

Chair's Message

The past twelve months has proved to be very interesting and challenging for the members of the Board of Directors for Contact Niagara as the Ministries of Community and Social Services and Children and Youth Services work through the conceptual components of their restructuring and thus their agency funding model. As an organization, we have not been asked for our input, but we have been informed of the highlights of the discussions that have taken place. This uncertainty has slowed our long range planning process but, in no way, has it had a negative impact on the services that Contact Niagara has provided to our clients and community. I would like to ensure our members that we, as a Board of Directors, will ask the critical questions if we are invited to the Ministry Planning Table in the future; will initiate conversations with our Regional Office staff as a means of enhancing their input at the provincial table; and will continue to set high standards for the operational practices of Contact Niagara.

In closing, I would like to take this opportunity to express my appreciation for the excellent leadership that has been offered by our former Executive Director, Steve Novosedlik, for the dedicated work of all staff in our organization and for the commitment to thoughtful problem solving by members of our Board of Directors. We are and will continue to be a positive and vibrant partner with the local agencies and a resourceful and trusted access point for our client base. Respectfully Submitted,

Marlene DeRose, Contact Niagara Board Chair

Executive Director Report

If I had to characterize the 2006/07 year for Contact Niagara, 'continued improvement' both internally and externally is what first comes to mind. Internally, late in the 2005 calendar year, Contact introduced 'six sigma' as its 'continuous quality improvement framework'. However, much of the groundwork was laid through the 2006/07 fiscal year. It is our view that this framework, once in full flight, will be central to our ability to objectively assess our processes with the view of implementing change wherever and whenever needed.

Externally, there is no doubt that changes to the system, particularly in the developmental sector, continued to unfold. The introduction of Phase III of Passport, the development of a day support vacancy management process and the selection of Contact Niagara as a pilot site for the testing of experimental tools and processes have kept this organization, and the system, on a steady path of improvement – all with the view of increasing the quality and capacity of supports for individuals. I would encourage individuals to read the September 2007 issue of **EXTRACTS** for more information about both the system activities for the 2006/07 year and a range of statistics reflective of Contact's activities.

Given this to be my final annual report as Executive Director, I wish the very best for the Board and Staff of Contact Niagara. It has been a tremendous pleasure working with this organization as well as the broader service provider network. It is said that the journey is more important than reaching the end point. Certainly the journey I have had over these last seven years or so has been rich in experience brought about by having connected with many people all working toward a common end. I thank you all.

Stephen Novosedlik, Executive Director

Financial Report Fiscal Year Ended March 31	2007	2006
Revenue		
MCSS/MCYS	\$1,099,324	\$1,067,997
Flow through Revenues	848,534	609,471
Interest and Other	14,084	4,054
TOTAL:	\$1,961,942	\$1,681,522
Expenses		
Salaries & Benefits	880,365	\$850,501
Flow through Expenses	835,668	577,527
Other	220,197	235,801
TOTAL:	\$1,936,230	\$1,663,829
Excess (deficiency) of Revenue over Expenses	\$25,712	\$17,693



23 Hannover Drive, Unit 8
St. Catharines, ON L2W 1A3
Phone: 905-684-3407 or 1-800-933-3617
Fax: 905-684-2728 TTY: 905-684-6289
www.contactniagara.org

Board of Directors

(September 2006 – September 2007)

Chair Marlene DeRose

Vice-Chair Aileen Turnbull

Past-Chair Jean Armitage

Treasurer Kristine Douglas

Board Members

Nancy Bufalino

Ruth Daigle

Sally Hooper

Murray Odesse

Selvum Pillay

Secretary Stephen Novosedlik, Executive Director

Contact Niagara Staff

(As at March 31, 2007)

Executive Director Stephen Novosedlik

Manager Client Services Kaarina Vogin

Office Manager Carol Lukasik

Resource Coordinators

Tom Archer

Karen Colavecchia

Marcia Cramp

Beth Foster

Cathy Gales (Part Time)

Lori Gill

Margaret Griffiths (Part Time)

Kristen Hendry (Part Time)

Susan Kowalski (Part Time)

Shantelle Marcoux (Bilingual)

Arthur Martin

Greg Sentance (Contract)

Administrative Supports

Mary Beattie (Part Time)

Susan Dolgos

Jackie Frans (Part Time)

Anita Klemmensen

Mission

Contact Niagara exists to make a positive difference to individuals, families and the Niagara community by providing coordinated information, community planning and access to MCSS funded services and supports.

Vision

Contact Niagara will be valued as an essential member of the service system and recognized by the community for its leadership, innovation, and commitment to individuals and families.

Values

Individuals and families are central to our work at Contact Niagara. Our decisions and actions are guided by our commitment to the following core values:

Integrity, Accountability, Trust

Committed to service excellence, our values will be evident in all we do. We will:

- be open, honest and objective
- seek input and welcome advice
- make decisions fairly and responsibly
- be guided by what we learn through innovation and creativity

Personal Development

We believe people are individuals, each with unique strengths, needs, feelings and thoughts. We will:

- work with each person and family towards the achievement of individual and collective goals
- work and act in partnership with individuals and families, and our shared communities

Respect

Recognizing and valuing the importance of partnerships, alliances and collaborative effort, we will:

- ensure timely, flexible and appropriate responses
 - value the diversity of our communities and individuals
 - honour the privacy and dignity of others
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