

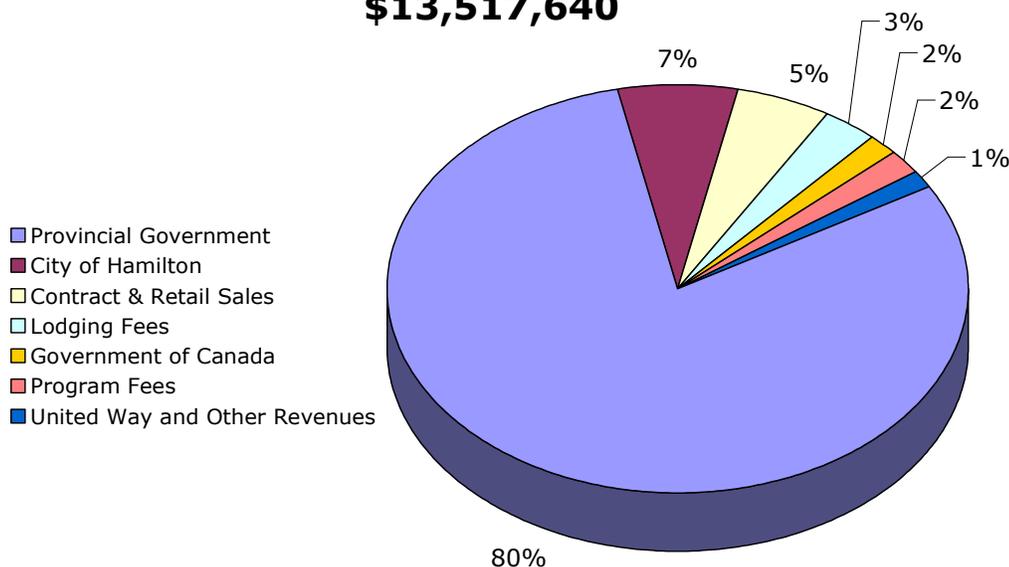
COMMUNITY  
LIVING  
Hamilton 60  
YEARS



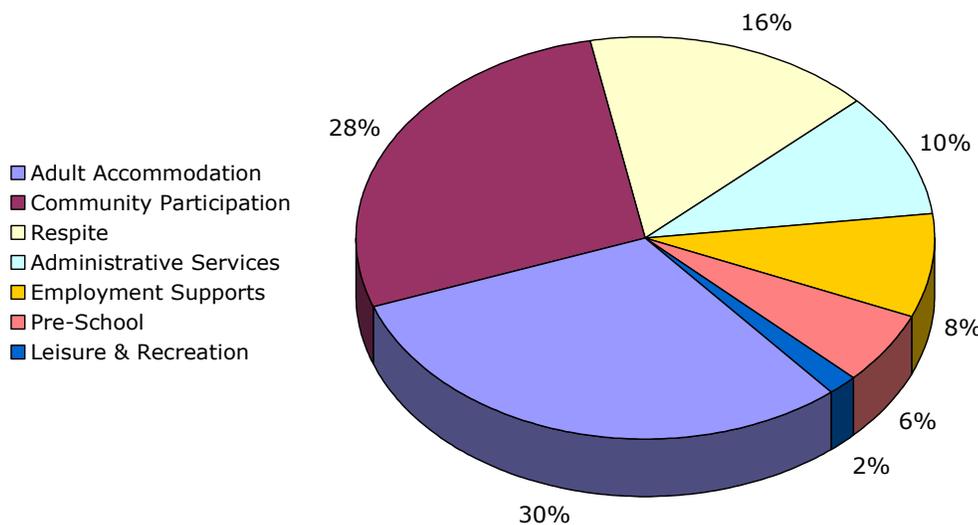
Annual Report  
2011-2012

# Financial Overview 2011-2012

## Where the Money Came From \$13,517,640



## The Money at Work \$13,453,482



Financial statements available upon request

### By The Numbers

- 985** Clients served this year
- 339** Members of Community Living Hamilton
- 325** Staff-Full Time & Part Time
- 150** Volunteers
- 95** Clients visited Dragonfly Lodge this year
- 260** Families guided through the transition from Special Services at Home to Passport funding
- 13.5** Million Dollars - Total Funding/ All Sources

### Partnerships

- Catholic Youth Organization (CYO) - Two clients enrolled in the "Taking Aim" program secured summer employment at Marydale Park. A weekly cleaning crew is comprised of clients from Arc Industries who continue to work all year long. Both the CYO and CLH are working together to create and maintain Ontario's first barrier free park.
- Integration Resources Hub—CLH is the lead organization—provided support to over 1136 children under the age of 6 years, facilitating their inclusion in over 90 Early Learning and Care settings across the City. The collaboration also includes Hamilton & District Council of Co-operative Preschools, Hamilton Health Sciences, Red Hill Family Centre, and St. Matthew's House Early Childhood Integration Support Services.

## Message from the President and the Executive Director

60 years. Community Living Hamilton's 60<sup>th</sup> Annual General Meeting. Like any anniversary, the round numbers make you stop and reflect. This organization has a record of service that we can be very proud of – we have a history of caring, a history of advocacy, and a history of success. The last 12 months were no exception.

