



ANNUAL REPORT

2019-2020



“Promoting Growth, Inclusion and Possibilities!”

ANNUAL REPORT OF THE PRESIDENT AND CEO

We are pleased to be writing the 22nd Annual Report for Tri-County Community Support Services since the amalgamation of Behavioural Consultation Services and Adult Protective Services in 1998. Since then, TCCSS has seen the addition of the Transitional Age Youth program, Passport program, Quadrant Resources, Ontario Autism Program/Autism Services, Adult Case Management program and the Fetal Alcohol Spectrum Disorder program. We have a total of 8 programs, a Central Navigation team, and Central Administration team. We have 6 different worksites throughout our large catchment area, and employ 81 staff who have supported over 5,000 people along with their family and caregivers in the 2019-20 fiscal year.

Throughout 2019-20, TCCSS has maintained our partnership with the Canadian Mental Health Association in HKPR and the Peterborough Regional Health Centre for the Dual Diagnosis Collaborative Consultation Program (DDCCP) which provides psychiatry, case management and behavioural supports to people with a dual diagnosis of mental health challenges and developmental disability. TCCSS is also a proud partner of Five Counties Children's Centre on the implementation of the FASD Worker supports as part of the Ministry's strategy for Fetal Alcohol Spectrum Disorder, and for Coordinated Service Planning as part of the Ministry's Special Needs Strategy for children and youth with complex needs.

A tremendous effort was made in 2019-20 by the Board of Directors and TCCSS Leadership to progress on our strategic goals and objectives across each Direction as set out in our 2018-2023 Strategic Plan. A strong focus was placed on Direction 1: Strengthening Governance, which saw the Board establish a Governance Committee, participate in Governance training, and initiate an in-depth review of TCCSS Bylaw and Governance policies and procedures. Among other things, the Board worked towards succession planning for long time Board members, Diane D'Alessandro and John Poch, and established a full Board complement of 9 Directors by year end. The time our Directors volunteer and the knowledge and experience they bring to the governance of TCCSS is deeply appreciated and valued. Their dedication and commitment does not go unnoticed and we thank them all for another great year of service.

The 2019-20 fiscal year saw the continuation of many quality initiatives started the year prior, while also marking the beginning of other significant transitions. TCCSS was deemed in compliance with Quality Assurance Measures upon our first inspection by the Ministry of Children, Community and Social Services and has carried on with our commitment to maintaining our Accredited status. We continue to be an Authorized Continuing Education Provider Organization for the Behaviour Analyst Certification Board, and held our 2nd annual *Day of Learning* in Q4 that was well attended by TCCSS staff and external professionals. We transitioned our client data management system to a more robust platform, realizing a 70% savings in year one. We set in motion plans to

relocate our head office and Autism Services clinic to 150 O'Carroll Avenue in Peterborough, and embarked on an agency re-branding process, both of which are being finalized in the 2020-21 fiscal year.

The TCCSS Transformation Task Force hit the ground running in April 2019 allowing us to establish the necessary infrastructure for beginning to offer private pay services as a result of government policy changes in the Ontario Autism Program and supported the realignment of program support roles into a Central Navigation team for the whole agency. The resilience of our staff has been remarkable, and as if we didn't need another challenge to face, we finished the fiscal year with the declaration of the COVID-19 global pandemic, which saw the agency catapult into the new landscape of providing virtual services.

We extend our sincerest thanks and appreciation to the TCCSS Management team and to all staff for their continued dedication towards enhancing the quality of life and well-being of people we support, and for working in alignment with our core values while delivering on our mission and vision. The work that you do is incredibly important to people, families, and our communities, and you are making a difference every day!

Sincerely,

Catherine Pink, *President & Chair*



Katlyn Guthrie, *Chief Executive Officer*



ACKNOWLEDGING THE RETIREMENT OF DIANE D'ALESSANDRO AND JOHN POCH

It is with mixed feelings that on October 21st, 2020 we announce the retirements of our beloved and much appreciated Diane D'Alessandro and John Poch, who have been outstanding Board Members of Tri-County Community Support Services for the past 22 years. They have been true inspirations to us all and their contributions over the years have been integral to our success and continuity.

At the beginning of their tenure, they accomplished the amalgamation of Tri-County Behaviour Consultation Services and Tri-County Adult Protective Services to become TCCSS, which was the first amalgamation in the region. They worked alongside long-time employee and Executive Director, Gerry Fucile to establish a partnership with Kinark Child and Family Services, Lake Ridge Community Support Services and Mackenzie Health in 2000 to mark the beginning of the Intensive Behaviour Intervention Program for young children with Autism Spectrum Disorder (ASD), and 11 years later TCCSS was awarded the contract for the delivery of the Applied Behaviour Analysis program in the HKPR catchment area. John and Diane have seen the many iterations of these programs over the years, including their eventual integration into what is now the Ontario Autism Program and its transition to a fee-for-service model.

Agency growth throughout their tenure has been significant, and John and Diane's willingness to expand Tri-County's reach and impact for the people we support was critical for allowing TCCSS leadership to capitalize on opportunities for growth and expansion. In 2006, TCCSS took on the operation of the new Provincial Passport program in the Haliburton Kawartha Pine Ridge area, and in 2014 expanded to cover the Region of Durham. Growth of Transitional Age Youth Program and its expansion into Durham also occurred during their tenure, including the separation of its Case Management function into the now distinct, Adult Case Management program in 2018. John even spent a year as a TAY Coordinator many years ago, covering a maternity leave in the program, and got to experience some of what we do first hand.

John and Diane each served as President of the Board for significant lengths of time, and provided tremendous leadership to support the provision of quality services. They garnered a great deal of respect for the agency from the Ministry, resulting in both acknowledgements from our Program Supervisors and increased funding and service targets over the years.

John's previous roles as a Manager with the Ministry of Community and Social Services, and a Supervisor with the Ministry of Health strengthened the Board's understanding of how the Ministry and government in general operated, and the potential impacts for our agency. This experience made him an excellent representative for the Board when interacting or negotiating with our funders, and for recruiting new

Directors for the Board. His Board colleagues have described him as a voice of reason, not afraid to share his opinions, having great judgement and caring deeply about the organization.

