

2024-2025 Annual Report



START WITH US

**Your first
place to call.**

Message from the Board Chair

2024 – 2025 was another year of growth, as well as planning for change in our leadership.

As your local Community Information Centre, we continue to be the first place to call for information on services and resources in the Brant community. We also provide the web-based Community Information Brant, Haldimand Norfolk resource, www.info-bhn.ca and continue our partnership with 211 Ontario to enable information to be accessible for their provincial information services. We saw an 11% increase in Unique Viewers in 2024-25 on our Information website.

Coordinated Service Planning served 13% more children, youth and families. The Case Resolution Team saw a 17% increase in the number of reviews completed and a 36% increase in the number of children and youth requiring the development of a Complex Special Needs-funded specialized clinical service plan. Contact Brant added another Service Coordinator to facilitate the implementation and coordination of interdisciplinary services through the Extensive Needs Service partnership with McMaster and community partners.

FASD Service Coordination had a 2% increase in the numbers served while also implementing a FASD Diagnostic team through Extensive Needs Service funding. Our regional Ontario Autism Program Urgent Response Service for the Hamilton-Niagara Region saw a 34% increase in the number of referrals and a 9% increase in the number of people actively served in this interdisciplinary program.

Jane Angus, our CEO for the past 17 years and with our organization for 23 years, announced her retirement. The Board had been actively working towards a transition plan, which was implemented in the Fall of 2024. In early Spring 2025, the Board was pleased to announce the hiring of Sandra Parker as CEO to lead the organization with transition plans between the two CEOs for the month of June.

Patrick Parent
Chair of the Board



Message from the Retired CEO

It has been the greatest privilege to work with the Board and Staff of Contact Brant as well as the children, youth, and families we have served, and the community stakeholders we work with. When I started with Contact Brant in 2003, we had a budget of \$800,000 with nine employees. The agency has grown to a budget of over \$8M with 28 employees. Our agency's mandate has remained steady – providing a single place to call for information, service navigation for children, youth and families, and collaborative wraparound services. The success is due to a dedicated and engaged Board and skilled and professional staff. Thank you to everyone for helping make Contact Brant what it is today!

Jane Angus
CEO

Message from the CEO

It is my privilege to become the next CEO for Contact Brant. Stepping into this role feels less like starting something new, and more like nurturing a garden that's been carefully cultivated. The roots are deep, the values are strong, and I see my role as tending to what's been planted – encouraging growth, removing barriers, and creating the right conditions for Contact Brant to continue to thrive. I want to extend heartfelt thanks to Jane for her leadership and support throughout this transition, and I'm honoured to be a part of this next season for Contact Brant.

Sandra Parker
CEO



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 Services

Community Information Centre

As your local Community Information Centre, we are your first place to call for information on services and resources for all ages, or visit our Community Information website: www.info-bhn.ca.

Service Navigation

We provide intake and referral to community child and youth services and resources, ensuring families do not have to repeat their story to multiple providers. We also offer ongoing service coordination and navigation supports for families of children and youth with multiple, complex and/or cross-sectoral service needs.

- *Single Point of Access for Complex Needs:* Including Coordinated Service Planning, FASD Coordination, OAP Urgent Response Service (Hamilton Niagara Region), and Complex Special Needs services.
- *Coordinated Access:* A key access point to Ministry-funded child and youth services (developmental disabilities, Autism, FASD, special needs, dual diagnosis, complex needs, and cross-sectoral service needs).
- *Single Plan of Care:* Facilitate a coordinated approach across community, education and health services to ensure each child, youth, and family receives wraparound support through a single plan of care.

Lead Coordinating Agency

1. *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; ensure wraparound services for each child/youth/family; work with families and service providers across sectors to plan for the transition from child and youth services to adult services.
2. *FASD Coordination (Fetal Alcohol Spectrum Disorder)* – Support families of children and youth with FASD (or possible FASD) with a coordinated service plan; build capacity among 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 transitions from child and youth services to adult services; and work to improve awareness of FASD as well as identify gaps and opportunities.
3. *Autism Urgent Response Service* – Provide short-term interdisciplinary services to rapidly respond to a child or youth with Autism who presents with a new or recently escalating high-risk behaviour. This service is provided across Brant, Haldimand-Norfolk, Hamilton and Niagara.



