

Chair's Message

Having completed its sixth year of providing coordinated information, community planning and access to ministry funded services and supports, Contact Niagara continues to grow in the volume and scope of services provided under the auspices of the Ministry of Community and Social Services and the Ministry of Children and Youth Services.

Although the statistics related to access have begun to stabilize somewhat, other new and expanding programs have resulted in an increase in workload for Contact Niagara's staff. New initiatives include Children's Complex Needs Case Management, Extrajudicial Measures Protocol, and the Passport Initiative, all are needed community programs which fall under the mandate of Contact Niagara. As our scope of services increased, our need to evaluate our priorities and strategic directions became evident. In response, the Board established an ad-hoc strategic planning committee to review and update our strategic plan. The committee identified these key areas of focus for Contact Niagara; Access, Information Management and Planning. These priorities were approved by the Board and work has begun on establishing goals to address where the Board wants to be in the next few years, setting the directions and developing criteria to assess our achievement of the goals.

Four of the nine board members were new to the Board this past year, replacing founding members whose terms had expired. The new members adapted quickly to the role of the board member resulting in a seamless continuum of leadership for Contact Niagara. This year two board members complete their terms of office. Their expertise and commitment will be missed but I am confident that they will continue to provide support to Contact Niagara and its work in the community.

On behalf of the Board of Directors, I extend our appreciation to Steve Novosedlik, the Executive Director and to the management team and staff for their dedication and hard work in providing both the established and new services of Contact Niagara and for willingly and creatively addressing the many challenges encountered this past year. As well, our service provider partners and the Ministries are thanked for their commitment to the work we do. On a personal note, I want to thank my fellow board members for their support and for their diligence in carrying out their governance responsibilities. Respectfully Submitted,

Jean Armitage, Contact Niagara Board Chair

Report of the Executive Director

Contact Niagara has accomplished a great deal over this past year. A more comprehensive review of these achievements along with a presentation of key data is contained in our year end publication *EXTRACTS*. I would encourage individuals to take the time to read it through.

Much of what Contact has achieved is a direct result of the relationships we enjoy with all of our partners across the system. Our colleagues in the two sectors of children's and developmental services and within the Ministry continue to demonstrate a high level of commitment to collaboration which has in turn contributed to our ability to connect individuals to needed services and supports.

I must also emphasize the importance of the ongoing commitment and leadership that the Board of Directors of Contact has demonstrated. Their efforts and attention to Contact as well as the broader system continue to be a significant support to our collective work.

Finally, we are very fortunate to have a staff group of tremendous quality and perseverance. Each is to be thanked individually for their unrelenting commitment to providing much needed support to individuals seeking service.

Financial Report	2006	2005
Fiscal Year Ended March 31		
Revenue		
MCSS/MCYS	\$1,067,997	\$964,050
Flow through Revenues	609,471	367,222
Interest and Other	4,054	69
TOTAL:	\$1,681,522	\$1,349,780
Expenses		
Salaries & Benefits	\$850,501	\$786,228
Flow through Expenses	577,527	365,749
Other	235,801	213,039
TOTAL:	\$1,663,829	\$1,365,016
Excess (deficiency) of Revenue over Expenses	\$17,693	\$(15,236)

Board of Directors

(September 8/05 – September 20/06)

Chair Jean Armitage

Vice-Chair Aileen Turnbull

Past-Chair n/a

Treasurer Kristine Douglas

Board Members

Nancy Bufalino

Peter Croskery

Marlene DeRose

Margaret Kleinsmith

Murray Odesse

Selvum Pillay

Secretary Stephen Novosedlik, Executive Director

Contact Niagara Staff

(April 2005- March 2006)

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)

Scott Johnson

Susan Kowalski (Part Time)

Shantelle Marcoux (Bilingual)

Arthur Martin

Administrative Supports

Mary Beattie (Part Time)

Susan Dolgos

Jackie Frans

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
-