Diane's previous role in commercial insurance strengthened the Board's understanding of the importance of risk management, and brought a business lens to the board table. She selflessly donated her time on a weekly basis to co-sign cheques, stay up to date on pressing issues, touch base with staff and managers, and provided tremendous support during the Executive Director succession in 2017. She also contributed in many other ways, from serving as our resident pediculosis expert, making and donating toys or small gifts, hand painting mugs for her Board colleagues, and leading Christmas craft activities with the Central Administration team. Her Board colleagues have described her as hard working, a strong and caring advocate for services and staff, and always providing honest and reality based feedback during board meetings.

Both John and Diane have a deep affinity and affection for people with developmental disabilities and ASD, as well as empathy for their caregivers. They have always wanted what is best for the agency, it's staff and the people we support, and have shaped the organization's culture by being role models in advocacy and in demonstrating our core values of Compassion and Caring Community.

The TCCSS Board of Directors, Management, and Staff thank Diane and John for their 22 years of commitment and dedication and wish them all the best. They will forever be a big part of our organization's history, and as such, we honour them with a lasting tribute at the agency's new head office, located at 150 O'Carroll Avenue.



TCCSS BOARD OF DIRECTORS

Catherine Pink – President & Chair

Catherine has over 30 year of experience working in management and senior management roles with developmental service agencies. Her passion for capacity development in people and organizations can be infectious! As a quality assurance specialist, she is always looking for opportunities to build upon efficiencies and enhance effectiveness anywhere she goes. In 2014, Catherine accepted the position of Director of Support Service at Community Care Peterborough.

Years of Service: 2.5 years

Committees: Finance Committee; Governance Committee (Chair)

Colleen Carruthers – Vice-President

Colleen is a senior consultant and executive coach with The T-R Group Inc., a consulting firm that specializes in advancing the human side of business.

Colleen works with leaders and their organizations to improve the way they learn, work, and communicate. Colleen is known for her ability to listen and ask great questions so that individuals become more engaged and organizations can solve more complex problems. She is an accomplished facilitator and an Action Learning coach. For more than 25 years, she has worked with senior leaders, in a variety of business sectors, including not for profit, manufacturing, government, education, healthcare, retail, financial services and professional services. For the past five years, Colleen has been an instructor and the business coach in the Peak Leadership program at Fleming College, a program for local business people who want to increase their management and leadership skills. Finally, she is a Registered Psychotherapist with a private practice in Peterborough where she works with individuals and couples who struggle with relationship problems and a variety of other mental health challenges.

Years of Service: 1.5 years

Committees: Governance Committee

Veronica Mason – Treasurer

Veronica is a Chartered Professional Accountant with over 15 years of public accounting experience serving public sector and not-for-profit clients. She is a Manager with Baker Tilly KDN LLP in Peterborough. Veronica joined the Board of Directors in 2015.

Years of Service: 5.5 years

Committees: Finance Committee (Chair)

Diane D'Alessandro – Past President

Born and raised in Peterborough, Diane comes from the Commercial Insurance industry and obtained two insurance designations. Along with her husband Mario, Diane has two beautiful daughters, Michelle and Allison. Allison is married to Jordan and they have graced her with two fabulous grandsons! Michelle is finishing her fourth year residency in pediatrics.

Years of Service: 22.5 years

Committees: Finance Committee; Governance Committee

John Poch - Director

John has been a long standing member of the Board of Directors, and was also a member of the APSW Board for several years before the amalgamation in 1998. He retired from the Ministry of Community and Social Services in 1996 where he managed a number of community programs. He and his staff were deeply involved with the Developmental Services field and they worked extensively to close facilities and assist in the placement of individuals in community settings. He has been married to Patricia for 50 years and his daughter Kim is a Teacher's Aid and a relief worker at Community Living in Peterborough. His daughter Cathy has presented John and Patricia with their two greatest joys Simon and Savanna.

Years of Service: 22.5 years

Committees: Finance Committee; Governance Committee

Ray Walt - Director

In his roles as the former Head of Special Education at St. Peter's Secondary School and as the former Volunteer Chair of the Program Advisory Committee of the Community Integration through Co-operative Education (CICE) program at Fleming College, Ray has had extensive experience working with students with developmental and intellectual disabilities, autism spectrum disorder and brain injury. With a B.A. from Trent University and a B.Ed. from Queen's, he possesses over 31 years teaching

experience. He has been actively involved with Peterborough Special Olympics and also sits on the Board of Alternatives. Ray lives in Peterborough with his family.

Years of Service: 8.5 years

Siam Grobler - Director

Siam and his wife, Kayleigh, moved to Peterborough, from Red Deer, Alberta, in August 2017 and have since fallen in love with this community. Siam wanted to do his part in making it better. He comes from a medical family and views his involvement with TCCSS as his non-medical way of contributing to the well-being of individuals and families but it is also how he has chosen to improve this incredible community. He is truly grateful for this opportunity. Siam holds a Bachelor's and Master's degrees in Biology and is currently finishing his Master of Business Administration in Community Economic Development. Currently, Siam is employed by the Greater Peterborough Chamber of Commerce. Siam and his wife welcomed their first-born, Annika, on September 13, 2018.

Years of Service: 2.5 years

John McNutt - Director

John McNutt is currently President and CEO of Junior Achievement of Northern and Eastern Ontario. John has made a positive impact on our region, our country, and on the global stage. Today, John is Chair, The Council for Persons with Disabilities, but John's passion for volunteering can be seen throughout his career. John was a longstanding member of Rotary International, and he has received some of Rotary International's highest honors in recognition of his work. In addition to his vast volunteer work, John and his wife Sheryl owned and operated Bridgenorth Pharmacy for 27 years. In John's role at JANEEO he helps to ensure that students receive access to financial literacy, entrepreneurial, and work readiness education to provide them with the knowledge and confidence they need to succeed in school, business, and life.

Years of Service: 1.5 years

Amanda English - Director

Amanda English is a seasoned senior leader with strong non-profit and public-sector management and human resources experience. She has led human resources projects with Ministries and countless not for profits across Ontario, project managed large, multi-stakeholder engagement processes, and provided personal counsel to EDs and CEOs during times of crisis and transition. Amanda has a versatile background that includes project management, human resources, governance, risk management, stakeholder engagement, and communications.

