

Annual Report 2016 - 2017



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Board of Directors' Report:

Susan Quinn-Mullins - Chairperson

This has been a busy year for CWSDS and for its Board of Directors. In line with our strategic goal of pursuing excellence through partnerships, CWSDS played a large role in the Community Network of Specialized Care (CNSC) "Common Thread" initiative, which helps to build capacity in agencies serving clients with highly complex needs. CWSDS played a key role in developing the "Guidelines for the Care and Support of Individuals with Complex Needs" and three of our clinicians participated in its launch in the Central West Region. We are a "go to" organization for those needing expertise to serve individuals with highly specialized and complex needs.

Another of our goals is to make sure that we are investing our (always limited) resources well. We carried a deficit into this year and, while we could not eliminate it, we were able to reduce it through careful consideration of how we spent money. Board members met with Ministry officials twice this past year to explain our needs and better understand their constraints. The Board created a sub-committee to help identify alternate sources of funding beyond Ministry support. We continue to seek grants from appropriate foundations and look at other opportunities as they arise. We will be amending the CWSDS website to include information on planned giving and other ways to financially support the organization.

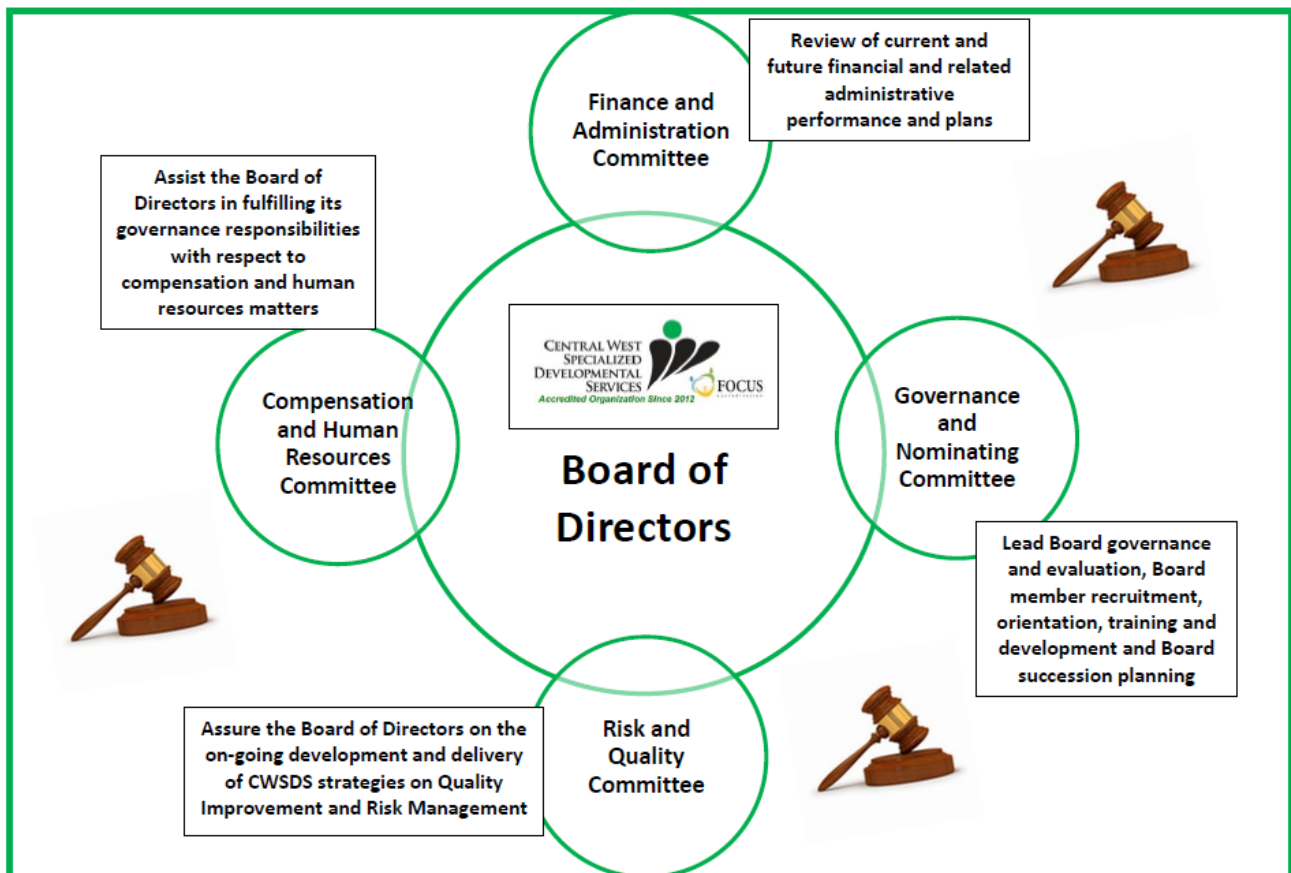
We are proposing changes to the Bylaws to help the Board continue to set our future course. We are adding a Compensation & Human Resources Committee to the existing Finance & Administration and Governance & Nominating Committees of the Board. We are also creating a Risk & Quality Committee at the Board level. It will ensure that CWSDS is aware of strategic risks, and is managing them at an acceptable level. This group will liaise with the long-standing Quality Improvement Committee that deals with operational issues. All Board members serve on one or more Board committees in addition to attending our monthly Board meetings. We are fortunate to tap into a wealth of Board member expertise.


