



Ongwanada

ONGWANADA 2019/2020



ANNUAL REPORT

support, respect, choices



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Messages



On behalf of the Ongwanada Board of Governors I want to extend my most sincere appreciation to the staff of Ongwanada for their hard work and dedication to providing the highest quality of care to the individuals we support.

This past year has presented many new challenges and great changes for Ongwanada including the transition to a new Chief Executive Officer, implementation of the final stages of the five-year strategic plan Vision 20/20 and the onset of the COVID-19 pandemic at the end of the year. Through it all, our staff have risen to the challenge and continued on with the same unwavering professionalism and compassion that we have come to expect from them.

The Board of Governors has responsibility for governing and providing the strategic direction for the organization, but we know that without our team of skilled staff and management that we would not be able to deliver on our goals. As you will see from the highlights and data in this year's annual report, Ongwanada and the people it supports are in good, responsible hands.

Thank you,

Jack Thompson

President, Ongwanada Board of Governors

MESSAGE FROM THE BOARD OF GOVERNORS



I assumed the position of CEO on February 1, 2020, upon the retirement of Wade Durling. Approximately six weeks later, the COVID-19 pandemic was upon us; managing the organization through this challenge has been my primary focus and that of all leadership in the organization since my appointment.

Whilst it would be easy to let the last two weeks of the fiscal period dictate the narrative for the full year thanks to COVID-19, we cannot let the accomplishments of the past year be overshadowed by this event. We continue to focus on our mission and core purpose of being dedicated to supporting people with developmental disabilities (with a special focus on those with complex needs) and their families so they can lead full lives, effectively supported in their communities.

2019/20 was the penultimate year of Ongwanada's Vision 20/20 and throughout the year our dedicated staff have continued to move forward the four pillars of our vision. The following pages provide a brief outline of this forward momentum.

Thank you,

Alastair Lamb

CEO, Ongwanada

MESSAGE FROM THE CEO OF ONGWANADA



Four Pillars

APPLYING PERSON-CENTRED PRINCIPLES TO RENEW OUR SERVICE MODEL

Consistent with the person centered principles of “what is important to an individual”, we have continued to further develop and evaluate our planning processes. Evaluation results indicated a high level of satisfaction by individuals supported with this planning model as well as a high level of staff engagement with person-centered thinking principles. In addition this year we conducted education for staff in establishing measurable outcomes and the development of a centralized resource of community opportunities available.

LEADING THE WAY... TOGETHER (BUILDING CAPACITY IN THE SECTOR)

As a regional resource, we increased our number of clinical referrals from outside the agency and increased our number of Community Network of Specialized Care (CNSC) referrals to our Health Care Facilitator, Complex Support Coordinator and Dual Diagnosis Justice Case Manager. Renovations to our Regional Treatment Home increased our capacity to accommodate a 5th referral to the home on a fee for service basis. Our oversight role for third-party providers and Transitional Aged Youth services also increased over the past year.

WORKING BETTER... TOGETHER (BUILDING CAPACITY IN THE ORGANIZATION)

Working in partnership with Lennox and Addington County General Hospital, we developed space to accommodate a Napanee-based day program, including a Snoezelen Room. We also participated in round-table discussions at the local, regional and provincial level exploring innovative housing options. Our decision support initiatives were enhanced through the development of dashboards outlining key organizational performance indicators.

IMPROVING ACCOUNTABILITY AND OUTCOMES WITH A DYNAMIC CULTURE OF LEARNING.

Timely access to information is critical; we deployed an e-health Ontario clinical viewer allowing timely access to health information for our clinicians. We also initiated Town Hall meetings for all staff to provide them with organizational updates in a timely manner.

Many staff of the organization continue to raise our profile by engaging locally, regionally and provincially through participation in the Provincial Network for Developmental Services, GLS (Clinical Services Ontario), as board members of Ontario Agencies Supporting Individuals with Special Needs (OASIS) and Ontario Association on Developmental Disabilities (OADD). Our organization has also been involved in the development of the local Ontario Health Team, and has participated in local and regional service tables.

