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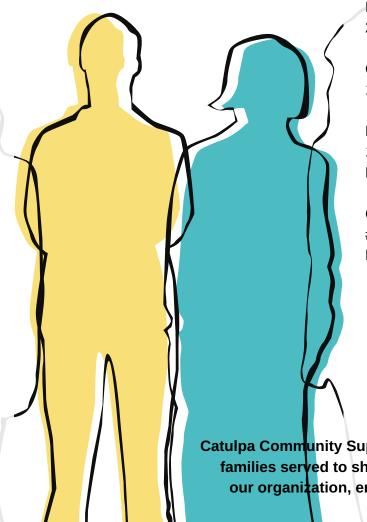
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Catulpa Community Support Services gratefully acknowledges our Funders:
Ministry of Children, Community and
Social Services
Public Health Agency of Canada
County of Simcoe

Catulpa Community Support Services encourages persons and families served to share compliments or concerns regarding our organization, employees or service quality at any time.

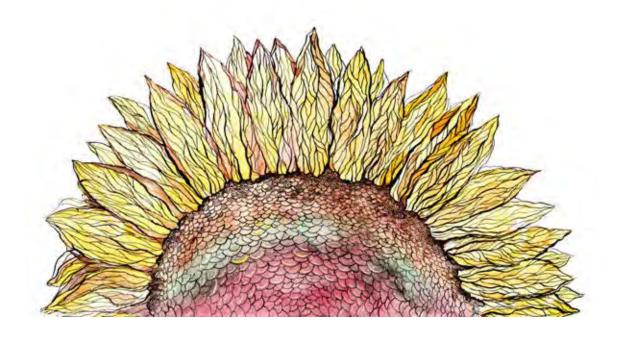
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FACEBOOK.COM/SIMCOECOUNTYCAPC



**Our Mission** is to improve the lives of people with special or unique needs by engaging and advocating for essential community services and supports.

**Our Vision** for the future encompasses a community where the people we serve are recognized and valued as contributing members of their community and are fully integrated into the activities of their communities. They have a variety of meaningful relationships, hopes, and dreams for the future.



#### **Our Values**

We acknowledge values and diversity of people participating in our service.

We believe everyone is entitled to a non-abusive, safe environment.

We respect a client's right to confidentiality.

We respect the informed decisions of people who participate in our services.

We respect their right to choose and decide. We believe in providing a range of services which are responsive and accountable to the community.

We acknowledge ethnic, economic, cultural differences in our communities.

We support social growth, development, and advocacy.

We build our services on the strengths and uniqueness of each client.

We provide services based on the belief that change is possible.

We work in partnership with clients to incorporate their experiences and direction into program planning.

We deliver services in a collaborative and coordinated manner with our community partners.

# Strategy

#### a plan of action or policy designed to achieve key aims

guide, vision, approach

This is a bittersweet moment for me as this is my last message as Chair of the Catulpa Board of Directors. I have made the decision to retire as Chair, and while I am sad to be leaving, I am also proud of the visionary strategic planning accomplishments of the Board and Agency during my tenure.

2016-18 Strategic Plan accomplishments, including more involved and satisfied clients and a strong and cohesive agency will become some of the key building blocks for new strategic planning for 2019-20 onward.

Board governance will always be an important part of the journey to accomplishment. Success can't be achieved without a vision, a plan and guidance. By working together as a team, the Board and Agency will continue to accomplish much positive change within the communities we serve.

I congratulate the Board and Agency for their accomplishments and wish everyone the best in the future.



# Accomplishment



achievement, act, deed, feat, triumph

an activity that a person can do well talent, skill, capability, expertise, ability

#### Accomplishment. What does it mean to you?

As the Executive Director of Catulpa Community Support Services, I know accomplishment means different things to different people. Personally, I am very proud of our staff and agency accomplishments in 2018-19. This is despite the fact that for many social services organizations, including us, the year was one of uncertainty and transition.