The Board continues to be excited by the role CWSDS plays in the sector. CWSDS' success is rooted in the amazing contributions of our staff to the quality of life of the individuals we serve. Success is seen in every interaction - the clinical programs, the day services, the community outings, the moments of connection. The Board thanks everyone in the organization for their commitment.


Outlined below is a description of the four committees reporting to the Board of Directors.

Listed below are the external committees and working groups that CWSDS participates in to: stay informed and current with initiatives both regionally and provincially; be in compliance with legislation; and be well informed of Ministry requirements and direction. We have also included a list of our internal committees that help to keep us current and relevant. Committees meet bi-weekly, monthly, quarterly, or on an as needed / required basis.

We thank those who set aside time in their schedules to offer their knowledge and experience when attending these important meetings.



	
Provincial Representation	Regional Representation
Great Lakes Society Human Resources Network of Provincial Agencies Network of Specialized Care Passport	Dual Diagnosis Advisory Dufferin Halton Peel Partnership on Aging and DD Waterloo/Wellington

	
Internal Committees	
Accessibility Accreditation Clinical and Ethics Review Critical Incident Day Services Employer / Employee Relations Executive	Forms Geriatric Health and Safety Quality Improvement Residential and Resources Residential Services Managers Senior Leadership Team

Executive Director's Report: James Duncan

Central West Specialized Developmental Services (CWSDS) has been engaged in transformation since 2005. Similarly the Developmental Services sector continues to transform and transition to remain abreast of the changing needs of individuals, families and the related environmental factors (e.g.: financial, demographics, legislation, trends, policy, etc.).

CWSDS has kept pace with these changes with the expansion and introduction of a number of new services, while maintaining a balanced focus on our longer term programs and services. This has led to considerable diversification and growth within the agency: Passport, Community Network of Specialized Care, Dual Diagnosis Service, Short Term Assessment and Treatment Environment (STATE), community based Residential Services, specialized Residential Services for individuals with complex needs and expanded clinical resources. CWSDS has achieved the aforementioned while continuing to deliver the following services and supports: Residential Services, Halton Support Services and Respite. *All of the above has been achieved through the commitment and effort of everyone involved at CWSDS...thank you!*

In recent years, the Ministry of Community and Social Services have intensified their focus on transformation within the Developmental Services sector. Specifically, a great deal of emphasis is being placed on individual funding (Passport), individual costs, the development of specialized services and supports for individuals with complex needs, and strengthening case coordination and service pathways for individuals and their families. It is clear that CWSDS has transformed in keeping with these three key elements. These changes are requiring the many Developmental Service agencies to adopt new ways of operating and delivering services and supports; including increased partnership and sharing of resources across different agencies and sectors e.g.: health.

It is imperative that CWSDS continues to position itself in ways to adapt in a climate of change and transformation. In establishing key strategic directions (2015), one of the key directions is for CWSDS to maintain and strengthen liaison with our community and government partners at both a Regional and Provincial level. The role of the Executive Director has shifted (strategically) to maximize CWSDS' participation and connection to the transformation agenda. CWSDS is an active participant in the following Provincial Developmental Services committees, organizations, networks and initiatives:

- Provincial Network - leads from all Provincial Developmental Services organizations and Ministry officials...emphasis on strategic planning and transformation across the Developmental Services sector.
- Great Lakes Society (Vice-Chair) - organizations across the Province providing clinical and specialized services.
- Provincial Human Resources Initiative - Provincial project to strengthen and develop human resource aspects for agencies and employees in the Developmental Services sector.
- (OPAN) Ontario Passport Agencies Network (Co-Chair) - all 11 Passport agencies from across the Province.
- Community Networks of Specialized Care - Ontario - all 8 CNSC Networks from across the Province...current emphasis on refreshed / new mandate for CNSCs.
- Community Planning Tables (Central Region) - Developmental Services Planning Tables.
- Partnership on Aging and Developmental Disabilities - agencies and long term care.

CWSDS has achieved a renewed role in the Developmental Services sector and, in our strategic direction, have charted a course to ensure our adaptation to change and the resulting long-term strength and viability of the organization.

Residential / Day Services:

Terri Britton-Kennedy - Director of Services

It has been an exciting year of change in Residential and Day Services. We have new faces in all our teams. A long term member, Colleen Croll-Reid, has retired and we wish her well. We have been working through many staff changes over the last year and with change comes extra work for many of the remaining members. It is the dedication and support from all our staff, while we work through these changes, that make us successful and I truly do appreciate it. We have also restructured our supports to have one less Area Manager. Dede Batson and Joanne McCallum continue to provide excellent support and direction to the teams. Our dedicated clinicians continue to provide support to the individuals under the skillful direction of Sylvia Fattore. Audrey Meissner has joined the team as Clinical Director of our Behaviour Services and our in-house behaviour team. With change comes new ideas and opportunities to continue to provide and grow our already excellent established services. Our focus for the upcoming year will be on improving our person-centred goals and the quality of life for the individuals we serve. We continue to grow through education and training programs in our geriatrics and day services areas. You will see in the next few pages the hard work of the managers and staff that is reflected in their updates and I would like to thank everyone for their support in making our agency as successful as it is.