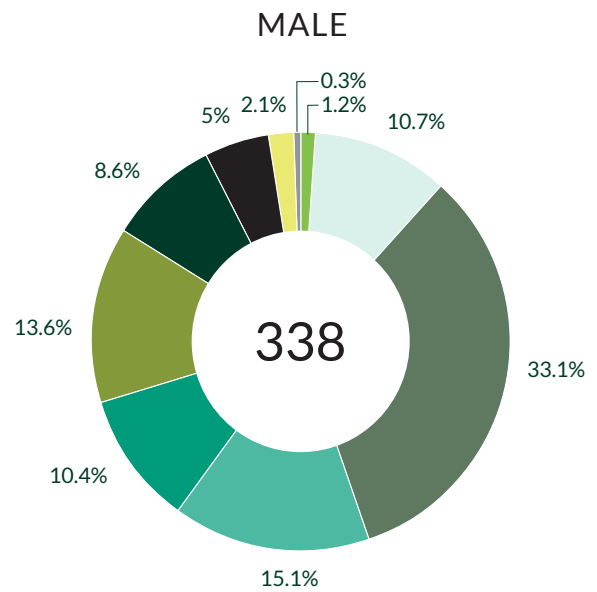
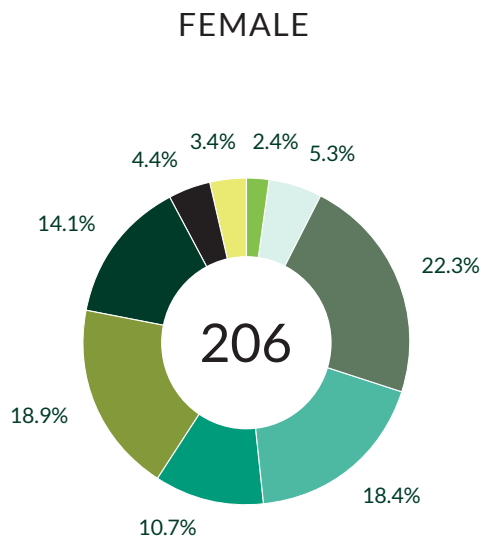
2019/20 will forever be remembered for the events of the last few weeks. However, the efforts of all staff in fulfilling our mission, core purpose, and values of Support, Respect and Choices, and for ensuring our Vision 20/20 objectives were pursued not only in this trying time but throughout the year are to be acknowledged.

The Breakdown

In 2019/20 Ongwanada provided supports and services to 544 unique individuals and their families. Many individuals residing with the organization or referred to the organization were supported by multiple services. Given the specialized nature of many of these services, referrals to Ongwanada came from a variety of referral sources and from across the length and breadth of the southeast Ontario region, as represented in the attached charts and graphics. Ongwanada continues to fulfill and grow its mandate as a provider of specialized supports and services to some of the region's most vulnerable residents while upholding its core values of Support Respect Choices.

