



2016/2017
Annual Report

This last year has been a particularly exciting and transformative year for Reconnect Community Health Services as we build on our commitment to ensuring the best health outcomes for the people we serve and the communities we work for. Last year, Reconnect Community Health Services (Reconnect) and St. Clair West Services for Seniors (SCWSS) integrated their operations, programs and services in order to increase the breadth and volume of services to their clients and provide more holistic approach to care planning and service delivery. In doing so, we have together, created a ground-breaking comprehensive care model for individuals from 16 years of age through to their older years with physical, mental health and social care needs and demonstrated how organizations from different sectors can integrate by leveraging each other's strengths. We would like to take this opportunity to thank the Boards, staff and clients of both organizations for their commitment and for their vision of a better system for vulnerable people as without them, this could not have happened.

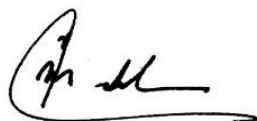
The integration of our organizations is built on the exciting work that has continued in enhancing our clinical services and programs. Reconnect has increased its focus on developing our skills and capacity to serve the spectrum of our clients' needs. Partnerships with Inner City Health Associates and the Alzheimer's Society of Toronto have helped us to provide a more comprehensive spectrum of clinical and support services. We are proud of the flexibility and responsiveness of the care we offer to our clients as their needs change and have ensured that this is now a foundation of all services offered at Reconnect.

Our commitment to supporting the building of an innovative and agile health system that's based on evidence based care continues. Our Community Business Intelligence system is now a key contributor to health service planning. Our Shared Services portfolio has heightened its focus on offering support to all our community partners to develop their capacity to respond to the service needs they deal with.

In order to support this work, Reconnect undertook a comprehensive assessment of our internal operations to evaluate how they supported our goals of improving efficiency and performance, streamlining processes, increasing productivity, and enhancing the agency's ability to plan, measure and continuously improve. This resulted in the development of a refreshed, clearer and leaner system of operating and administering our services that has increased our ability to be responsive to service demands and to the fast changing needs in our system.

We wish to acknowledge the dedication and commitment to Reconnect and the exceptional contribution made by the Board of Directors, and staff. Their steadfastness is only exceeded by the strength and courage of our clients.

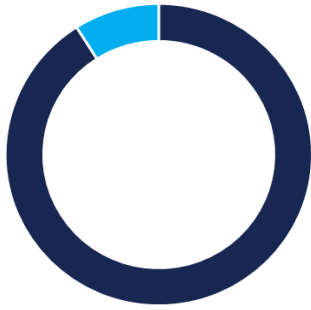
Finally, we acknowledge our funders, the Toronto Central LHIN, the Ministry of Health and Long-Term Care, the City of Toronto and the United Way of Toronto and York Region who provide the fundamental and consistent support to do what we do best –supporting our clients in their goals of being stronger and more able by ensuring that their health needs are always taken care of.



Mohamed Badsha
Chief Executive Officer



Brian Shiller
Board President



91% of HSPs have signed an agreement to participate in CBI



80% of HSPs are submitting data

Accomplishments:

Community Business Intelligence has been a focal point for increased engagement around community-based data, with over 90% of health services providers signed on to participate in this initiative.

Health system researchers have linked Community Business Intelligence data to other healthcare datasets to investigate the relationship between community care and outcomes such as physician attachment and emergency department visits.

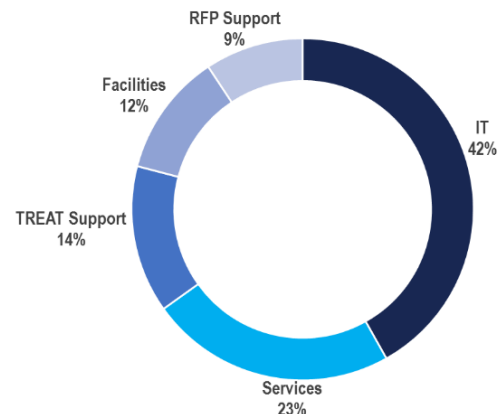
Community Business Intelligence collects and aggregates service utilization data directly from the 100+ health service providers delivering community mental health, addictions, and support services in the Toronto Central LHIN. This integrated dataset has begun to yield new insights into care pathways and transitions, wait times and lengths of stay, and the geography of utilization of these services. Reconnect Community Health Services is the project lead, responsible for coordinating the implementation.