Joanne McCallum - Area Manager for: House One, Two, Nine, Day Services, Respite House, STATE, Tribeca,

House One - Managed by Michelle Thurgar

There are ten individuals living in House One who range in age from 52 to 76. Their geriatric needs have been an increased focus in the home. With the help of the Occupational Therapist, Speech and Language Therapist, Physiotherapist and Health Services, we have increased our assistive devices (such as: lifts, walkers and wheelchairs) to support the individuals. With the support of these devices, they are able to work on skill development and participate in community activities.



Miles and Gerry enjoying treats

House Two - Managed by Amanda Poelmann / Michelle Thurgar

This year the individuals took advantage of the day services summer closure and went to a cottage. They will do the same this year with each of the individuals staying at least one night. While individuals and staff have been working on program structure, the house has undergone some cosmetic changes - a fresh coat of paint on the trim and doors, but most of all there is a new concrete patio. They will plant grass and flowers around the patio and put up an awning for shade. Everyone is looking forward to warm summer days being spent outside on the new patio!

Darren's pictures from the photo booth



House Nine - Managed by Stephanie Mitchell

House Nine has seen many esthetic changes as of late. With a fresh paint job and a new House Manager, we are really concentrating on making it more home-like, with the focus being on the recreational side of aging and how important it is when successful aging is in place. House Nine has developed a recreational calendar that now includes Pet Therapy twice each week and we hope it will be a success. The calendar is being sent to families with the hope of encouraging more family participation.

Residential Services continued...

Tribecca - Managed by Amanda Poelmann Five young and energetic individuals (two ladies and three gentlemen) live at Tribecca. The ladies are undergoing more skill-based programming within the home while the gentlemen continue to participate in day services outside the home. Emphasis is placed on community participation and we are looking for volunteer positions that would suit some of the individuals. The group at Tribecca are creative and have organized many day trips and activities throughout the year, as well as hosting family holiday celebrations.



Respite House - Managed by Lindsey McFarlane

Our Respite program provides non-emergency respite for families and caregivers of persons age 5 to 65, with developmental disabilities, who may also be medically fragile, have a mental health diagnosis and/or complex behavioural needs. We provide respite for up to 10 days per month (overnight for weekends or Monday to Friday stays), with a 10 bed capacity. There is a dedicated children's weekend every 6 weeks. The program is designed to ensure that the individuals have an active, safe and happy stay, by engaging them in recreational activities.



This program is dedicated to demonstrate an atmosphere of

S.T.A.T.E. - Managed by Lindsey McFarlane / Amanda Poelmann

teamwork built upon respect, communication and inclusion. In implementing new programs that are safe, individualized, meaningful and professional, they create a learning environment aimed at developing knowledge and skills for each individual. This includes work placements at a local grocery store and maintaining a local newspaper route. STATE aims to provide the best quality programming to assist individuals to reach their highest potential.



Day Services - Managed by Colleen Croll-Reid / Alfred Barretto

The Day Services department at CWSDS continues to provide a variety of programs and activities based on the requests of the individuals we support. Over this past year we have had two "semester" changes and each semester offered new programs for the individuals to sign up for. We have introduced an art/media format to our Creative Expressions program, a meditation / yoga activity to our Body Mind and Spirit program, a snack bar to our Step by Step program and much more. Our Timeless Connections program continues to meet the needs of the aging population, along with the provision of vibrant and appropriate activities. The Day Services staff gather twice a year to develop plans, strategize and review the responses to the questionnaires that are submitted by the individuals. In December of 2016 we hosted our first Talent and Art Show. The individuals, Day Services staff, Speech and Language Department and the Occupational Therapy Department all worked together to show off the (sometimes) hidden talents of our individuals.

Residential Services continued...

Dede Batson - Area Manager

House Six, Dorset, Gallagher, Grand Blvd., Halton Hills, Hillside, Pineview, Star Lane

Theresa, Ian and David out for lunch
with Irina and Heather



Gallagher - Managed by Rose Thachuk

We have been in our home now for three years and have spent a large amount of time in the last year exploring our community. This includes the water park, rock climbing and going out to restaurants. The individuals in this home have also been busy helping to take care of their home by shoveling snow, gardening, cleaning their rooms and doing groceries. They always look forward to weekly family visits.

Donald waiting
for a fish to bite



Dorset - Managed by Ginny Scott

There are three women and two gentlemen living in this home. The home has a Snoezelen Room and now boasts a well-designed backyard. The individuals are involved in a variety of local activities. Recently they began attending a music therapy program offered in Milton and look forward to attending on a weekly basis.

