

SmartStart Hubs Meeting Notes

February 19, 2026 | 2:00 pm – 3:00 pm | Location: Virtual Meeting

Attendees: Alissa Shuker, Amber de Tuba, Amelia Morrison, Danica Cross, Heather Collins, Krista Olson, Laura Conchie, Lindsay Bray, Mallory Dopson, Mileva Vuletic, Narmin Hemani

Guest: Glenna Hemphill

Generated by AI. Be sure to check for accuracy.

- **Smart Start Hub Intake Data and Reporting:** Lindsay shared recent data on Smart Start Hub intake assessments across Ontario, with over 18,000 intakes in the past year, and discussed with Alissa Shuker, Mileva, Heather, and others the need for improved data sharing and reporting, referencing past practices and current limitations in ministry data access.
 - **Provincial Intake Data Overview:** Lindsay reported that over 18,000 intake assessments were completed through Smart Start Hubs across Ontario in the last year, with regional breakdowns showing significant activity even in less populated northern areas and major urban centers like Toronto.
 - **Data Distribution and Sharing:** Alissa Shuker requested that Lindsay share the intake data table with the group, and Lindsay agreed to distribute the information, noting the usefulness of such data for understanding service distribution and performance.
 - **Historical Data Practices:** Participants reminisced about the detailed data sets previously distributed by Jenny Greensmith, which provided comprehensive insights into CTC activities across Ontario, and expressed a desire for similar data access and timeliness.
 - **Current Data Limitations:** Mileva and Heather discussed the limitations of current TPON reporting, which provides only high-level information, and mentioned ongoing EKO projects aimed at improving the depth and utility of data collection and reporting.
- **Brainstorming and Standardizing CTC Intake Information:** Lindsay, Alissa Shuker, Danica Cross, Laura, and others brainstormed the key elements to include in a standardized template for reporting on CTC Smart Start Hub services, covering intake formats, staff roles, service navigation, wait times, tools used, and approaches to complex cases.

- **Template Content Brainstorming:** Participants discussed what information should be captured in a group template, including the format of SSH intakes (phone, in-person, online), staff roles and titles, number of staff, and the number of clients served including age breakdown as reported to ministry.
- **Service Navigation and Efficiency:** Danica Cross described Surrey Place's recent lean review of intake processes, focusing on service navigation, time allocation, and efficiency improvements, and offered to share insights pending confidentiality checks.
- **Wait Times and Communication Methods:** Alissa Shuker raised questions about wait times from referral to intake completion and whether centers answer phones live or rely on messages, with Lindsay and others agreeing to include these aspects in the template.
- **Supporting At-Risk Families:** Laura suggested including strategies for identifying and supporting families at risk of falling through the cracks, and participants discussed the integration of social determinants of health into intake processes.
- **Assessment Tools and Data Collection:** The group discussed the various assessment tools used (e.g., Vineland Adaptive Behavior Scale, Brief Family Distress Scale, modified CANS, AMC), the challenges of standardization, and the need to document modifications and scoring methods.
- **Technology and Process Documentation:** Participants noted the importance of documenting technology platforms used, the process for data entry (paper vs. digital), and the average time required to complete intakes.
- **Lean Reviews and Process Improvement Initiatives:** Danica Cross, Mileva, Krista, and others discussed recent lean reviews conducted at their organizations, focusing on intake process efficiency, resource allocation, and the role of ministry-led reviews in identifying areas for improvement.
 - **Ministry-Led Lean Reviews:** Danica Cross explained that Surrey Place underwent a ministry-led lean review of their centralized intake department, involving workshops, one-on-ones, and process mapping to identify inefficiencies and areas for improvement.
 - **Scope and Focus of Reviews:** The reviews focused on intake processes, technology limitations, and external factors affecting efficiency, with findings grouped into categories such as technology, eligibility determination, and internal communication.
 - **Staff Experience and Implementation:** Danica Cross described staff apprehension about the review process, but noted that preparation and clear communication helped ease concerns, and the lean team was effective in facilitating the process.
 - **Broader Organizational Impact:** Mileva inquired about the potential for lean reviews to address inefficiencies beyond clinical areas, and Danica Cross

confirmed that the ministry may offer support to agencies facing deficits or restructuring needs.

- **Collaboration on Intake Template and Data Analysis:** Lindsay, Lindsey McDonald (in absentia), Danica Cross, Alissa Shuker, and others planned to develop and complete a standardized intake template for all CTCs, with a working group formed to analyze and compare the data for future presentations and potential reporting to program supervisors.
 - **Template Development and Timeline:** Lindsay and Lindsey McDonald were tasked with creating and distributing a template for CTCs to complete, with a goal of collecting responses by the May meeting for aggregation and analysis.
 - **Working Group Formation:** Danica Cross and Alissa Shuker volunteered to assist with data analysis, drawing on previous experience with similar projects in the Toronto region, and invited others to join the working group.
 - **Data Comparison and Presentation Strategy:** The group discussed the value of comparing intake processes across CTCs to identify similarities, differences, and best practices, with the aim of highlighting standout approaches and streamlining future presentations.
 - **Potential Reporting to Supervisors:** Danica Cross suggested that the results of the intake comparison could be shared with program supervisors or used to generate a report demonstrating the needs and resources required to operate Smart Start Hubs.

Follow-up tasks:

- **Distribution of Smart Start Hub Intake Data:** Send the table with the distribution of Smart Start Hub intake assessments across Ontario to the group via email. (Lindsay)
- **Smart Start Hub Service Template Development:** Develop and send a template or Excel sheet for members to complete regarding Smart Start Hub services at each CTC, incorporating the brainstormed data points. (Lindsay, Lindsey McDonald)
- **Completion of Smart Start Hub Service Templates:** Complete the provided template on Smart Start Hub services for each CTC and return it for compilation before the May meeting. (All members)
- **Data Analysis of Submitted Templates:** Compile and analyze the completed Smart Start Hub service templates to identify similarities, differences, and highlight standout practices, possibly using an existing chart as a base. (Lindsay, Lindsey McDonald, Danica Cross, Alissa Shuker)
- **Sharing Existing Intake Comparison Chart:** Share the previously used intake comparison chart from the Toronto region with the group for adaptation. (Danica Cross)
- **Presentation on Lean Review Process:** Confirm whether the presentation on the Lean review process at Surrey Place can be shared with the group and, if permitted, share it. (Danica Cross)

Changes for meeting schedule- Team Agreed to cancel March 19th meeting over March Break

Danica will send a chart template used by Surrey place and the Lindsays will use this time to finalize the chart template for reporting and send to group, with the requested return deadline by May first.

A doodle poll will be used to set up a time for working group to meet prior to the May 21st meeting.