

Annual Report § 2009 | 2010



A resource and support across Essex County since 1961 for people who have an intellectual disability and their families.



A MESSAGE FROM DEBORAH ROLLIER, PRESIDENT
AND NANCY WALLACE-GERO, EXECUTIVE DIRECTOR



Dear Friends...

There is a tendency for a 49th year to be overshadowed by planning for the upcoming 50th Anniversary in 2011. While we are certainly looking forward, our 49th year, as all others, has proven to be unique, remarkable and challenging and, there has been much to celebrate....

- § We fortunately received many special grants for improvements or replacements of properties. The new or renovated homes are just lovely and make life so much better for the people we support and for the staff providing the support.
- § Our current President, Debbie Rollier, was elected to the position of Vice President of Community Living Ontario. This is a wonderful opportunity for the people of Essex County to ensure their voice is heard at a Provincial level.
- § We were selected as a pilot site for the implementation of core competencies in Ontario. Core Competencies have been developed for all of the key positions in the developmental services sector to enhance our ability to continue to attract and retain qualified staff who have the skills, values and attributes necessary to meet the goals and objectives of Community Living.
- § We launched a new website...visit us at www.communitylivingessex.org -- this new site will help us to better share the inspiring stories of people in Essex County -- to inspire possibilities for all!
- § The Mayor's challenge has met with tremendous success...people are being offered jobs ... real work for real pay...and their pride is spreading!

And, we also have been challenged this year in many ways....

- § While we did receive some funding in the past year to support a plan to improve the wages of our direct support workers, we did not receive the funds we

were promised for this current year. This has created a very challenging situation and we will need to work very hard throughout this year to ensure that we maintain our supports to people, while responding to the most critical needs in our community.

- § The Ontario government has developed plans to "transform the developmental services sector". Some of the changes are very positive and will increase the flexibility of supports to respond to individual needs. However, some of the changes seem 'bureaucratic' and are coming at a difficult time...the waiting list for support is longer than it has ever been...over 500 people in Windsor-Essex County are waiting for services and supports. This will be a most difficult year--with demand for services far outweighing available resources.
- § We suffered losses of several people we support and family members who we have known and loved for many years. People we have supported for many years are aging and we are experiencing increased illnesses and many more losses. This is very difficult, especially for housemates and our direct support staff who care so very much about the people supported...and deeply feel the loss.

There is so much more we could share, but let's look forward to celebrations in the coming year...particularly the upcoming 50th Anniversary in the Fall 2011!...and, of course we will also meet the challenges of this year in the very best way we can!

Our thanks to everyone involved with Community Living Essex County for their energy, enthusiasm and involvement....you have helped to Inspire Possibilities!

Debbie and Nancy

2009/2010 BOARD OF DIRECTORS

OFFICERS:

Deborah Rollier, President
Marg Prince, 1st Vice President
Diane Bourbeau, 2nd Vice President
Mike Greenaway, Treasurer
Mike Groot, Past President
Nancy Wallace-Gero, Secretary/Executive Director

DIRECTORS:

Carol Brennan § Mary Ferguson § Sandie Hutchinson §
Jennifer Leblanc §Cathy Stevens

SPECIAL DIRECTOR: Jean Myles

Highlights of 2009/10

SUPPORTS AND SERVICES

Community Living Essex County takes great pride in the range and quality of supports and services provided. The Association is working closely with MCSS/MCYS and all regional service providers to reduce the very lengthy waiting lists, within available resources.

During 2009/10, approximately 600 children, youth and adults received supports including Family Supports, Day Supports and Community Living Supports. Highlights include:

- § Respite homes for children (in Belle River, LaSalle, Leamington) and adults (in Harrow and Essex) provided support to 75 families. The need is huge!
- § In-home respite was available for 26 adults, Summer Support for 180 children and youth. Additional summer support was realized through the "All Children Belong" initiative funded by the National Child Benefit program and the Teen Initiative, funded through HRDC student placement grants.
- § Support was provided to 120 families with their Special Services at Home contracts.
- § Day supports, through four resource centres, were provided to 310 adults. Competitive employment and community involvement remain top priorities. Harrow Day Supports and "Rainbow Connection", a parent-led support, continue to provide individualized day supports.
- § 24-hour community living support was provided for 167 children, youth and adults.
- § 57 adults, living on their own, received varied amounts of supports for counseling, budgeting, meal planning, and skill development.

