



Your Front Door
to Child and
Youth Services



Annual
Report
2021-2022

Message from the Board Chair and CEO

2021 – 2022 was a year of significant growth for our organization. Contact Brant was named the Lead Organization for the Ontario Autism Program's Urgent Response Service for the Hamilton-Niagara Region. Our staff team increased from 13 to 18 with the implementation of this service. We are grateful to the Coordinating Agencies in West Region, as well as other service providers, who have supported the planning and implementation of this new service.

For almost ten years, Contact Brant has flagged the need for an additional Resource Coordinator to support our Access mandate. Twenty years ago we were serving approximately 860 annually with same four Resource Coordinators. In 2021/2022, we served 4,088 unique individuals with the same level of staffing. With new funding received from the Ministry of Health to specifically address the increased demand for services, we were able to realign job responsibilities and changed our Assistant Resource Coordinator to a Resource Coordinator position. We now have five Resource Coordinators serving the Brant community.

The pandemic informed us of the benefits of a hybrid model with some staff working from home and some working in the office. We have not expanded our footprint with the increased staffing, enabling us to focus resources on services as well as increase staff satisfaction with options for work. Most importantly, children, youth, and families continue to primarily state their preference for virtual intake meetings and often choose virtual case conferencing.


We continue to provide flexible and responsive services based on the unique needs of each child, youth, and family.

Susan Fitzgerald

Susan Fitzgerald
Board Chair

Jane Angus

Jane Angus
Chief Executive Officer



2021 - 2022

Contact Brant Board of Directors

Susan Fitzgerald, Chair

Kelly Skrzypek, Vice-Chair & Treasurer

Greg Hackborn, Secretary

Mike DeBruyn, Past Chair

Elizabeth Abraham, Director

Alyssa Brimmer, Director

Brian Konst, Director

Laura Miedema, Director

Contact Brant Staff Team

Jane Angus, Chief Executive Officer

Alison Hilborn, Manager of Service Coordination

Cindy Landry, Executive Assistant

Sheryl Ruman, Lead Resource Coordinator

Paul Sanderson, Resource Coordinator

Stuart Shaw, Resource Coordinator

Susan Vincze, Resource Coordinator

Lindsay Izsak, Resource Coordinator

LeaAnn Boswell, Community Navigator

Lauren Freeman, Service Coordinator

Linda McFadyen, FASD Service Coordinator

Lyndsey Campbell, FASD Service Coordinator

Karen Sweeting, Administrative Assistant

Arlene House, Office Assistant

Kristy Cole, Lead Urgent Response Service Coordinator

Andi Dimashkie, Urgent Response Service Coordinator

Maxine Lean, URS Project Coordinator

Vision

Contact Brant is the first place for children, youth, and families to:

- Connect to community services
- Understand available resources
- Receive coordinated supports



Mission

By working together, we will improve the well-being of children, youth, and families.

Values

We value...

- Our clients through a respectful family-centered approach
- Our community partners and the work we do together
- Our commitment to diversity and inclusion
- Our knowledgeable team who make it happen



Your Front Door to Child and Youth Services

PROVIDE information on community services and resources for all ages.

CONNECT children and youth to the services they need.

FAMILY voice leads the planning for supports and services to meet their child's needs.

SUPPORT children, youth, and families over the years and help coordinate the community services they are receiving.

4,088

Total unique children & youth served

2,673

Children's mental health

1,945

Developmental services



Contact Brant provides an information website that lists programs, services, and resources for all ages in Brant, Haldimand, and Norfolk. For the Brant area, you can also call Contact Brant directly for information on community resources.

2,576

Records

1,182,497

Public views

185,218

Unique viewers

Coordinated Supports



Coordinated Service Planning Brant

Contact Brant is the lead agency for Coordinated Service Planning in Brant and works with community organizations, education, and health services to ensure services are wrapped around a family with a single plan of care.

121

Children and youth served



Contact Brant provides Service Coordination support to families of children and youth who have FASD, or suspected FASD. We provide educational opportunities for caregivers and professionals, and support the Brant FASD Caregiver Group.

