

CSBD

Community Services

OF BELLEVILLE
AND DISTRICT

Assessment

Advocacy

Support

**2023 – 2024
ANNUAL REPORT**

INDEX

PAGE

3	Our Mission and Land Acknowledgement
4	Message from the Executive Director
7	Our Board of Directors
8	Our Staff
11	Financial Summary
12	2023 – 2024 Fiscal Year Highlights
13	Program Offerings
14	Retirements and Resignations
15.	A few words from service participants

Community Services of Belleville and District (CSBD), incorporated as Counselling Services of Belleville and District in 1978, as a non-profit charitable organization, governed by a community-based volunteer Board of Directors.

Funding for most operations is received from the Ministry of Children, Community and Social Services. Other sources of funding include client fees and donations.

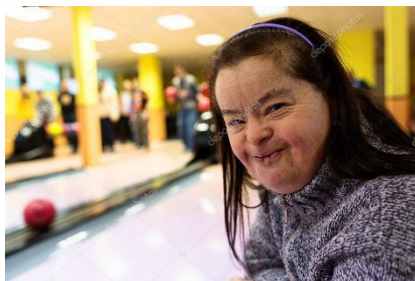
OUR MISSION

Community Services of Belleville and District is a multi-service, not for profit organization that exists in order to provide a range of services and supports to individuals, children, and families in a number of defined areas.

In addition to support provision, CSBD is also mandated to respond to the specialized, complex needs of some individuals and/or families through the use of specific clinical interventions.

LAND ACKNOWLEDGEMENT

CSBD is situated and offers services on the traditional territory of the Wendat, Anishnaabeg and Haudenasaunee Peoples, and is directly adjacent to the Kanien’Keha:Ka (Mohawk) community of Tyendinaga. We are grateful to be able to live, work, play, and support our community on these lands.



MESSAGE FROM THE EXECUTIVE DIRECTOR

As in recent past years, CSBD has continued to respond to the needs of individuals and families in an atmosphere of significant change and transition. We also recognize many families are facing increasingly complex issues, within numerous sectors that have not seen financial enhancements for several years. Within this context, we continue to rise to the challenge of finding ways to be creative, and innovative to provide responsive and effective supports.

In February we were able to officially celebrate our transition to our new name, Community Services of Belleville and District, a change initiated to better reflect the range of services we offer. Our Board of Directors has also been very busy this year as we have redrafted our bylaws in compliance with new Provincial Legislation, the Ontario Not -For- Profit Corporations Act.

Within our children's programs, transition has been a significant feature. The agency's funding for Autism clinical services was officially ended this year and we transitioned to a fee-for-service program. We were delighted to find that we have been able to sustain reasonable staffing levels. Unfortunately, we note that young children with autism are not coming forward in significant numbers for services, however we remain hopeful this trend will shift. Our Family Support and Transition Coordinators continue to provide free services for families through Foundational Family Services, and we also have continued our partnership with KidsInclusive to provide Urgent Response Services.

Supervised Access Services has now fully transitioned to its status as an MCCSS funded program. Our program staff continue to be very active with provincial counterparts, to inform best practices for the service.

Infant and Child Development staff have continued to find innovative ways to reach out to families who are experiencing wait times due to pressures in the daycare sector. A notable initiative has been to offer Developmental Screening Clinics in partnership with the Belleville and Quinte West Community Health Centres.

Alternative Dispute Resolution (ADR) Services received a slight enhancement to support new legislation offering ADR supports to youth transitioning to adulthood. Our coordinator also offered training to service providers, both within ADR and the Family Court Clinic, to meet new requirements under Part X of the Child, Youth and Family Services Act.

Our new pilot through the Family Court Clinic continued to be very well received, with high retention rates and positive feedback from service participants and collateral agencies.

The governing body for clinical oversight of our Autism Services and Behaviour Consulting was slated to shift to the College of Psychologists and Behaviour Analysts of Ontario as of July 2024. During this past year, our Clinical and Program Manager, and Clinical Supervisor in Autism Services, took steps to ensure they were well positioned to meet the new requirements.