Star Lane - Managed by Ginny Scott

This marks the seventh year for the six ladies who live at Star Lane. These ladies participate in a variety of programs in Burlington that include summer day camps and the weekly out and about program. This year their Special Olympics event was bowling. They love shopping, getting their nails done and socializing together.

Grand Blvd. - Managed by Ginny Scott

The five men who live at Grand Blvd. lead very full lives. As well as attending community day programming, they participate in the Special Olympics, Special Fridays Day and Sharing Smiles Day. This year they have hosted a couple of gatherings for their families that were a huge success.

Martin
preparing for
St. Patrick's Day



House Six - Managed by Jackie Currie

It has been a busy year for the six gentlemen who live in House Six. This home is an active treatment home that incorporates enriched recreational programming and daily community involvement. They have worked towards or have been successful in achieving their set goals. Families of these men are actively involved in their lives and have attended house parties and dinners. In the coming year they will explore more day service opportunities.

Residential Services continued...

Hillside - Managed by Christine Higenell

The gentlemen at Hillside are pleased to be in their new home in Georgetown and are exploring the area and all that it has to offer. They are looking forward to planting a garden and having BBQs on their deck. A lilac tree will be planted in the backyard in memory of Peter who passed away shortly after their move to Hillside. Peter will be missed by his friends and staff alike.

Halton Hills - Managed by Christine Higenell

The five individuals in this home attend day programs and various activities within their community. This year they attended a pottery class, went to a Dixie Chicks concert and met exotic pets from Hands on Exotics. After a busy day, they all enjoy relaxing with their favourite coffee from Tim Hortons.

Pineview - Managed by Carla Scibetta-Heathfield

There are four individuals residing at Pineview. They have daily activity schedules geared to their interests that include community activities around Milton. These individuals have a great outdoor space at their home and they enjoy spending time walking, riding their bikes and having BBQs. This year they have also enjoyed going out for lunch on special occasions. They always look forward to spending time with their families.



"Hi"
from
Halton
Hills!



Clare with her
valentine bag



Funny tie and hats!

Arts and crafts in the gym.

The **Social Committee** works hard all year round to plan and organize functions for the individuals to enjoy. There is a special event put on each month. These events and other interesting features are captured in the **CWSDS Gazette** - a newsletter that is published by the **Social Skills Group** throughout the year. Stay up to date by reading the **CWSDS Gazette** on our website. We thank all those who participate on the Committee and work on the newsletter. Monthly **BINGO** nights continue to be enjoyed by all and we thank both the family members and the Civitans for continuing this tradition.

The Voice, our self-advocate group continues to meet and to provide input into improving our services. The group participated in a group conference earlier this year called COVE (Community Of Voices Everywhere). **The Voice** helped organize teamwork games for the event.

Behaviour Therapists:

Audrey Meissner, M.Ed., BCBA Clinical Director

Central West Specialized Developmental Services (CWSDS) is one of the leading providers in delivering exemplary support, combined with exceptional clinical services for individuals with Developmental Disabilities and their families. In keeping with this mission, 2017 marks an exciting year for CWSDS as we launch new programs focused on addressing the needs of individuals by enhancing their skill sets. These new skill-building programs will allow our individuals to function more independently at home, as well as within the community. This new initiative has been designed to meet our individuals' evolving needs as well as improve their quality of life and we could not be more pleased with how it is unfolding.

None of this would be a success without our highly motivated, intelligent and dedicated team of Behaviour Therapists who work tirelessly every day to maximize the potential of all our individuals. Every accomplishment at CWSDS is the product of teamwork, which allows us to enhance our services and consequently improve the lives of everyone we serve.



Mark, Yurii and Niromi learning new skills with Chandni, Giverny and Sarah

Nurses and Clinicians: Sylvia Fattore - Clinical Director

As a member of the CWSDS team, I have the pleasure of seeing nurses and clinicians through their contribution of expertise, time and caring demeanor affect tremendous transformation every day with the people we provide care to, and I continue to commend them on the hard work and dedication I see at every level of the assessment and treatment process.

I would like to thank and recognize the nurses and clinicians for their unwavering dedication. Their talents, skills and compassion bring hope and solace to the people we support and their families, and I am truly grateful for their enduring commitment to finding new and innovative treatment modalities/options, to assist the people we support. It is amazing to see the progress that takes place within CWSDS with the assistance of our clinical team.

It is in part, due to the support of our outstanding Nursing Team, Occupational Therapist Team, Speech-Language Therapist Team, Consulting Psychiatrist and Physicians that we are able to provide the best care to the people that we support each and every day.

Dual Diagnosis Service: Sylvia Fattore - Clinical Director

The past year, 2016-2017 has once again been a very successful year in DDS as we supported 138 of the most complex individuals within the Peel, Halton, Wellington, Waterloo and Dufferin Regions; admitting 31 new people into service.