2024-2025 Board of Directors

Chair: Patrick Parent

Vice-Chair: Greg Hackborn

Treasurer: Emily Miller

Secretary: Kelly Skrzypek (until December 2024)

Secretary: Jennifer Tonnies (effective January 2025)

Director: Elizabeth Abraham

Director: Jill Esposto

Director: Melanie Graham

Director: Maxine Lean

Director: Kimberly Vanderburg

Elizabeth Abraham resigned from the Board of Directors in June 2025. Thank you, Elizabeth, for your dedication to the staff and board.

Welcome to our new member, Jennifer Kroesbergen.



Meet Our Team

Jane Angus, Retired Chief Executive Officer (retired)
Sandra Parker, Chief Executive Officer
Alison Hilborn, Clinical Manager of Autism Services
Linda McFadyen, Clinical Manager of Service Coordination
Cindy Landry, Executive Assistant
Karen Sweeting, Administrative Assistant
Lynn White, URS Administrative Assistant
Carol Ann Sloat, Administrative Assistant
Kelly Skryzpek, Bookkeeper
Kerryann Murphy, Accounts Payable Clerk
Kathy Richardson, General Office Assistant
LeaAnn Boswell, Lead Community Navigator
Sarah Wilson, Community Information Assistant
Sheryl Ruman, Lead Resource Coordinator
Stu Shaw, Resource Coordinator (retired)
Melanie Caldwell, Service Coordinator
Kaila Hunt, Service Coordinator
Jocelyn Donovan, Service Coordinator
Lauren Freeborn, Lead Service Coordinator
Lyndsey Campbell, Lead FASD Coordinator
Lily Ramirez-Villatoro, FASD Coordinator
Andi Dimashkie, Lead URS Coordinator
Angela Luedke, URS Coordinator
Grace Matson, URS Coordinator
Swatika Jeyasothi, URS Coordinator
Ellen Tansony, URS Coordinator
Janessa Walters, URS Coordinator
Leah Adam, Front Door Coordinator
Lindsay Izsak, Front Door Coordinator
Raman Rakkar, Front Door Coordinator
Craig Tustin, URS Peer Support Navigator
Marlee Tansley, URS Social Worker





December 2024 - Board and Staff Meeting



2024 Salute to Brant



Lemon-aid Stand for
Children's Aid



2024 Chamber Tradeshow



June 2024 Staff Development Day

What We Accomplished for Children, Youth and Families

2,677

Total of Unique Children and Youth Served



1,612,626

Public Views

144,776

Unique Viewers

An 11% increase in the Unique Viewers.



697

Referrals

472

Eligible

Flag Raising Ceremony - Autism Day



**Coordinated
Service Planning
Brant**

159 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

2,791 Hours of Service Delivery



90

Case Resolution Reviews for
Complex Special Needs



136

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



What Parents Have To Say

Overall, our experience with the program has been positive. The team's dedication and expertise were evident, and we appreciated the thoughtful support provided for our child. The strategies shared were practical and made a noticeable difference in managing daily challenges. We would welcome more opportunities for ongoing guidance and tailored resources to ensure long-term success for our child and family. Thank you for your support and commitment throughout this process.

It's nice to have a "go-to person" because I have a hard time remembering things; my mind is so distracted all the time as a mom.

I don't know where our family would've been without their support. We are unbelievably thankful for everything they have done for us. THANK YOU!



