



Catulpa
Community
Support Services

ANNUAL GENERAL REPORT

— 2022-2023 —

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Opening Message from Executive Director, Karen Hirstwood



Turning Over a New Leaf: Celebrating Resilience, Renewal, and 50 Years of Community Support

Dear Staff, Partners, Persons Served and Friends,

It is with immense pride and gratitude that I present to you Catulpa Community Support Services' 2022-2023 Annual General Report. As we reflect on the past year, it is evident that we have come a long way together – Gradually emerging from the grip of the COVID-19 Pandemic, embarking on a journey of transformation and rebranding, and looking forward to the exciting prospects that our 50th Anniversary holds in the coming year. Our 2022-2023 Annual General Report serves as a testament to this journey, along with the strength, adaptability and commitment to innovation demonstrated by our dynamic Catulpa community.

2022 marked a significant turning point for our agency as we emerged stronger

and more determined from the depths of the Pandemic. We maintained our ability to adapt to the evolving needs of our community, ensuring the continuity of our essential services to reach those who needed us the most. The benefits of technology also afforded our agency the opportunity to build capacity for alternative service delivery, complementing our ongoing frontline efforts. Seamlessly transitioning relevant programs and services to a digital environment has resulted in improved accessibility to resources and information, along with efficient communications.

Additionally, technology has played a vital role in the agency's transition back to the workplace and the implementation of an Alternative Working Model. By harnessing virtual collaboration tools, cloud-based platforms, and digital communication systems, Catulpa has enabled its staff to transition between in-office and remote work environments while staying connected to their teams and persons served. This approach is responsive to the changing needs of our workforce and reflective of the trends we are seeing in our sector and beyond.

In addition to our "new way of doing things," 2022 also represented a transformative point in time for the agency as we embarked on a bold rebranding effort. We felt it was time for an update and an opportunity to celebrate the legacy that has been built by the passion and dedication of those we serve and

work alongside. We refreshed our brand to reflect on our journey so far and the new chapters that are soon to be written. The result is a fresh and vibrant brand identity that represents the spirit of progress and our shared commitment to building a stronger, more inclusive future for all.

As we celebrate this new phase, we also eagerly anticipate our agency's upcoming 50th Anniversary in 2023. For half a century, Catulpa has been a cornerstone of support for countless individuals, empowering them to lead fulfilling lives and to be recognized as valued and contributing members of their communities. This milestone commemorates the enduring impact we have made together and serves as a reminder of the boundless potential that lies ahead.

I extend my heartfelt gratitude to each one of you. Together, we are turning over a new leaf—one that signifies resilience, renewal, and the promise of an even brighter future for our agency, community partners, and those we have the privilege to serve.

Sincerely,

Karen Hirstwood

Karen Hirstwood, Executive Director
Catulpa Community Support Services



Chair of the Board

It is with a deep sense of gratitude that I welcome you to our 2022-2023 Annual General Report and commemorate a year of dedication, growth, and impactful service to our community. Under this year's theme, "Turning Over a New Leaf: Celebrating Resilience, Renewal and 50 Years of Community Support," we reflect on the remarkable strides we have taken as an agency and celebrate the legacy of passion and commitment that guides our journey.

This year, Catulpa Community Support Services emerged from the confines of the pandemic with renewed strength and clarity of purpose. Catulpa successfully navigated the storm while demonstrating that, despite the challenges faced, our agency's heartbeat remains strong and our core values resolute, enabling the continuity of vital services to those who depend on us.

Our ability to swiftly adapt and embrace change allowed us to expand our capacity for innovative service delivery. Technology played a pivotal role. Virtual platforms became bridges that spanned physical distances, enabling us to enhance accessibility, expand our reach, and ensure that our services remained inclusive and responsive. The heartfelt dedication, resilience and collective efforts of our staff, community partners and members enabled the successful realization of our 2019-2023 strategic plan. With fundamental program frameworks rooted in access, inclusion, and self-advocacy in place, we approach the close of this strategic cycle with renewed and enhanced capacity to advance

our vision of a future where everyone is recognized as a valuable and contributing member of their community. Amidst these successes, 2023 marks our 50th anniversary as an agency – a half-century of commitment, compassion, and transformative support and service to our community. This remarkable milestone fills us with a profound sense of accomplishment and gratitude, expressed by the agency earlier this year through a series of community events acknowledging and celebrating the collective efforts and achievements of staff, community partners and those we have the privilege to serve.

As we close this chapter and prepare to co-author our next, on behalf of the Board of Directors, I extend a sincere thank you to each and every one of you for your individual and collective contributions. You are the heartbeat of the Catulpa Community.

With Warm Regards,



Heather Spurdakos, Chair of the Board
Catulpa Community Support Services

Who We Are

Our Mission:

Improving the lives of people with special or unique needs by engaging and advocating for essential community services and supports.

Our Vision:

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:

These values define the underlying principles which guide our organization in accomplishing our mission.

- We acknowledge the values and diversity of people who participate 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 that are responsive and accountable to the community.
- We acknowledge ethnic, economic, and 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.



Land Acknowledgment

Catulpa Community Support Services acknowledges that it is situated on the traditional land of the Anishinaabe people.

The Anishinaabeg include the Ojibwe, Odawa and Pottawatomi Nations, collectively known as the 3 Fires Confederacy. It should be noted that the Wendat and the Haudenosaunee Nations have also walked on this territory over time.

In times of great change, we recognize, more than ever, the importance of honouring Indigenous history and culture. We are committed to moving forward in the spirit of reconciliation, respect and good health with all First Nation, Métis and Inuit people and the community as a whole.



Rebranding Update

Catulpa Community Support Services is pleased to share that 2022 marked the launch of the agency's new brand identity. This exciting transformation is part of our ongoing efforts to enhance the agency's brand at large and to start writing our chapter.

With our 50th anniversary on the horizon, it was time for an update, and this project presented us with the opportunity to celebrate the legacy that has been built by the passion and dedication of those we serve and work alongside. We have refreshed our brand to reflect on the journey we have been on and the chapters that are still yet to be written.