In 2018-19, we successfully achieved our second four-year FOCUS Accreditation, a feat of which we are very proud. We successfully participated in a province-wide initiative to transfer Passport payment processes to PassportONE. We evaluated and responded to our Persons Served Survey, and to an internal Climate Survey of staff members. We also implemented a Quality Assurance Program. These are just a few examples of our achievements this year.

But enough about us. It was important to us to ask others what they are most proud of too. In this report, we've included some of the individuals and families within our programs speaking about what makes them most proud this year.

I hope you find them, and this report, as inspiring as I do.

Karen Hirstwood

Karen Hirstwood, Executive Director, Catulpa Community Support Services

Catulpa Leadership
Karrol Croteau, Director

Groups

Lisa Pearson, Chair Brenda Hotton, Vice-Chair Ann Reed, Secretary Krista Moreau, Director Heather Sperdakos, Director Magda Montagnese, Director Cecile Gibson, Director

Evan Spencer, Director Joanne Taylor, Director Tess Buchanan, Director

Leadership

Team

Board of Directors

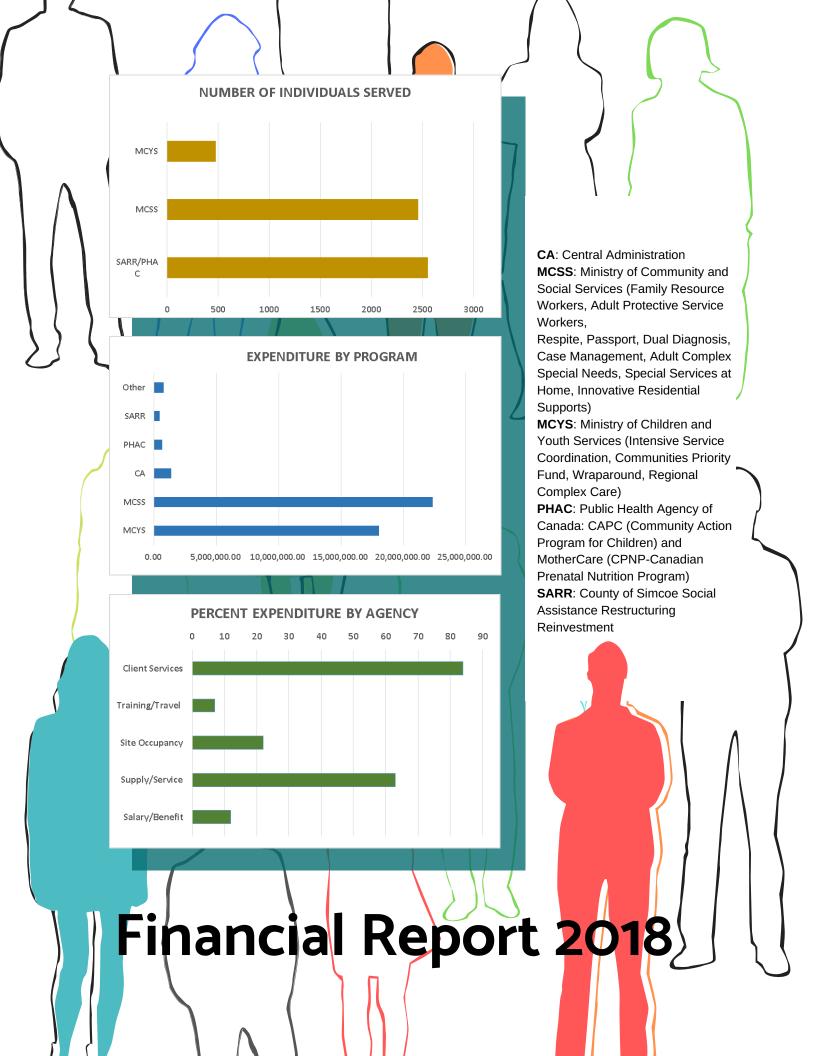
Management Team

Karen Hirstwood, Executive Director

Murray Hutchings,

Human Resources Consultant Kim Latour, Quality Assurance Lesley Watts,

CAPC, Next Step, MotherCare Mahendra Patel, IT & IS Mitchell T. Stewart, Finance Tami Clark, Communications Carolyn Walsh, Children's Programs
Vicky Schenk, Regional Service Resolution
Nicole Hamilton, Adult Programs
Brigette Saniga, Lauren Jeffery, Colleen Hood,
Monica Petzoldt, MotherCare, Next Step & CAPC
Christa Sage-Harris, Regional Complex Care
Also includes Leadership Team members