CSBD has a longstanding practice of community engagement through collaborations with numerous colleague agencies in Education, Health, Developmental Services, Victim Services, Legal, Mental Health, Child Welfare, and Childcare. For example, we continue to work with colleague agencies to provide supports for families engaging with respite supports. Our work includes administration of Autism respite funds, Community Enhancement Funds, and collaborations on numerous committees related to respite supports.

The transformation, Journey to Belonging, is continuing to unfold in the adult Developmental Service Sector. As in many other services in the sector, the impact on our Adult Protective Service Program remains to be seen. Senior staff are engaging in opportunities to learn about these changes and how we might best continue to support our service participants through the transition.

I have been inspired this year by the work of our Equity, Diversity and Inclusivity Committee, who have challenged, educated and led us in our efforts to become a space that is welcoming for all. I appreciate the leadership within our Staff Association, and I also acknowledge the Fun Squad and the Christmas Sharing committee, whose efforts help us to "give back," while also contributing to an atmosphere where people enjoy coming to work.

We have been very busy this year, streamlining aspects of our operation. This included transitioning to a cloud-based server. In our ongoing efforts to be innovative and visible in the community, we revamped our website and have enhanced our offerings through social media.

In a very exciting development, we have been invited to join as a partner in the YMCA Centre for Life! We look forward to moving our main office to a fresh, welcoming, and

fully accessible new space in this facility in Belleville, which will hopefully be completed in 2026.

Having now completed my second year as Executive Director, I am more grateful than ever to the highly professional staff and volunteers of CSBD. It is humbling and gratifying to work within an environment of such dedication and talent, with those who work very hard to do the most with the resources they have.

In closing, I also acknowledge our Ministry Program supervisors, Lynette Cumming and Rachel Cantalon, for providing invaluable resources and guidance. Last, but certainly not least, I am thankful for the hard work, dedication, wisdom, and support of the Board of Directors.

Nicole Chevalier

BOARD OF DIRECTORS (as of March 31, 2024)

1. PRESIDENT
Ray Dassylva
2. TREASURER
David Rutherford
3. DIRECTOR
Chris Barry
4. DIRECTOR
Cathy McCallum
5. DIRECTOR
Ken Dostaler
6. DIRECTOR
Ken Lewis
7. DIRECTOR
Kelly Menna
8. DIRECTOR
Kristy Hunter

STAFF LIST - 2023/24

MANAGEMENT

Nicole Chevalier	- Executive Director
Anne Brennan	- Clinical and Program Manager
Andrea Brennan	- Clinical and Program Manager
John Paul Chusroskie	- Finance Manager
Tammy Shiers	- Office and IT Manager

ADULT PROTECTIVE SERVICES

Alice Haveman	- Adult Protective Services Worker, Madoc
Tammy Kavanagh	- Adult Protective Services Worker, Bancroft
Gina Olsen	- Adult Protective Services Worker, Belleville
Cathy Orr	- Adult Protective Services Worker, Belleville
Candice Roberts	- Adult Protective Services Worker, Picton
Jill Thurston	- Adult Protective Services Worker, Belleville
Jessica Wood	- Adult Protective Services Worker, Trenton

ALTERNATIVE DISPUTE RESOLUTION/FGC

Amanda VanNess	- ADR Coordinator
----------------	-------------------

AUTISM PROGRAM

Nicole Storms	- Clinical Supervisor – Autism
Ellen Anderson	- Family Support and Transition Coordinator
Paige Bertelink	- Autism Therapist
Jordan Clarke	- Autism Therapist
Gillian Goody	- Autism Therapist
Bailey Kimball	- Autism Therapist
Lauren Kirkpatrick	- Family Support and Transition Coordinator
Nik Pankow	- Autism Therapist
Jane Spence	- Autism Therapist
Meagan Taylor	- Autism Therapist
Becky Toro Perez	- Autism Therapist
Kelly Truscott	- Family Support and Transition Coordinator

BEHAVIOURAL CONSULTING SERVICES

Cindy Adamson - Behavioural Consultant
Monica Richardson - Behavioural Consultant
Janet Stapley - Behavioural Consultant

