilitation Services*  
*Multidisciplinary & Wrap Around Approach*



**Quality & Operational Excellence**  
*Specialized Training & Workforce Development*  
*Continuous Process Improvement*  
*Quality Assurance & Risk Management*  
*Compliance, Accreditation & Workplace Safety*