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| MISSION Providing quality, innovative, client-centered programs and services to enrich the lives of individuals and families we support. VISION Where everyone feels valued, connected, included and empowered. |

# SERVICE PRINCIPLES

Respect

We believe that every individual has the right to their own values, beliefs and individual choices.

Inclusion

We believe that every individual should be accepted and treated equally as a valued

member of the community and are entitled to participate fully and enjoy the same

quality of life as all community members.

Collaboration

We believe in the importance of working collaboratively with our service partners

to achieve the best outcomes for the people we support.

Accountability

We believe in being fiscally responsible and demonstrating transparency and ethical decision-making.

Innovation

We believe in developing an organizational culture that supports opportunities for learning, growth and development and values the contributions of the individuals we support, their families, the staff and the broader community.

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# Executive Director/Board Chair Message

We are pleased to share the 2024-2025 Community Support Centre-Northwest Annual report and highlight some of the incredible work our Agency has done this past year.

The perspectives of the people we serve and their families/caregivers are very important to us as they help us to better meet service needs and wants. The responses from our Client Satisfaction Survey and the Family Member Service Satisfaction Survey were overwhelmingly positive.

In September 2024, the Agency participated in a three-day compliance inspection under the *Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act* (SIPDDA). The purpose of an inspection is for the Ministry to assess agency compliance with Quality Assurance Measures (QAM), legislation and policy directives. We are pleased and proud that the Community Support Centre-Northwest was found to be **in compliance** and we thank the staff for their contributions toward this positive outcome.

The Supervised Access Program successfully relocated to a new space in Fort Frances. This site is fully functional and working out very well for clients and staff.

On behalf of the recipients of our Christmas Cheer Program, we express a heartfelt “Thank You” to the many donors that make this possible. Their generosity helped to give the gift of Christmas to 336 families/individuals and 242 children within Dryden and the surrounding area.

Our application for funding through the MCCSS Partner Facility-Minor Capital program was approved. This will enable us to address the foundation issues at the Dryden building.

Aside from our accomplishments, we also experienced some turbulent times this year. Staffing has been an enormous challenge as well as high inflationary costs and chronic underfunding. We identified our financial pressures to the Ministry and are thankful that pressures funding was approved.

This year the Board of Directors bid farewell to Shannon Wogenstahl and Carlynne Bell. Shannon dedicated her time, talents and finance skills for the past ten years and we are grateful for her contributions to the Board and Agency. Carlynne served two terms with the Board and her legal knowledge was invaluable. We wish her the best of luck at her new position in Southern Ontario. We welcomed Angela Russell to the Board. She is currently carrying out the position of Vice-Chairperson. Thank you, Angela.

Above all, we take this opportunity to thank our dedicated staff who make a positive difference in the lives of the individuals we serve each and every day. To our Board of Directors, thank you for your guidance, leadership and for always acting in the best interest of the Agency. We look forward to working together in the upcoming year to continue to improve services, expand opportunities and navigate the journey ahead.

*Debbie Dokuchie* *Kim Douglas*

Executive Director Board Chairperson

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| PROGRAMS & SERVICES |

A group of people in a kitchen

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Community Participation and Supports

The Community Participation and Supports program connects adults with a developmental disability to their community through recreation, leisure and skill building activities. Supports are provided to enable individuals to fully participate in a wide variety of opportunities. Access to the program is through Developmental Services Ontario – Northern Region.

52 Individuals Served

A person holding a fish

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Passport Program

Passport is a funding program to help adults with a developmental disability to live more independently. Families and individuals can choose to purchase services from the Agency with their Passport funding. We work closely with individuals to provide services and supports tailored to their interests and needs.

The Community Support Centre-NW provides administrative and brokerage services for all or part of Passport funding.

17 Individuals Served

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Fee for Service – Specialized Respite

Specialized Respite is a fee-for-service program for children and youth. We provide respite services to families and foster caregivers. Fees can be paid by the family or another involved service provider such as child welfare agencies, children’s mental health or government funded programs.

Supervised Access Program



The Supervised Access Program helps children and their families through difficult periods following a separation or divorce. We provide a safe, child-focused, neutral environment for visits or exchanges to take place between children and their visiting parents or relatives under the supervision of trained staff. We ensure that the situation is safe and comfortable for all participants. Visiting sites are located in Dryden, Kenora and Fort Frances.

109 In-Person Visits 130 Virtual Visits 105 Exchanges

Christmas Cheer

Assisting families in need of assistance due to limited finances. Christmas Cheer is a holiday distribution program accomplished through the coordinated efforts of charities, businesses, service clubs, community members and volunteers.



336 Families

242 Children

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FINANCIAL REPORT

Revenue

Ministry of Children, Community and Social Services 641,048

Fee for Service & Other Revenue 96,197

Fee for Service – Passport 73,750

Fundraising – Donations 1,792

Fundraising – Christmas Cheer 57,421

Client Fees – Supervised Access 575

Miscellaneous 597

**871,380**

* Partner Facility Grant (deferred revenue to 2025/26) 30,500

Expenses

Building Occupancy/Property Management/Maintenance 62,009

Employee Benefits 106,097

Supplies and Equipment 70,581

Other Program and Service Expenditures\* 17,011

Salaries 555,127

Training 7,229

Travel 49,113

**867,167**

**Excess of Revenue over Expenses 4,213**

\*Other – includes audit

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BOARD OF DIRECTORS

2024-2025

Kim Douglas Chairperson

Carlynne Bell Vice Chairperson (to September 2024)

Heather Corner Secretary

Shannon Wogenstahl Treasurer

Heather Cranney Director

Angela Russell Director

STAFF

Debbie Dokuchie Executive Director

Margaret (Peggy) Howard Financial Administrator

Nikki Zajarny Community Programs Supervisor

Karyn Haney Supervised Access Program Manager

Sandra Loucks Supervised Access Program Assistant

Denelle Riives Administrative Assistant

Kurissa Langner Office Cleaner

**Community Connectors**

Charlie Barton Kandi Strand Joanne Lupien

Heather Ames Joylyn Forsythe Brenna Reimer

Megan Warren Chloe Murdick Pame Williams

Jodie Boyko Erica Bowie

**Supervised Access Workers**

Heather Madussi Jessica Alcock Denelle Riives

Jackeline Cansick Emma Ankney Lesley Norman

Mark Mymko Lori Clendenning Martine Nelson

Tafadzwa Chinyama Dhruvi Desai Joshua Slusarchuk

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|  | A black background with blue text and pink flowers  AI-generated content may be incorrect.  Contact Information  53 Arthur Street  Dryden, ON  P8N 1J7  Phone: 807-223-5995  Fax: 807-223-8370  1422 Highway 17 East, Unit 7  Kenora, ON  P9N 1M2  Phone: 807-468-6021  525 Mowat Avenue  Fort Frances, ON  P9A 1Z1  807-274-0110  Toll Free: 1-844-523-8825  Website: [www.communitysupportcentre.com](http://www.communitysupportcentre.com)  A blue square with white text  AI-generated content may be incorrect. |  |