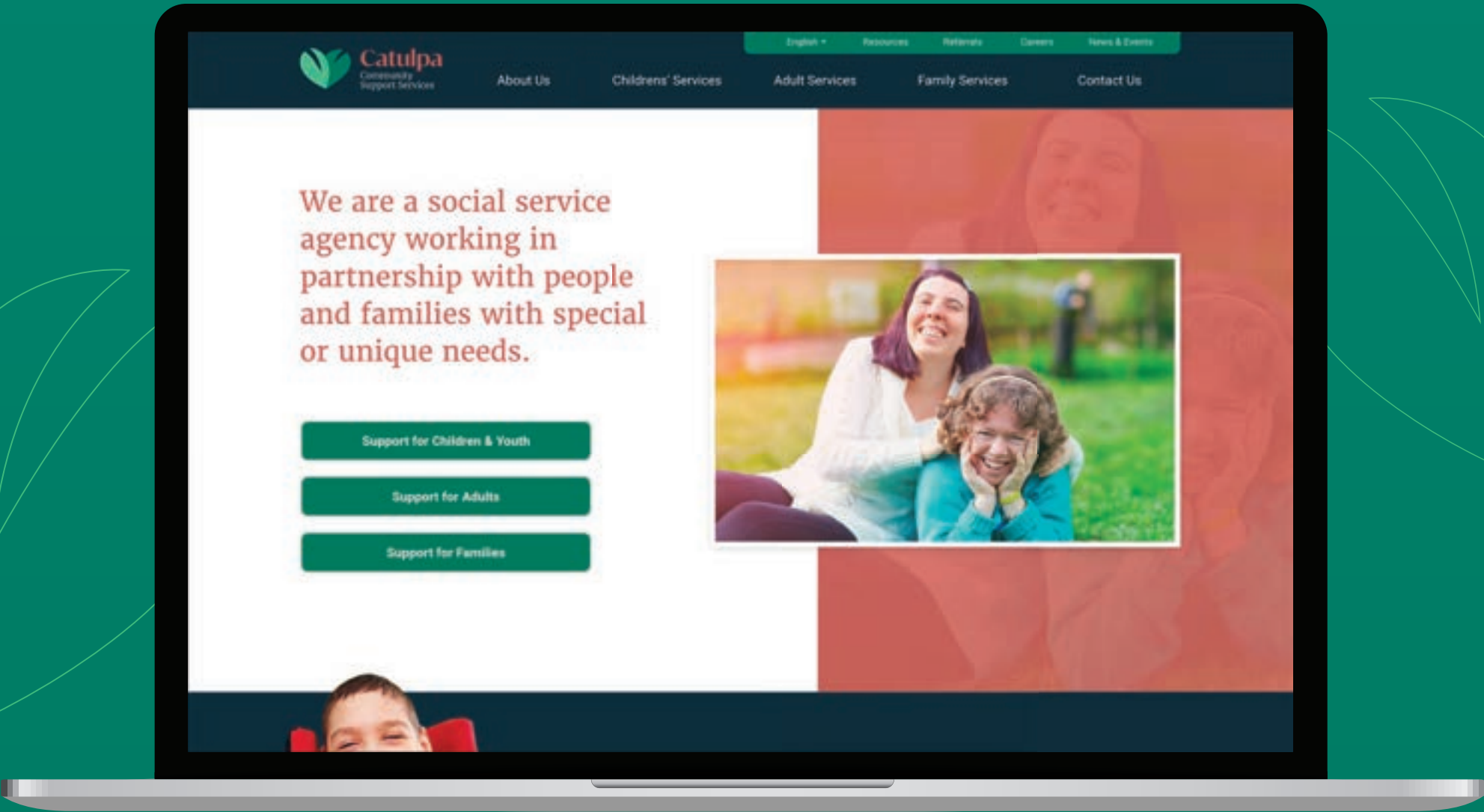


Our New Brand Identity

Our new brand identity is modernized and reflects the commitment and connection between our agency and the people we serve. It also includes a more streamlined style, which is reflected in our visuals, colour palette, and typography. These elements have been and will continue to be incorporated throughout our communication channels, internal and external materials, office sites, on our social media platforms, and within the communities we serve.

In tandem with our new brand identity, we also look forward to the launch of an updated agency website. Anticipated to launch in 2023, our new website will offer users simple access to our services, highlighting the support we offer in a modern, clean, and organized way.

The rebranding of Catulpa Community Support Services is an addition to the values on which our agency has been built and those that we nurture and share with our staff, our respected partners, and those we have the privilege to serve. It emphasizes our focus on care and support and our people-first approach.



A group of diverse business professionals are gathered around a wall covered in colorful sticky notes. They are looking at the notes and pointing at them, suggesting a collaborative strategic planning session. The image is overlaid with a semi-transparent blue filter.

Strategic Planning

Global Agency Ends Priorities

Balanced with the human and financial resources invested, the people with special or unique needs served by Catulpa will:

- Have access to the services they require.
- Be included in community social and recreational activities of their choice.
- Engage in self-advocacy related to achieving their personal needs and priorities.

Improving the wholistic lives of people with special or unique needs balanced with the human and financial resources invested.

- Global Agency End Statement



Access



Inclusion



Self-Advocacy

Strategic Planning Report Card



Access

Align Catulpa services and staffing to address gaps.	
Align staff compensation to increasing complexity of necessary skill set.	
Develop early intervention, collaboration pathways internally and externally.	
Implementation of Coaching, Performance and Training Model.	

Inclusion

Build capacity within the community for recreational opportunities.	
Explore alternative ways to provide social opportunities and information about the community.	
Develop a culture of collaboration and knowledge internally and externally.	
Develop a stakeholder engagement strategy to address service and access gaps.	

Self-Advocacy

Embed self-advocacy skills as a fundamental framework for all programs.	
Build on Self-Advocacy tools to provide realistic examples and access.	
Develop Self-Advocacy training and engagement process.	
Develop a Stakeholder engagement strategy to address Self-Advocacy needs and priorities.	

Next Steps



Completion of outstanding
tasks for in-progress goals.



Planning and implementation
is underway for 2023 - 2026
Strategic Plan



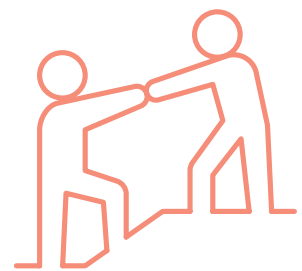
Program Overviews

Adult Protective Service Worker (APSW) Program

About the Program:

The Adult Protective Service Worker (APSW) Program supports adults (18 years of age and older) with developmental disabilities who are living independently or planning to live independently within their chosen community. This voluntary program is designed to support these individuals in leading a life reflective of their values and choices and assists them in achieving individual goals such as securing accommodation, budget counseling, short-term emotional support, and respite care, among others.

Number of Persons Served:



374 Persons served over the course of 2022–2023



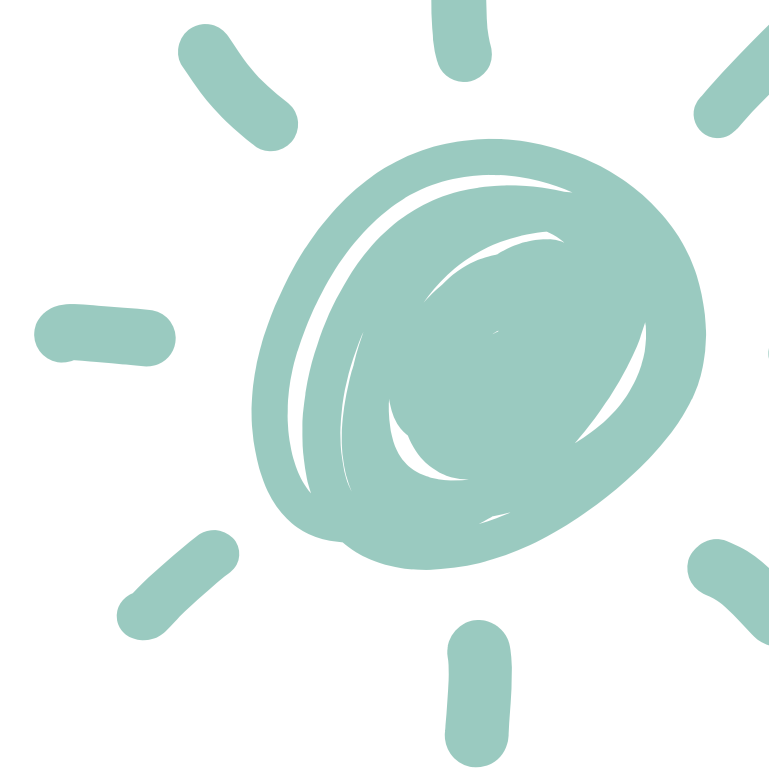
Adult Protective Service Worker (APSW) Program

