



One Door

ANNUAL REPORT 2008 - 2009

MISSION: One Door to access Brant's Children's Mental Health Services or Developmental Services for Children and Adults -

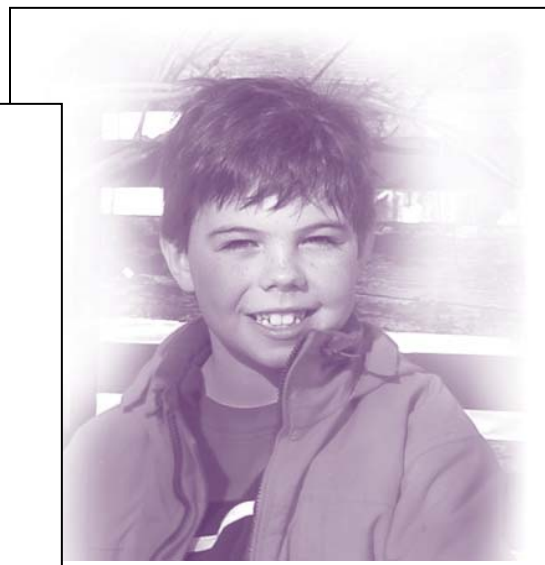
- Responsive to individuals and families
- Working with Community Partners

VISION: Contact Brant is the pathway to -

- Children's Mental Health Services
- Developmental Services for individuals of all ages
- Resources for families and individuals, and
- Planning to enhance service delivery

VALUES: Contact Brant values -

- The uniqueness of individuals and families
- Honesty and respect
- Community partnerships
- Timely response
- Responsible actions



Report from the Chair and Chief Executive Officer

Contact Brant saw some significant changes in 2008 – 2009, with the move to 25 King Street in October 2008 due to increasing health and safety concerns at our Colborne site. The community has welcomed this new downtown location and staff continue to be appreciative of the more confidential office set-up. Additionally, Contact Brant faced funding pressures and restructured management resulting in the appointment of Jane Angus as the Chief Executive Officer.

164 Colborne Street
to 25 King Street



Leadership should be born out of the understanding of the needs of those who would be affected by it. Marian Anderson

Contact Brant has focused on strengthening our **community partnerships** and collaborative working relationships over the past year. System level planning and coordination is facilitated at the Children's Services Committee and Developmental Services Committee by our organization.

Contact Brant worked collaboratively with the **Children's Services** sector in 2008 - 2009:

- Reviewed **service coordination**, supported through our receipt of a **Trillium** grant. The review confirmed the Community Service Collaboration Protocol, developed in 2008 by the Brant community and facilitated by Contact Brant, was a step in the right direction and that the momentum needed to continue. We are proud to continue to work with community partners to improve service coordination.
- In **partnership** with the community we also received funding from Trillium for the Trauma Treatment initiative and Work in Special Needs promotion.
- **Your Guide** continued as a valued community publication of groups, courses and workshops offered in Brant, Haldimand and Norfolk. Contact Brant is proud to coordinate this project and recognizes the financial commitment made by many community partners to ensure this publication is available to families.
- **Student Support Leadership partnership** is a collaborative tri-county commitment by community services and the school boards to strengthen relationships and access to services for the youth in our community. Contact Brant is pleased to be the Lead agency in this initiative and host office space several days a week for the Community Partnership Coordinator, Irene Bessette, who works for Contact Haldimand-Norfolk/REACH. We look forward to another year for this partnership with a focus to enhance accessibility to information about services.

Leadership is practiced not so much in words as in attitude and in actions.

Harold Geneen

Contact Brant worked collaboratively with the **Developmental Services** sector:

- Initiated a review of **Transitional Aged Youth planning** to improve coordination and planning for youth with a developmental disability transitioning to adult services
- With the Southern Network of Specialized Care, a sub-committee of the Developmental Services Committee, **enhanced partnerships** between Long Term Care and Developmental Services sectors through an on-going working group
- Promoted '**working in special needs**', which continues to be supported through our receipt of a Trillium grant. Over 2,500 students and community members were reached through presentations and forums.
- Submitted the **Increasing Community Capacity Plan** to MCSS on behalf of the developmental service agencies in January 2008. This plan was a challenge because it means doing more with less; agencies had already addressed administrative efficiencies. Brant has historically developed creative solutions and did this again.