UNIQUE INDIVIDUALS SERVED BY AGE-GROUP AND GENDER

AGE

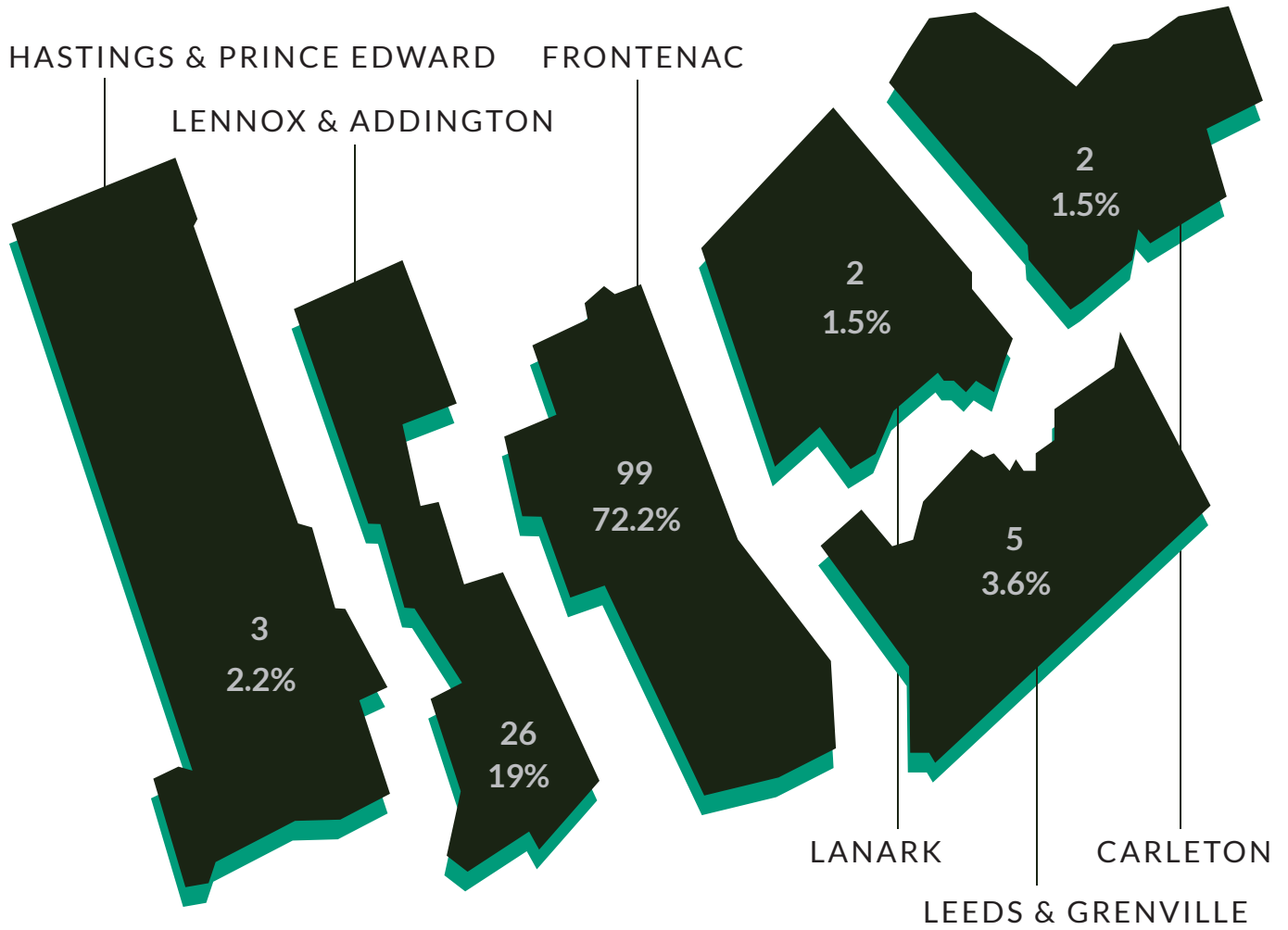


NO. INDIVIDUALS SERVED BY SERVICE

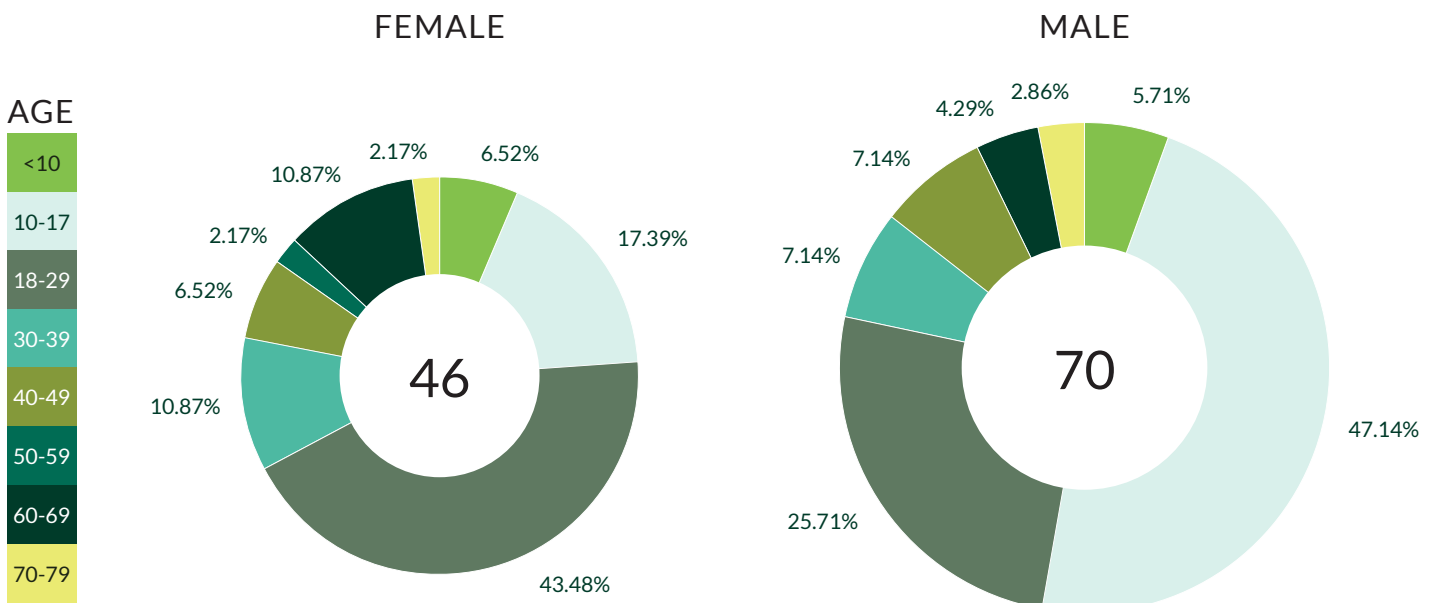
Community Residence	151	Social Work	217
Treatment Home	12	Case Management	44
Adult Protective Service	52	Occupational Therapy	120
Host Family	40	Physical Therapy	125
Supported Independent Living	29	Clinical Nutrition	115
Respite & Out of Home Respite	64	Psychology	136
Community Networks of Specialized Care	136	Third-Party Oversight	19
Community Referrals	116	Day Program	188
Community Behavioural Services	104		