Program Highlights:

- Over the course of 2022-2023, 119 Individual Support Plans (ISPs) were created.
- Three staff members from the APSW team worked in collaboration with a third-party facilitator and other Catulpa Community Support Services staff to develop self-advocacy training for persons served. This training and related materials were brought to life with first-hand feedback gleaned from a focus group made up of persons served and was guided by what they felt would best meet their individual needs in their day-to-day lives. In 2023, staff will receive training on how to effectively use the self-advocacy tools and members of the APSW team will oversee the implementation of these tools agency-wide. These resources will support persons served across all areas of Catulpa Community Support Services in advocating for themselves within their communities.
- Over the course of 2022, the APSW Program witnessed an increase in the complexity of the needs of persons served. Despite added pressures, APSW staff actively advocated for services when needs were increasing beyond the level of support they were able to provide, and when other resources could have been more appropriate for the individual they were serving. APSWs assisted with

referrals and transitions to supportive housing, mental health resources, Home and Community Care services and to Long Term Care for 30 persons served.

- In addition to their ongoing advocacy efforts, the APSW team actively sought out, applied for, and secured temporary funding options to support persons served when all other community-based resources had been exhausted. This funding was used to obtain grocery cards, counselling support and transportation services for persons served.
- During the month of December, the APSW team worked in collaboration with Christmas Cheer to coordinate and deliver food boxes for persons served during the holiday season.

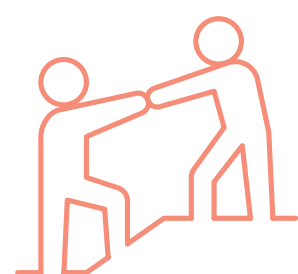


Simcoe County Community Action Program for Children (CAPC) and MotherCare (Canada Prenatal Nutrition Program – CPNP)

About the Program:

The Simcoe County Community Action Program for Children (CAPC) and MotherCare (Canada Prenatal Nutrition Program – CPNP) are part of a national program that has been supporting young parents, families, and newcomers to Canada for over 25 years. The CAPC and CPNP programs hosted by Catulpa Community Support Services aim to promote the healthy development of young children from birth to age 6 and support healthy pregnancies and new parents. At present, Catulpa Community Support Services offers MotherCare, Next Step, and CAPC programs. These programs are available to individuals and families who are pregnant and/or parenting children 0- 6 years of age and who are living on a limited annual income in Simcoe County.

Number of Persons Served:



697

Unique participants were attending all programs (CAPC, MotherCare & Next Step) in 2022–2023



Simcoe County Community Action Program for Children (CAPC) and MotherCare (Canada Prenatal Nutrition Program – CPNP)

Number of Persons Served:



Program Highlights:

- Despite the challenges presented by the COVID-19 Pandemic, the CAPC team maintained its unwavering commitment to those it serves and found creative ways to continue to deliver interactive programming. The team not only maintained virtual events and activities but was able to move forward in meeting individuals and families in community settings (EXP. parks, public libraries, food banks, and social housing, among others) while adhering to the health and safety guidelines in place during this time. Over the course of the year, CAPC delivered a total of 439 interactive activities and programs to individuals and families registered in CAPC, MotherCare and Next Step.
- In 2022, CAPC was able to distribute a total of 4,854 grocery gift cards to individuals and families registered in both the MotherCare and Next Step programs and was able to support 153 families from all hosted programs (CAPC, MotherCare and Next Step) with an extra \$100 grocery gift card during the holiday season in December 2022.
- Based on satisfaction surveys distributed to CAPC program participants, 85% were very satisfied or satisfied with the CAPC program at large, and 91% strongly agree or agree to have increased access to healthy foods as a result of CAPC’s programs (EXP. grocery gift cards, Chop & Chat, the Caja Gardening Program, community gardens, etc.).

Children’s Respite Services

About the Program:

Children’s Respite Services provides funding resources to support parents, guardians, and/or caregivers of school-aged children and youth (up to the age of 18) with developmental (IQ below 70) or physical disabilities in achieving a time of renewal outside of their day-to-day duties. During this time, their child or youth is afforded the opportunity to socialize with others, learn, and participate in recreational activities. Respite plays a vital role in the maintenance of positive physical and mental health for the caregiver and in sustaining positive relationships between caregivers and those they support.

Number of Persons Served:

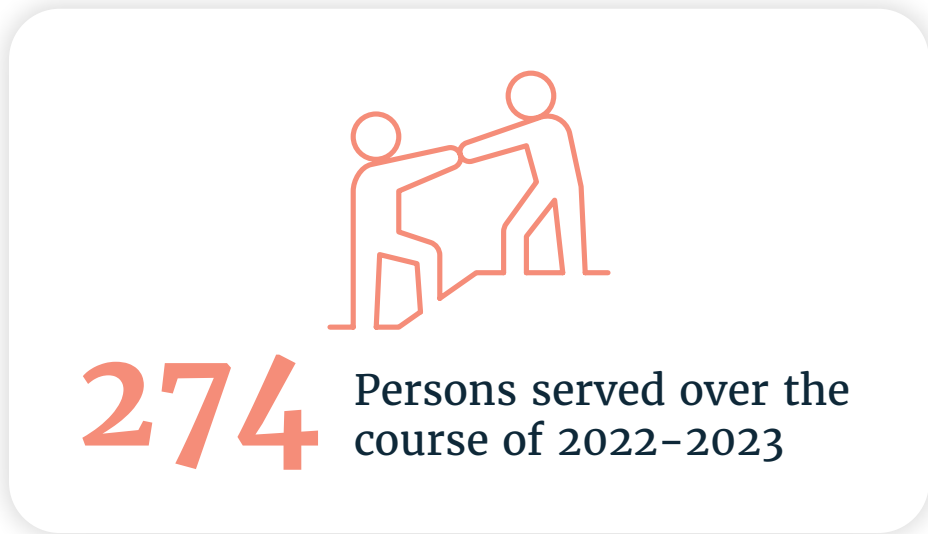


Crisis Response and Urgent Response Program

About the Program:

The Crisis and Urgent Response Programs provide adults experiencing a situation or event that places them at risk with short-term support to resolve their immediate needs and mitigate more intensive interventions. Referral to the Crisis Response or Urgent Response Program is facilitated through Developmental Services Ontario (DSO), and there is no waitlist for contact with a worker. Catulpa Community Support Services works closely with community partners all over Simcoe County to ensure planning and connections can be made to agencies that can support individual needs. Responses to an individual's needs are personal and inclusive.

Number of Persons Served:



Family Resource Services

About the Program:

Family Resource Services extends case management support to families of school-age children and youth (up to 18 years of age) who have a diagnosed developmental disability (IQ below 70). With support from a Family Resource Worker (FRW), the family develops goals through the creation of an Individual Family Service Plan (IFSP). Through case conferencing and/or home visits, the FRW will support the family in accessing community resources to implement the IFSP and achieve their identified goals.

