

2016 | 2017 Annual Report

inspire



employment



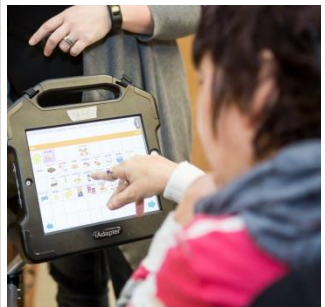
innovation



pride



modernize



creativity



leadership



inclusion



Board of Directors, 2016/17

Ron Giofu, President
Jennifer Fraser, 1st Vice
President
Robert Tomek, 2nd Vice
President
Erika Davidson, Treasurer
Diane Bourbeau, Past
President
Sue Desjarlais
Eva Penner-Banman
Diane Powers
Scott Pratt
Mike Siblani
Chad Sutherland

Nancy Wallace-Gero,
Secretary to the Board/
Executive Director

Senior Management

Karen Bolger, Director,
Community Living Operations
Rosa Amicarelli, Director, CL
Supports (North)
Corey Dagleish, Director, CL
Supports (Central)
Lee-Anne Dupuis, Director,
CL Supports (South)
Anne Garrod, Director, CL
Supports (West)
Claire Market, Director,
Human Resources
Rose Renaud, Director,
Finance and Administration

Achieving REAL success requires an outstanding team of people. We are indeed very fortunate to have achieved REAL success in 2016/17 throughout Essex County!

“Inspiring Possibilities” and “REAL Change” are so much more than taglines...the real meaning is within the stories we hear each day from the people we support and their families. Stories about “a home of my own”, “real pay for real work”, “my life my decisions”, “belonging in my community”, “receiving the right support at the right time” and so much more. Through the leadership of the management team and many direct support professionals we are truly supporting the personal outcomes of people...and that’s what “Inspiring Possibilities” and “REAL Change” are all about!

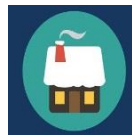
Our partnership with Ensemble and New Day has further enhanced our success. The Board of Directors provides outstanding leadership and support and this makes an incredible difference! Volunteers, community leaders, funders further help us progress towards our strategic directions.

It really has been quite a year and looking ahead we see continued change and growth and we can’t wait to inspire and achieve many more possibilities.

Ron Giofu, President and Nancy Wallace-Gero, Executive Director



Five REAL Change pilot projects inspire learning about innovative and modernized practices.



THE RIGHT SUPPORT IN MY HOME.

Creative and modernized living options to promote independence, self determination and natural support networks. Smart Support/Technology Enabled Services is having a tremendous impact. Over 25 people have made significant changes and many more are underway.

SELECT-A-BREAK.

A wide variety of “right fit respite options” that are innovative, flexible and affordable have been developed ... families have spoken; we have listened and responded.



MY SUPPORT LINK.

An innovative online platform and tools for families to connect with each other, access shared resources, and register for flexible supports and activities. One of the first (outside of the GTA) to onboard with My Community Hub –our response to My Support Link.

LEAMINGTON/COMMUNITY HUB 33.

Six agencies agreed to share space and form a “Hub” in Leamington. Building on existing partnerships and improving response to families are the goals and we will continue our work together to build a model that achieves our goals.



FORWARD FOCUS MARKETING.

A modern and comprehensive marketing strategy to build awareness, market to current and potential “customers”, and create and promote campaigns for relevant services and support – that is exactly what we need for today and tomorrow’s reality!

Stats and Facts

- the largest DS service provider in the West Region!
- **200 full time** employees and **500 part time** employees-- providing high quality supports and services.
- Wages and benefits represent over 80% of the total budget; administrative costs represent approximately 6%.
- 52 owned/7 leased properties and 62 owned vehicles
- Supports and services provided to **over 650 people** and their families. Supports provided include community participation (125 people), accommodation supports (240 people), family supports /respite options (326 people), and employment supports (113 people)
- In partnership with Regional Support Associates (clinical service provider), we provide **enhanced specialized services** to people with extraordinary challenges. With a solid reputation in delivering complex services we are sought after to mentor others across Ontario.

Some Accomplishments

- Leadership towards others in the Developmental Service Sector -- we have presented to over 1,000 agency representatives at conferences and events. 25 agencies have connected with us to learn more about REAL Change and related work.
- Because of REAL Change, we are the proud recipient of
 - the first **OASIS Member Leadership Award (2017)**, and
 - the **DSHR Strategy Agency Award (2017)**
- Successful recipient of numerous grants. Of note, Ontario Trillium Funds are allowing us, together with the University of Windsor's HK Dept., to expand the APEX Exercise Program. The Local Poverty Reduction Fund provides evidence-based, valuable research into the impact of Career Compass. And Ontario 150 Grant Funds are enhancing the accessibility and safety of our Essex Centre.
- First Choice Employment (now Career Compass) finished a successful two year project with 113 new job opportunities, and 47 people obtaining meaningful employment. Career Compass will assist another DS organization in Ontario to implement Career Compass.