Community Shared Services

Community Shared Services is a no cost service that Reconnect provides to Health Service Providers within the Toronto Central LHIN that focuses on capacity building, collaboration, and providing procurement support for the community sector within the TC LHIN. Community Shared Services works in partnership with subject matter experts, vendors and community health service providers in identifying and procuring solutions that meet their operational needs. A significant and on-going systems wide shared services activity relates to TREAT, a Web-based Electronic Health Records and care coordination platform built for health care providers. Community Shared Services provides support to community organizations expressing interest in determining whether TREAT is the right fit for their organization and if it is, supports the organization in all phases relating to engagement, implementation and in governance related activities.

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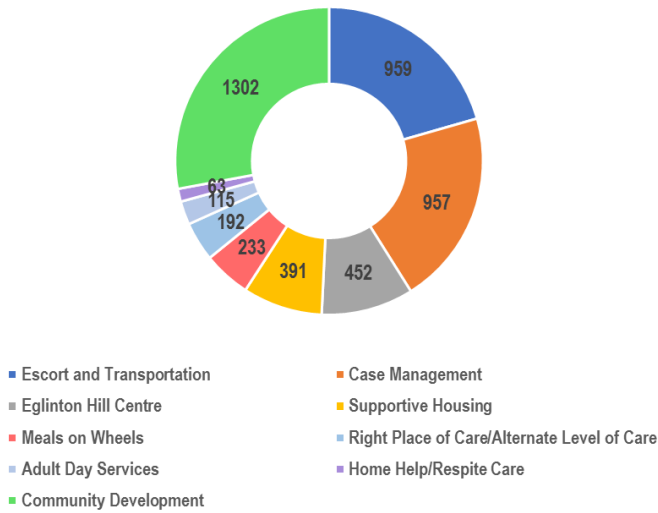
The number of Health Service Providers met with for engagement (including community mental health, community addictions, community support services, community health centres and multi sectors health service providers)



2016-2017 Community Service Statistics

| | |
|----------------------|-------------|
| Total Clients Served | 2953 |
|----------------------|-------------|

Number of Clients Served by Program (2016-2017)



Community Services enhanced the independence and wellbeing of 2953 clients this year through a wide range of services to seniors who require supports to live independently in their own homes safely and with dignity. The Home Support and Assisted Living programs provide services including light housekeeping, laundry and meal preparation, assistance with errands and personal care, light exercise and medication reminders. In addition, clients are linked to supportive case management, care coordination and safety checks, which help enable them to live at home safely. The Meals on Wheels program provides nutritious meals delivered to the home on a scheduled basis. The Transportation program provides safe rides to clients who are unable to use public transportation. The Adult Day Services provides social, recreational and therapeutic programming for individuals who are unable to attend regular community activities because of physical and/or cognitive impairment. The program supports clients with complex care needs, including assisting with eating, toileting, medications and transfers. The Transitional program provides short-stay apartments and group living facilities for caregiver respite, temporary shelter and transition to the right place of care. The program supports clients' independence and optimal functioning and can accept clients with complex care needs.

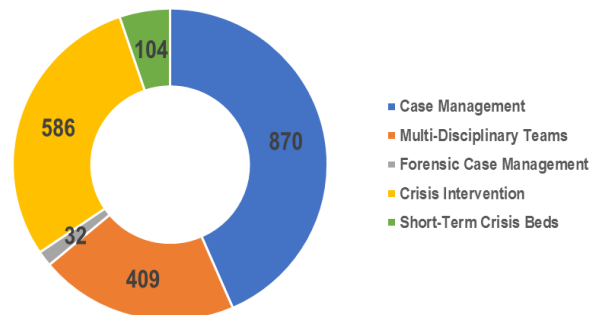
Health Services

Health Services at Reconnect has successfully supported 1853 individuals with multiple health needs and a history of receiving inadequate support from the health system this year. We offer a full continuum of specialized and intensive mental health, addiction and seniors' services to support the most acute users of the healthcare system in stabilizing and maintaining their mental health and wellbeing using a comprehensive range of clinical experience and expertise. Our 3 multi-disciplinary teams offer access to psychiatry, nursing, nurse practitioner support, case management and behavior therapy. All our clients are connected with the services that best fit their needs and the intensity of service is adjusted based on the level of services people need at any given time. This in turn has allowed us to serve 896 new clients in the 2017/2018 year. Our range of specialties range from Intensive Case Management; Crisis Services for Seniors and Addictions Services for Seniors to Homeless Services, Forensic Services and a Short-term Crisis Residential Facility for people with mental illness and criminal justice issues. This year, we were also fortunate enough to build a partnership with Inner-City Health Associates which allows our clients who are homeless to access primary care.