On a daily basis, we have the tremendous privilege as professionals, to provide support to people when they are going through some of the most difficult times in their lives. It can be difficult to put your wellbeing and those of your loved ones in the hands of people you don't know. With this said, at DDS, we are driven by our purpose to improve the quality of life for every person who comes through our doors and elevate the communities we touch. There is no greater gift than that of good health. This view is also shared by many of our consumers as cited in the testimonials below:

Peel Family Member: ***"Staff were friendly, supportive and responded when needed"***

Peel Support Staff / Supervisor: ***"Very pleased with services and how greatly the quality of life has improved"***

Peel Service Coordinator: ***"Having community partners come together was the most helpful part"***

Waterloo Supervisor: ***"Most helpful was reorganizing strategies and protocols for easier use to staff – Always checking in to see how the person supported and agency was doing"***

Halton Support Staff: ***"The availability of all staff especially during crisis times was most helpful"***

I also want to take a moment to reflect on DDS's accomplishments this year and to acknowledge this truly talented team of professionals. The team is comprised of gifted individuals who demonstrate a commitment to CWSDS's vision, purpose and values each and every day, in the care they provide. The collaboration within our team has allowed us to provide the highest quality of care. This teamwork is truly something I am proud to be a part of and I would like to take this opportunity to express my appreciation to the team for their commitment to providing the best support possible to the people accessing Dual Diagnosis Services.

We successfully offered our Parent Management Training Workshop (PMT) last fall to the Halton/Peel Regions which encompasses an approach to treating behaviour problems by using procedures where parents are trained to alter their child's behaviour in the home (Kazdin, 1995). Testimonials from parents were extremely encouraging: ***"I enjoyed learning how to best support our son." "The facilitators were excellent!" "I appreciated my Resource Worker attending since she is familiar with our situation."***

Additionally we offered the Social Skills Group, based on the Walkers Social Skills Curriculum, to the people we support in the Wellington Region. Responses were extremely positive: ***"He appears to be proud of himself on numerous occasions and that is always beneficial!" "She really enjoyed her time during this group. She has asked numerous times if there will be another one she is able to attend." "It was great to have peer interaction as a learning tool and be able to make new friends outside of her usual circle."***

See service statistics on Page No. 13.

Dual Diagnosis Justice Coordinator - This role supports individuals (18 years old and up) through the criminal justice system and ensures supports are in place to reintegrate into community life in Waterloo, Wellington and Dufferin Regions. During the 2016-2017 year, the DDJC had 167 consultations (via phone, email and/or in person). Two training sessions were held with 20 probation and parole staff providing them with knowledge and tools on how to identify and assist individuals with a Dual Diagnosis who may be in custody. A probation officer commented: ***"The training that was provided opened my eyes to a whole world that we have been missing. This will help us to recognize individuals as we move forward and will help us to better support them."***

See service statistics on Page No. 13.

Halton Support Services: Robert Bingham - Director of Services

Halton Support Services (HSS) continues to provide a variety of supports to individuals with a developmental disability and children with a mental health diagnosis and their families.

See service statistics on Page No. 13.

This fiscal year Halton Support Services has supported 1,790 people through our Service Coordination and our Respite Program. We saw a significant increase in the number of referrals (83) from Developmental Services Ontario (DSO) this year.

In 2016 - 2017, we supported 178 children in completing the Intake process - an increase of 14 children. Our Service Coordinators continue to be very busy with the growing number of families moving to the Halton Region. They have provided 223 children and their families with service coordination and long term planning.

The Sex Esteem program supports people with intellectual handicaps with an opportunity to discuss their sexuality in a safe and supportive environment. The program fosters communication between caregivers and the people they support, and promotes healthy sexuality. We have been given a Grant from the Region of Halton to continue this program in 2017 - 2018.

Our Sibshops continue to be a well attended program run by HSS. This program is geared for children who have a sibling with an intellectual handicap or Autism. The workshops are offered for children ages 7-12 and provide an opportunity for siblings to share their experiences and learn about different disabilities.

The Respite Program provided in and out of home respite assistance to over 580 families. Camp funds were provided to 218 individuals to help support them at camp and to experience camp life. Autism Initiative funds were managed by our Respite Program staff and they worked closely with the Service Coordinators to assist families with extra-ordinary support for their children with a diagnosis of Autism.

Our Respite Program continues to make inroads in connecting with families who have a child identified as Medically Fragile Technology Dependent. We have partnered with local Community Care Access Centers (CCAC) and connect with these families to offer support through our Respite department. This year we supported 65 families.