Amanda is currently the Director of Operations at the YWCA Peterborough Haliburton. Prior to working at the YWCA, she was Vice President at a local consulting firm that provided services to non-profit and public sector organizations across Ontario. She has also held roles at a Regional Health Authority, a collective bargaining unit, several Ministry of Health and Long-Term Care (MOHLTC) funded programs, and national association. In addition, she has participated on three Boards, a national Board as well as a municipal Board and is currently a Board member of the Kawartha Haliburton Children's Aid Society.

Years of Service: 0.5 years

Committees: Finance Committee

Kim Randell - Director

Kim recently retired, after acting as Senior Counsel for Kawartha-Haliburton CAS. In that professional role she dedicated the past 16+ years to ensuring the protection of vulnerable children and youth. In addition, Kim has volunteered over the past 27 years for a number of organizations that support and provide services to developmentally challenged children, abused women and children, and youth and families facing housing instability. She is excited about using her skills, knowledge and experience in her new role as a Director on the Board. Kim and her husband live in Peterborough, and are avid participants in outdoor activities.

Years of Service: 0.5 years

VISION, MISSION, VALUES AND BELIEFS

Vision:

A Community Where People are Empowered to Grow and Belong

Mission:

To provide community-based specialized support and clinical services for individuals, families, and service providers that contribute to the enhancement of the quality of life of persons with intellectual/ developmental disabilities and/or Autism Spectrum Disorders.

Core Values:

Caring Community
Accountability

Safety
Continuous Learning

Transparency
Collaboration

Beliefs:

We believe that each client should receive appropriate services and opportunities to:

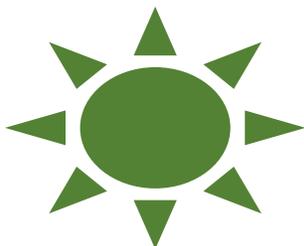
- Maximize his/her potential in the home and community
- Participate in all aspects of community life
- Exercise individual choice and independence
- We believe that, by assisting families and service providers, they can achieve:
- An enhanced quality of life
- An increase in their knowledge and skill
- Options to manage their individual situations
- Innovative and creative approaches to address needs

We believe that our mission is best achieved through:

- Highly skilled and motivated staff
- Effective partnerships
- Best practices (evidence-based)
- Collaborative systematic planning

TCCSS STRATEGIC DIRECTIONS 2018-2023

1



Strengthening Governance:

To ensure sustainable, strategic, and smart growth, TCCSS will *renew and strengthen* its governance policies and practices.



Building Organization Capacity and Sustainability:

A healthy and sustainable organization has in place a *strong leadership, efficient systems and processes; is financially viable; and invests in its own renewal.*

2

3



Supporting Staff to do their Best Work:

We recognize that our *dedicated, professional, and engaged staff are our greatest asset.* When we support our staff, we optimize our capacity to sustain high quality program and service delivery.



Connecting through Communication and Engagement:

Strengthening our internal and external communications is a priority. We recognize that we have an opportunity to raise our organizations' profile by keeping the community and our partners informed of, and engaged with, the important work we are doing.

4

ONTARIO AUTISM PROGRAM & AUTISM SERVICES

The Ontario Autism Program (OAP) and Autism Services team continued to experience ongoing changes in 2019/20 as a result of modifications to the provincial funding model for autism effective April 1, 2019. Autism Services successfully launched a range of fee-for-service options so that children and families continued to have access to high-quality behavioural services in our community. While parents and caregivers wait for the launch of a new needs-based OAP, they can use their OAP Childhood Budgets, Interim One-Time Funding, or any other funding source, to buy services which meet their child's needs. The team also continued to provide behavioural services to children, youth and families operating under the original OAP direct-service funding model. While this shift has created new challenges for TCCSS, we remained committed to providing services and supports that improve the quality of life and well-being of children with Autism Spectrum Disorders (ASD) and their families.

The Ontario Autism Program (OAP) and Autism Services immediately focused on adjusting services to best support children with autism and their families as part of the agency's response to Covid-19 in the later part of Q4. Recognizing that we were entering a very difficult and unprecedented time, multiple service options were developed to meet the unique needs of children with ASD and their families in our community, including:

- **Direct service with client:** Behaviour Consultant, Behaviour Technician, or Instructor Therapist meets with the client directly using technology. Mediator (e.g., parent) may or may not be present.
- **Direct service with parent mediated therapy:** Behaviour Consultant meets with mediator directly using technology and provides coaching on parent completion of formal programming objectives with the client.
- **Direct parent education:** Behaviour Consultant provides personalized or pre-made lessons and resources to a parent and reviews weekly lessons with them directly.
- **Parent self-directed education:** The Behaviour Consultant provides access to pre-made materials and learning modules that the parent completes at their own pace, contact the Consultant as needed to clarify or discuss the materials.
- **Problem-solving supports:** Behaviour Consultant is assigned to a family who reports that they are not able to complete any formalized services at the current time. Consultant checks in a minimum of monthly, unless otherwise directed by the family. Family may contact the Consultant at any time to request an appointment for supports, or to re-initiate more formalized preprogramming.

- **Group services:** Staff provide group sessions remotely, may include parent or client educational groups, informal supportive groups, individual goals within a group format, etc.