*Leadership and learning
are indispensable to each
other.*

John F. Kennedy



Following are highlights of the achievements of Contact Brant's **Strategic Goals** this year:

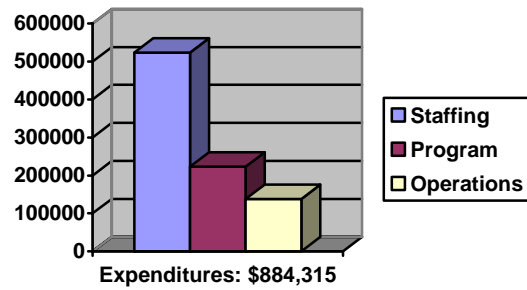
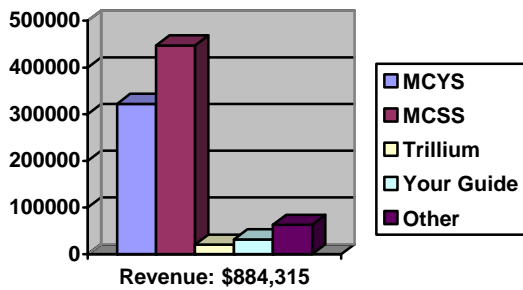
- **Families easily and quickly locate the support they need:** 1,194 intakes were completed indicating families knew to call Contact Brant to access services. We focused on promoting our new home at 25 King Street in downtown Brantford.
- **A representative and effective Board of Directors:** We welcomed 2 new Board members in our work towards growth and diversity in Board membership. The Board has worked on revising our Governance Policies and By-Laws.
- **Contact Brant is a valued leader in community service system coordination, processes, and planning:** We focused on enhancing community partnerships with stakeholders and began work on the development of consistent access to reliable data plus the drafting an annual 'report card' for the upcoming year.

Contact Brant Board and staff strive to be a strong and vital community partner; we look forward to continuing to work closely with our partner agencies on behalf of the people in Brant. We recognize our staff who provide services in a family-centered, strengths-based manner. Contact Brant is responsive to the needs of people and community organizations through our mandated services: Intake and Referral, Information, Case Resolution, RPAC, Service Coordination, Community Service Planning, and the Passport initiative.

*Kim Robb-Cassidy
Chair, Board of Directors*

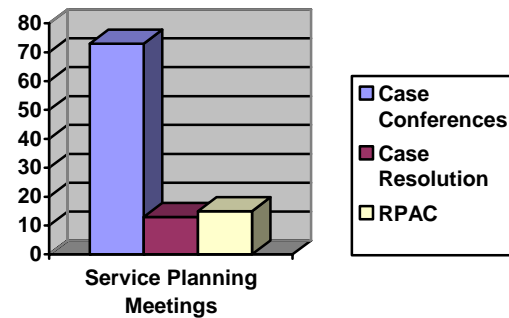
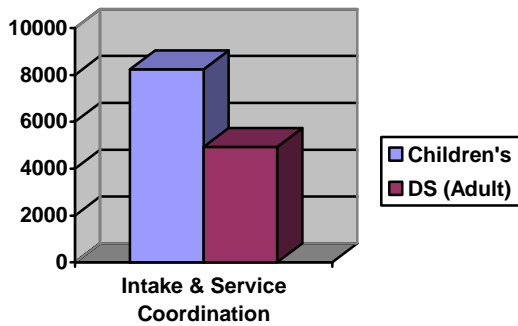
*Jane Angus
Chief Executive Officer*

Revenue and Expenditures 2008 - 2009

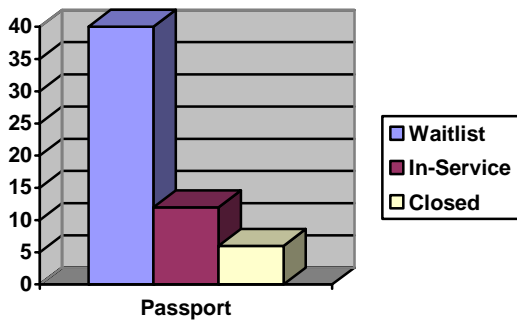


Total Intakes: 1,194
Service Coordination/Consultations: 11,970

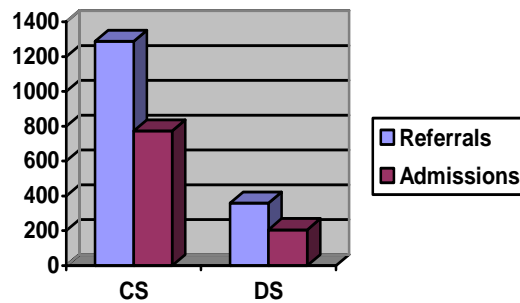
Service Planning



Passport



Referrals and Admissions



Board of Directors 2008 – 2009

Kim Robb-Cassidy.....Chair
 Christine Bibby.....Vice-Chair
 Jennifer Dean.....Secretary
 Susan Swackhammer.....Treasurer
 Jonathon Mall (resigned).....Director
 Nancy Dalgetty.....Director
 Patti Mitchell.....Director
 Andrea Raymond (resigned)....Director

Contact Brant Staff

Jane Angus.....Chief Executive Officer
 Maxine Lean.....Lead Resource Coordinator
 Sheryl Ruman.....Resource Coordinator
 Paul Sanderson.....Resource Coordinator
 Stuart Shaw.....Resource Coordinator
 Susan Vincze...Resource Coordinator/Passport
 Gillian Chmiel.....Administrative Assistant
 Denise Christensen....Administrative Assistant
 Arlene House.....General Office Assistant
 LeaAnn Boswell.....Receptionist