

2023-2024 Annual Report



START WITH US

**Your first
place to call.**

Message from the Board Chair and CEO

The 2023-24 year has been a remarkable year for Contact Brant, defined by unexpected changes, growth, and new opportunities. We emerged from these challenges more resilient and reinvigorated, which is reflected in our client growth and community leadership in coordinated supports for children and youth. We are grateful to our clients, partners, team members, and other stakeholders for their support and collaboration to make this happen.

During the year, we received unexpected notices that Contact Brant would no longer be completing mental health access and that our office lease would not be renewed. We were able to steer through the first challenge by working with our local agencies to transition child and youth mental health access and coordination functions to our community partners and by reaching out and educating stakeholders to ensure seamless continuation of our other services. In February 2024, Contact Brant was pleased to open the doors to its new central location in the downtown Brantford area, making it easier for children, youth, and families to access.

The 2023-24 year was also one of growth. Our Autism Urgent Response Service for the Hamilton-Niagara region significantly surpassed provincial targets for the number of referrals as well as children served in the program. This demand confirmed the need for this support and we continue to be gratified with the positive outcomes of this interdisciplinary support. To meet service demand, we increased staff and reorganized management responsibilities. The latter allowed us to redirect funding to a second full-time Service Coordinator in Coordinated Service Planning to meet service demand there.

Contact Brant Board and Staff headed into our strategic planning process in the Fall of 2023, and this could not have come at a better time. It gave our organization the opportunity to clarify who we are and the role we provide to our community.

Contact Brant makes it simple – (i) to find community information and resources, and (ii) for children, youth and families to get connected to community services. We support families by bringing services together for a coordinated plan of care.



Strategic planning also gave us the opportunity to identify our priorities:

- Organizational Effectiveness – Change always brings the opportunity to look at how to provide services more effectively. We recognize that our services are provided in the community or in the moment by phone, text or virtual platforms - we do not require a large office space.
- Commitment to the Community – With our historic role in service coordination, our emphasis has always been on what we can do together, both for children, youth and families, as well as in system planning. This commitment to community has become a key area for us as we hear repeatedly from families and stakeholders that the system has become confusing and siloed. Contact Brant is committed to providing leadership in coordinating a single plan of care with services wrapped around each child, youth and family, as well as leadership and active participation in community system planning and problem-solving.
- Brand Understanding - We are (i) one of the key access points to child and youth services, (ii) the unique, local Community Information Centre, and (iii) the Coordinating Agency for Brant. All our services are focused on family/caregiver support: service navigation, information to help families make informed choices and decisions, connection to community services through referrals, and facilitating collaborative support to ensure services are wrapped around each family with a single plan of care. Our unique role as the “Complex Needs” agency means, we are the agency to connect to for any child or youth with multiple service needs across community, health (including mental health), and education sectors. We are the Case Resolution Mechanism for Brant.
- Diversity, Equity and Inclusion – Our agency is committed to growing our learning and collaborative work with Indigenous families and service providers, respectfully serving 2SLGBTQ+ peoples, and better responding to various cultural populations. We are an equal-opportunity employer and have sought staff who speak French and other languages to better support the people we serve.

We are celebrating 24 years of service and look forward to continuing to work together with community stakeholders to ensure children, youth, and families are connected to and supported by their community.

Jane Angus, CEO
and
Kelly Skrzypek, Chair



Vision

Children, youth, and families are connected to and supported by their community.

Mission

Contact Brant makes it simple:

- to find community information and resources.
- for children, youth, and families to get connected to community services.

We support families by bringing services together for a coordinated plan of care.

Values

We value...

- **Our clients** by providing timely, family-centred help.
- **Our community partners** and the work we do together.
- **Our commitment** to diversity and inclusion.
- **Our knowledgeable team** who make it all happen.