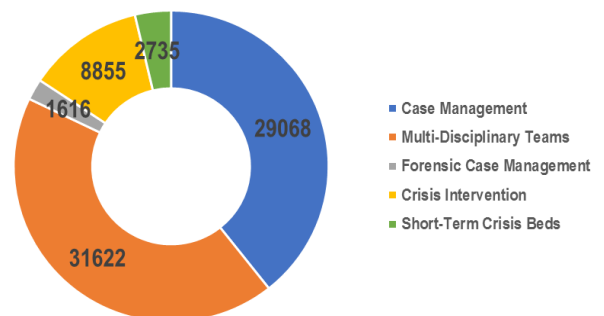
2016-2017 Health Service Statistics

| | | | |
|----------------------|--------------|---------------------|---------------|
| Total Clients Served | 1,853 | Total Client Visits | 71,161 |
|----------------------|--------------|---------------------|---------------|

Number of Clients Served by Program (2016-2017)



Number of Visits by Program (2016-2017)



Board of Directors 2016/17

Executive

Brian Shiller (**President**), Leo Bisharat (**Vice-President**), Carol Ferguson (**Secretary**), Paul Kociuba (**Treasurer**), Antonella Apa (**Member-At-Large**)

Members

Trish Ball, Julia Brown, Doug Fraser, Sonia Nijjar, Matt Smith, Patrick Tannahill, Thomas Abraham, Sandra D'Elia-Cristino, Ed Jansen, Bruce Keleher, Gregory Lawrence, Rosanna Marci, Ruth Maria Cortez Sanchez, Wayne Morrow, Bob Parke, Sohinee Ray, Emma Saltmarche, Taylor Smith, Ronald Smith

