



Annual Report

2022/2023

celebrating
inclusion
and inspiring
possibilities

COMMUNITY LIVING
Essex County

Inspiring Possibilities





Sue Desjarlais, PRESIDENT



On behalf of the Board of Directors welcome to our Annual Report covering the period of **April 1, 2022 to March 31, 2023**. This was finally a period, after several years, that the pandemic loosened its grip enough to result in some Ministry guidance and restrictions being eased with others completely removed. We saw fewer masks, far more smiles, less virtual activities and more in person gatherings. The community opened back up and we safely stepped back out to participate, reconnect, and resume everything we once enjoyed and missed. It has been so energizing and uplifting to see people supported again enjoying their lives, making choices, exploring possibilities and inclusion. Virtual supports blossomed and remain popular proving to be a positive impact of the pandemic. There have been many challenges including the continuing tremendous staffing capacity issues. Fortunately, there has been enough improvement to allow the partial resumption of Community Participation Supports for the first time since March, 2020. We are looking forward to the resumption of all supports and services.

This past year we were very thankful for the government's legislation making the \$3 per hour wage enhancement permanent for DSWs providing personal direct supports. Our employees are so deserving of this recognition of their hard work and dedication to the people we serve. The government also made positive changes to ODSP confirming the 5% rise in ODSP to annual inflation, increasing the income limits to \$1,000 and streamlining the eligibility process.

Again this past year, the Board's pride in this agency was unfaltering and we applaud and thank people supported, families, all employees and the leadership team for their commitment and dedication. We are all resilient, creative, and determined in our pursuit of our vision and mission regardless of challenges faced. Thank you for inspiring possibilities!

Currently

- ▶ supporting over 700 people
- ▶ over 700 employees (majority members of CUPE Local 3137)
- ▶ \$43+ million budget
- ▶ 50 owned, 7 leased properties
- ▶ 68 owned vehicles
- ▶ Over 165 people supported receiving employment supports with 70 people employed
- ▶ 27,000 registrations for virtual supports from July 2020 to present
- ▶ Providing 24 hour supported living options in over 50 homes; Person Directed Planning, enhanced specialized services, Host Family, Third Party Agreements, Supported Independent Living
- ▶ Provided base funded Respite/CPS allocation to families impacted by service disruption due to the pandemic and staffing capacity barriers.
- ▶ Hosted seven COVID 19 vaccine clinics at the Essex office which delivered over 600 doses

FOCUS Accreditation

6 independent validators reviewed all aspects of the agency's operation in our effort to become reaccredited

33 service user files

6 behaviour support plans

6 human resource files

5 clinical treatment plans

6 board member files

629 people interviewed or submitted surveys

6 residential support locations visited

Of 147 standards reviewed, only 6 recommendations made.

Met or exceeded all standards related to planning and supports.

Exceptional response rate 286% increase.



98%
OVERALL
RATING



Congratulations to your organization for achieving accreditation for another 4 years.

- FOCUS Accreditation Executive Director, Cheryl Whiteman

SEAL OF SUSTAINABILITY RECEIVED WHICH IS AN ELITE LEVEL OF AWARD FOR ACHIEVING ACCREDITATION STATUS THREE TIMES

DEC. 7, 2022

Grants

The agency pursues grants that can further our vision, mission and strategic goals. We have many grant projects underway including these two:

- **Social Sciences and Humanities Research Council Partnership Engage Grant**
Lead by Adapted Physical Exercise (APEX) Research Group, Department of Kinesiology, University of Windsor. The research looks at the transformative impact of the Fit Together program over the past decade with people who have an intellectual disability. This will identify the program's ability to stimulate social change, further advancing our agency's vision.
- **Ontario Caregiver Organization's Capacity-Building Grant-Family Support Networks (FSN):** Growth/Support grant for Ensemble to reach out to family caregivers isolated during the pandemic to connect, reengage. This allowed Ensemble to grow its membership, research future directions, develop resources, support to mentor and empower families.

Information Systems and Technology

Over the last year we have continued with our digital transformation. There were upgrades to equipment across our agency, including laptops & computers, and upgrades to internet services. This will improve efficiencies for all employees and enhance online access to people supported. We are also continuing to implement measures to mitigate cyber security risks through new training for all agency employees.