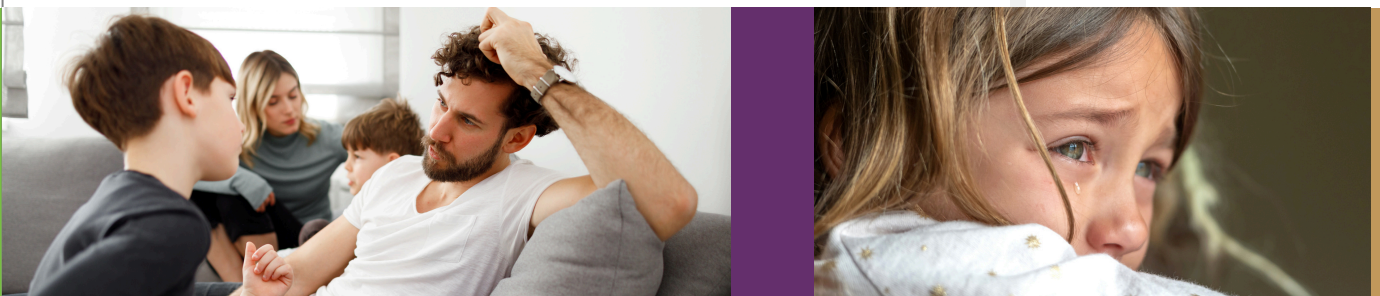
Contact Brant's Service Mandates

Access Mechanism Mandate

- *Complex Needs and Access:* Local coordination and service navigation to support families of children and youth with multiple, complex and/or special needs; coordinated access to Ministry-funded child and youth services and other community resources; support for families of children and youth with a developmental disability, Autism, FASD, cross-sectoral service needs, etc.
- *Coordinated information:* Information on available community services and resources. We are your local Community Information Centre and first place to call for information, or visit our Community Information website: www.info-bhn.ca
- *Common Intake:* Intake and referral to child and youth services so that families do not need to repeat their story to multiple providers.
- *Single Service Plan:* Facilitate a coordinated service approach for each child/youth, to support services being wrapped around each child/youth/family with a single plan of care.
- *Case Resolution Mechanism:* Provide the case resolution process in Brant to address planning for children and youth with complex special needs.

Lead Coordinating Agency Mandate

- *Coordinated Service Planning* - Provide families of children and youth with multiple and/or complex special needs with a coordinated plan of care across community, health and education services; support services being wrapped around each child/youth/family.
- *FASD Coordination (Fetal Alcohol Spectrum Disorder)* - Support families of children and youth with FASD or possible FASD with a coordinated service plan; build capacity of families and professionals to respond to the needs of children and youth with FASD; work with families and service providers across sectors to plan for a transition from child and youth services to adult services; and work to improve awareness of FASD as well as identify gaps and opportunities.
- *Autism Urgent Response Service* – Provide short-term interdisciplinary services to rapidly respond to a child or youth with Autism presenting with a new or recently escalating high-risk behaviour.



2023-2024 Board of Directors

Chair and Treasurer: Kelly Skrzypek

Vice-Chair: Greg Hackborn

Secretary: Laura Miedema

Director: Elizabeth Abraham

Director: Brian Konst

Director: Emily Miller

Director: Jennifer Tonnies

Director: Jill Esposto

Brian Konst and Laura Miedema resigned from the Board of Directors in June 2024. Thank you to Brian and Laura for your dedication to the staff and board. You will be missed.

Welcome to our new members: Patrick Parent, Melanie Graham and Kimberly Vanderburg.