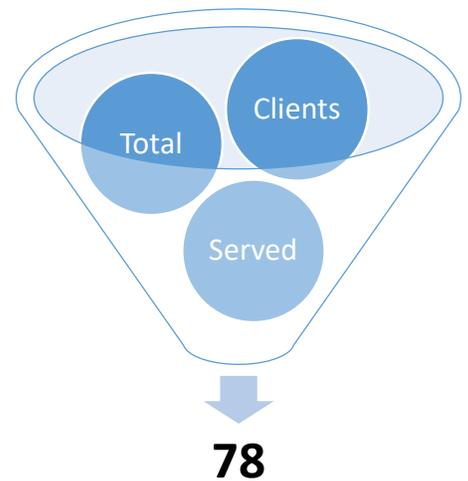
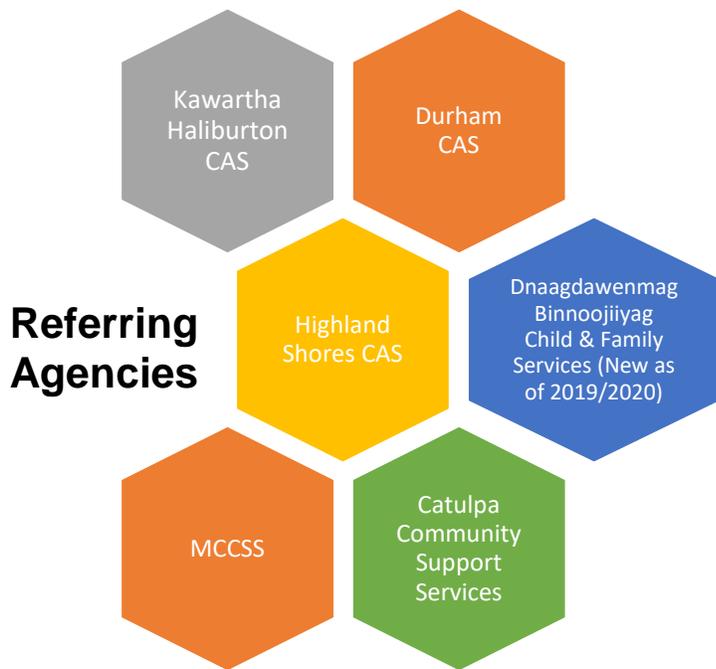
Other OAP Activities, Updates, and Initiatives

- A number OAP team members completed **Secret Agent Society** training. Secret Agent Society (SAS) is an espionage-themed small group program that helps children ages 8 to 12 *crack the code* of emotions and friendships. Our trained facilitators teach participants how to recognize emotions in themselves and others, express feelings in appropriate ways, cope with changes, make mistakes, and deal with bullying. SAS Facilitators will also deliver parent and caregiver training sessions focusing on progress their children (i.e., “cadets”) are making in becoming Secret Agents, overcoming challenges, and how to use SAS program materials at home.
- Picture Exchange Communication System (PECS), Level 1 training was successfully completed by 13 OAP staff in March 2020.
- The OAP team is working towards less paper and more efficiency with the **Catalyst Data Collection Software** for ABA professionals. Two in-house trainers are leading the training initiative for the OAP team as we collect skill acquisition and behaviour reduction data electronically with real-time graphing!
- We have recently partnered with Kawartha Pine Ridge District School Board (KPRDSB) for the purpose of delivering **social skills groups** to six cohorts targeting primary, junior, and high school students. Due to Covid-19, these social skills groups will be delivered using a virtual platform. Staff worked under tight time-frames to modify the *Secret Agent Society* training (primary/junior) and *Safe and Social* groups (high school) to an online format. We are excited to begin a new partnership with one of our local school boards!
- As a sneak peek for future Autism Services groups, we have partnered with **Autism Ontario** to offer a one-night workshop to girls with autism in June 2020, covering topics such as hygiene and healthy living.
- In an effort to engage some of our younger learners, the team worked hard at preparing **circle routines** (e.g., calendar, action songs, etc.) for delivery via Zoom meetings. A great deal of collaboration was required in order to ensure staff and families have the materials needed to participate in daily circle activities.

Up Next for the OAP Team and Families

- MCCSS has determined that Foundational and Family Services in the new OAP will be the responsibility of public providers, including TCCSS. These services will be ramped up as quickly as possible, with a focus on virtual care delivery.

TRANSITIONAL AGED YOUTH (TAY) PROGRAM



Transitions Completed

*11 of the 20 were transitioned to our TCCSS Adult Case Management Program

- Child Welfare : 14
- Complex Special Needs: 6

Residential Service Secured

- Supported Independent Living: 2
- Family Home: 1
- Life Share: 5
- Group Living: 12

Celebrating the Success of an Individual Supported by the TAY Program

Throughout the past few years, the Transitional Age Youth program had the opportunity to support a young woman through her later teen years and into young adulthood. This young woman, whom is diagnosed with an Intellectual Disability, lived with foster parents throughout her childhood and was ready to transition to a new independent style of living. This had been a long-term goal for her, and with the news that she was expecting a baby on her own, she was now advocating for herself and her young child. At this point in planning, she understood more than ever that a safe place to call home for her and her child was her number one priority.

TAY staff were able to lead transition planning with this young lady and her team, and reached out to a partner Transfer of Payment Agency to discuss housing options. This Transfer of Payment Agency was able to offer and secure a townhome with 2 bedrooms, 2 bathrooms, a kitchen, living room and a park across the way for her and her young child to access. The TAY Coordinator was able to build in a number of supports and services into her adult budget. She would be provided with 20 hours per week of direct staffing support and ongoing access to enhanced funding for community participation. She was connected to the Starfish Parent Support Program, for ongoing parent coaching and support for her and her child. John Howard Society was also able to provide supports, including 1:1 meetings to work on monthly budgeting, creating weekly schedules and resource sharing. She has now successfully moved to her town home, plays at the park with her child regularly and has continuing aspirations to complete her high school diploma and attend post-secondary school to become a hair stylist. We are so proud of her success!

ADULT CASE MANAGEMENT

The Adult Case Management (ACM) program evolved from the Transitional Age Youth Program and became its own program in 2018. At that time the Ministry of Community and Social Services (MCSS - as it was then known) was in the process of transitioning hundreds of adult TAY clients across the province who were still being funded by the Ministry of Children and Youth Services to adult funded services. Today, these ministries have now been merged and is known as the Ministry of Children and Community and Social Services (MCCSS) but children and adult funding remains differentiated.

The TAY program was requested by MCSS to transition 74 individuals and was 100% successful in completing that request. During that time, it became evident that to meet that goal it would be necessary to work with private residential providers also known as Outside Paid Resources (OPR's). This was something that was being done by DS agencies throughout the province but not yet in Durham or HKPR. Fortunately, at that time TCCSS was in the early stages of the modernization process that we see today and the CEO and Board of Directors were open to exploring the option of working with OPR's. After weighing the benefits and risks, and seeing how it aligned with the TCCSS Strategic Plan, we became the first, and still the only, DS Agency in Durham and HKPR to develop a program that includes providing support to individuals living in a privately owned group residence.