268

Served through individual supports and educational sessions

URS Ontario Autism Program: **Urgent Response Service**

Contact Brant is the Lead Organization for the Urgent Response Service (URS) in the Hamilton-Niagara Region. Working with the family and community services, Contact Brant develops short-term services and supports to respond rapidly to the specific high-risk need to reduce the risk of harm to the child/youth, others, or property.

Case Resolution, RPAC and TAY

Contact Brant facilitates the community Case Resolution Mechanism to address children and youth with complex special needs, as well as RPAC (Residential Placement Advisory Committee). Contact Brant works collaboratively with community partners to integrate Transition Planning for youth with a developmental disability.

47

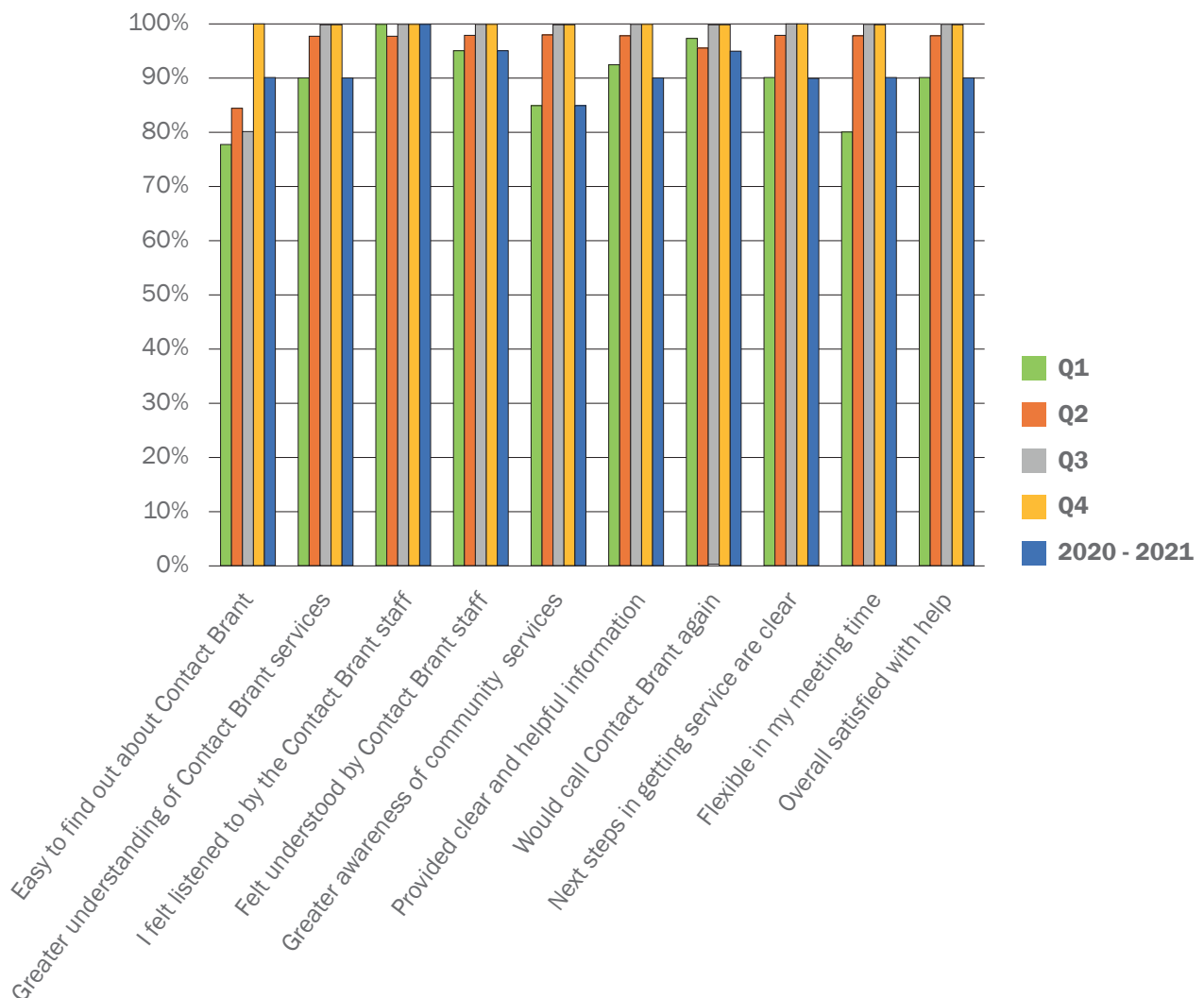
Case resolution reviews

197

Transitional aged youth supported

Customer Service

Quality Satisfaction Survey 2021 - 2022



What People Say

The staff are very supportive and nonjudgmental. I think they go above and beyond to listen to your concerns and help point you in the right direction. Thank you

My experience with Contact Brant was a good experience.