Engagement & Retention:

Marketing and Innovation and Human Resources embarked on a plan to aggressively attract qualified developmental service workers. Actions include hiring a consulting firm; researching local employment demographic information; featuring current employees in the campaign; revamping onboarding and orientation process for new employees; and obtaining feedback through surveys and focus groups.

Fundraising:

- After several years, some of our events returned to in person from virtual. All were very successful with great participation, great fun, wonderful collaborations, community outreach and funds raised.
- For example: the Giving Tuesday Campaign raised \$12,000; Jingle Bell Run Walk, Wheel raised \$10,000; 250 Apple Festival in a Baskets were sold raising \$7,000; the return of our Gift Wrap booth at Devonshire saw a record breaking profit of \$20,000; and our golf tournament at Sutton Creek Golf Club raised \$15,000.
- The Essex BIA and Essex Fun Fest created a new event – the Sip 'N Shop. This sold out event saw \$3,000 in proceeds directed to our agency. We're so very appreciative and pleased this has become an annual event!

REAL Xchange:

Community Living Essex County's REAL Xchange (RX) platform, a Hub for Resources, Knowledge Exchange, Collaboration and Learning in the DS Sector, has become a trusted and recognized source of valuable information. REAL Xchange has seen extraordinary growth with 1081 members and 360 agencies connected to the site.

Resources for the years ending March 31, 2023 and March 31, 2022 (in millions)

Revenues	2022/23	2021/22	Expenditures	2022/23	2021/22
MCCSS	37.5	36.4	Accommodation Supports	36.3	35.1
Fees for service	6.2	5.6	Employment/Community Participation supports	2.0	2.0
Fundraising/donations	0.4	0.2	In and Out of Home Respite	2.3	2.2
Other grants and revenues	0.7	1.2	Community Relations/Other	0.1	0.1
Investment income	0.4	0.1	Administration	4.0	3.6
TOTAL	45.2	43.5	TOTAL	44.7	43.0

Comparative Figures: Prior year figures have been confirmed to the current year presentation.





WITH THANKS TO
EVERYONE WHO HELPS US
TO INSPIRE POSSIBILITIES.

*You make a
difference!*

Vision

A community that celebrates inclusion and
inspires possibilities.

Mission

We are committed to supporting people with an
intellectual disability to achieve their goals and
dreams, empowering them to flourish as full
citizens who are valued in their community.

Strategic Directions

- Transform services and enhance support offerings
- Expand key partnerships and strategic connections
- Strengthen the agency business model
- Enhance stakeholder engagement



With thanks
and in recognition of ...

Our major funder – the Ministry of Children, Community
and Social Services. And wish acknowledgement and
appreciation to the Ontario Trillium Foundation.



372 Talbot Street North, Essex, ON N8M 2W4

519-776-6483

www.communitylivingessex.org



Board of Directors 2022/2023

PRESIDENT:

SUE DESJARLAIS

1ST VICE PRESIDENT:

CHAD SUTHERLAND

2ND VICE PRESIDENT:

MICHELLE MASTELLOTTO

TREASURER:

GILLIAN HEISZ

PAST PRESIDENT:

ROBERT TOMEK

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DIANE BOURBEAU, RON GIOFU,
SHARON O'HAGAN-WONG, IAN PHILLIPS,
RAY RENAUD, BRIANNE TAGGART

SECRETARY TO THE BOARD/ EXECUTIVE DIRECTOR:

KAREN BOLGER



519-776-6483, ext 267

newday@communitylivingessex.org

Senior Leadership Team

Director, CL Operations:

COREY DALGLEISH

Director, CL Operations (North):

ROSA AMICARELLI

Director, CL Operations (South):

DEBBY DEGROOTE

Director, CL Operations (Central):

JENNA FOLEY

Director, CL Operations (West):

ANNE GARROD

Director, Human Resources:

CLAIRE MARKET

Director, Finance:

GARY BELANGER

Director, Marketing and Innovation:

JULIE LASORDA



519-776-6483 x 225

www.ensembleunderstands.com