*NOTE: EACH UNIQUE INDIVIDUAL MAY BE REFERRED TO MORE THAN ONE SERVICE

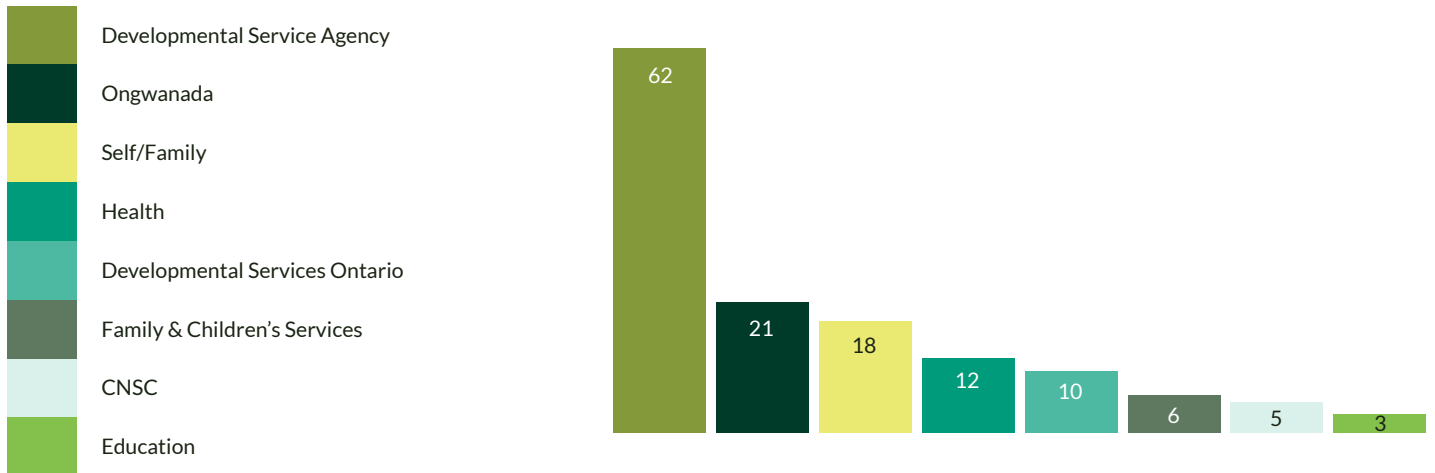
COMMUNITY REFERRALS TO ONGWANADA BY COUNTY



COMMUNITY REFERRALS TO ONGWANADA BY AGE-GROUP AND GENDER-UNIQUE INDIVIDUALS



REFERRALS TO ONGWANADA BY REFERRAL SOURCE



REFERRAL SOURCE DETAILS

Ongwanada: Community clients already receiving Ongwanada service and referred for additional service(s) within Ongwanada.

Developmental Service Agency: Referrals from CLK&D, DDCOTT, Counseling Service of Belleville, Kerry's place autism services

Ongwanada: Community clients who are already receiving Ongwanada service and were referred for additional or to other services within Ongwanada

Self/Family: Referrals from Parents or self

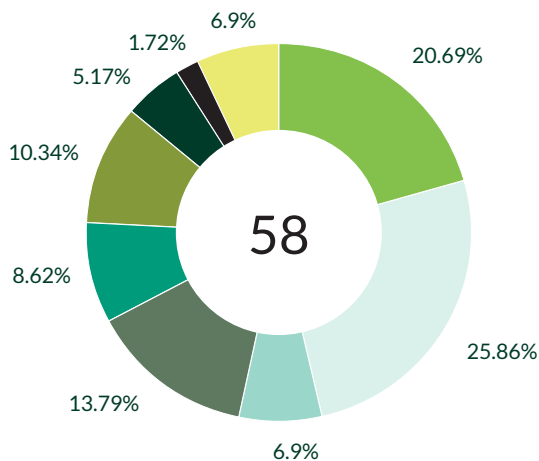
Health: Family physician, Psychiatrist, Psychologist, Paediatrician, Hospital, Mental Health agency

Family & Children's Services - Referral from Family and Children services of Frontenac, Lennox & Addington