Currently, ACM consists of a shared Program Manager, Jenn Girard, a shared program Lead, Amanda-Dawn Leaverton, and two full time Case Managers, Monica Ciarka and Clar Hayes. ACM supports 56 clients and oversees eleven OPR's including those in regions outside of Durham and HKPR. Forty-Three of the fifty-six clients live with an OPR. The ACM program works closely with Michael Hamilton, our Quality Assurance Advisor to ensure that all OPR's are QAM compliant as per legislative and MCCSS requirements.

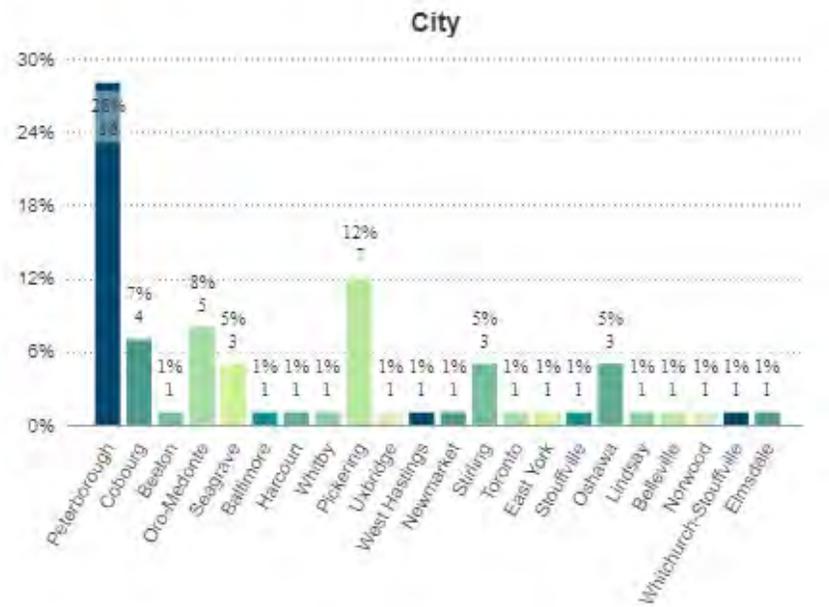
The vast majority of ACM clients are referrals and direct transfers from the TAY program but referrals can also come from MCCSS or the community. Projections are that referrals to ACM will continue to increase as MCCSS continues to fund TAY clients after they turn 18.

Total Clients Served

56

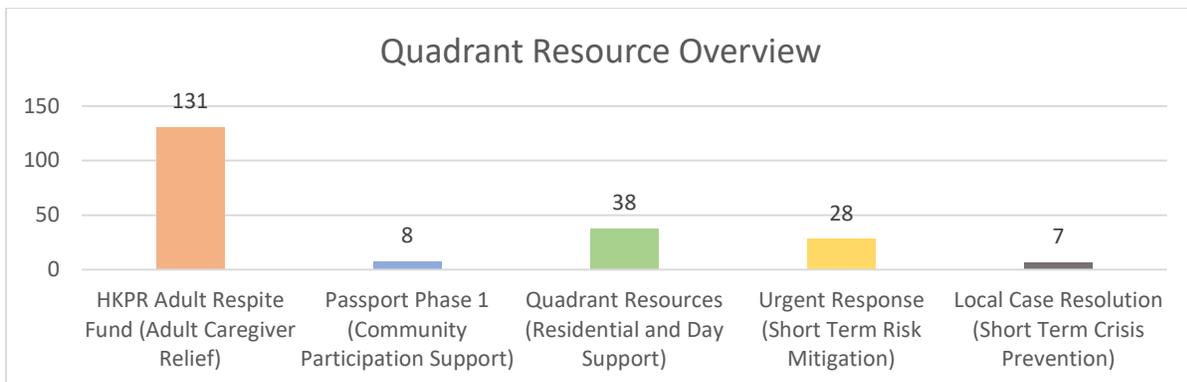
Settings Where ACM Clients Were Supported

- Hospital: 1
- Supported Independent Living: 2
- Family Home: 10
- Group Living: 43



ACM currently oversees 11 Outside Paid Resources (OPR's), over a large catchment area, who provide private residential services to our clients. The chart above shows the number of ACM clients supported in various towns and cities that reach beyond HKPR and Durham regions.