Everything was perfect!

I wish I knew sooner about Contact Brant. They are amazing and very helpful.

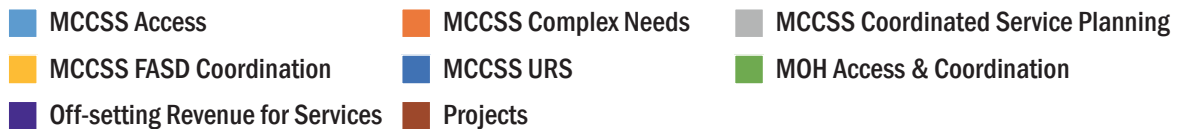
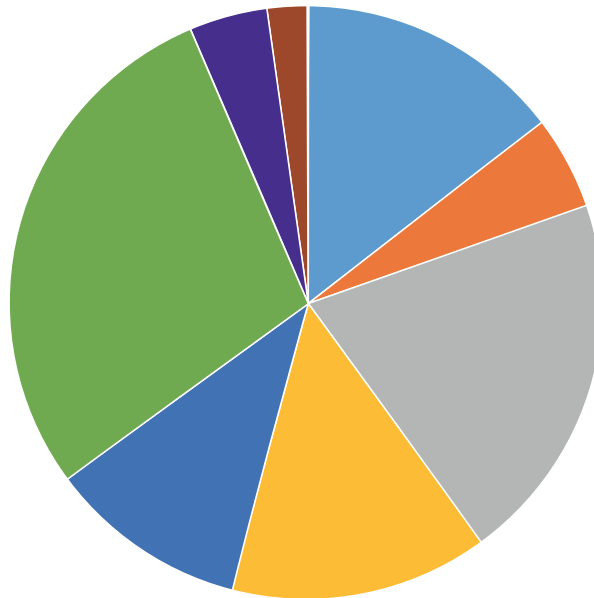
Great service in a timely manner.

This is my first time dealing with Contact Brant. So far the service has been great. Much appreciated.

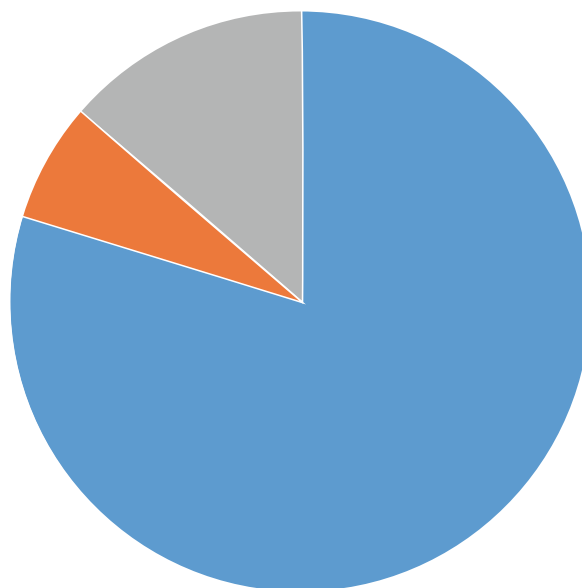


Financial Overview

2021 - 2022 Revenue \$1,282,191



Expenses



Contact Brant is funded by the Ministry of Children Community and Social Services and by the Ministry of Health

Your Front Door to Child and Youth Services

Contact Brant is the first point of contact for children and youth ages 0-18 years with developmental disabilities, mental health concerns, and special needs, including Autism and FASD. We help you navigate the community services available, connect you to the services you need, and provide on-going support regarding coordination of services.



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www.contactbrant.net

www.info-bhn.ca