# 2018 - 2019 in Review



HR Software Update

**Increase in Staff** 

Resource Planning

Safer Spaces Organization

**Updated Agency Website & Logo** 

IT Software Updates

New Passport Allocation

FASD Partnership

Ontario Autism Prog Partnership

Increased Enterprise Security

Increased Network
Monitoring

Persons Served Survey

Catulpa Staff Survey

Focus
Re-accreditation

Records Management National CAPC Evaluation

**Quality Assur. Implementation** 

Transfer to PassportONE

APSW Compliance

**FASD Parent Support Group** 

**APSW Adult Social Group** 

Board Govern. Policy Review

Person Served
Survey Response

Bradford Site Expansion

Office Moves & Reorganization

2019-20 Strategic Planning

FASD Regional Resource Guides

Staff Survey Follow-ups

More Programs & Services

25th Anniversary of CAPC

# 2018-19 Awards



Margaret Gallow was the executive director of Catulpa CSS for many years before her passing in 2015. She embraced the organization's values as her own, encouraging all those she touched to live by them too. Each year, two Margaret Gallow Spirit Awards are given in recognition of efforts to carry on her legacy of values.



**Jenny Meakins Margaret Gallow Spirit Award: Catulpa CSS** 



looking for new, innovative and goal specific services. She is a powerful advocate for clients and families, approaching each with respect and deference.

Jenny is passionate about the clients that she works with, always



Stephen Chester-Bertelsen **Margaret Gallow Spirit Award: Community** 

Stephen is a Special Education Consultant with Simcoe County School Board. "He shows a genuine respect of the complexities of the families we work with, ensuring that a student's voice and rights are heard and understood."



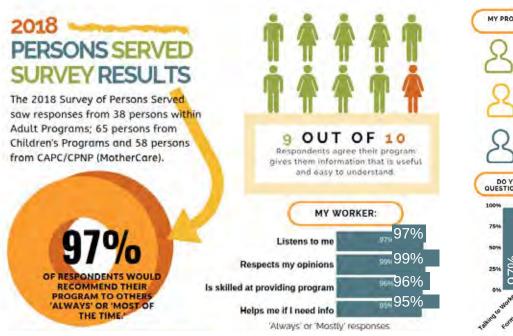
#### Jennifer Parker, Healthy Kids Community Challenge **Community Partnership Award**

"Jennifer, Healthy Kids Challenge Collingwood project manager, is a strong advocate and partner for the health and well-being of all local families and children, as well as an ambassador for CAPC and CPNP programs and families."



Kim Latour **Board of Directors Award** 

"Kim is the agency. She is caring, inclusive, accepting and enthusiastic about moving forward. She believes in working together to expand knowledge, build on best practice and engage others."







Whitney

"I am most proud of being able to change careers and step into such a valuable role to successfully support several vulnerable clients within our community and strengthen agency partnerships"

Cathy
Crisis Response Network Coordinator

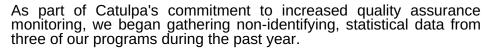


"In my 3 ½ years here, I have been given the privilege of working closely with most of Catulpa's program's and staff members - an experience that may not come around for all. Not only have I gained fabulous friendships but I have learned a lot along the way and continue to do so with the support of my many team members."

Whitney Program Assistant, Children's Services

# Quality Assurance Program

Goal Statistics Report #1 June 2018 - June 2019



The result is our first Quality Assurance Goal Statistics Report.

