



ANNUAL REPORT
FISCAL YEAR 2021-2022

No Barriers... Just Life



OUR VISION

No Barriers – *Just Life*

OUR MISSION

ADVOCATE. MENTOR. COLLABORATE.





COMMUNITY PARTICIPATION

Full participation in the community is an important part of full inclusion. Our services are moving away from services in our buildings. Instead, staff support people seven days a week and evenings to take part in activities in the community. This is individualized support based on what each person wants. This is quite an undertaking and the pandemic has given us a pause and a chance to reset and plan with each person. This includes helping people manage their Passport Individualized dollars.

SHARED LIVING

The Shared Living department provides 24 hour supports to people in homes located throughout our communities, with an emphasis on maximizing daily living skills to achieve the highest possible level of independence and community involvement. We have sought to incrementally reduce the number of people living together to be able to offer more personalization of services.

SUPPORTED INDEPENDENT LIVING

Supported Independent Living offers people the support they require in their own homes in accordance with their individual needs. The degree and type of supports required are determined by the people themselves, their families,

various service professionals and the person's Direct Support Professional.

HEALTHY GENERATIONS

Healthy Generations provides services to families raising children with Fetal Alcohol Spectrum Disorder (FASD). The primary focus of this program is to support children aged 0-6 and their families.

HOST FAMILY HOME

Host Families in the communities offer alternative residential options for adults that provide the person with an opportunity to become an integral member of a family and at the same time live in a community setting.

VIDEO CONFERENCING

Video Conferencing delivers clinical, educational and administrative information to individuals, families, caregivers and professionals. It is through this technology that our Agency is linked with our Ministry designated clinical service provider, Surrey Place Centre and other partners.

EMPLOYMENT SERVICES

The Employment Services department provides people with the opportunity to learn the skills needed to gain employment in the community. The Supported Employment component provides supports to businesses that employ people.



SHARED LIVING SERVICES

31 People Supported This Year

SUPPORTED INDEPENDENT LIVING

43 People Supported This Year

COMMUNITY PARTICIPATION SUPPORTS

94 People Supported This Year

FAMILY HOME PROGRAM

11 People Supported This Year

EMPLOYMENT SUPPORTS

19 People Supported This Year

HEALTHY GENERATIONS

18 Caregivers

12 Children

MMW VIDEOCONFERENCING PROGRAM

Unknown at time of printing

EXECUTIVE DIRECTOR CORNER

As I look over this last year it seems like the Pandemic has taken an even bigger toll on people supported, staff and stakeholders. We put a lot of effort into finding out how our staff were doing and pandemic fatigue has certainly been at play. We worked closely with the YMCA workwell program to gain insights and respond to staff concerns and need for support. This is a continual work in progress, as staff have been working long hours under the pressures of the pandemic and short staffing. Our Direct Support Professionals, Managers and Administration staff are our heroes. They showed up for the people we support. I want to thank everyone for their dedication during times of uncertainty.

We will be entering a time of preparing for a future of more individualized funding and staffing and housing shortages. This fall we will enter into Strategic Planning to take us into this future.

Sherry Baum,
Executive Director



JOURNEY TO BELONGING: CHOICE AND INCLUSION

Ministry of Children, Community and Social Services

Developmental Services Reform Plan

Journey to Belonging: Choice and Inclusion

Developmental Services Reform Plan

Vision

People with developmental disabilities are supported by their communities, support networks and government to belong and live inclusive lives. People are empowered to make choices and live as independently as possible through supports that are person-directed, equitable and sustainable

Principles

People receive **support based on their needs**

Services build on the **strengths of people and supports** provided by families, support networks and communities

Supports are **person-directed and flexible**

Supports are **proactive and responsive** to people's changing needs across the course of their lives







Services are driven by **evidence, outcomes and continuous improvement**

Services and supports promote **health, well-being and safety**

System is **sustainable**

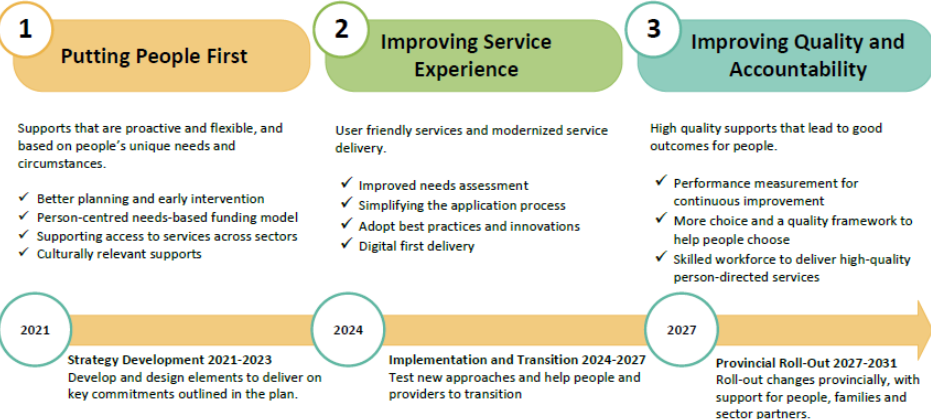
Immediate Actions:

We will take action over the next year to improve access and reduce barriers for people and families

- | | | | | | |
|---|--|--|---|---|---|
|  Application <ul style="list-style-type: none">Improve communicationsReduce wait timesVirtual option and pilot online booking |  Passport <ul style="list-style-type: none">Help people purchase technologyEasier to submit claims and reimbursementClearer guidelines |  Service Provider Capacity <ul style="list-style-type: none">Streamline administrative processes so more time is spent supporting people |  Life Transitions <ul style="list-style-type: none">Affordable housing solutionsYouth employment initiativesImprove transitions for youth |  Workforce <ul style="list-style-type: none">Recruitment and retention effortsSharing knowledge and best practices |  Awareness <ul style="list-style-type: none">Education campaign to reduce stigma and discrimination |
|---|--|--|---|---|---|

Reform Commitments:

Over the next 8-10 years, we will make the foundational changes needed to enable successful long-term reform. We will work in partnership with people with developmental disabilities, families and service providers as well as other ministries and sectors to achieve our vision of helping people truly belong in their communities.



Journey to Belonging: Choice and Inclusion

<https://www.ontario.ca/page/journey-belonging-choice-and-inclusion>

Journey to Belonging video:

<https://youtu.be/vZwKLafzZ3s>

Plain language version:

https://www.mcscs.gov.on.ca/documents/en/mcscs/developmental/DS_Reform_Plain_Language-en.p

STAFF YEARS OF SERVICE AWARDS 2021

35 YEARS

Rita Driver

30 YEARS

Kate Wickstrom

25 YEARS

Shannon Collins

Bill Michaud

Heidi Engle

20 YEARS

Donna Liddon

Danielle Bresson

Mercy Hill

Monique Story

Lori Feller

15 YEARS

Melissa Henry

Abdallah Fadel

10 Years

Kelly Johnston

5 Years

Karrah Ostman

Colleen Haskins

Johny Polny

Stephanie Davis

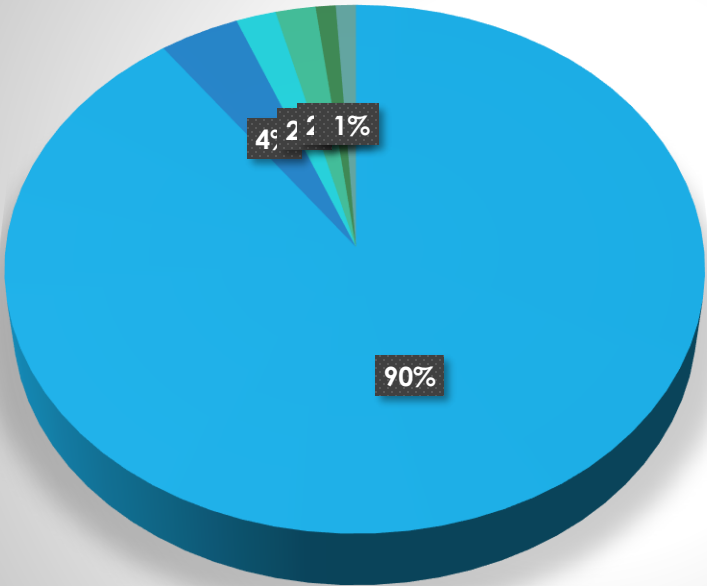
Kalie Ernewein

Micelle Raine



REVENUE

Revenue 2021-2022 Fiscal Year



- Ministry of Community and Social Services 90%
- Lutheran Community Care Centre/ Family services Toronto (Passport) 4%
- Surrey Place Centre 2%
- Rental Revenue 2%
- Other 1%
- Public Health Agency of Canada 1%



Board of Director's as at April 1, 2022

Laurie McCarthy
Humberto Pacheco
Ben McNabb
Lyn Manitowabi

***Are you Ready to make a difference?
Become a board member
and help your community.***

Our board of directors are responsible for advancing the agency's philosophy, goals, vision and mission through strategic directives and governance. The executive director is responsible to the board for operationalizing the agency's strategic directives.

Our board member roles offer:

- A rewarding and challenging opportunity
 - Advocacy locally and provincially
- Opportunity for professional development
- Opportunities to sponsor events in the community