Financial Overview

Statement of Operations

Revenue

MCCSS - Ministry of Children, Community and Social Services

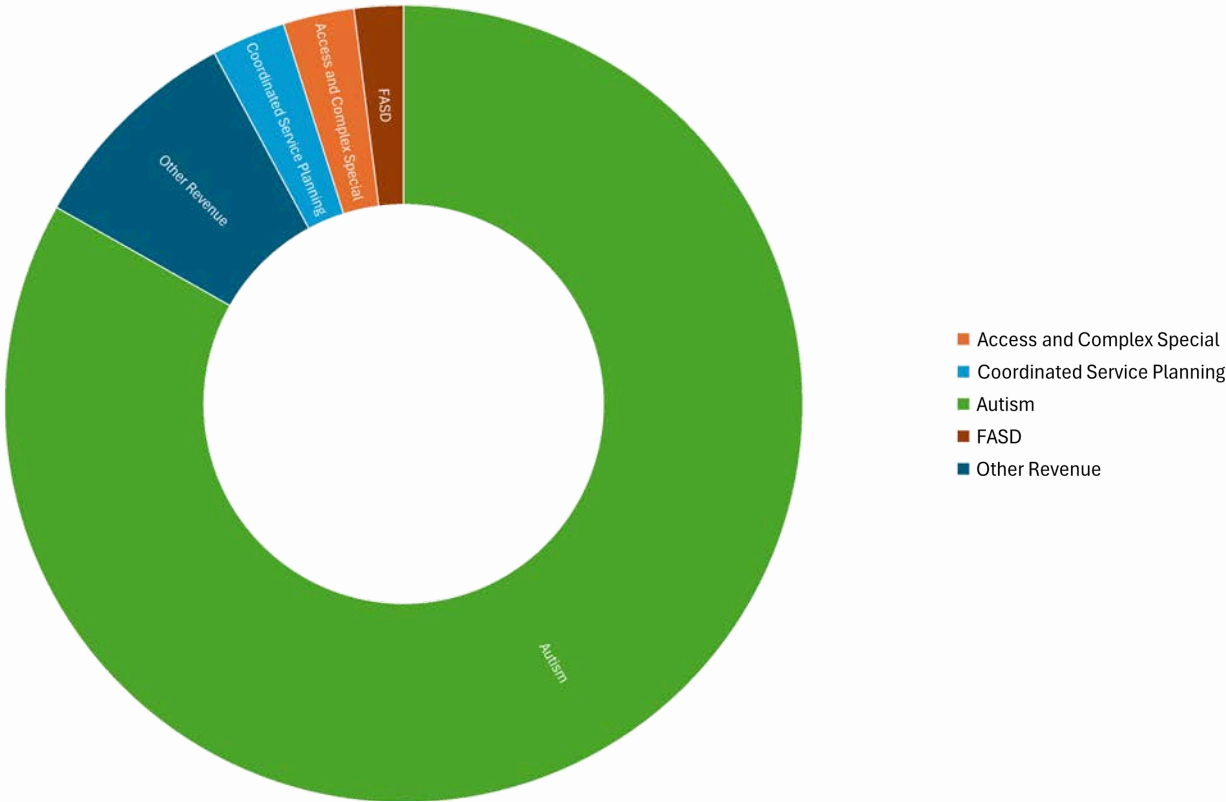
Services for Children & Youth with CSN (Access)	1,220
DS Children's Specialized (Access)	191,165
Coordinated Service Planning and FASD	451,490
Complex Special Needs	66,820
Residential Placement Advisory Committee	702
Autism Urgent Response Service	7,518,653
Total MCCSS	\$8,230,050

Non-Ministry Revenue

Off-setting Revenue for Services	43,866
Special Projects (ENS & Additional Respite)	760,252
Amortization of deferred capital contributions	24,951
Deferred capital contributions	(23,529)
Total Non-Ministry	\$805,540