COMMUNITY SUPPORT SERVICES

Bryanna Best - Community Support Services

FAMILY COURT CLINIC

Patricia Gray - Assessment Worker
Sara Hamilton - Program Facilitator

FAMILY RESOURCE AND SUPPORT

Danielle Johansen - Family Resource Worker
Renee O'Hara - Family Resource Worker
Judy Robertson - Family Resource Worker
Ann-Marie Wilson - Family Resource Worker

INFANT AND CHILD DEVELOPMENT

Kendra Fraser - Infant Development Worker
Miranda Johnston - Infant Development Worker
Lauren Isenegger - Infant Development Worker
Hillary Snow - Infant Development Worker

INTAKE PROGRAM

Tracey Corrigan - Intake and Waitlist Support Worker

INTENSIVE SERVICE PLAN COORDINATION

Ellen Anderson - Intensive Service Plan Coordinator

OFFICE ADMINISTRATION

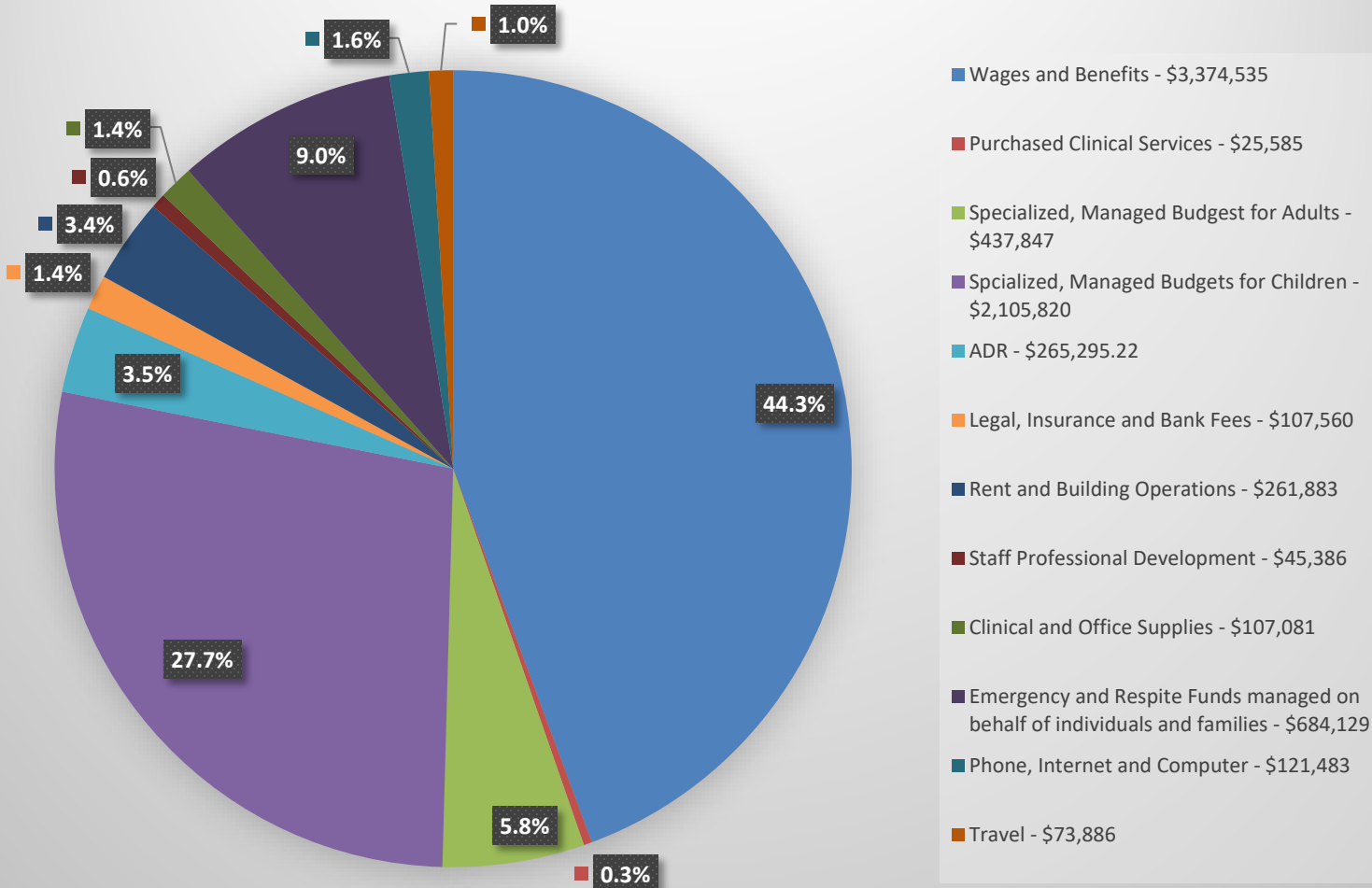
Virginia Barker	- Office Administration
Shannon McGill	- Office Administration