Our report is based on individual service plans developed with those served within the three programs. Each service plan includes goals developed in partnership with the individual served.

The following report summary comes from data from the Adult Protective Service Worker (APSW) Program, the WrapAround Program and the Family Resource Worker (FRW) Program.

### **Number of Persons Served**



### **Number of Service Plan Goals**



# Unique and Individualized Planning Occurs in Each Program

When viewing the data, it is important to understand the unique components of each program.

In the APSW program, most goals reflect areas in which the person served requires ongoing supports. Therefore, many goals will always be in place throughout the individuals' involvement with services.

Other goals, such as those related to financial, health and housing will have a higher level of achievement since they are usually reflective of specific needs, (for example: Passport Program funding, access to medical care) rather than skill development practices. (for example: reading mail)

In the WrapAround program, services are time limited to about 12 months. Goals are worked on in a team approach and the intent is to support the family as they move towards their goals by helping them build their own personal and community supports.

In the Family Resource Worker program, individuals enter services with specific support needs. Persons served move in and out of this program as needs arise. Their planning goals tend to address short-term, immediate needs.

### **Goal Domains**

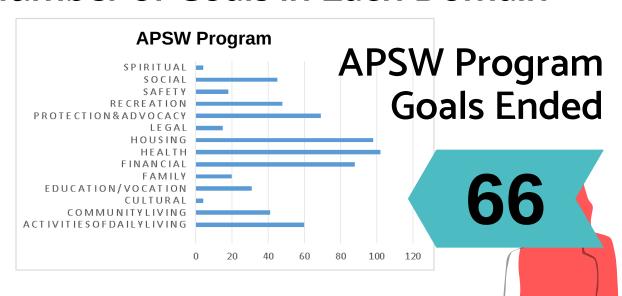
Activities of Daily Living, Community Living, Cultural, Education or Vocation, Family, Financial, Health, Housing, Legal, Protection or Advocacy, Recreation, Safety, Social, and Spiritual







### **Number of Goals in Each Domain**







## **2019-20 Focus**

In 2019, Catulpa began work on our next Strategic Plan. With an expanded focus on all aspects of each person's life - including physical and psychological determinates of health - three priorities have emerged for the upcoming year.

#### Access to Services as Required by the People We Serve

We will be working to ensure that all people and families served by Catulpa CSS will have access to the services they require. To do this, we will:

- \*Enhance Quality Assurance resources to ensure service coordination and legislative compliance.
- \*Promote awareness of services and programs through agency outreach and strategic community and government alliances.
- \*Advocacy for ongoing program funding, skill training opportunities and staffing resources.

### Inclusion of the People We Serve in the Community, Social and Recreation Activities of Their Choice

Many people served by Catulpa feel socially isolated, finding it difficult to access activities within their own community. Increased social activity can lead to better community friendships and support, resulting in higher feelings of inclusion. To do this, we will:

- \*Identify goals and progress through individual service planning and ongoing compliance reviews.
- \*Provide agency resources to support healthy employees and strong organizational climate.
- \*Identify community resources in all outfacing materials, and via employee education.

# People Served by Catulpa CSS Will Engage in Self-Advocacy Related to Achieving Their Personal Needs and Priorities

Self advocacy is the basis of personal growth, not only for the people served by Catulpa CSS, but also for employees and the agency itself. In a changing environment, this is a vital skill. To do this, we will:

- \*Launch a Focus Group from those served by the agency to identify needs and strategies for better service capacity.
- \*Support self-advocacy skills of people and families served by Catulpa CSS through individual identification and service planning
- \*Strengthen internal processes to support employees, to ensure a strong organization.
- \*Identify opportunities for self advocacy within communities, inter-agency and government partnerships, for people served, employees and agency





"I have been a part of the CAPC program on and off for the past 11 years. The program has allowed me to make new friends, try new foods and make recipes that I never would have made at home. The staff are friendly, nice and make me feel welcome. I can talk to them and I feel comfortable. I appreciate all the CAPC group has done for me and my children."

