

## Chair's Message

Our mission at Contact Niagara is to make a positive difference for individuals, families, and the Niagara community by providing coordinated information, access and community planning to Ministry of Community and Social Services (MCSS) and Ministry of Children and Youth Services (MCYS) provincially funded services and supports. As a governance board, we are charged with the responsibility of making sure the organization functions at the highest level of effectiveness and efficiency within the context of its core values, while supporting the Executive Director during these times of change.

In our efforts to provide coordinated information to the Niagara community and the Ministries, Contact has engaged in ongoing projects to collect and report data. This year Contact Niagara has also continued to be involved with and support a variety of community committees. Over the course of this year, we have, as an organization, weathered the financial downturn and were able to maintain levels of service. We will continue to monitor the situation in the upcoming year.

With the passing of the Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008, and posting of regulations, staff have contributed to a number of focus groups related to Developmental Transformation. While these exercises are Ministry initiated and led, we believe that our direct involvement can only demonstrate the expertise, as well as the unmet service needs, of the Niagara Region.

Although we remain unsure of the Ministry of Community and Social Services' plan regarding the future organizational structure of the Developmental Services Application and Funding Entities, we, the Board of Directors, continue to commit to supporting Niagara's individuals and families by maintaining our role as leaders and innovators in the service system.

In conclusion, I wish to thank Kaarina, our most competent Executive Director, for the role she has played in leading this organization over the past year. Kaarina, thank you for your dedication, attention to detail, and for keeping the Board fully informed of all updates from the Ministries.

To the staff of Contact Niagara, we again extend our appreciation and thank you for the excellent work that you do in support of families and service agencies in our community, as well as for your support of your leader.

To the members of the Board of Directors, I thank you for your support and for volunteering your time and skills to this worthwhile agency. We have worked as a team through changing times, and I am confident that in the year ahead we will continue to meet the expectations and challenges of our positions.

We are what we create together and support. If individuals and families are to depend on our services, then we need to present a united front to move the social needs of the Region of Niagara forward.

Respectfully Submitted, **Sally Hooper, Board Chair**

## Executive Director Report

The 2008/09 year was an interesting and challenging one for all. Ongoing and anticipated changes within an environment of fiscal restraint have caused all social service agencies, individually and collectively, to revisit service delivery models, focusing on the most effective means of meeting the needs of the individual whom we serve.

Within the context of (MCSS) Developmental Services Transformation, the Increasing Community Capacity Initiative challenged developmental service organizations to find creative ways to provide more service to some individuals, without new resources. The developmental service-provider community in Niagara was able to collectively meet targets provided by the Ministry of Community and Social Services (MCSS), while engaging in frank discussions about the impact of these measures on all individuals.

Children's services funded by the Ministry of Children and Youth Services (MCYS) have also collectively been challenged to continue to meet service targets, while also continuing to meet the needs of the most complex children and youth. This has prompted many in-depth discussions about creative and collaborative ways to better serve children and youth in Niagara, while aligning agency and community directions with MCYS's strategic framework.

Consistent with our mandate to provide coordinated information, Contact Niagara has been able to support both the children's and the developmental service systems in their important work by providing ongoing information on service utilization, managing adult Day Program and Residential waitlists, coordinating vacancy management processes, and facilitating and/or providing administrative support to Executive planning tables and a variety of community committees. Detailed data from 2008/09 can be found in Volume 4, Issue 1 of Contact Niagara's publication, Extracts, which will be released in October.

Central to all of our work are the individuals and families who require support. Contact Niagara's efforts, consistent with the efforts of Niagara's community of service providers, continue to focus on effecting change in order to improve and enhance the system of supports available to those who need them.

At this time, I would like to thank all of the staff of Contact Niagara for their ongoing commitment to the organization, the community and to individuals and families. It is this high level of commitment that continues to sustain the organization in its work, and contribute to our success. I would also like to thank the Board of Directors for their dedication to the vision and mission of the organization, providing insightful governance that continues to move Contact Niagara in a positive direction. And to our service provider partners, and the individuals and families who work with us, we look forward to another year of building new relationships, and improving on long-established ones.

Yours respectfully, **Kaarina Vogin, Executive Director**

<b>Financial Report</b> Fiscal Year Ended March 31	<b>2009</b>	<b>2008</b>
<b>Revenue</b>		
<b>MCSS/MCYS</b>	995,741	\$1,079,330
<b>Flow through Revenues</b>	699,003	736,853
<b>Interest and Other</b>	123,747	14,614
<b>TOTAL:</b>	<b>\$1,818,491</b>	<b>\$1,830,797</b>
<b>Expenses</b>		
<b>Salaries &amp; Benefits</b>	814,787	857,309
<b>Flow through Expenses</b>	695,875	730,526
<b>Other</b>	325,555	262,762
<b>TOTAL:</b>	<b>\$1,836,217</b>	<b>\$1,850,597</b>
<b>Excess (deficiency) of Revenue over Expenses</b>	<b>(\$17,726)</b>	<b>(\$19,800)</b>

## 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

## Board of Directors

(September 2008 – March 2009)

**Chair** Sally Hooper  
**Past Chair** Marlene DeRose  
**Vice-Chair** Selvum Pillay  
**Treasurer** Kristine Douglas

### Board Members

Wayne Cleary  
 Marg Davison  
 Brett Flynn  
 Trudie Hill  
 Laura Hills

**Secretary** Kaarina Vogin, Executive Director

## Contact Niagara Staff

(As at September 2009)

**Executive Director** Kaarina Vogin  
**Manager of Client Services** Fred Steinhaus  
**Office Manager** Carol Lukasik

### Resource Coordinators

Tom Archer  
 Karen Colavecchia  
 Marcia Cramp  
 Julie Davison  
 Beth Foster  
 Heather Fowler  
 Lynne Rousseau (Bilingual)  
 Cathy Gales (Part Time)  
 Margaret Griffiths (Part Time)  
 Kristen Hendry (Part Time)  
 Susan Kowalski (Part Time)  
 Heather Ranger (Part Time)

### Administrative Supports

Mary Beattie (Admin Support Part Time)  
 Jackie Frans (I.S./Admin Support Part Time)  
 Anita Klemmensen (Reception/Admin Support)  
 Janet Pfeifer (Bookkeeper Part Time)



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