Staff List

| | | | | | | |
|-----------------------|------------------------|-------------------------|------------------------|---------------------|-----------------------|-----------------------|
| Abdulkadir Hussein | Cindy Zettas | Halima Ahmed | Kausar Yasmeen | Mohammed Patel | Rishika Williams | Thanh Trinh |
| Abina Beckles | Claudine Cato | Helene Cimesa | Kelly Dembowski | Molly Scale | Rita Halder | Tigist Weldeesemayate |
| Ada Wong | Colleen Gordon | Hensigne Edwards | Ken Harrison | Monica Logtenberg | Rita Nwachukwu | Tojo Thomas |
| Afia Frempong-Manso | Colleen Lelievre | Hewitt Loague | Laticia Di Bernardo | Monica Nana-Effah | Robyn Vogler | Tom Krause |
| Alexandra Gracie | Craig Bolton | Horacio Vindel | Laura Jackson | Moosa Yousefy | Rochelle Silva | Trinh Pham Do |
| Alexicia Grant | Dacia Harris | Hyonson Kim | Laura Lunetta | Mostafa Kamal | Rouangiz Zamiri | Tseten Palmo |
| Alicia McCalla | Daniel Liadsky | Iguehide Nungah | Lauren Parkes | Munya Showa | Rubi Prashad | Tung Chuen Fu |
| Ana Lopes | Daniela Velez | Ijohna Moses-Williams | Laurie Lewis | Naomi Adu-Bryan | Rubina Pope | Tyler Murphy |
| Ana Oliveira Lopes | Danielle Plato | Iiona Teplitsky | Leigh Judson | Narain Ramchand | Sadie Byrnes | Ulalee McKenzie |
| Anastasios Kyriakakos | Anastasio Muraca | Irina Shavrina | Leslie Becker | Motwani | Samantha Newman | Valrie Kerr |
| Andrea Hanson | Darrell Patey | Iris Keach Delos Trinos | Leticia Oppong-Boateng | Nargis Hussaini | Sandra Acosta | Veedwattie Bartosik |
| Andrea Liendo | Darren Joy | Ivan Piamonte | Libia Pelaez | Natasha Travasso | Sanitha Narayanannair | Vera Zapolskaya |
| Andria Crawford | Dawa Sangmo | Jacob Alexander Gold | Lilian Pussar | Nattasha Williams | Sara de Souza | Veronica Samuels |
| Angelica Pulido | Debra Jennings | Jamie Smith | Linda Dawkins | Ngawang Palden | Sarah Illman | Vineth Johnson |
| Ann Annette Dickson | Devanshu Desai | Jampa Tso | Linda Montgomery | Nico Cassidy | Sarah Kuntz | Wangda Fnu |
| Ann Khatler | Devenisha Longmore | Jana Kokic | Lindsay Douey | Nicole Dziama | Sarah Litcher | Wendy Robertson |
| Ann Marie Stewart | Diana Sciarra | Janine Pileggi | Lise Dube | Nicole Gabbidon | Sarah Silverman | Witcliffe Henry |
| Asgar Hanarah | Dianne Butt | Janitha Joseph | Lorraine Blondin | Nicole Konc | Sarah Williams | Yolanda MacLean |
| Ashley McGuirk | Donna Thorney | Jasdeep Nijjar | Lucy Claudia Durham | Noel Singh | Shahida Jawaid | Yonis Jama |
| Auxiliadora Narvaez | Dorjee Damdul | Jennifer Wilkie | Lucy O'Brien | Norma Morales | Shanice Peterkin | Yordanos Hadgu |
| Azra Pejanovic | Elizabeth Protic-Kokic | Jenny Da Silva | Lyudmyla Lukhverchuk | Odessa Austin | Shawn Marshalee Lewis | Woldemichael |
| Beverley Blake | Emily Wakeman | Jesmin Nahar | Mable Francis | Olivia Ovah Nagawa | Shenice Carroll | Yoseph Dejene |
| Bodiuzzaman Mukul | Emma Elliot | Jessica Malynyk | Magdalene Osasuyi | Parth Bhatt | Shirley Marcos | Zainab Santur |
| Brendan Arnott | Ena Rosemarie | Majdy McMahon | Majdy Dahnus | Parveen Sachdeva | Sarah Silverman | Zeinab Sheikh |
| Brian Gingras | Blackwood | Jessica Pinto | Marcia Brown | Passang Norbu | Sonia Phillip | Zeter Monrose |
| Bruce Peachey | Erik Wexler | Jessica Zabloski | Margaret Stewart | Patrice Thompson | Soyeb Gharaiya | Zulfeena Hosein |
| Bruktawit Debebe | Evangeline McDermott | Jian Wei Huang | Maria Adelaide Saraiva | Patricia Osaghae | Staphia James | |
| Carmen Li | Evelina Makeeva | Jigme Namgyal | Marques | Paul Godfrey | Stephanie Carter | |
| Carolyn Green | Faina Kandoth | Jinil Kurian | Maria Ferraz | Paula Belo | Stephanie Wolfert | |
| Carolyn Tulini | Fathia Dualeh | Johanna George | Marilyn White-Campbell | Paulene Cespedes | Stephen Dustan | |
| Cassandra Etherington | Fatia Abdullah | Jolie-Anne Federchuk | Marvin Weekes | Paulette Marshall | Suad Dahir | |
| Cassandra Walters | Faustina Bediako | Jorge Luis Ochoa | Mary Jane Cripps | Pawel Szczypka | Sujata Ganguli | |
| Saddler | Fely Sidoru | Joseph Jackson | Maureen Richards | Peter Prendergast | Susan Becker | |
| Cassie Ackerman | Francesco Sijnardo | Judith Hamilton | Mayda Calingo | Philip Owusu | Susan Hamilton | |
| Catarina Medeiros | Gail Hunter | Judith Markle | Medina Charles | Phuntsok Kunchock | Susan Newman | |
| Catherine Hamilton | Galina Novitskaya | Julian Bernal Lizarazo | Melinda Silfavan | Piardeep Bhatoy | Susan Rego | |
| Catherine Simpson | Geoff Roote | Juliet Stephens | Mercy Edigin | Pooja Parma | Susan Semmens | |
| Catherine Traynor | Geoffrey Anyoti | Kalsang Chomphel | Mercy Osei | Portia Obeng Donker | Suzanne Webb | |
| Celia Mahabir | Ghaolamreza | Kalsang Lhamo | Michael Chun | Qingdang Xu | Tabitha Watters | |
| Chantal Medeiros | Rasoulnazhad | Karen Gayle | Michael Hughes | Rachel Khan | Tanya Lico | |
| Charles Nwachukwu | Greg Wong | Karen Poole | Michael Tomkinson | Rajendra Ramnarine | Tara Shuster | |
| Cheryl Browne | Gregory Keefe | Katharine Spears | Michelle Neilson | Raquel Myre | Tashi Palzom | |
| Chloe Walls | Greta Linton | Katherine Swartz | Mohamed Abudlab | Rhonda Davis | Teresa Morski | |
| Christine Rambharose | Guelda Dorelien | Katlyn Lopes | Mohamed Badsha | Rinzing Dorjee | Tetyana Kryvoruchek | |