Christina



"I had never managed a business Facebook page until I began as the CAPC Program Assistant; so I'm proud of how lively and interactive our Facebook page is, and how we have increased our follower numbers by 50% in the past year and a half – we now have over 600 followers on Facebook!"

"CAPC has really opened up my world to the community and the resources offered. I have been able to raise my kids with support and gain confidence seeing I am not alone in the world. My children and I also gained new friendships. I really enjoy CAPC. The staff are professional and make you feel at home."

Amanda





"I am very happy keeping my family close." **Linda** 



**Personal Accomplishment** 

Adult Protective Service Worker (APSW) Program



Personal Accomplishment
Regional Complex Care Program

"Being able to find my forever home this year has made me very happy. I am also proud to be surrounded by my family's love and support. I enjoy achieving new things with the people in my support team."



From left to right: Malik, Shirley, Adam and Orville the dog.



"When we first started working with a local dog rescue, it was to fulfill community service hours for high school graduation. An abandoned senior pit bull named Orville came to us as a palliative foster who wasn't expected to live beyond the week. A whole team of volunteers sprang into action to relieve Orville's physical and emotional pain.

It's been 4 months now and Orville is stronger than ever. His will to live has been an inspiration to us and all who meet him. His kind spirit and endless determination remind us how we can overcome when we believe in each other and just keep putting one foot in front of the other."

"I am excited to join the Catulpa RCC team. I find this type of work to be an honour and privilege. To be part of a families team to see and feel the shifting of their situation toward positive outcomes. It is rewarding to participate in developing strong relationships with families and individuals."

Mary Regional Complex Care Team



"I am humbled to be able to offer RCC clients and families hope in the face of long hard fought battles for service.

We all strive for connection and to be really seen and heard. I have the privilege of trying to accomplish this with our clients, their families and service teams everyday."

Caroline Clinical Social Worker Regional Complex Care Team













"To be able to provide support when it is needed most is an accomplishment that I am truly proud of. Working together with a compassionate and authentic team who support individuals and families in making their goals a reality is a true privilege."

### Sally Family Resource Worker

"I am so proud and thankful to be a part of Catulpa.It was a good, friendly and very supportive platform for me to extend the horizon of my knowledge and experience."

Reyna
I.T. Student
I.T. Service Desk









From L to R: Sharon, Elizabeth and Garnet



"To say that we are forever grateful is an understatement to how appreciative and thankful we are for all of the help, guidance and support we have received from Catulpa. We have been provided invaluable and ongoing guidance and advice, while navigating through the various resources available for children with mental health challenges.

The team has not only provided our daughter the best chance possible for future success, but has also provided us renewed hope and optimism in helping Elizabeth work with her long term challenges."







"I am most proud of receiving my food handling certificate, volunteering at CMHA and receiving my bicycle through my Passport funding. I am also proud to have maintained my housing for over two years. I like both of my workers and feel happy working with them".





Personal Accomplishment
Passport Program

Katie is proud to have been part of the OPP Special Olympics Torch Run, to have volunteered with Rama Paramedic Services on National Indigenous Day and to have taken part in the opening ceremony at Lakehead University by singing and hand drumming.





Sam is a member of the Collingwood Special Olympics golf team and played in an invitational tournament this summer in Owen Sound. He loves sports and is very excited about the new Collingwood Colts Jr. hockey team.

"I am proud to help pioneer a path for services and supports to work together with a better knowledge of the FASD diagnosis.

We are able to provide hope by securing appropriate

We are able to provide hope, by securing appropriate services and support, when parents feel lost and overwhelmed. We build trust with families, letting them know they have strong support to help advocate for the needs of their child/ren."

Amanda FASD Worker in Hosted Service (Childrens Treatment Network)

Personal Accomplishment
Catulpa Staff

"When I see families reach successes they never thought were possible and take pride in those successes, then I feel like I have accomplished my goal in hleping them realize their full potential."