HKPR QUADRANT RESOURCES



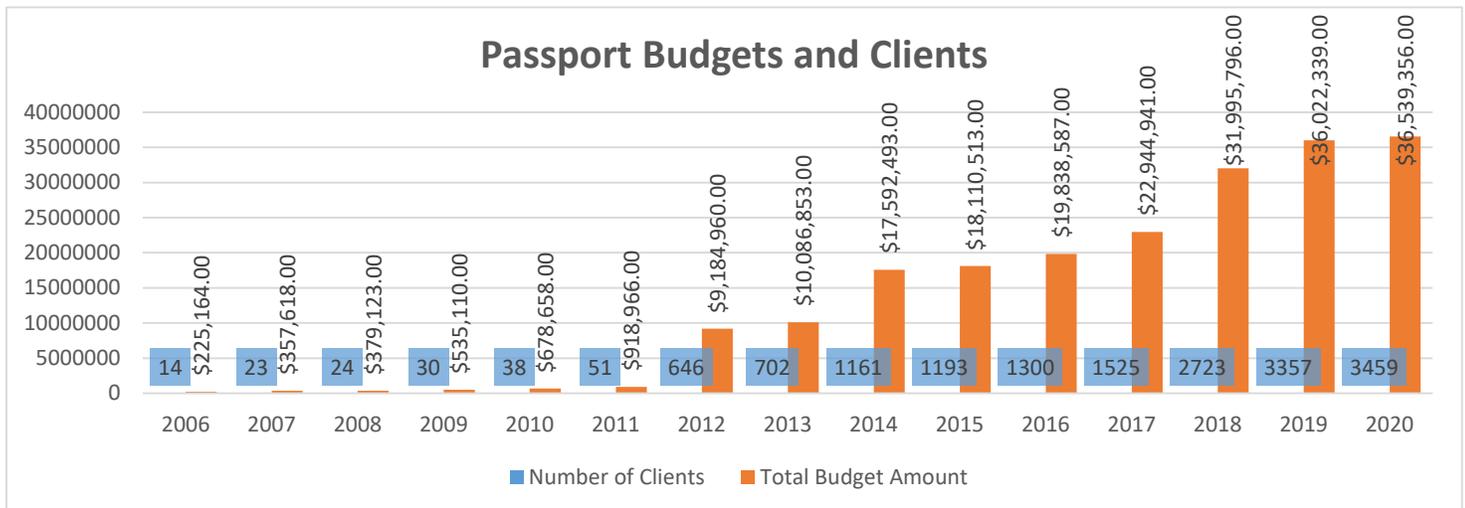
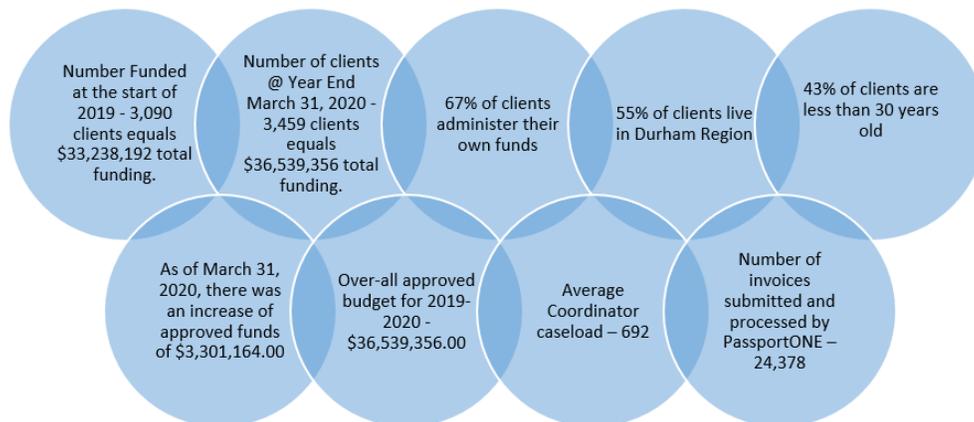
TCCSS continued to be the lead agency for the financial management of funds approved by the Adult Service Coordination Committee (ASCC) for supports and services for adults in HKPR in 2019-2020.

PASSPORT

The Passport team had another busy year with ongoing approvals and connecting with families. The reimbursement component of the program has been transitioned to PassportONE for more than a year as of March 31, 2020 and staff continue to adjust to program changes and to support families through this provincial shift in program operations. Members of the Passport team participate in monthly provincial meetings that involve a Community of Practice, an Expenditure Review Committee and an Operational Reference Group to provide MCCSS and PassportOne with ongoing operational insights and support as the program continues to evolve.

Leanne Campbell joined the Passport program as a Coordinator in January 2020 and has been a great addition to the team. In March 2020, the program also saw Patty Golloher move from her role as Coordinator to the newly established role of Lead Passport Coordinator where she supports the Passport Manager and team with increased leadership responsibility, while continuing to support Passport recipients.

Fast Facts



BEHAVIOUR CONSULTATION SERVICES- CHILDREN AND ADULTS

In 2019-20, BCS adopted an Initial Service 3+1 Model. This model supports the timely provision of brief service to those who make a referral to the BCS program and are on the waiting list. The Initial Service Team supports the family/caregiver in developing goals at an initial meeting. The Behaviour Consultant meets with the family/caregiver 3 times to implement strategies to support the identified goals then provides one follow up meeting approximately one month later to check in on the progress.

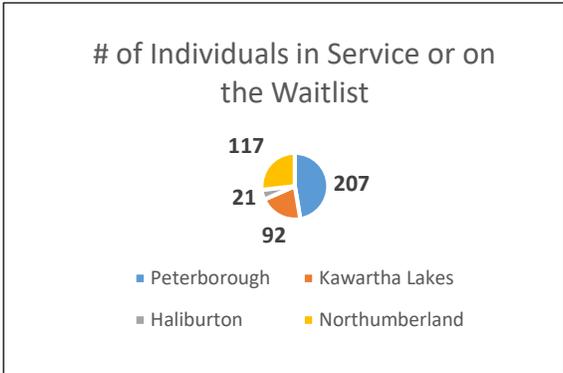
Additionally, BCS focused on community capacity building in the area of Applied Behaviour Analysis. Consultants provided 12 full course trainings in ABA 101. Each full course was 16 hours, with the impact of training over 180 direct care staff in residential agencies across HKPR. Training is provided by 2 Behaviour Consultants and each course is 16 hours in duration. Our Clinical Director was involved in the oversight and provision of the trainings. Training was also provided to a group of 4 respite workers for children.

Consultants from BCS also provided an Adapted Dialectical Behaviour Therapy (A-DBT) group. During the 12-week program attendees developed self-regulation and mindfulness skills to help themselves stay positive, regulated and work through any challenges that may arise. Positive friendships were formed throughout the group and caregivers reported that the participants were using the calming strategies day to day at home.

BCS also supported an FASD Support Group for Adults. The group met monthly at a different venue in Peterborough, and focused on developing skills and building relationships. This group was funded by a Health Nexus Grant.

Our Service Coordinator along with a supported person living with FASD are regular presenters at the Crisis Intervention Training which is part of Safe Communities Northumberland. The focus is understanding and supporting people living with FASD.