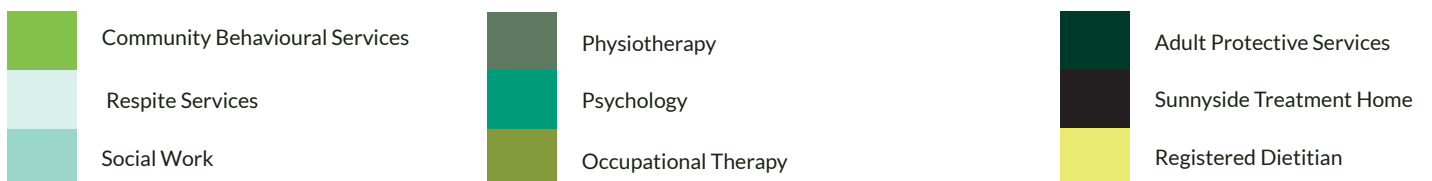
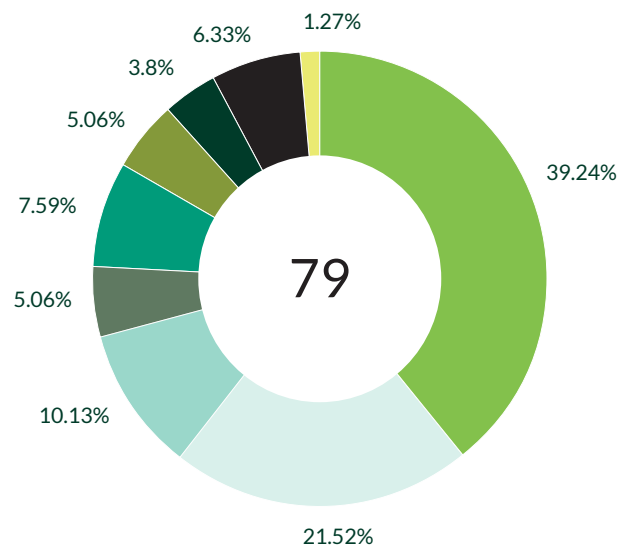
Education: Referrals from schools