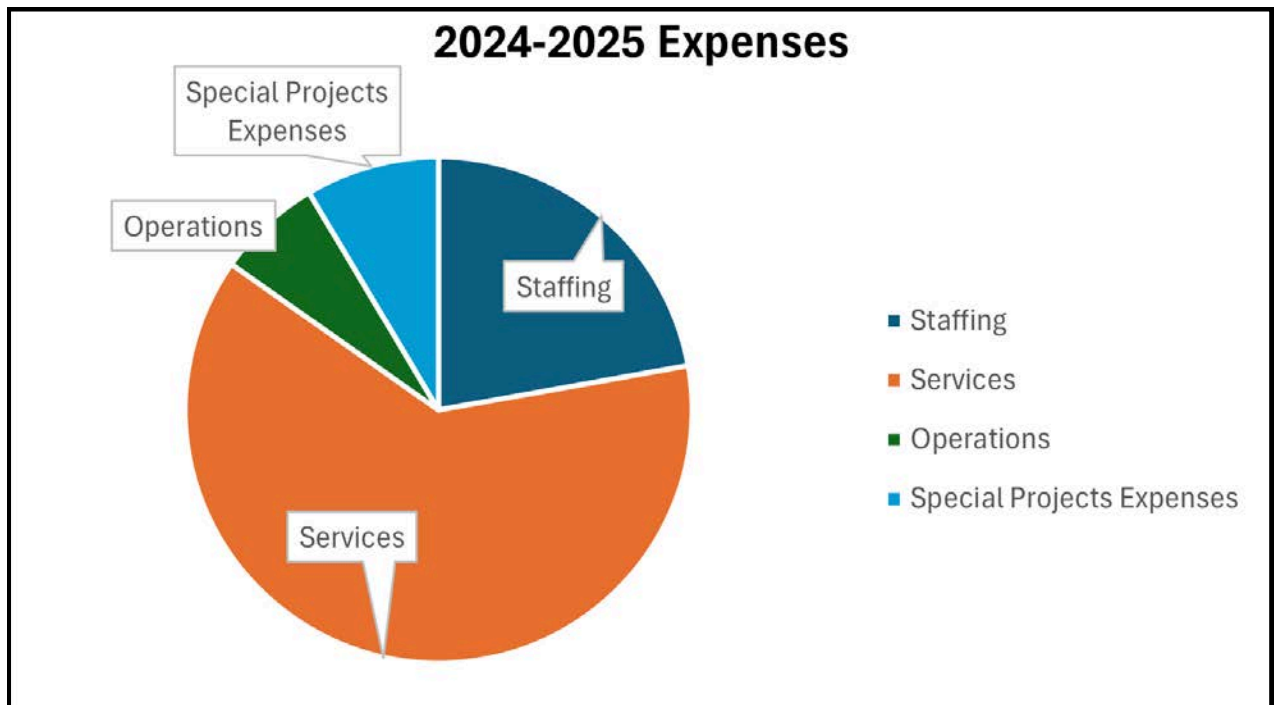
TOTAL REVENUE **\$9,035,590**

2024-2025 REVENUE



Expenses

Staffing	1,848,447
Services	5,214,642
Operations	556,588
Special Project Expenses	711,498
TOTAL EXPENSES	\$8,331,175



Staff Recognition



Stu Shaw, a Resource Coordinator, retired after 23 years of service. Congratulations, Stu, and thank you for your dedicated years of service to Contact Brant, families and the Community. We wish you a happy retirement.

Jane Angus, CEO, retired on June 27, 2025. Jane dedicated 22 years to Contact Brant and the community, including over 17 years as the CEO. She shaped Contact Brant into the organization that it is today. Thank you, Jane, for your dedication to the families, community, staff, and board over the years. We wish you all the best in your retirement.





The History of Contact Brant 25 Years of Service!

- 1999** Contact Brant for Children's and Developmental Services was incorporated September 1999. **Doors opened in 2000.**
- 2007** Initiated the tri-county publication of Your Guide, which was published two times a year, listing workshops, courses, groups and events available free to children, youth and families in Brant, Haldimand and Norfolk.
- 2011** Developmental Services Ontario (DSO) satellite office co-located with Contact Brant.
- 2012** Assumed management of the Community Information Brant, Haldimand & Norfolk website. This website provides the public with easy access to information on community services. Our records are used by 211 Ontario to provide their provincial 24/7 information phone services, available in over 150 languages.
- 2016** Contact Brant was named as the Coordinating Agency for Brant, Implemented Coordinated Service Planning, working with other community stakeholders, to provide families of a child or youth with complex special needs a key contact person to coordinate their supports across education, health, and community services.
- 2018** Implemented FASD Service Coordination supports to families of children and youth with FASD or suspected of having FASD. Our staff support the Brant FASD Caregiver Support Group that provided peer to peer support for parents and caregivers.
- 2022** Contact Brant was named lead Coordinating Agency for West Region, which includes Hamilton, Brantford, Brant County, Haldimand Norfolk and Niagara to implement the Urgent Response Service (URS) through the Ontario Autism Program (OAP). Contact Brant works with key stakeholders in the community along with children, youth, and families to respond with time-limited services and supports intended to respond rapidly to a specific need and prevent further escalation of risk of harm to self, others, and/or property.

Through the Years

Leadership

Funding

CAREER



JANE ANGUS

- Address: 24 Sandwood Ave., Brantford
- Age: 51
- Marital status: Married with three children
- Occupation: Senior resource co-ordinator at Contact Brant for children's and development services
- Political experience: Trustee for 12 years with Grand Erie District School Board and the former Brant County School Board; Incumbent vice-chair of the board
- Other experience: More than 25 years in the social services field, including 13 years with Community Living



2003

Jane began her Contact Brant career as a Senior Resource Coordinator on April 7th, 2003.