Number of Persons Served:



Family Resource Services

Program Highlights:

- Worked in collaboration with Orillia Parks and Recreation to support the development of its new Inclusion Program.
- Met with Simcoe County District School Board (SCDSB) Special Education Consultants to discuss bridging identified gaps in connecting families to community services.
- Participated in Transitional Aged Youth (TAY) Visioning Day in collaboration with multiple Simcoe County agencies to discuss regional strategies.
- Maintained participation on several internal committees, including the Anti-Racism and Anti-Oppression Committee, Policy Review Committee, and Data Quality Committee, among others.
- Maintained representation with several external community committees, including, Compass, The Youth Wellness Hub, and The Site Committee, among others.
- Facilitated presentations for families whose children were beginning school in collaboration with the Transition to School Committee.
- Participated in information evenings at several SCDSB schools.

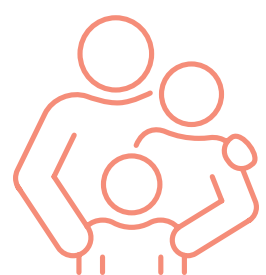


Key Services and Supports: Fetal Alcohol Spectrum Disorder (FASD)

About the Program:

Fetal Alcohol Spectrum Disorder Key Services and Support (FASD KSS) Coordinators provide services to children and youth up to the age of 18 (or 21 if still attending secondary school) and their families. The Key Services and Support Coordinators have expertise in FASD and will assist families in accessing information and relevant resources to better understand FASD and how it may impact their child or youth’s abilities.

Number of Persons Served:



140 Families served in Simcoe County and York Region over the course of 2022–2023



Key Services and Supports: Fetal Alcohol Spectrum Disorder (FASD)

Program Highlights:

- Successful collaboration with the Barrie Community Health Center to deliver a 6-session wellness group for youth with FASD.
- Successful in applying for and securing five grants with Health Nexus. Some of the topics offered to caregivers included but were not limited to Developmental Trauma, Attachment, Emotion and Emotion Co-Regulation, FASD and Sexualized Behaviours, Safe Screen Time, The Collaborative Problem-Solving Approach, and Mindfulness.
- Hosted renowned FASD expert Jeff Noble during a virtual caregiver session.
- Facilitated the “Mental Health and FASD” presentation at the 2022 FASD Symposium in Ottawa, along with several community presentations throughout the year with Georgian College, the Simcoe County District School Board, and the York Region District School Board, among others.
- Participated as guests in the FASD Family Life Podcast hosted by Robbie Seales.
- Participated in and chaired the local FASD community of practice.
- Facilitated an inspirational information session for parents, caregivers, and children that focused on the lived experience of two youths living with FASD.



Intensive Service Coordination (ISC)

About the Program:

Intensive Service Coordination provides information, consultation, and community case conferencing for Simcoe County children and youth up to 19 years of age and their families. This service is designed for individuals who require extraordinary support from health, social, and/or educational services because of severe emotional, intellectual, developmental, and/or physical needs. Children and youth supported by Intensive Service Coordination have needs that are beyond the capacity of the local system, and all possible community options have been previously exhausted by families and service providers.

Number of Persons Served:



33

Persons served by a program of one staff over the course of 2022–2023



Intensive Service Coordination (ISC)

Program Highlights:

- Facilitated successful admission to a provincial resource with the Child and Parent Resource Institute (CPRI).
- Achieved success in a regional admission to Watersdown for a youth and continues to build rapport with the live-in treatment center.
- Success in facilitating regional respite with Wintergreen, which is slowly admitting new children and youth.
- Program continues to build strong relationships with Simcoe County Central Intake and was able to support a youth in accessing York Region Live-In Treatment as an option for their needs.
- Five Regional Service Resolution (RSR) cases were presented and endorsed for their Integrated Service Plan (ISP).
- The Intensive Service Coordination team continues to develop strong relationships with Simcoe Coordinated Service Planning.



Ontario Autism Program (OAP) Foundational Family Services

About the Program:

Ontario Autism Program (OAP) Foundational Family Services supports families of children and youth (under the age of 18) with an Autism diagnosis in navigating services and funding for their child. These services extend to families living in Simcoe County and who are registered with the Ontario Autism Program.

Number of Persons Served:



308 Families served over the
course of 2022-2023

Program Highlights:

- Ontario Autism Program Foundational Family Services presentations were successfully shared with Compass (Alliston/Barrie/Orillia), which has effectively increased program awareness.
- Participated in several information evenings at Simcoe County District School Board (SCDSB) schools.



Ontario Autism Program (OAP) Urgent Response Coordination

About the Program:

Ontario Autism Program (OAP) Urgent Response Coordination supports eligible children and youth with Autism who are experiencing one or more key high-risk factors that have developed or worsened in a 14-day period. This program provides time-limited support in consultation with an Urgent Response Coordinator and interdisciplinary team to help stabilize and prevent crises and reduce risk.

Number of Persons Served:



Ontario Autism Program (OAP) Urgent Response Coordination

Program Highlights:

- Catulpa Community Support Services expanded its Ontario Autism Program services and introduced Urgent Response Coordination in 2022 with four Urgent Response Coordinators.
- In an effort to expand their skill sets and further support persons served and their families, the Urgent Response Coordination team took part in comprehensive training programs to support enhanced service delivery.
- Engaged with community tables, including COMPASS and the Barrie Situation Table, in an effort to raise awareness about the program and develop support networks.
- In collaboration with other Catulpa Community Support Services teams, the OAP Program provided interactive respite kits and activities (developed by a certified Recreational Therapist) to individuals and families throughout the year. These kits were particularly beneficial when the COVID-19 Pandemic was at its peak.