COMMUNITY REFERRALS BY SERVICE AND GENDER

FEMALE



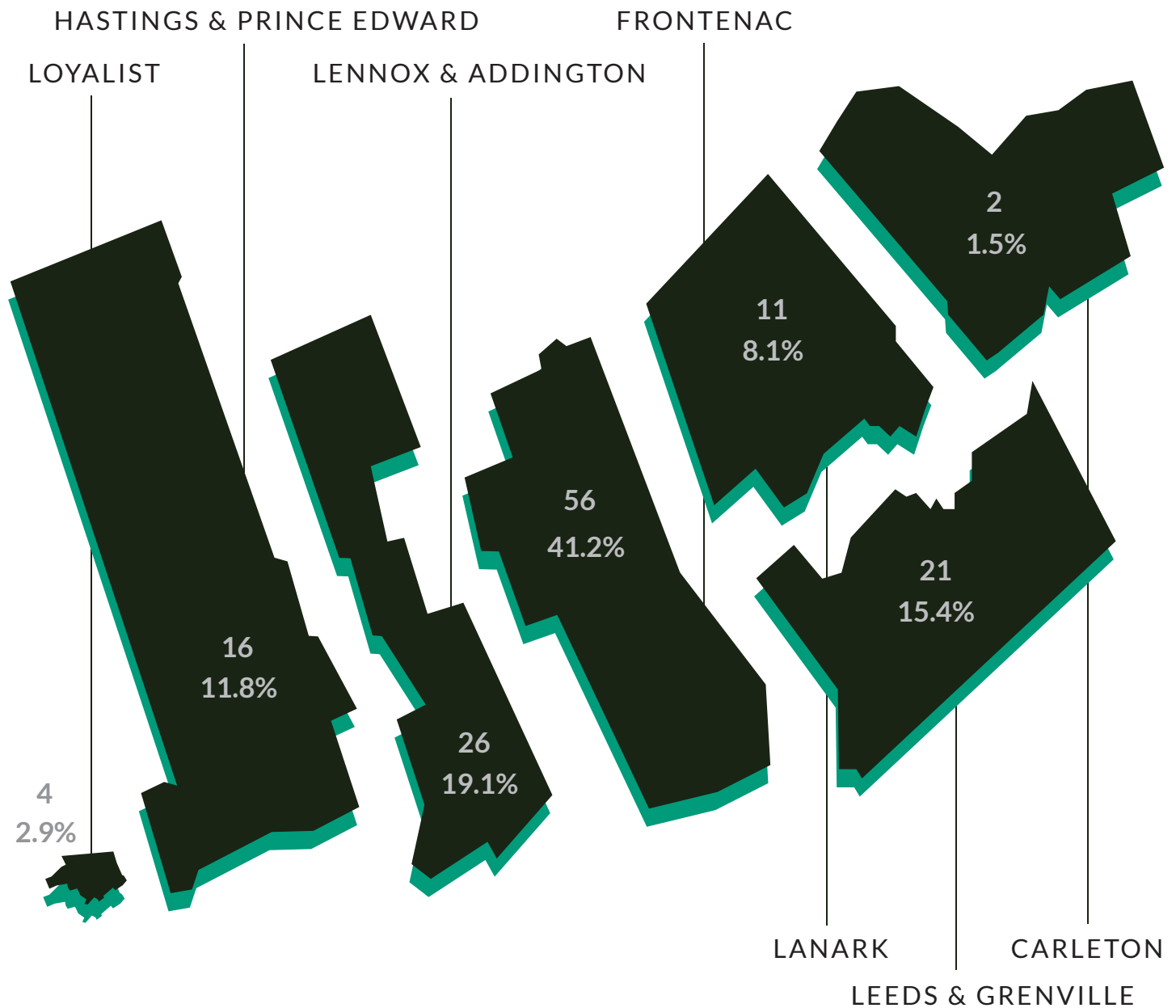
MALE



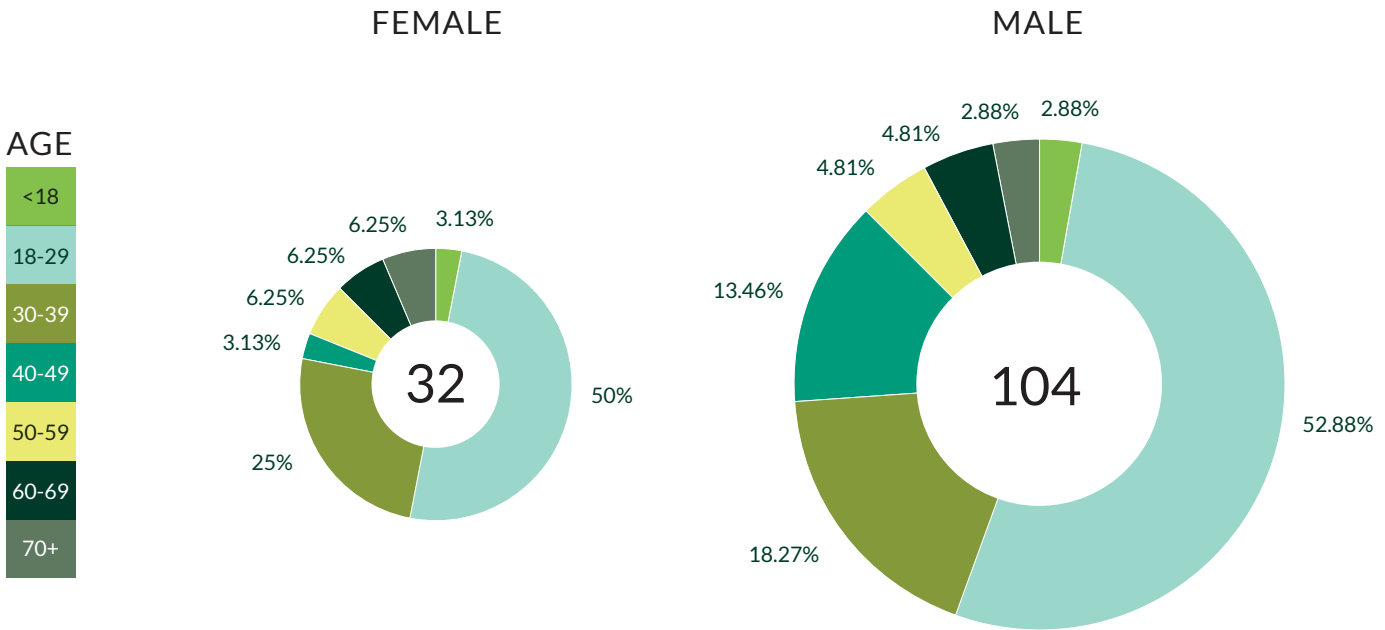
Community Networks

Under the leadership of Ongwanada, the Community Network of Specialized Care's (CNSC) mandate is to provide complex support coordination to individuals across the region including those supported by other agencies and services. The program includes a Dual Diagnosis Justice Case Manager, Complex Support Coordinator, Health Care Facilitator, Program Assistant and Manager who provide support to individuals meeting the ministry criteria of High Support Complex Needs.