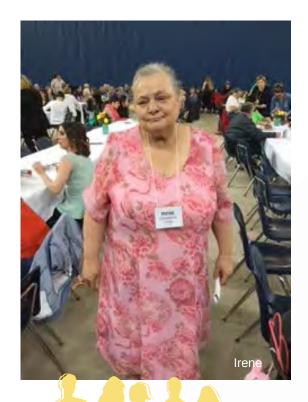
Melissa Ontario Autism Program Family Service Coordinator

"I am proud to advocate for my families to make sure they receive the services they need when they need them most - specifically, being able to advocate at the school board level to ensure my client was able to get the supported housing that she needed for her and her family to reach their goals."

Sam Service Planning Coordinator in Hosted Service (Children's Treatment Network)









"I'm most proud of meeting my DSP worker and spending time with her in the community. I'm proud of the beautiful dress I made at the sewing

classes that I went to."

Irene

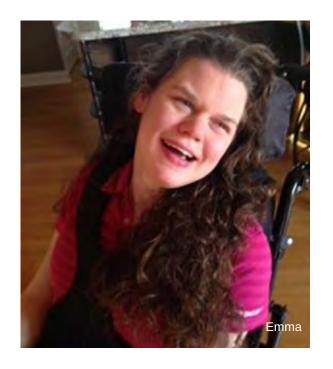


"Teamwork is everything. Continuing the tradition of DragonBoat racing, we plan to compete again in the summer of 2019. Seventeen years of fun and laughter, all to the beat of a drum!"

**Catulpa Conquestidors** 









"The thing I am most proud of this year is being a part of my brother's wedding and going to his wedding dinner and BBQ reception. I am also excited to be an aunt very soon."

**Emma** 



"I can go together with my sister on the lift or take turns. I trained my dog not to go underneath of the lift. The school bus pulls up and I can bring all of my things on my own."

Robert





"I have the honor and privilege to support some fabulous Catulpa teams, who are dedicated and passionate about supporting children, youth and families to reach their goals. It is rewarding to hear when goals have been achieved and the role that Catulpa plays in this success."

Vicky
Regional Service Resolution Manager

# **Programs and Services**

### Adult Protective Support Worker (APSW Program)

This service assists adults (18 years and older) with developmental disabilities living independenty, or moving towards independence, and without social support. Case management helps the person access services and supports to reach their goals. There is no fee. To request service or information, contact **Developmental Services** Ontario (DSO) (1-855-277-2121) (905)953-0796) or email dsocentraleast@yssn.ca

### Passport Program (Direct Funding)

This service helps adults (18 years and older) with developmental disabilities to participate in community activities, hire support workers, plan respite and create life plans to reach goals. Individuals may self-refer or be referred. There is no fee. To request service or information, contact DSO (1-855-277-2121) (905)953-0796) or email dsocentraleast@yssn.ca

#### **Respite Care Services: Adult**

A family support service for those with an adult child with developmental disabilities. The service provides funding for in-home or community activities, and a registry of screened Direct Support Providers. There is no fee. To request service or information, contact DSO (1-855-277-2121) (905)953-0796) or email dsocentraleast@yssn.ca

#### **Adult Complex Care: Case Management**

A service for families with adult children with complex developmental, physical and behavioural needs. It provides case management and funding to support youth over afge 18 leaving children's complex care in Simcoe County.

#### **Crisis Response Network Coordination**

The program supports those age 18 and older, who have a developmental disability, mental health needs and/or challenging behaviours. The service also supports those age 16 and up and believed to have a developmental disability, who are involved with, or at risk of becoming involved with the justice systme. For information, call 705-733-3227 x 2334 or 1-877-803-3227 x 2334

#### **Family Resource Services**

The service works in partnership with families with a school-aged to 18 years old child/youth with an intellectual disability, by identifying strengths and needs through an Individual Family Service Plan. Families are helped with navigation and coordination of recommended and available community and government services and supports. Families may self-refer or be referred. For information call (705) 733-3227 x 2335 or 1-877-803-3227 x 2335