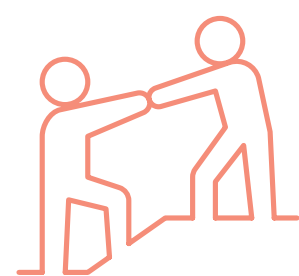


Regional Complex Care (RCC) Services

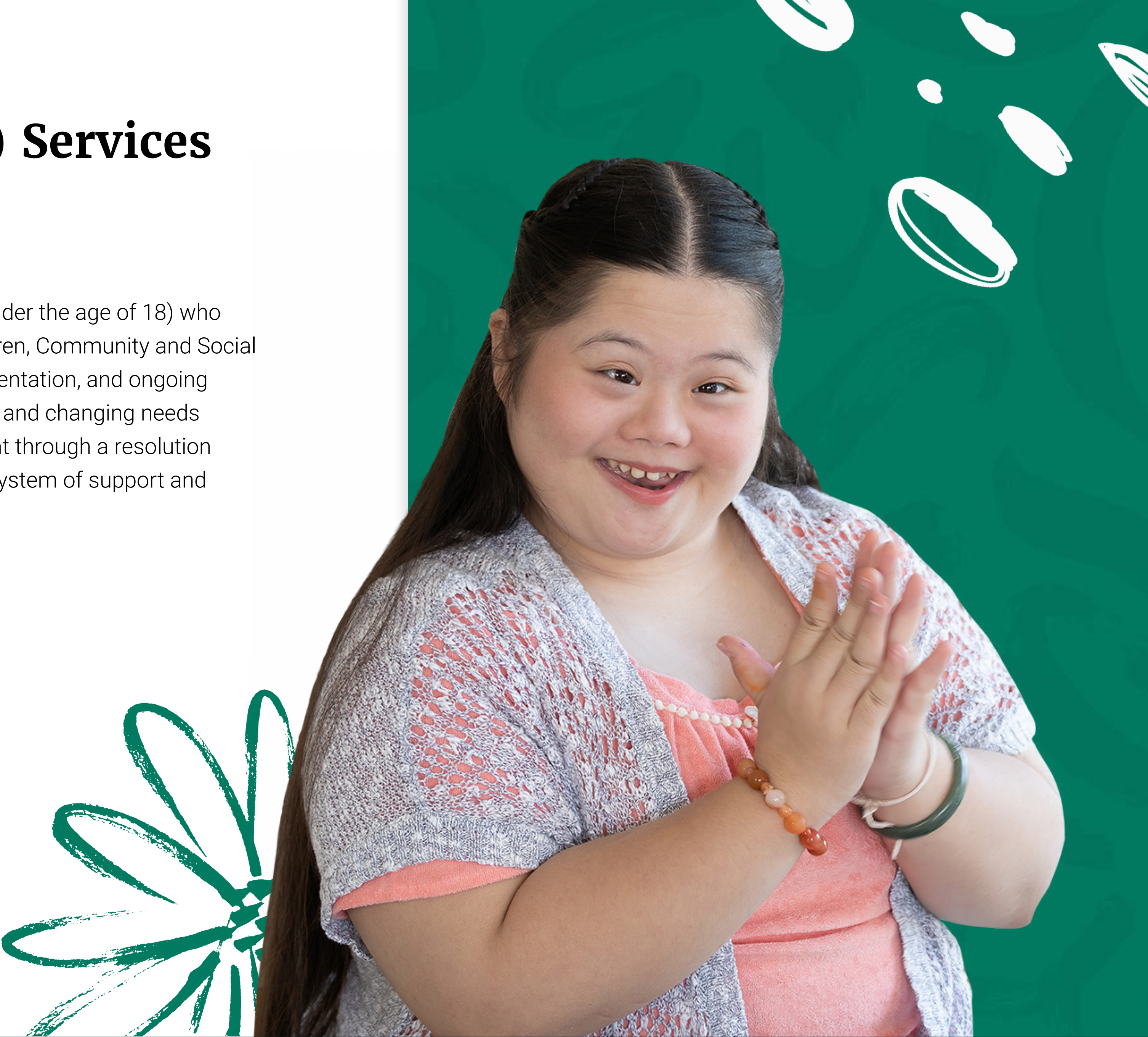
About the Program:

Regional Complex Care (RCC) Services support children and youth (under the age of 18) who have been approved for special needs funding by the Ministry of Children, Community and Social Services. These services support families in the development, implementation, and ongoing monitoring of an Integrated Service Plan (ISP) to address the complex and changing needs of children, youth, and their families. Approval for this funding is sought through a resolution process that ensures that all resources available through the funded system of support and services have been accessed.

Number of Persons Served:



158 Persons served in the Central and East regions over the course of 2022–2023



Regional Complex Care (RCC) Services

Program Highlights:

- Regional Complex Care has maintained a full complement of Case Managers with a dynamic mix of expertise that includes Child Welfare, Family Systems, Education and Complex Team Dynamics. In addition, the advent of a full-time Program Assistant has enhanced support for the program through the facilitation of reporting, data quality, client documents and ongoing administrative support.
- A fulsome process for the transitioning of Complex Special Needs (CSN) Transitional Aged Youths (TAY) has been implemented, and the development of a strong working partnership with TAY Coordinators is efficient for future plans.
- Ongoing support to RCC from the Quality Assurance Department and Placement Facilitators has built capacity for specialized consultation and complex planning for persons served and their families.
- With Catulpa Community Support Services' return to the office and a flexible Alternative Working Model in place, in-person meetings with persons served and staff have been easier to facilitate and highly valuable.

Community partnerships are vital for collaboration across the Central and East Regions. Key partners often include Intensive Service Coordinators, Outside Paid Resource (OPR) providers, the Center for Behavioural Health Sciences, Lakeridge Community Support Services, the Safehaven Project for Community Living, LHINs (now known as Home and Community Care Support Services), respite providers, mental health agencies, child protection agencies, local cultural community-based agencies and the Board of Education. Other resources may include interpreters, assessments, and counselling in order to support individual needs.

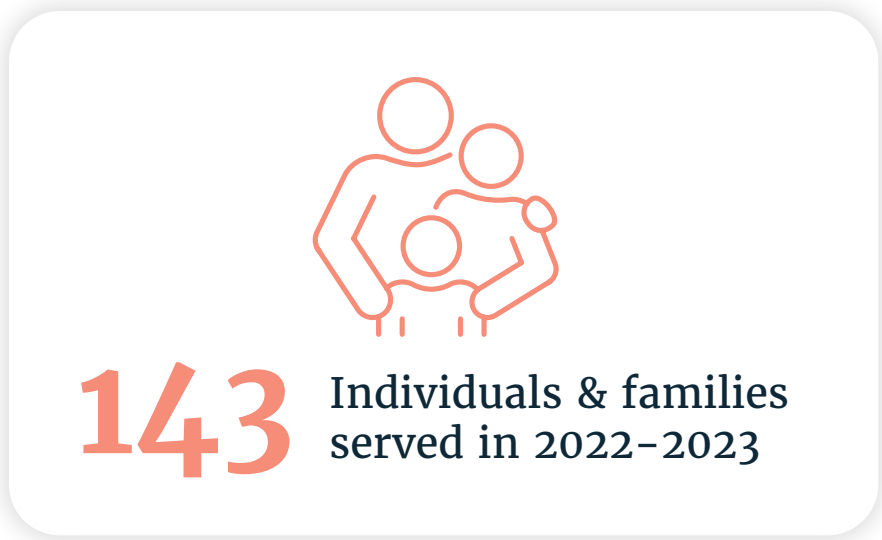


Coordinated Service Planning (CSP)

About the Program:

Service Planning Coordination guides and supports a child or youth (up to the age of 18 -OR- 21 years of age if still enrolled in school) with multiple and/or complex special needs and their family by making a single, Coordinated Service Plan based on established goals that are reflective of what is uniquely important to them. A Service Planning Coordinator (SPC) will work in collaboration with the family to identify what is working well for the child or youth and where additional supports may be required. The Service Planning Coordinator facilitates linkages to supports, services, and resources for the family and supports them with a family-centred approach that builds on existing needs and strengths as they journey to achieve their established goals.

Number of Persons Served:



Coordinated Service Planning (CSP)

Program Highlights:

- Over the course of 2022-2023, the Coordinated Service Planning team has grown from four permanent members to six.
- In an effort to expand their skill sets and further support persons served and their families, the Coordinated Service Planning team took part in comprehensive training programs to support enhanced service delivery.
- Engaged with community tables, including Children's Treatment Network (CTN) Super Users, COMPASS and the Orillia Situation Table, in an effort to raise awareness about the program and develop support networks.
- In collaboration with other Catulpa Community Support Services teams, the CSP Program provided interactive respite kits and activities (developed by a certified Recreational Therapist) to individuals and families throughout the year. These kits were particularly beneficial when the COVID-19 Pandemic was at its peak.
- Maintained a strong presence in the community with participation in different local events, including the CTN Halloween Celebration and community information fairs with the Simcoe County District School Board (SCDSB), Barrie Public Library, and Bradford West Gwillimbury Newcomer Meet & Greet event.