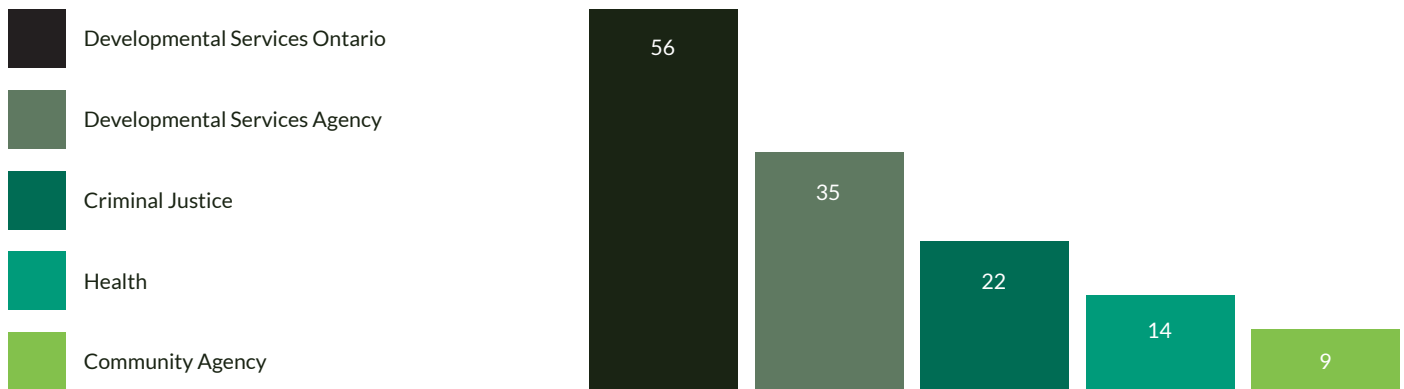
INDIVIDUALS SERVED BY COMMUNITY NETWORKS OF SPECIALIZED CARE (CNSC) BY REFERRAL



INDIVIDUALS SERVED BY CNSC BY AGE-GROUP AND GENDER



INDIVIDUALS SERVED BY COMMUNITY NETWORKS OF SPECIALIZED CARE (CNSC) BY REFERRAL SOURCE



REFERRAL SOURCE DETAILS

Developmental Service Agency: Ongwanada, Christian Horizons, Pathways, Community Living agencies, DDCOT, DSLG

Criminal Justice: Probation services, Lawyer/duty counsel, Court/bail court, Detention centre

Health: Family physician, Psychiatrist, Hospital, Mental Health agency

Community Agency: John Howard Society, Family & Children services of Frontenac, Lennox & Addington, Behavioural Support Ontario, LHIN

Financial Highlights

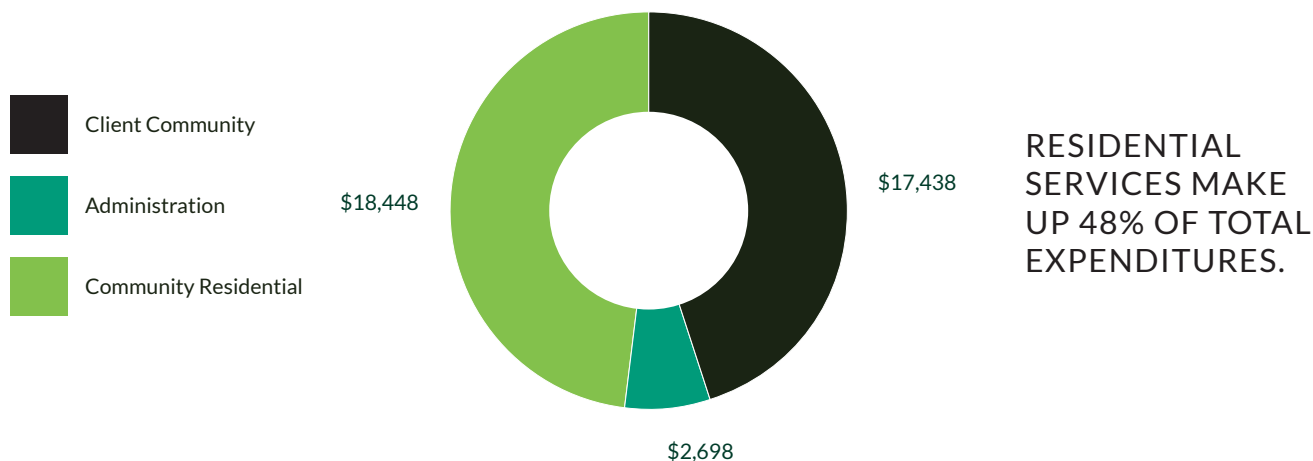
In January 2020, a new Chief Finance and Administration Officer was recruited to replace Tom Collard, a 31 year employee whose insight and knowledge was instrumental in a smooth transition and whose legacy will live on for many years to come. The new Chief, Ginette Denford, will bring a fresh perspective to the financial operations of the organization.