# **Programs and Services**

### Intensive Service Coordination Services

A service for families with children with complex developmental, emotional and physical disabilities. The service provides information, consultation and community case conferencing for those requiring intensive and integrated services support. For more information, call (705) 733-3227 x 2294 or 1-877-803-3227 x 2294

### Community Action Program for Children (CAPC)

The program supports the healthy development of children to age six, living with parents who have low income. There is no fee. For information, call (705) 733-3227 ext 2236 / 1-877-803-3227 ext 2236 or visit FB:simcoecountycapc

#### **Next Step Program**

The Next Step program supports Simcoe County mothers with low income or who receive social assistance and who have children up to 36 months of age. No referral is needed. There is no fee. For information, call (705) 733-3227 ext 2236 or visit FB:simcoecountycapc

#### **Regional Complex Care Services**

This service is for children under the age of 18 who need long-term specialized services or supports for day-to-day activities. It helps your child participate in the life of their community to the best of their ability. The service works with families to develop an individualized, person-focused support plan and network. You continue to be the decision-maker for your child. Referral is through a Children's Case Coordinator. For information, call (705) 733-3227 x 2335 or 1-877-803-3227 x 2335

#### **Respite Care Services: Children**

The program works in partnership with families with a school-age to 18 year old child/youth with a diagnosed intellectual disability. The program helps families identify needs and choices and to develop a Family Respite Plan. Funds are allocated on a yearly basis. For information, call (705) 733-3227 x 2335 or 1-877-803-3227 x 2335

#### **Canada Prenatal Nutrition Program (MotherCare)**

The program promotes the health of pregnant women and babies. The program is for those who are young or have a low income, and includes nutritional supports and community resource information. For info, call (705) 733-3227 ext 2236 / 1-877-803-3227 ext 2236 or visit FB:simcoecountycapc

### Ontario Autism Program Family Services Coordinator

The program ensures autism services for children and youth are delivered consistently across the province. It provides a single point of access and family-centered decision making. Families may self-refer or be referred. There is no fee. To refer, or for more information, call 1-888-444-4530 or oap@ontario.ca



# **Programs and Services**

### Transitional Aged Youth (TAY) Coordination

The program supports individuals transitioning from Extended Society Care or Regional Complex Care to adult services. The TAY Coordinator assists in the development of a transition plan and coordinates services as the individual moves to adult supports. Referral is through the Child in Care or Regional Complex Care Case Manager. There is no fee. For information, speak with your case manager or call (705) 733-3227 x 2335 or 1-877-803-3227 x 2335

#### **Service Planning Coordination**

The service works with families to support the development of coordinated and integrated service plans that consider family needs and strengths. A family-centred approach, guiding and supporting the family and child to identify and reach goals. Planning is based on the needs of your family so you can access appropriate community resources for your child with special needs. There is no fee. Families may self-refer or be referred. To refer, or for more information, contact Children's Treatment Network at 1-866-377-0286

#### **WrapAround Program**

The program guides a support team (friends, family, community) to help families move towards their chosen

goals. Referral via Simcoe Muskoka Family Connexions. Self referral is available to First Nations, Metis and Inuit families. Call (705) 733-3227 ext 2335 or 1-877-803-3227 x 2335

#### **Fetal Alcohol Spectrum Disorder (FASD) Initiative**

The Fetal Alcohol Spectrum Disorder (FASD) Initiative works to increase prevention, screening, diagnosis and support of FASD within the community. The FASD Initiative Project Coordinator educates communities, service providers and families about behavioral symptoms associated with FASD. There is no fee. For more information, call (705) 326-6502 ext. 3106.

#### **FASD Key Services and Support Worker Program**

The program provides FASD-informed care supports and promotes the better use of local resources to reduce challenges faced by those with FASD. No referral is needed. Call Children's Treatment Network ACCESS: 1-866-377-0286 for more information.





# COMMUNITY SUPPORT SERVICES SERVICE DE SUPPORT COMMUNAUTAIRE