The Passport Program

About the Program:

The Passport Program is a reimbursement program funded by the Ministry of Children, Community and Social Services (MCCSS). It assists adults (18 years of age or older) with a developmental disability in accessing services and supports within their communities. Individuals and families have the option of receiving funding to purchase services, or they can choose to access services through Ministry-funded agencies. Participation supports can include programs, classes, camps, employment supports, and transportation to and from activities, among others. The program is also an aid to unpaid caregivers of those with a developmental disability to obtain respite services and supports.

Number of Persons Served:



The Passport Program

Program Highlights:

- Wait times for Passport on-boarding have been decreased from three weeks to two to three days.
- All 2022-2023 recipients received an increase in their funding for the year. Through correspondence with persons served, this news was very well received, especially as activities and community events began to reemerge following the COVID-19 Pandemic.
- The Passport team was diligent in connecting with recipients who were not using their funding and worked to problem-solve while ensuring voice and choice remained upheld.



Transitional Aged Youth (TAY) Program

About the Program:

Transitional Aged Youth (TAY) Coordination supports youth (ages 14 to 18) transitioning to adult services who are currently receiving:

- Extended Society Care through Child Protective Services
- Complex Special Needs funding through Regional Complex Care

A TAY Coordinator helps ensure that youth nearing the age of transition, families, and service providers are equipped with the information, choices, and resources needed for a successful transition. The TAY Coordinator develops an individualized transition plan which identifies the responsibilities of individuals, families, and service providers as the transition from children to adult services takes place. The plan is based on the young adult's eligibility, personal goals, strengths, assessed needs, and available resources.

Number of Persons Served:



82 Persons served over the course of 2022–2023

Transitional Aged Youth (TAY) Program

Program Highlights:

- Enhanced engagement with youth at 14 has allowed for a comprehensive understanding of the youth's strengths and support needs while identifying opportunities for the development of life skills to support a successful transition to adulthood.
- Ongoing engagement and collaborative work with community partners supports the TAY team in building relationships and creating opportunities for future transition planning.
- Continued consultation with community partners to support resource management and provide suggestions for service referrals.

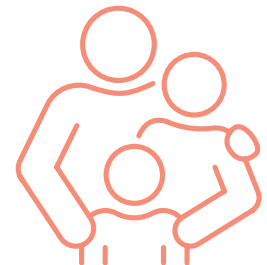


WrapAround Program

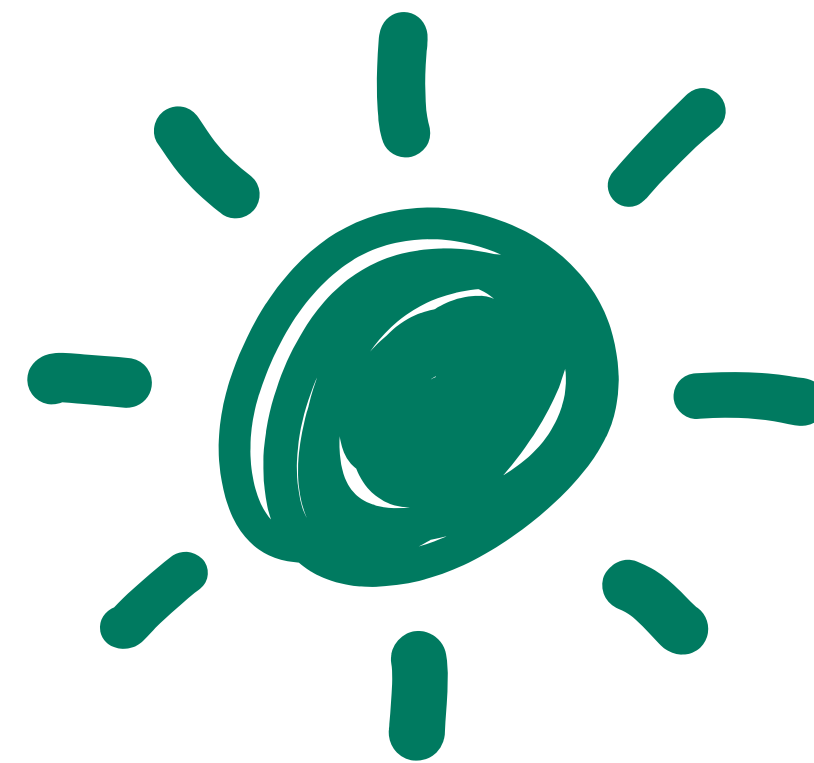
About the Program:

The WrapAround Program provides a holistic service to families wishing to engage in a year-long journey of discovery and change. WrapAround supports families as they build a team of formal and informal supports based on the strengths and skills of trusted family members, friends, and the community to develop and achieve goals meaningful to them. WrapAround is a voluntary process and includes monthly support team meetings. The planning process takes approximately twelve to eighteen months.

Number of Persons Served:



172 Individuals & families
served in 2022-2023



WrapAround Program

Program Highlights:

- The WrapAround Program continues to ensure that persons served have a voice and choice in how they approach their future, including access to services and resources that are both relevant and responsive.
- The WrapAround team has continued its longstanding membership with WrapAround Ontario, Wrap Canada, and The Wrap Institute.
- Together, the WrapAround team collaborated on the development of the new Wrap Canada website and provided valuable guidance to ensure cultural relevance.
- The WrapAround team was able to facilitate a host of community presentations over the course of 2022, including the “Collaborative Problem-Solving Approach to Parenting” workshop for parents and caregivers, and have remained trainers and coaches with the Wrap Canada Training Institute, where they have worked collaboratively to revamp virtual training materials.
- The WrapAround team became members of the Francophone Family Services Initiative and has been able to provide quick resources in French to Francophone families in Simcoe County.
- The WrapAround team has maintained active participation on the local Special Education Advisory Committee and the Poverty Reduction Task Force.
- In collaboration with other Catulpa Community Support Services teams, the WrapAround Program provided interactive respite kits and activities (developed by a certified Recreational Therapist) to individuals and families throughout the year. These kits were particularly beneficial when the COVID-19 Pandemic was at its peak.
- The WrapAround Program remains a vital link to support families in connecting with relevant services focused on mental health needs, diagnostic needs, medical needs and more.



Success Stories

One of the beautiful things about working with individuals and supporting their journey is when we see success. The following is a snapshot of how day-to-day support results in positive outcomes, transforming lives and creating a ripple effect of empowerment within our community. These stories showcase the immense value of inclusivity, understanding, and dedicated support.



Success Stories

Intensive Service Coordination

In 2021, “R” and his mother became involved with Intensive Service Coordination through Catulpa Community Support Services. Having previously struggled with his mental health and related behaviours, one of “R’s” objectives was to “not be so angry anymore.” To support “R” in achieving his goals, a Community Team was assembled that included representation from:

- Coordinated Service Planning
- Simcoe Muskoka Child and Family Services
- The Mobile Behavior Treatment Team
- Mackenzie Health Centre for Behavioral Health Sciences
- Kerry’s Place
- Bartimaeus
- Simcoe County District School Board Special Education
- Kinark
- A Developmental Pediatrician
- Royal Victoria Regional Health Centre Psychiatry
- Bloorview Pharmacological Clinic

This team also included “R’s” mother, who continues to be a strong advocate for her son.