SUPERVISED ACCESS SERVICES

Cheryl Clarke	- Supervisor
Samantha Williams	- Supervised Access Service Worker
Shelby St. Hilaire-Skinner	- Visit Monitor
Tara Blaettler-Rowe	- Fee-for-Service Visit Monitor
Singshan Bruleigh	- Fee-for-Service Visit Monitor
Caitlynd Doyle	- Fee-for-Service Visit Monitor
Nikki Girard	- Fee-for-Service Visit Monitor
Mackenzie Law	- Fee-for-Service Visit Monitor
Barbara Lea	- Fee-for-Service Visit Monitor
Christine McLean	- Fee-for-Service Visit Monitor
Mackenzie Mortimore	- Fee-for-Service Visit Monitor
Monica Richardson	- Fee-for-Service Visit Monitor
Julie Staley	- Fee-for-Service Visit Monitor

FINANCIAL SUMMARY

Total expenditures based on annual budget of \$7,611,020



2023 – 2024 Fiscal Year Highlights

13

Distinct Programs and Services Provided by CSBD

Total number of direct service hours provided to service participants.

32,861



1208 - Total number of children and adults in service

1801 hours of travel by staff to provide support to participants who reside throughout Hastings and Prince Edward Counties.



of community committees supported by CSBD management and staff

17

of hours of free support provided to families of children with autism, through Foundational Family Services.

387



44 Income tax returns filed for service participants by our CRA volunteer, resulting in an average of \$10,000 rebate per participant.

PROGRAM OFFERINGS

Our 2023 – 2024 program offerings included

Programs	Participants Served
❖ Autism Services	119
❖ Alternative Dispute Resolution	214
❖ Adult Protective Services	181
❖ Community Support Services	227
❖ Infant and Child Development	228
❖ Behaviour Consulting Services	78
❖ Family Court Clinic	28
❖ Family Court Clinic – Groups	31
❖ Family Resource and Support	152
❖ Supervised Access Services	170
❖ Intensive Service Plan Coordination	19
❖ Volunteer Income Tax Preparation	44



RETIREMENTS AND RESIGNATIONS

Thank you and a fond farewell to....

RETIREMENTS

Judy Robertson – Family Resource and Support (April 1990 – December 2023)
Alice Haveman – Adult Protective Services (April 1990 – January 2024)

RESIGNATIONS:

STAFF

Nik Pankow – Autism Services
- (August 2015 to April 2023)
Becky Toro Perez – Autism Services
- (March 2022 to April 2023)

BOARD

Chris Barry – January 2015 to May 2023
Ken Lewis – June 2003 to August 2023



A few words from service participants...

“The program changed the way I look at my disability. It gave me confidence in myself and my parenting.”

“This program helped remind me that I am a good mom, and a good person. I am proud of myself.”

“I felt safe enough to share my mental health struggles and knew that when I was ready, I could rejoin the group and have that support. I never had that before.”

“They listened to me.”

“My worker was amazing. She opened our eyes to services and funding available to us. She was always caring and compassionate toward our family navigating this new challenge in our lives.”