Meet Our Team

Jane Angus, Chief Executive Officer

Alison Hilborn, Manager of Service Coordination

Sheryl Ruman, Lead Resource Coordinator

Stu Shaw, Resource Coordinator

Aleshia Grano, Service Planning Coordinator

Brenda Ziemann, Service Planning Coordinator

Lauren Freeborn, Service Planning Coordinator

Linda McFadyen, FASD Coordinator

Lyndsey Campbell, FASD Coordinator

Andi Dimashkie, Lead URS Coordinator

Angela Luedke, URS Coordinator

Ellen Tansony, URS Coordinator

Grace Matson, URS Coordinator

Janessa Walters, URS Coordinator

Leah Adam, URS Coordinator

Lindsay Izsak, Front Door Coordinator

Craig Tustin, URS Peer Support Navigator

LeaAnn Boswell, Community Navigator

Sarah Wilson, Community Information Assistant

Cindy Landry, Executive Assistant

Karen Sweeting, Administrative Assistant

Lynn White, URS Administrative Assistant

Risy Sanni, Bookkeeper

Kathy Richardson, General Office Assistant



Our open house!
255 Colborne Street, Brantford



Staff Development Day



2023 AGM



2023 Chamber Tradeshow

BScene
NOV 1 AT 5:25 P.M.



Farewell Party

What We Accomplished for Children, Youth and Families

4,438

Total of Unique Children and Youth Served

3018

in Child and Youth Mental Health Access and

2,078

in Developmental Service Access.



1,743,166

Public Views

129,981

Unique Viewers

40% increase in public views over previous fiscal year.



516

Referrals

468

Served in the Hamilton-Niagara Region

Served 171% more children and youth than targeted, with very positive outcomes.

“The URS services were very helpful and we were able to utilize during a difficult time.”

“It was a fantastic experience and had a hugely positive impact on our family and our home life.”



FASD

Fetal Alcohol Spectrum Disorder
Service Coordination

600 SERVED

36% increase in referrals, a 20% increase in caseloads, and a 110% increase in numbers served (caseload and capacity-building participants).



FASD Flag Raising Ceremony



**Coordinated
Service Planning
Brant**

172 SERVED

by 6 CSP Providers

Contact Brant is the Lead Coordinating Agency, working with Landsowne Children's Centre, Six Nations Department of Well-Being, Ontario Health atHome, Willowbridge, and Woodview

87

Case Resolution Reviews for
Complex Special Needs



153

Transitional Aged Youth with a developmental disability supported in planning for the future.

Financial Overview

Statement of Operations

Revenue

MCCSS - Ministry of Children, Community and Social Services

Services for Children & Youth with CSN (Access)	1,200
DS Children's Specialized (Access)	185,315
Coordinated Service Planning and FASD	441,100
Complex Special Needs	65,280
Residential Placement Advisory Committee	692
Autism Urgent Response Service	4,081,406
Total MCCSS	\$4,774,993

MOH - Ministry of Health

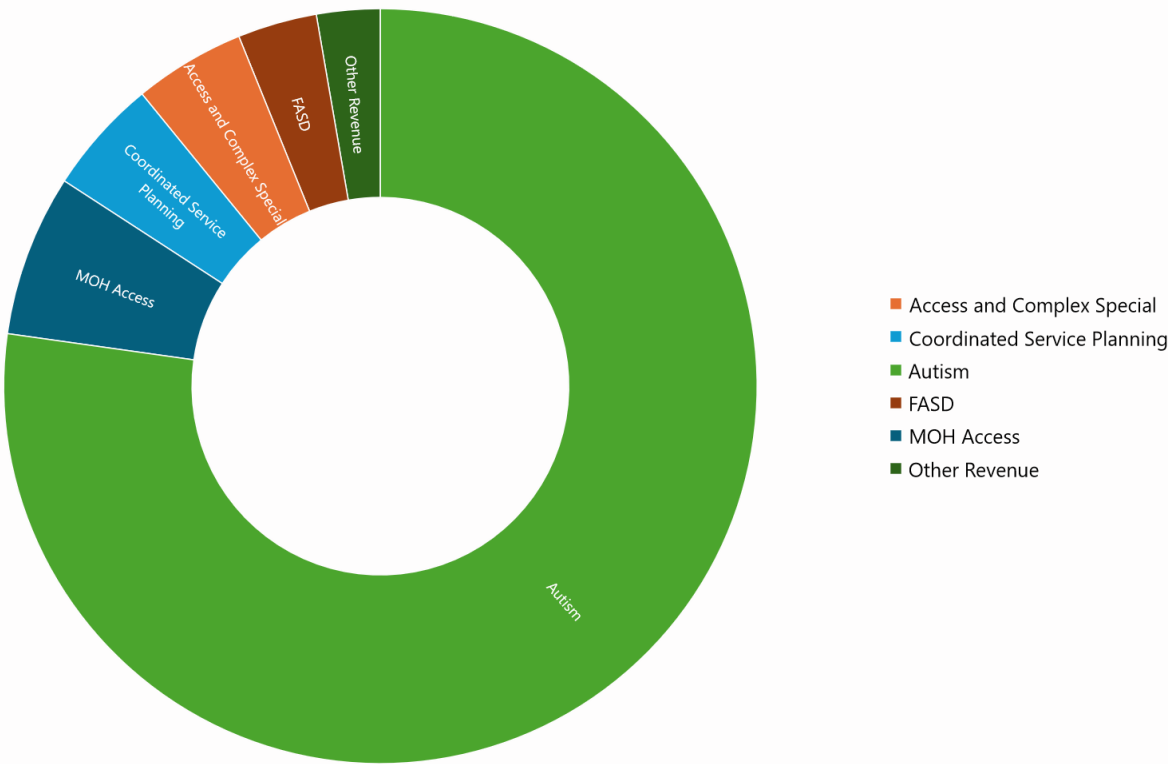
Access Intake	351,493
Service Planning /Service Coordination Process	14,566
Total MOH	\$366,059