Through collaborative case conferences, the Community Team determined that a full multi-disciplinary assessment was required to effectively support “R.” In

addition, the Team worked closely with the family to develop a safety plan for “R” when out in the community and at home and supported the family in accessing funding resources to support “R” in participating in recreational opportunities and enjoying his favourite activities, including sports, crafts, music, and trips to the mall.

In November, “R” was admitted to the Child and Parent Resource Institute (CPRI) in London, Ontario, for a three-month stay and assessment. Upon discharge from CPRI, the Community Team agreed that “R” would benefit from a live-in treatment program that would allow him to address his mental health needs and continue to build his relationship with his family. With this plan in place, the Intensive Service Coordination Team worked with local children’s mental health services to select the York Hills Centre for Children, Youth and Families.

With “R” now benefiting from his new environment, where supports are focused on empowerment, hope and resiliency, the Community Team has developed an enhanced in-home plan to support “R” when he leaves York Hills and transitions to Regional Complex Care.

As a result of wrapping services around “R” and his family and leveraging the expertise of the dynamic Community Team, appropriate supports and effective plans have been developed to not only support “R” in achieving successful outcomes but in accessing his community in a safe and supported manner.

Success Stories

Family Resource Worker

This past year, the Family Resource Worker (FRW) Team had the unique opportunity to work in collaboration with a 16-year-old youth who self-referred to the program. Living with a grandmother whose health had declined and was nearing end-of-life, the youth wanted to ensure supports were in place as they transitioned into adulthood and independent living. Working closely with the Family Resource Worker, the youth identified their personal priorities, including continued attendance at school, medical and nursing support for the grandmother, and legal aid to support the family in preparing a will.

Working in partnership with the youth's Principal, Special Education Resource Teacher, and a New Path Youth and Family Services Counsellor, the FRW was able to:

- Successfully implement a plan to support the youth with their academic goals.
- Connect the grandmother to community health resources.
- Add the youth to the existing lease at their shared residence to support long-term housing stabilization.
- Support the youth in understanding and transitioning to Adult Services.
- Support the youth in completing and submitting applications for Developmental Services Ontario (DSO) and the Ontario Disability Support Program (ODSP).
- Help identify supports to facilitate independent living and grief counselling.

With these proactive interventions now successfully in place, the youth is very well supported to navigate their transition into adulthood and a difficult period of loss.



Success Stories

Ontario Autism Program Foundational Family Services

Having recently immigrated to Canada, a Newcomer family was seeking to connect with services and funding in their new community and to identify the required documentation to support an Autism diagnosis that was provided before their relocation. When referred to Catulpa's Ontario Autism Program Foundational Family Services (OAP FFS) Team, the family expressed that language and proven to be a barrier, and they were unsure what steps they needed to take next. To alleviate this anxiety and effectively connect with the family, the OAP FFS Coordinator:

- Secured an Interpreter for effective and meaningful communication with the family.
- Worked with the family to acquire a Physician Referral for an Autism diagnostic appointment.
- Connected the family to Immigration Services
- Made appropriate referrals for Children's Services
- Attended meetings with the family and their new school to discuss a transition plan for their children.

By employing this tailored and person-centred approach to service delivery, the OAP FFS Coordinator supported the family in achieving their goals and offered a warm and informed introduction to the community and the services available to them.



Success Stories

Adult Protective Service Worker Program

The Adult Protective Service Worker (APSW) Program is designed to support individuals in successfully living in their chosen community and leading a life that is reflective of their values and choices. In 2022, the program was able to extend this support to an individual experiencing challenges with their living situation. Having been residing in a social housing unit, this individual became greatly impacted by suspected allergens within the space. These allergens resulted in a constant sense of feeling unwell and ultimately led to behavioural concerns, which placed this individual's housing at risk.

Working closely with his APSW, a partnership was formed with the County of Simcoe and Waypoint to ensure his goal of living independently in his own apartment remained achievable. To support this goal, the APSW assisted this individual with:

- The coordination of an allergy test within the unit
- The presentation of the test findings to the County of Simcoe, who were able to take the necessary steps to remove the allergens and support a safe and clean environment

After the renovations took place, this individual's mood and health instantly improved, and he has repeatedly expressed a sense of relief. With his housing stabilized, this individual is excited to work towards his new goals, including grocery shopping with his APSW's support, participating in community recreational opportunities, and making connections with those around him.



Financial Analysis

A child is shown from the chest up, holding a smartphone in their left hand and building a structure with colorful blocks (red, yellow, green, blue) with their right hand. The child is wearing a light blue shirt. The background is a solid light blue color.