275 Active Clients in the BCS Program in 2019/2020



FETAL ALCOHOL SPECTRUM DISORDER (FASD) PROGRAM

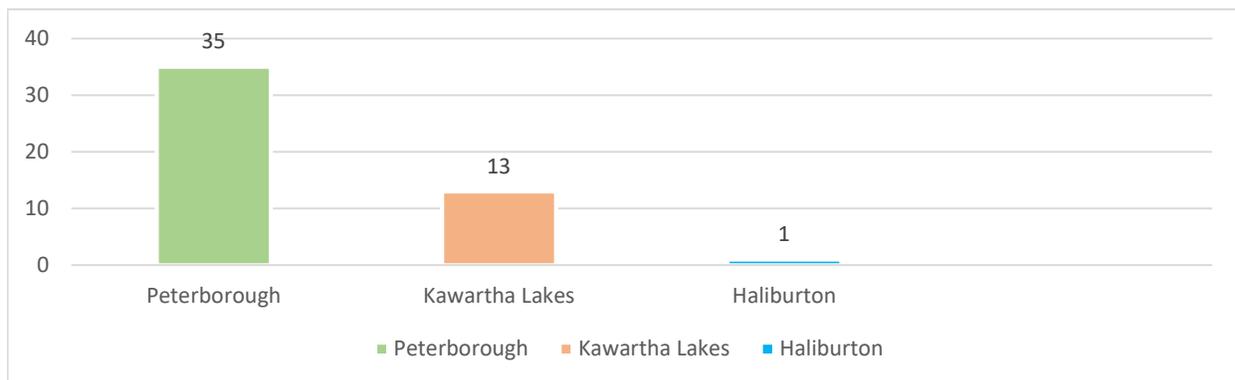
The FASD Coordinator has supported a monthly FASD Parent/Caregiver Support Group in Peterborough. Parents/Caregivers were able to share experiences, learn strategies and develop supports. This program is delivered in proud partnership with Five Counties Children’s Centre.

The FASD Coordinator also collaborated with Children’s Services Council to provide an FASD/Parent Caregiver group in the Lindsay area. This group was funded by a Health Nexus Grant.

The FASD Program was the recipient of the Peterborough Pop Ensembles’ 2020 charity grant. The grant was graciously offered to support the costs associated with the FASD Parent/Caregiver Support Group.

The TCCSS-FASD Program and Children’s Services Council collaborated to offer a full day training “FASD – Creating a Community Response” provided by well-known Canadian FASD expert, Donna Debolt. The training was very well received by parents, community members and professionals. The attendance for the event was over 90 people.

Location of People We Serve



49 Active Clients in 2019/2020

PROGRAM STAFF

- 1 shared Program Manager
 - 1 FASD Coordinator



ADULT PROTECTIVE SERVICES (APS)

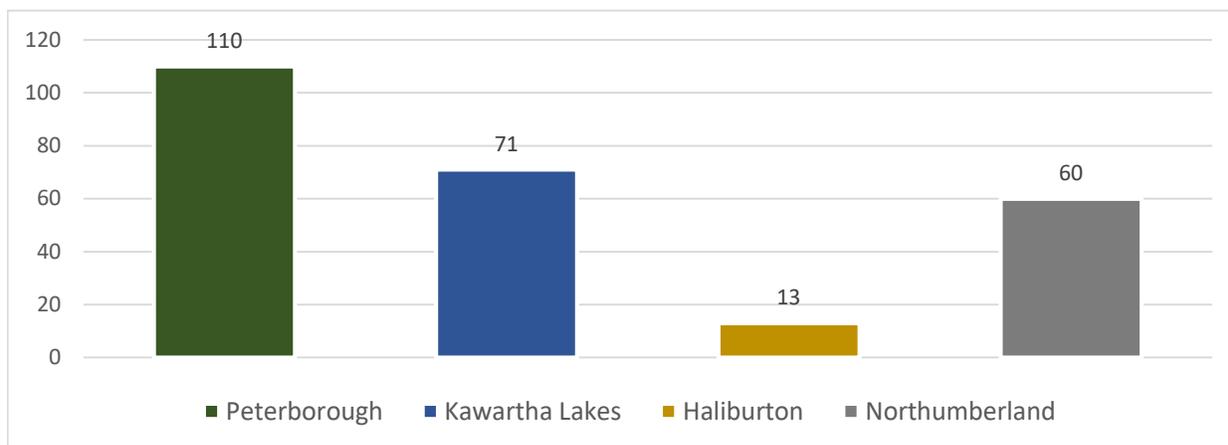
To start the year off, the APS program participated in our first MCCSS QAM Audit. The audit was completed over 4 days. The APS Team worked with staff within Quality Assurance roles, Operations and Human Resources to ensure a successful outcome.

In addition to providing individualized one-to-one services, APS staff collaborated with Credit Counselling Services to provide a “Getting the Most for Your Money” workshop for people who are supported by the program. Topics included budgeting tips, exploring choices and value for your money, keeping your money safe, and how to save for your goals. The information was well received by all who attended.

In Q4, the APS Program created a new role of a Lead APSW to support the development and oversight of the program while supporting team members and continuing to provide direct service. This new role is being fully developed and has already been great asset to the team.

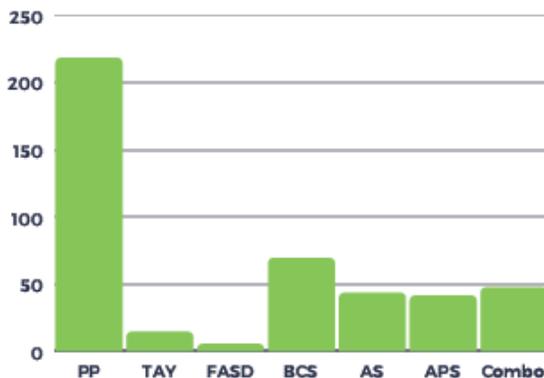
230 Active Clients in the APS Program in 2019/2020

of Individuals in Service and on the Waitlist



CENTRAL NAVIGATION

A LOOK BACK: OUR FIRST YEAR



DSO SINGLE POINT OF CONTACT

We worked alongside DSO during early 2019 to develop a consistent process for communicating with them and providing bi-weekly client updates. This created efficiencies within both TCCSS and our CER DSO.

CDM MIGRATION & ALIGNMENT

In July 2019, TCCSS moved over to a new client database system called CDM. This platform, developed by EMHWare and implemented by the Central Nav team, allows for easier to access and more centralized client information sharing within and between programs.

INTRODUCING CENTRAL INTAKE

The Central Navigation team worked collaboratively with all TCCSS programs to develop a "Central Intake" that would create a consistent front-door process for new clients being referred to TCCSS. The Central Intake is done mostly over the phone and on average takes a CN Specialist about 45 minutes to complete.

In 2019-20, we completed **437** Central intakes.

COVID COMMUNICATION SUPPORT

When the TCCSS offices closed down mid-March 2020, the Central Nav team took on a communication role within the agency to ensure community stakeholders and staff were kept up to date on what was going on.