Work at Sunnyside Treatment Home was completed to serve additional individuals with complex needs. With the help of Board Funds this project was completed under budget. A Request for Proposal was completed and a successful proponent was selected for the implementation of an electronic maintenance work order system to track maintenance request as well as plan for preventative maintenance in a more proactive way. Implementation will be planned and executed throughout the 2020/21 fiscal year.

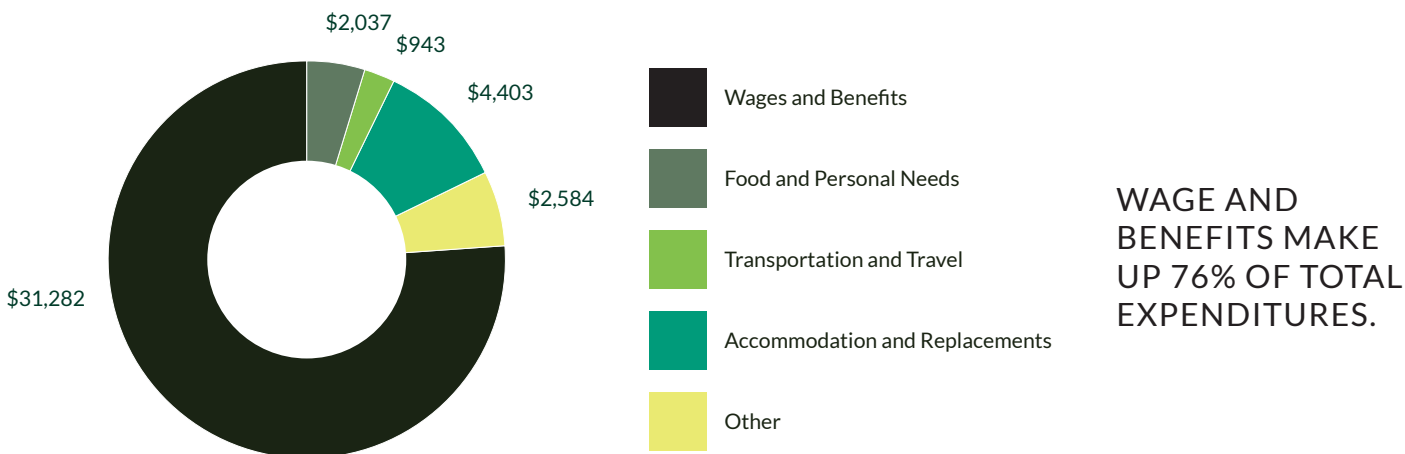
Total gross expenditure increased by 5.1% from 2018/19 at \$41.2 million. Fiscal funding from MCCSS increased by 7.3% from 2018/19 \$36.8 million. Ongwanada raises almost \$1 in other offset revenue and recoveries for each \$5 of Ministry base funding. Total offset revenue increased by 1.6% to \$4.4 million from 2018/19, bringing total gross revenue to \$41.2 million and resulting in a balanced budget.

In 2020/21 global level from MCCSS are to remain at the same funding levels as in 2019-20. Input from staff on potential budget efficiencies has been sought and management is working on contingency plans to be able to respond rapidly to any changes in funding. Continued tight management of operating costs will ensure Ongwanada maintains its high-quality, stable services with well-maintained facilities and equipment.

WHERE THE MONEY WAS SPENT (IN THOUSANDS)



HOW THE MONEY WAS SPENT (IN THOUSANDS)



Acknowledgments

ONGWANADA'S BOARD OF GOVERNORS:

Ongwanada's Board of Governors and sub-committees provide leadership and direction to the agency's senior management team, while overseeing key aspects of performance and management.

Jack Thompson, President
Roy Smith, Vice President
Michael Dominik, Treasurer
Allan Twohey, Past President
David Ariss
Dwight Boyce
Carol Cartier
Randy Casford
Glen Cavanagh
Dr. Elizabeth Grier
Geoff McMullen
Kathy Pringle
Janice Spencer

SENIOR LEADERSHIP TEAM:

The Ongwanada senior management team manages the functional and operation aspects of Ongwanada ensuring the strategic plan is being executed in day-to-day operations.

Alastair Lamb, Chief Executive Officer
Karen Menzies, Chief Clinical and Planning Officer
Ginette Denford, Chief Finance & Administration Officer
Christine Park, Chief Residential & Community Services Officer

DONORS:

In recognition and thanks to all our donors that contributed ...

M Adler
D Blake
J Cornfield
K Crowe
A Dunbar
E Dunbar
Enbridge Gas Inc O/A Union Gas
K & A Lamb
C McConnell
E Norton
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C Perreault
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M Wright
Estate of S Williamson



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