2008

Jane was appointed Chief Executive Officer on May 5th, 2008




2012

Assumed management of the Community Information Brant, Hardman & Norfolk website

2016

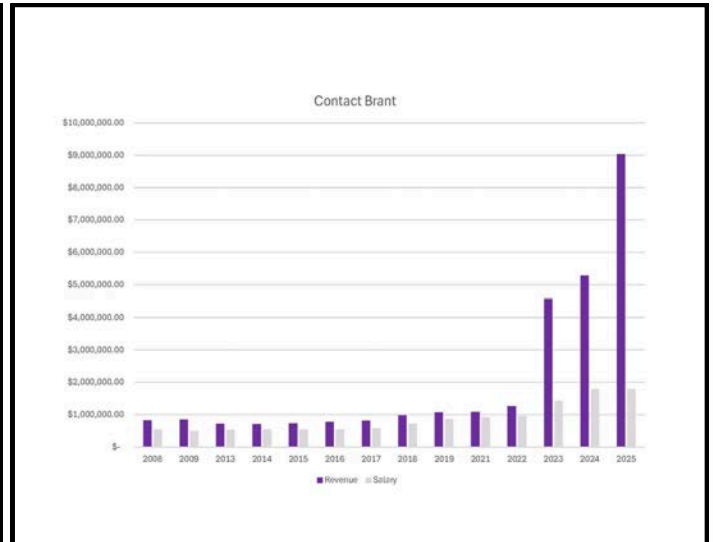
Contact Brant was named as the Coordinating Agency for Brant

2018

Implemented FASD Service Coordination

2022

Named lead Coordinating Agency for West Region for Urgent Response Service (URS)

Board and Staffing

2008 Board of Directors

Chair: Susy Dias	Christine Bibby
Vice Chair: Sarah Miller	Nancy Dalgetty
Treasurer: Susan Swackhammer	Jonathon Mall
Secretary: Jennifer Dean	Heather Riddell
Past Chair: Sandy Crowther	Kim Robb-Cassidy

Staff

Jane Angus, CEO	Sue Vince, Administrative Assistant
Stu Shaw, Resource Coordinator	Denise Christensen, Reception
Maxine Lean, Resource Coordinator	Gillian Chmiel, Administrative Assistant
Paul Sanderson, Resource Coordinator	Arlene House, Office Assistant
Sheryl Ruman, Resource Coordinator	LeaAnn Boswell

2025 Board of Directors

Chair: Patrick Parent	Jill Esposto
Vice Chair: Greg Hackborn	Melanie Graham
Treasurer: Emily Miller	Kimberly Vanderburg
Secretary: Jennifer Tonnie	Maxine Lean

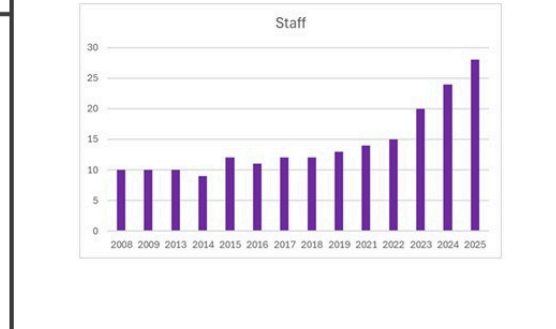
Staff

Jane Angus, CEO	Sarah Wilson, Community Information Assist
Cindy Landry, Executive Assistant	Karen Sweeting, Administrative Assistant
Linda McFayden, Clinical Manager of Service Coordination	Allison Hilborn, Clinical Manager of URS
Lauren Freeborn, Lead Coordinated Service Planner	Andi Dimashkie, Lead URS Coordinator
Melanie Caldwell, Service Planning Coordinator	Angela Luedke, URS Coordinator
Kaila Hunt, Service Planning Coordinator	Ellen Tansony, URS Coordinator
Lyndsey Campbell, Lead FASD Coordinator	Grace Matson, URS Coordinator
Lily Ramirez Villatoro, FASD Coordinator	Janessa Walters, URS Coordinator
Sheryl Ruman, Lead Resource Coordinator	Swatika Jayasothi, URS Coordinator
Craig Tustin, Peer Support Navigator	Martee Tansley, URS Social Worker
LeaAnn Boswell, Lead Community Navigator	Lynn White, URS Administrative Assistant
	Leah Adam, URS Front Door Coordinator
	Lindsay Izsak, URS Front Door Coordinator
	Raman Rakkar, URS Front Door Coordinator
	Kelly Skrzypek, Bookkeeper
	Kerryann Murphy, AP clerk
	Kathy Richardson, General Office Assistant

2008



164 Colborne St. W.



2025



255 Colborne St.



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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