

## ANNUAL REPORT 2010 - 2011

**MISSION:** Contact Brant promotes inclusion for children, individuals and families in our community by providing information, one-door access, and coordinated planning.

**VISION:** Contact Brant is recognized by the community as a leader for one door access to information and services.

**VALUES:** Contact Brant demonstrates accountability through:

- Trust
- Respect
- Integrity



## Report from the Board Chair and Chief Executive Officer

The 2010 – 2011 year focused on planning for change while ensuring continued quality in service delivery. Developmental Services Transformation directed a regional agency be created for adult developmental services access and Contact Brant Board and staff worked diligently to assist with this transition. After eleven years of serving adults with a developmental disability, Contact Brant transitioned these services effective July 1, 2011 to Contact Hamilton, the regional Developmental Services Ontario organization.

We are pleased that Maxine Lean will continue to provide adult developmental access services to the people of Brant but are saddened to lose Maxine from our staff team. We also lost LeaAnn Boswell, Receptionist, with downsizing due to developmental services transformation. Throughout the year we saw a continued increase in demand for our services as well as high satisfaction ratings from the people we serve.



*Choose a job you love, and you will never have to work a day in your life.*  
Confucius

*You must be the change you wish to see in the world.*  
Mahatma Gandhi



### Achieving our Goals:

1. **Contact Brant will facilitate a smooth transition for developmental services access to the Developmental Services Regional Application Entity.**

Both Board and staff worked collaboratively with the other Contact agencies to prepare for and facilitate the transition to the Developmental Services Ontario (DSO). Staff also worked with the Brant developmental service organizations to gain consent from clients for the transfer of information to the DSO. Contact Brant is pleased to have the DSO co-locate with us.

*Change your thoughts and you change your world.*  
Norman Vincent Peale

**2. Contact Brant will ensure continued quality delivery of Children's Access services.**

Priority for the Board and staff has been ensuring that the quality of Contact Brant's children's access services was maintained through the Developmental Services Transformation as well as the on-going increase in demand for Contact Brant services. Performance Measurement Survey responses from consumers continue to show a very high level of satisfaction with our access services; ratings averaged 95% for Timely Response, 97% for Ease of Access, and 95% for Responsiveness. Staff also focused on improving transition planning for youth with a developmental disability in collaboration with both children's and adult service providers. A partnership with the Centre of Excellence was initiated to consider research in best practices for access services and begin planning for further evaluation.



**3. Contact Brant is a valued leader in community service system information, coordination, processes, and planning.**

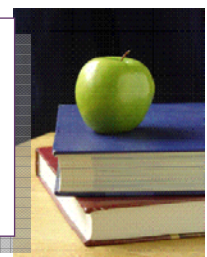
The enhanced Systems Reports have been received well by community partners and helped inform community planning. Staff provided leadership through numerous community committees, in-service sessions and educational opportunities. The on-line Community Services Database is now available through the Contact Brant website through the Student Support Leadership Initiative; this electronic database provides an additional way for the community to access information other than directly calling or coming into the agency. Contact Brant continues its partnership with agencies in Brant, Haldimand and Norfolk to ensure the publication of Your Guide three times annually.



**Your Guide** Brant and Haldimand-Norfolk  
■ Workshops ■ Courses ■ Groups

[www.contactbrant.net](http://www.contactbrant.net)

**Student Support  
Leadership Initiative:**  
Schools and  
communities working  
together



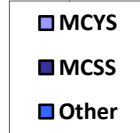
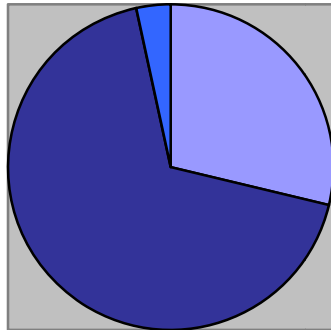
Contact Brant Board and staff are proud of their work on behalf of individuals and families in Brant. Board and staff recognize and support their partners in the community who work collaboratively to provide the services to the people we serve.