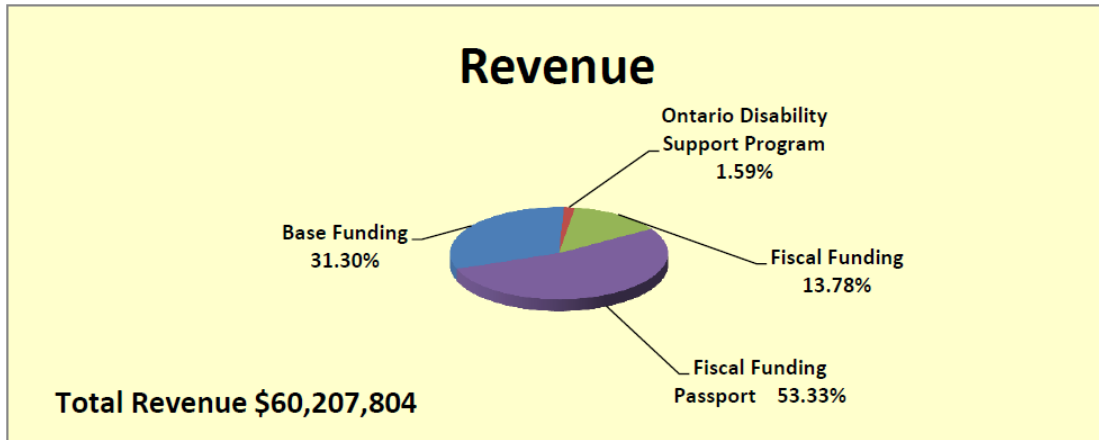
It was a very busy year in Special Services at Home as 595 families used HSS as a transfer payment agency for Special Services at Home funds and 84 families used HSS as a transfer payment agency for Passport funds. This was an increase of 26 and 20 respectfully over the past two years.

I would like to thank the staff at Halton Support Services for their continued hard work and the dedication to the families that we support and end with a quote from a parent we supported:

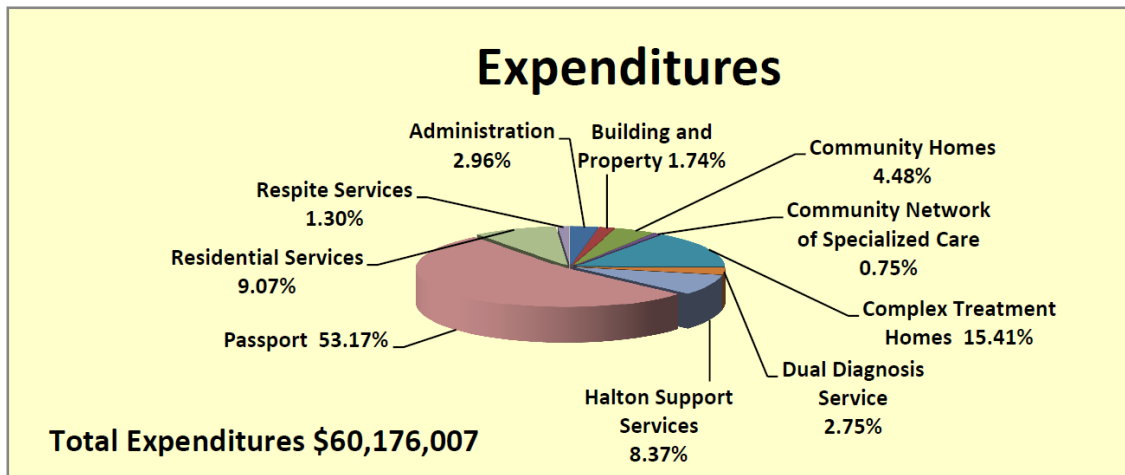
“You know (staff member’s name), I don’t want to have my son go to residential, and I just needed some help - thank you.”

Service Resolution / Solutions: Providing support to families, children, youth and adults with complex needs that cannot be met within available community resources. We continue to provide a link between Halton’s families, cross-sectorial community partners, and our Ministry representatives to share individual stories, information on gaps and trends, and the overall needs of the Halton community. This service continues to grow, increasing the amount of funding flowed each year to support our most complex children, youth and adults with varying diagnoses, presentations, and service needs. **Intensive Resource Coordination:** Providing complex case management and cross sectorial service coordination and oversight to children and youth with complex needs who require services to be delivered outside the family home. Focus is placed on targeted treatment, capacity building, and successful transition planning and supports upon return to the family home. The need for this service continues to grow and service targets are exceeded every year.

Financial Summary - 2016 - 2017: Kelly Kocken - Director



Central West Specialized Developmental Services had an operating surplus of \$31,797 (0.05%), with 96% of revenue going directly to programs and services for individuals.



Charitable Donation Fund

Statement of Revenue and Expenditure Net Assets For the year ended March 31, 2017

Revenue	
Donations	\$18,608
Expenditures	
Equipment	8,916
Purchase of Service	3,826
Recreation	<u>7,118</u>
	19,860
Excess of expenditures over revenue	(1,252)
Balance, beginning of year	<u>112,074</u>
Balance, end of year	\$110,822

Community Network of Specialized Care

(Central West Region): Tara Hyatt - Coordinator

The Community Networks of Specialized Care (CNSC) continue to work alongside our community partners in working towards an efficient and effective cross-sector service system that supports individuals with developmental disabilities and mental health needs and / or challenging behaviour. This year the Ministry of Community and Social Services shared a new vision and direction for the CNSC's provincially and are currently working with CNSC agencies on a ***Refreshed Mandate***.

The goal of the refreshed mandate is to support adults with developmental disabilities who have complex and multiple needs by:

- Coordinating support and service within and across sectors by providing complex support coordination for individuals, and acting as a resource to service agencies, Developmental Services Ontario (DSO) and local system planning tables (including urgent response and service solutions / case resolution);
- Building capacity through education, mentorship and support to other case managers and service agencies; and
- Providing provincial coordination of videoconferencing and French Language specialized resources.