NEW DAY, LEADERS OF TODAY

This self advocacy group has grown tremendously over the past year. They have revised a Bill of Rights and are currently sharing their work with all staff and people receiving support to ensure all rights are understood and followed. New Day is also involved in translating material into plain language and providing valuable input and leadership into many initiatives underway at Community Living Essex County.

ENSEMBLE

- § Reaching out to connect with parents has been a major focus of Ensemble. Billboard ads and a new website (www.ensembleunderstands.com) are

among successful methods used to connect families and provide valuable resource material. Ensemble's reach is provincial and their forward thinking and social networking approaches continue to be showcased provincially and beyond!

NEW INITIATIVES/SPECIAL PROJECTS

- § Partnering with the City of Windsor, Community Living Essex County received substantial funding from the Canada Ontario Affordable Housing program for seven new accessible homes in 2009/10 alone!
- § Funding for energy efficient technology is being explored.
- § Make the Day Matter is a new, long term initiative to individualize support and enhance opportunities for people receiving day supports. Exciting new possibilities are being inspired!
- § The Enhanced Specialized Services are operating and in full use by people across Windsor-Essex County. This newer service in our community has been very responsive to people with complex needs – and is proving very successful in supporting people in their home, in their community.

FUNDRAISING

- § Fundraising remains critical. 2009/10 has been quite successful. Extending our external reach to new groups has proven successful in building community capacity for increased involvement of people we support. We are very fortunate to have hundreds of generous volunteers, from within and outside the association, continuing to donate their time, energy and ideas.
- § Employment opportunities for people we support have continued with success despite the poor regional economic climate. The May, 2010 "Lunch with the Mayors" event highlighted the incredible value and benefits of employing people with disabilities.

HUMAN RESOURCES

- § 614 employees (176 full time and 438 part time) are currently working across Essex County
- § Employee Appreciation Events were held in 2009 and were extremely well attended!
- § Systems, such as payroll, have been completely converted to an electronic system resulting in greater efficiency and better use of everyone's time.

inspiring possibilities

2009/10 Finances

Revenues for the year

MCSS/MCYS	\$22.4 million
Fees for service	3.1 million
Fundraising/donations	0.2 million
Other grants and revenues.....	0.3 million
Major Capital grants	0.7 million
Investment Income	0.1 million
 TOTAL	 \$26.8 million

Expenditures for the year

Accommodation Supports.....	\$19.6 million
Employment/ Day supports.....	3.8 million
In and Out of Home Respite	2.2 million
Special Services at Home	0.5 million
Community Relations/Other.....	0.1 million
Major Capital Project	0.6 million
 TOTAL.....	 \$26.8 million

Administrative costs are incorporated in each of the above expenditures and are 6.3% of our total expenditures.

Note: Copies of the audited financial statements for the year ending March 31, 2010 are available at our office in Essex.

Thank you to our funders, particularly the Ministry of Community and Social Services and the Ministry of Children and Youth Services, our donors and all those who have volunteered at fundraising events throughout the year. You inspire us and have made a real difference!

We fondly remember all dear friends and family members who have passed away this year and dedicate this 49th Annual Report to their memory.



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Management Team

Nancy Wallace-Gero, Executive Director
 Linda Hurst, Executive Assistant
 Claire Market, Director, Human Resources
 Cathy Herbert, Executive Assistant, Human Resources
 Rose Renaud, Director, Office Services
 Kathleen Leippi, Acting Executive Assistant, Office Services
 Edward Sargent, Manager, Property
 Lynne Shepley, Manager, Admin/Program Support
 Tony DeSantis, Manager, Community Relations and Resource Development

SUPPORTS AND SERVICES TEAMS:

WEST AREA: Director of Support: Anne Garrod
 Managers of Support: Marie Allen, Donna Everitt, Sandra Paisley, Leslie Prieur, Deneane Mineau

SOUTH AREA: Director of Support: Lee-Anne Dupuis
 Managers of Support: Julie Boismier, Barry Keith, Chris Lavender, Kevin McMullan, Bonnie Vidal

CENTRAL AREA: Director of Support: Karen Charette
 Managers of Support: Rosa Amicarelli, Corey Dalglish, Lori Huson, Laura Lamarche, Stephan Vonk, Patty Neufeld

NORTH AREA: Director of Support: Sue Grando
 Managers of Support: Debby DeGroot, Heather Hannigan, Maria Chauvin, Ann Laramie, Lisa Wallace, Gerti Seidl

ENSEMBLE PARENT CONSULTANTS:

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