Non-Ministry Revenue

Off-setting Revenue for Services	43,696
Special Projects	90,530
Amortization of deferred capital contributions	29,481
Deferred capital contributions	(19,592)
Total Non-Ministry	\$144,115

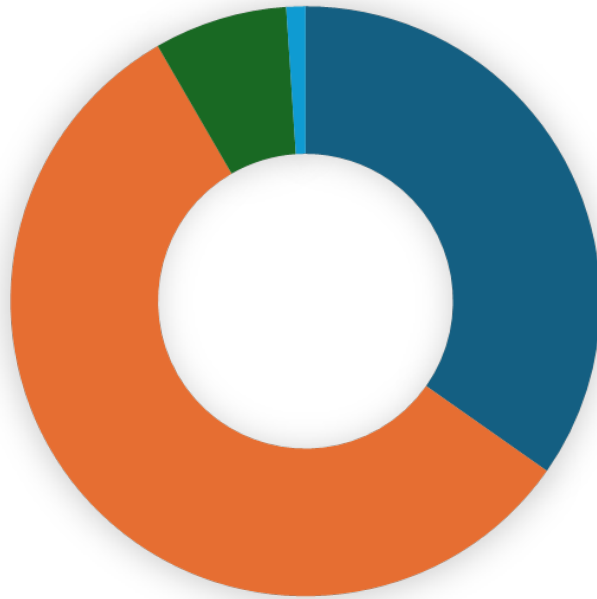
TOTAL REVENUE **\$5,285,167**

2023-2024 REVENUE



Expenses

Staffing	1,786,256
Services	2,923,893
Operations	375,502
Special Project Expenses	53,798
TOTAL EXPENSES	\$5,139,449



2023-2024 EXPENSES

- Staffing
- Services
- Operations
- Special Projects Expenses

Staff Years of Service

Congratulations and thank you for your dedicated service to Contact Brant, the families we support, and the Community.

Lauren Freeborn	5 years of service
LeaAnn Boswell	10 years of service
Jane Angus	20 years of service

With the loss of MOH funding, we had to say goodbye to three employees. We wish Paul Sanderson (23 years), Sue Vincze (17 years), and Ayesha Hameed (1 year), all the best.





START WITH US!

Contact BRANT



Start Here

Your Path to Children's Services



📍 255 Colborne Street, Unit 1 & 2
Brantford, ON N3T 2H3

📞 519-758-8228

🌐 www.contactbrant.net
www.info-bhn.ca

Member of



The Provincial Network of
Coordinating Agencies

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