This past year saw a great deal of change in the developmental services sector. An increased emphasis on individualized funding, specifically the transition from Special Services at Home [SSAH] to Passport, proved to be a challenge for many of us. New information and processes were introduced and communication, as always, was so important. We held information sessions, mailed information as it became known to us, and we met with many families in their homes to support them as best we could. We worked "behind the scenes" to internally prepare our organization for the transition. We cooperated with our funder and our local Developmental Services Ontario [DSO] partners and worked to influence the system. We balanced our responsibilities to all our stakeholders as best as possible.

We're also pleased to let you know that we've balanced our organization's budget in a terribly challenging economic environment. We were able to do this through identifying administrative and operational efficiencies while maintaining our current service levels. The organization is well aware however that wait lists for service are increasing and that the needs of families are increasing; we'll continue to raise awareness locally and provincially in an effort to bring light to the needs and expectations of families.

We launched a new fee for service program this year with the intent of providing a range of new service options – courses and classes with a defined focus on learning. Our "Learn and Grow" course offerings have been very successful and we're pleased we've been able to fill a gap in our community. Drum Circle, Ladies Night, and Tai Chi, to name a few, have been offered and people in the classes are learning new things, making new friends, and are signing up to join us again. We think that's a good sign.

### Putting people first. Putting quality first.

Early this summer Community Living Hamilton committed to undertake an accreditation process. This is our effort to inspect the quality of the service we provide and to identify areas for improvement. We want to make sure that we really do "walk the talk". Our accreditation process is underway and will take just over one year to complete. We hope that every person associated with Community Living Hamilton plays a role and provides input. We do want to know what you think.

### Thanks and appreciation

So here we are, 60 years on. We have the opportunity to be leaders who promote inclusive communities, and we have the opportunity to be an organization providing innovative, effective and efficient supports. Our staff, volunteers, and members will be the cornerstones for our future success.

Thank you to all staff and volunteers. Your efforts to support people to achieve success is inspiring. Whether your relationship with our organization goes back many years, or whether you're new to Community Living Hamilton, your contribution is important and it is appreciated. Your work directly affects the quality services and supports that Community Living Hamilton delivers; thank you for your dedication and professionalism.

Thank you to all members of Community Living Hamilton. Our organization is fortunate that you have chosen to direct your passion, commitment and support toward us. Thank you for believing in Community Living Hamilton – we will continue to provide top-quality services, encourage inclusive communities, and value every person.

Randy Allen  
*President*

Sherry Parsley  
*Executive Director*

## Organization Highlights 2011-2012

- 'Learn & Grow with Community Living Hamilton', a fee for service program, was launched this Spring, offering a variety of recreation, general interest, and leisure activities. Over 80 people have registered for courses since the inception of the program.
- To date, 'Learn & Grow with Community Living Hamilton' has seen an 85% return of participants purchasing services through the program.
- 15 new staff were hired and have been assigned to Special Services At Home, Community Care Access Centre and Passport contracts.
- We are currently providing administrative supports, group activities, staff, and inclusive community-based services to 45 clients who have Passport funding.
- As of April 1, 2012 the SSAH Program for Adults ended and the funding moved under the "Passport" model of direct funding. We have hosted meetings at 191 York Boulevard for both Developmental Services Ontario and the Hamilton Family Network to offer additional information presentations on the Passport model and direct funding management.
- In May of 2012 our Community Ventures Barton Program moved to Rosedale Recreation Centre. Using a person directed planning process clients identified their preferred day service option; for some the decision was leisure and recreation at Rosedale and others chose to continue with work options.
- Our "Taking Aim" job preparedness program received funding through Service Canada, for a fifth year of operation.
- This year we received funding through the Healthy Communities Fund, an initiative of the Ministry of Tourism, Culture & Sport. The goal of this initiative is to create a culture of health and well being, by providing people with information and learning opportunities related to nutrition, exercise and healthy lifestyles.
- We recently expanded respite options at our Templemead Adult Respite location. Options now include overnight and day-only services on the weekends.
- The number of contracts from the Community Care Access Centre that we manage continues to grow. Additional staff are being hired and matched with clients to provide support to children, youth and adults both in their home and/or their community.
- Integration Resource Hub's annual parent survey was revised to reflect 7 key rights of parents as articulated in Hamilton Best Start's "Parent Charter of Rights". The feedback we received from our families overwhelmingly indicated that they agreed strongly that our services reflected each of the 7 rights. As well, 95% of parents rated the service they received from Integration Resources Hub to be "good to excellent".
- Our clients residing at 999 Mohawk Road East moved into a more inclusive setting at 542 Queenston Road in September. The move offers the residents more independent living and a chance to interact with others within the apartment building and the community.

### ***Vision Statement***

*All persons live with dignity as citizens of their community, share in every element of living and have equal opportunity to participate.*

## Board of Directors 2011-2012

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Randy Allen • Judy Colantino • Patricia Santucci • Don Burroughs • Lisa DuPelle •  
Casey Duffy • Susan Jaap • Peter Jones • Dr. Lisa Keith •