**Christine Bibby**  
Chair, Board of Directors

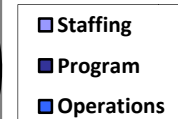
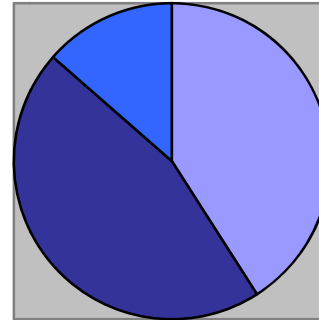
**Jane Angus**  
Chief Executive Officer

# Revenue and Expenditures 2010 - 2011

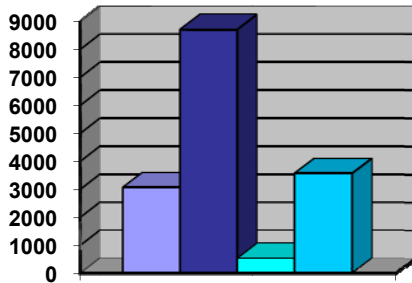
Revenue: \$1,365,969



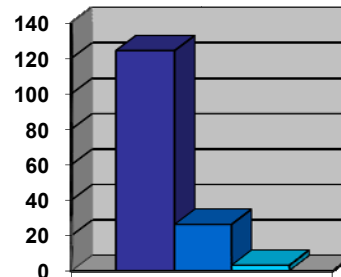
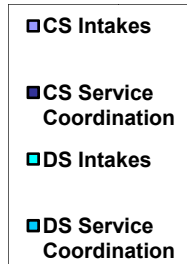
Expenditures



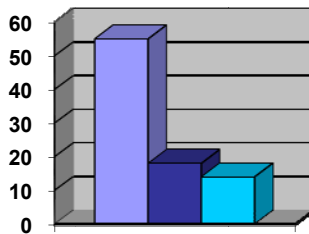
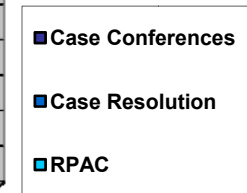
## Intake & Service Coordination



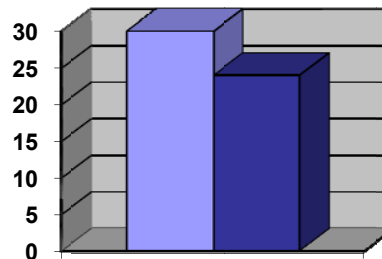
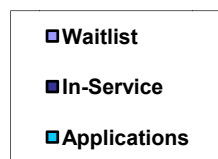
Intakes: 3,521 & Service Coordination: 12,256



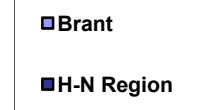
Service Planning Meetings



Passport Funding in Brant: \$162,279



ADSS/SIS Completed by Contact Brant in Brant & H-N



## Contact Brant Board of Directors

Christine Bibby	<b>Chair</b>
Kimberly Little	<b>Vice-Chair</b>
Nancy Dalgetty	<b>Secretary</b>
Patti Mitchell	<b>Treasurer</b>
Kim Robb-Cassidy	<b>Past-Chair</b>
Alan Giles	<b>Director</b>
Gord Wood	<b>Director</b>
Steve Romany	<b>Director</b>

## Contact Brant Staff

Jane Angus	<b>Chief Executive Officer</b>
Maxine Lean	<b>Lead Resource Coordinator</b>
Sheryl Ruman	<b>Resource Coordinator</b>
Paul Sanderson	<b>Resource Coordinator</b>
Stuart Shaw	<b>Resource Coordinator</b>
Susan Vincze	<b>Resource Coordinator/Passport</b>
Gillian Chmiel	<b>Administrative Assistant (part-time)</b>
Denise Christensen	<b>Administrative Assistant (part-time)</b>
Arlene House	<b>General Office Assistant (part-time)</b>
LeaAnn Boswell	<b>Receptionist/Passport</b>
Erin Baxter	<b>Resource Coordinator (contract)</b>