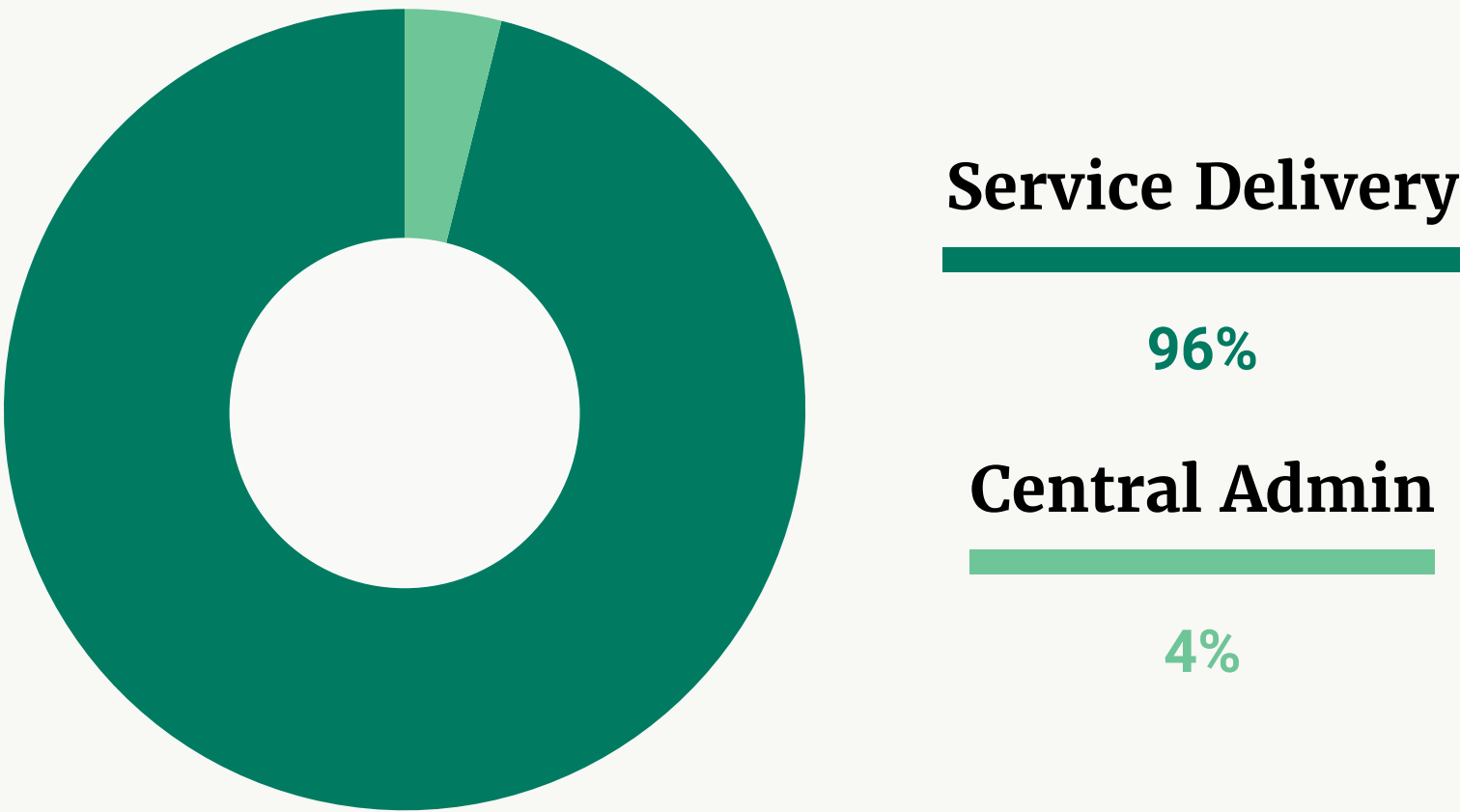
Financial Analysis

Funding Sources:

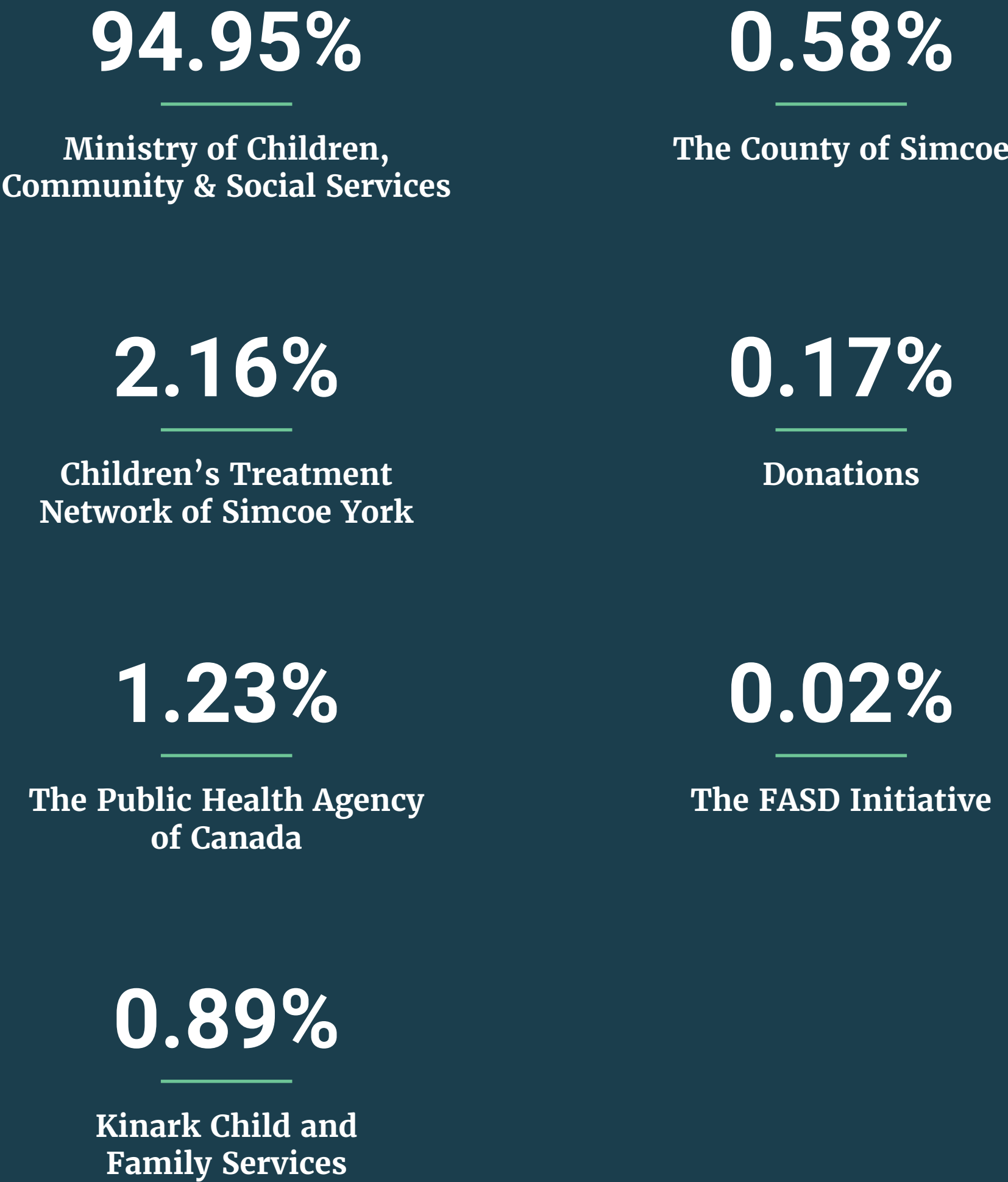
Catulpa gratefully acknowledges each funder and their confidence in our service delivery.

Central Administration Vs. Service Delivery:

The agency operates efficiently from a central administration cost perspective and as a result, 96.3% of funding is directed to service delivery costs.



Funding Sources



Financial Analysis

Statement of Operations (For Year End March 31, 2022)



Revenues	2022	2021
Provincial subsidy - Ministry of Children, Community and Social Services	\$15,463,612	\$15,182,179
County of Simcoe	\$5,271,355	\$4,732,017
Other Income	\$1,182,913	\$1,960,687
Catulpa	\$284,717	\$80,000
Amortization of deferred capital contributions	\$44,492	\$43 004
	\$22,247,089	\$21,997,887
Expenditures		
Salaries, wages, benefits and training	\$17,166,561	\$17,003,214
Direct operating costs	\$4,510,222	\$4,701,590
Amortization of capital assets	\$490,600	\$543,094
	\$22,167,383	\$22,247,898
Excess of Revenues Over Expenses (For the Year)	\$79,706	\$(250,011)
Net Assets at the Beginning of Year	\$4,410,411	\$4,660,422
Contributed net assets	-	-
Housing Reserve additions	-	-
Net Assets, End of Year	\$4,490,117	\$4,410,411



Staff Awards

Staff Awards

Each year, Catulpa Community Support Services recognizes the outstanding efforts of individuals working within the agency through a host of different awards. All of our staff members provide unwavering dedication to the individuals and families they serve. We are privileged to work with passionate individuals who strive to exemplify our Mission, Vision, and Values in all that they do. Please join us in congratulating our award and bursary recipients and all those who have contributed to the success of the agency at large.



Congratulations!



Vicky Schenck



Vanessa Porter



Chris Duggan

KERRY'S PLACE AUTISM SERVICES



Christine Rowell,
Madeleine Dunne

Thank you!

We thank you for taking the time to explore the efforts we have undertaken over the course of the past year.

We will continue to engage and advocate for services and supports that will enable and empower individuals and families to achieve their highest potential and move our Strategic Plan forward.



Catulpa
Community
Support Services

Catulpa Community Support Services is a social services agency working in partnership with individuals and families with special or unique needs.