COMMITTEE PARTICIPATION

Our 4 team members participate on or lead 9 committees or working groups within TCCSS. We have reps on the CQI, New Location, Privacy, SAC and Rebranding committees; as well as the Respite, Grant Writing & Virtual Services and FFS Taskforce working groups.

360+

community agencies & resources identified on our TCCSS resource list

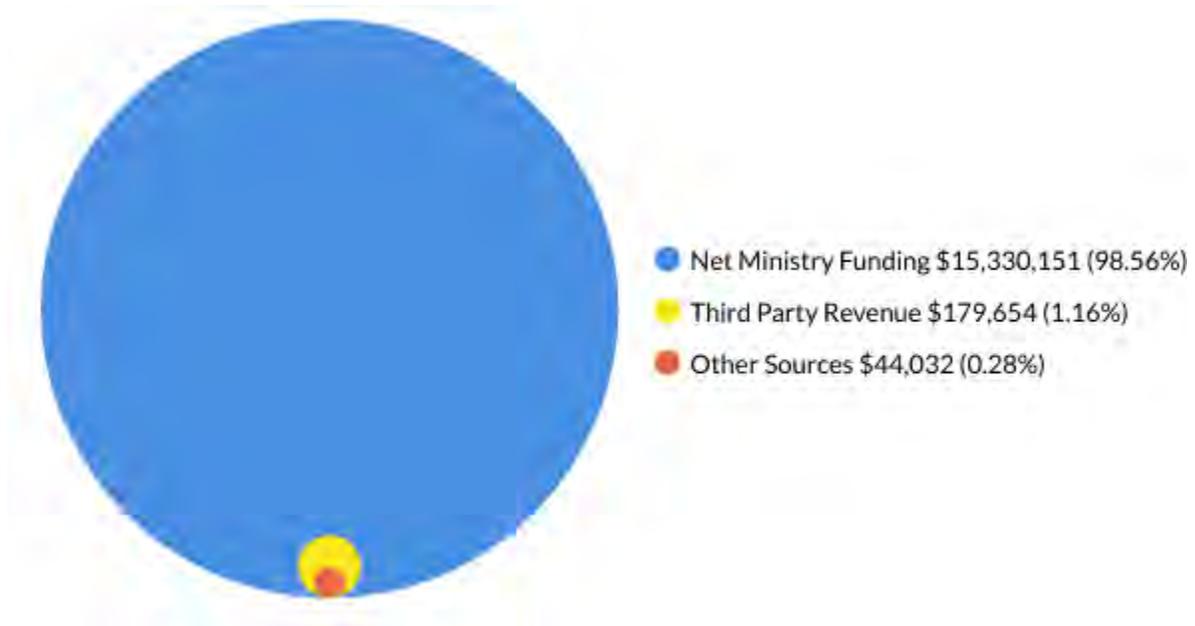
32

visual flow charts, tipsheets and weekly updates created by Central Nav

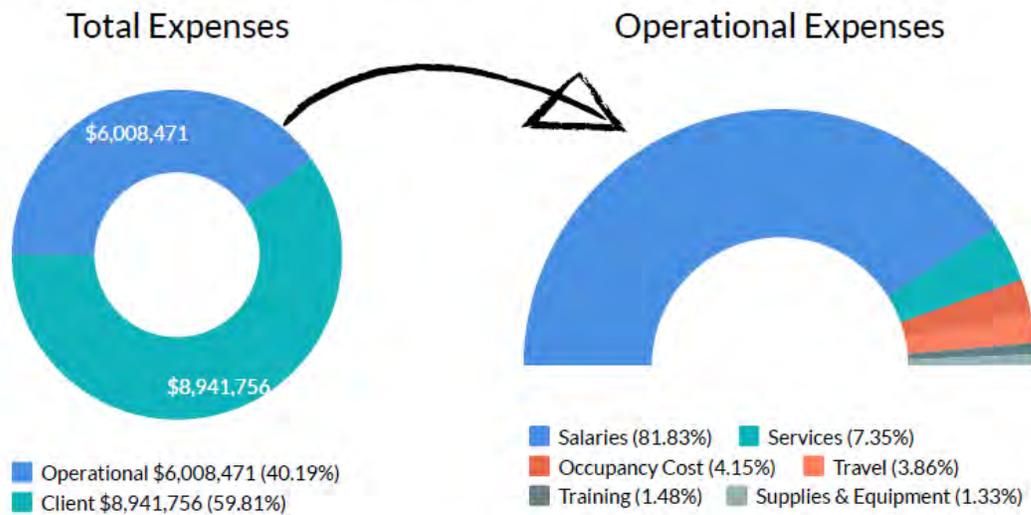
47

Central Intakes were "combo"; meaning they were referred to more than one program

2019-2020 FUNDING SOURCES



2019/2020 Expense Breakdown



2020 STAFF LENGTH OF SERVICE AWARDS

Krista Thickson, Autism Services, 15 Years

Brittany Thompson, Behaviour Consultation Services, 10 Years

Meghan Sterpin, Central Administration, 10 Years

Sandra McAlpine, Adult Protective Services, 10 Years

Jaymi Blodgett, Autism Services, 5 Years

Joy Olson, Central Administration, 5 Years

Katlyn Guthrie, CEO, 5 Years

Kerstin Armstrong, Autism Services, 5 Years

Patty Golloher, Passport, 5 Years

Shealin Lathangue, Autism Services, 5 Years

Congratulations for reaching these milestones and thank you for your dedicated service!



GERRY FUCILE CLIENT DISCRETIONARY FUND

The Gerry Fucile Client Discretionary Fund (GFCD) has been a wonderful addition to the Agency over the last 5 years. To date, we have helped 45 clients in times of need when there were no other funding options available. Whether it was funds to cover a service fee to have an individual's washing machine fixed or to assist an individual in paying a doctor's fee to get forms filled out, the GFCD Fund has been available to support our clients in need.

The GFCD Fund currently holds a small balance of \$596.50 which reflects donations received over the course of this year. Future fundraising events will be planned, to ensure our clients receive as many supports as TCCSS can provide.





Ministry of
Children, Community and Social Services

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