The CNSC's are expected to fulfill their mandate by utilizing the following four functions:

1. Complex Support Coordination (NEW);
2. Dual Diagnosis Justice Case Management (DDJCM);
3. Health Care Facilitation (HCF); and
4. Service System Resources (videoconferencing and French language services)

CWSDS submitted a Readiness Assessment to the Ministry in March 2017 to express our ability and willingness to fulfill the refreshed mandate. CWSDS is interested in being the lead Accountable Agency for our Region.

The Central West Network of Specialized Care continues to promote capacity building through cross sector events such as the Aging and Developmental Disabilities Conference that was held October 2016, the Developmental Disability Seminar Series for first and second year medical students from the Mississauga Academy of Medicine and the Common Thread Initiative. Some feedback we received following our Aging event was that "resources are scarce: need to get Health and DS sectors working better together" – We agree.



Medical students meet some of CWSDS' individuals. Martin is on the left

On the right - Medical students learn about the Tools for the Primary Care of People with Developmental Disabilities



As part of the Health Care Facilitation (HCF) role, we promote and integrate the Tools for the Primary Care of People with Developmental Disabilities into practice and focus on building capacity with community physicians and psychiatrists. One way we do this is through time-limited specialized psychiatric consultations with Dr. J. Rao. The goal of this service is to help physicians and psychiatrists increase their skills in understanding and supporting individuals with a developmental disability or a dual diagnosis. This year, through the CW CNSC, Dr. Rao provided over 120 clinical consultation hours for individuals living within Central West Region. Our HCF has also supervised five Centennial nursing students on placement with us and plans to have two medical students placed with us this fall. There were three videoconference events offered specifically on the Consensus Guidelines for the Care, Support and Treatment of People with a Developmental Disability and Challenging Behaviours.

Visit our site at www.community-networks.ca

CWSDS - By The Numbers -

Halton Support Services – 2016-2017

Children's Services:	223		
Adult Services:	277		
Respite Services:	712 children / 513 adults		
Camp:	218		
MFTD:	65		
SSAH:	595		
Passport:	84		
Intake Referral	2015-2016	2016-2017	Increase
Children's Intake to HSS	164	178	8.5%
DSO Referrals – Service Coordination or Respite	158	241	52.5%

Videoconferencing was used clinically for 105 hours and 141 hours for administrative / educational events.

Respite House provided service to 120 individuals during 360 service days this year. This equates to 50,448 hours of Respite.



Our Residential Homes – Locations – Number of People

House One (Oakville)	10	Dorset (Burlington)	5	Halton Hills (Halton Hills)	5
House Two (Oakville)	9	Gallager (Mississauga)	2	Pineview (Halton Hills)	4
House Six (Oakville)	6	Grand Blvd. (Oakville)	5	Star Lane (Burlington)	6
House Nine (Oakville)	11	Hillside (Halton Hills)	5	Tribeca (Oakville)	5
STATE (Oakville)		5			

Dual Diagnosis Service and Dual Diagnosis Justice Service – Statistics 2016-2017

	Gender		Age of Individuals Served				Region / County Served					Residence		
	M	F	Under 25	25-30	30-40	Over 40	Dufferin	Halton	Peel	Waterloo	Wellington	Family	Residence	Other
DDS														
Supported	97	41	71	29	18	20	6	31	60	20	21	73	56	9
Intake	45	34	41	11	9	18	3	19	41	8	8	50	20	9
DDJS	9	6	8	2	3	2	3	0	0	10	2	3	10	2

Central West Region Passport Program

Passport Funding Managed on Behalf of MCSS:	\$33,171,900
Provided Funding to Individuals:	3,963
Managed Own Funding:	71%
Used Transfer Payment Agency:	23%
Used a Combination of Both:	6%
Utilization Rate Over:	92.6%

Central West Region Community Network of Specialized Care:

- Offered 4,543 hours of educational training; and
- Over 1,460 people participated in this training.

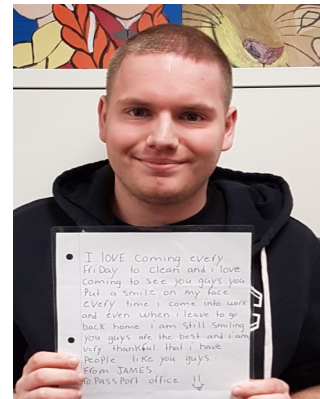
Central West Region Passport Program: Beth Watson - Manager

This year the Passport Program provided \$33,171,900.00 in funding to 3,963 individuals who reside in the Central West Region. The Passport office approved funding for 732 new individuals and 488 individuals received an enhancement in their funding. This resulted in clearing out the 2014 waiting list.

The Passport Community Developer Team continues to assist individuals and families in finding supports and services in their community. The Passport Developers have partnered with SOS4Kids to develop and implement a program called Safety for Independent Living. Each Developer was trained to teach this course and they have successfully taught the course in their communities over the year. It has been well received and the individuals have thoroughly enjoyed learning from it.