Our Resources for the Year Ending March 31, 2017 (in million)

Revenues	\$	Expenditures	\$
MCSS/MCYS	28.1	Accommodation Supports	26.1
Fees for service	4.4	Employment/Community Participation supports	2.5
Fundraising/donations	0.3	In and Out of Home Respite	2.3
Other grants and revenues	0.3	Community Relations/Other	0.4
Investment income	0.1	Administration	1.9
TOTAL	33.2	TOTAL	33.2

Copies of the audited financial statements are available, upon request, at our office in Essex.

OUR ...

VISION

A community that celebrates inclusion and inspires possibilities.

MISSION

We are committed to support people in achieving their goals and dreams and to realize their value as full citizens in their community.

GUIDING PRINCIPLES

- The value of each person as an individual citizen.
- Individualized and flexible supports
- Choice, control and safety for each person supported.
- Support networks.
- Community partnerships
- Advocacy
- Accountability.

GOALS 2016 - 2019

Improve access to services for people requiring support and their families.

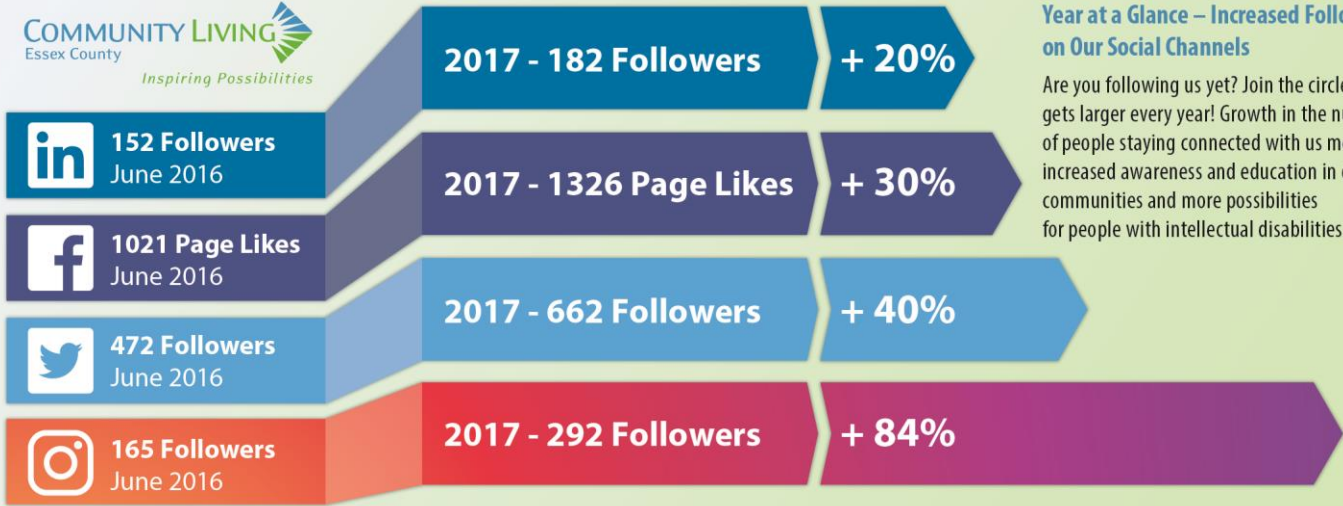
Offer people requiring support and their families innovative, flexible and affordable support.

Design a responsive and sustainable business model.

Provide leadership and innovation in a modernized Developmental Services Sector.

Year at a Glance – Increased Following on Our Social Channels

Are you following us yet? Join the circle that gets larger every year! Growth in the number of people staying connected with us means increased awareness and education in our communities and more possibilities for people with intellectual disabilities.



**Just some of our annual fundraising events.
Attend. Volunteer. ENJOY!**

events

- Charity Golf Tournament, July 13, Sutton Creek, Essex
- Ruthven Apple Festival, September 30/October 1, Colasantis Tropical Garden, Ruthven
- Jingle Bell Run-Walk-Wheel, November 12, Ken Knapp Ford, Essex
- Holiday Gift Wrapping, late November – December 24, Devonshire Mall, Windsor



... providing family leadership
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... providing advocate leadership
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THANK YOU

With thanks to our major funders – the Ministry of Community and Social Services and Ministry of Children and Youth Services.

With acknowledgment and appreciation to the Ontario Trillium Foundation and the Libro Prosperity Fund.



So many people help us inspire possibilities. No matter how you support or are connected with Community Living Essex County – we greatly appreciate it, rely on it and your support makes a difference.