This past year has brought growth to our department and a tremendous amount of hard work to get all the new approvals processed before year-end. The dedication of the staff who work in this department is evident in the work accomplished this year, and they strive to provide the “best experience” for the individuals and families who receive this much needed service. I would like to say a big THANK-YOU to the staff at the Passport Office for their commitment and dedication to their roles within the Developmental Services Sector.

Pictured to the right is James - a new recipient of Passport funding. James now cleans the Passport offices on a weekly basis, and recently wrote to the staff telling them how much he enjoys his work and interacting with the Passport staff.



The following is some feedback that the Passport agency has received from individuals or their families this year:

“Central West Region Passport Agency is amazing and their Customer Service is outstanding”.

“Their expertise in dealing with people with special needs is superb and everyone she talks to here is very patient”.

In Recognition of CWSDS' Volunteer Contributions in 2016-2017, We Thank the Following:

Wendy Archibald Chris Beddoe Monica Bettazzoni Christine Boucher Jill Bradbury Burlington Humane Society Civitan Club John Costantini Martin Dach Daniel Fascione	Bev Farrow Stephen Fletcher Brian Grant David Hancock Robert Hickey Jim Kramer Spencer Kramer Wendy Kramer Thomas Lindsay	Gary Lynd Susan Lynd Lori Nero Michael Nero Darren Nolan Emerald Palmer Kelly Perras Gerry Plummer Catherine Potechin	Susan Quinn-Mullins Gerry Rhodes Samantha Rose Margaret Scott Brenda Singer Michelle Smyllie Sandy Sutton Janice Taylor Marlyne VanExan Robert Verrall
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The Accessibility Committee was formed in 2014 to ensure that CWSDS meets and continues to meet the requirements of the **Accessibility for Ontarians Disability Act (AODA)**. Annual inspections with corresponding work plans are monitored on a regular basis. The Committee reviews any issues raised to them by individuals, programs or the accessibility feedback cards, voicemails and / or emails.

CWSDS is pleased to report that we remain in compliance with the **French Language Services Act / Developmental Services Sector**. We have updated our website to include information about how to obtain services in French as well as having the capability to convert the website into French.

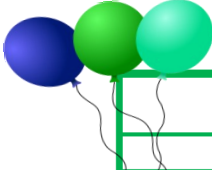
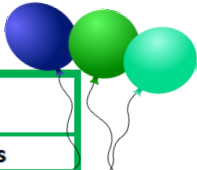
Human Resources: Michelle Roslton - Director

This past year saw many changes within the Human Resources Department including Cheryl Lane covering for Tajinder Hundal's leave until her return to work in the fall. We also said goodbye to Susan Simpson who retired from CWSDS after 8 years with the organization. We wish her all the best in her retirement.

Recruitment remains a strong focus, as we continue to look for ways to streamline our processes and improve the recruitment, selection and onboarding of our staff. Over the past year our recruitment team has achieved the following:

Job Postings	Internal Transfers	New Hires
133	69	64

We are proud of our low turnover rate which speaks to the commitment and loyalty of our employees to the organization and the individuals that we serve. We congratulate the following employees on their long-term service:

Staff Service Awards							
Five Years		Ten Years		Fifteen Years			
Heather Bailey	Esther Irem	Mara Andonovska June Harris William Metherel Sherri Mollaei Gillian Robb Carla Scibetta-Heathfield	Sonia Arscott-Ashmann Vanessa Edwards Terry Kirkelos Duke Kuhendiran Victoria O'Connell Penny Preedy Gloria Ribau Anna Yacoub				
Bridgette Brown	Elizabeta Krstevska						
Michelle Caetano	Mary Ellen Main						
Gerry Calles	Hewaida Michael						
Michelle Dunbar	Jennifer Milligan						
Kayla East	Victoria Mule						
Kevin Evans	Prince Poku						
Paulina Frempong-Manso	Lindsay Stewart						
Savina Hamilton	Tanya Stewart						
Twenty-Five Years		Thirty Years		Thirty-Five Years			
Julie Geiss Isabel Pereira		Steve Pal Debra Routhier		David Fredericks Margrethe Noonan Sue Walker Ross Wilson			

The following staff retired during the fiscal year April 2016 - March 2017:
We wish them all the best!

Salvatore Badali Colleen Croll-Reid Steve Pal* Susan Simpson
Sue Walker* Ross Wilson*

*Denotes staff who have retired and have opted to work as Relief staff.

ANNUAL REPORT 2016 - 2017

**Central West Specialized
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Fax: 905-844-3545**



Board of Directors 2016 / 2017

**Susan Quinn-Mullins - Chairperson
Stephen Fletcher- Vice Chairperson
Mike Nero - Secretary / Treasurer**

**Wendy Archibald
Jill Bradbury
Robert Hickey
Catherine Potechin
Brenda Singer
Robert Verrall**

**Visit our new
website!**

www.cwsds.ca

Vision

Recognized as driving innovation and excellence in specialized services for individuals with developmental disabilities

Purpose

To improve the quality of life for individuals with developmental disabilities who have complex needs by providing specialized services and supports

Values

- Accountability
- Adaptability
- Collaboration
- Inclusion
- Innovation
- Respect