Recipient of Years of Service Recognition 2016

| 2 Year Recipients | 5 Year Recipients | 10 Year Recipients | 15 Year Recipients | 25 Year Recipients |
|-----------------------|-------------------|--------------------|--------------------|--------------------|
| Cassandra Etherington | Karen Poole | Celia Mahabir | Darrell Patey | Sujata Ganguli |
| Catherine Simpson | Leslie Becker | Jenny Da Silva | Horacio Vindel | |
| Donna Thorney | Michelle Neilson | Janitha Joseph | Ena Blackwood | |
| Erik Wexler | Nikki Dziama | Lise Dube | Margaret Stewart | |
| Gregory Keefe | Stephanie Wolfert | | Sandra Acosta | |
| Jessica Malynyk | Tara Shuster | | | |
| Johanna George | | | | |
| Lyudmyla Lukhverchuk | | | | |
| Michael Chun | | | | |
| Rishika Williams | | | | |
| Samantha Newman | | | | |
| Sarah Kuntz | | | | |
| Sarah Williams | | | | |
| Shanice Peterkin | | | | |

Reconnect Community Health Services

Statement of Financial Position

As at March 31

| | 2017 | 2016 |
|--|------------------|------------------|
| Assets | | |
| Cash and short term deposits | \$360,881 | \$455,981 |
| Accounts receivable | 100,811 | 63,226 |
| Sales taxes receivable | 76,010 | 144,368 |
| Prepaid expenses | 132,849 | 48,934 |
| | \$670,551 | \$712,509 |
| Liabilities | | |
| Accounts payable and accrued liabilities | \$267,593 | \$304,818 |
| Withholding taxes payable | 87,144 | 103,263 |
| Due to Local Health Integration Network | 177,103 | 167,245 |
| | 531,840 | 575,326 |
| Net Assets | 138,711 | 137,183 |
| | \$670,551 | \$712,509 |

Statement of Operations and Net Assets

Year Ended March 31

| | 2017 | 2016 |
|--|------------------|-------------------|
| Revenue | | |
| Local Health Integration Network | \$7,030,937 | \$8,061,754 |
| Justice housing project with CMHA | 564,876 | 564,876 |
| SHIP Project | 671,352 | 671,356 |
| Woodgreen Community Services | 403,687 | 404,864 |
| Other Income | 708,420 | 714,292 |
| | 9,379,272 | 10,417,142 |
| Expenses | | |
| Salaries, benefits and core program consultants | 7,429,806 | 7,870,774 |
| Contracted services | 190,940 | 314,660 |
| Food and program supplies | 108,808 | 128,806 |
| Building occupancy | 392,489 | 476,913 |
| Maintenance and cleaning | 39,859 | 36,875 |
| Computer, office supplies and postage | 42,689 | 77,713 |
| Professional fees | 423,000 | 635,542 |
| Equipment and software | 220,130 | 324,712 |
| Staff development | 13,692 | 136,979 |
| Travel | 223,321 | 185,826 |
| Telephone | 84,350 | 86,719 |
| Sessionals | 35,158 | 34,076 |
| Other expenses | 165,172 | 107,547 |
| | 9,369,414 | 10,417,142 |
| Excess of revenue over expenditures from operations | 9,858 | - |
| Due to Local Health Integration Network | 9,858 | - |
| | - | - |
| Donations and fundraising income – net of expenses | 1,528 | 6,771 |
| Excess of revenue over expenditures for the year | 1,528 | 6,771 |
| Net assets, beginning of year | 137,183 | 130,412 |
| Net assets, end of year | \$138,711 | \$137,183 |

St. Clair West Services for Seniors

Statement of Financial Position

March 31, 2017

| | 2017 | 2016 |
|---|--------------------|--------------------|
| Assets | | |
| Cash and cash equivalents | \$973,666 | \$1,607,412 |
| Accounts receivable | 117,009 | 131,021 |
| HST public service bodies rebates receivable | 77,561 | 74,403 |
| Prepaid expenses | 67,908 | 46,429 |
| | \$1,236,144 | \$1,859,265 |
| Term deposits – long term | 304,873 | 11,952 |
| Capital assets | 455,389 | 412,885 |
| | 760,262 | 424,837 |
| | \$1,996,406 | \$2,284,102 |
| Liabilities | | |
| Accounts payable and accrued liabilities | \$322,235 | \$539,395 |
| Grant returnable – Toronto Central Local Health Integration Network | 124,039 | 411,527 |
| Deferred revenue – special projects | 35,623 | 2,559 |
| | 481,897 | 953,481 |
| Deferred funding/restricted contributions | 397,975 | 337,960 |
| | 879,872 | 1,291,441 |
| Fund Balances | | |
| Operating fund-unrestricted | 954,144 | 872,519 |
| Net capital assets | 57,415 | 74,926 |
| Restricted operating fund | 104,975 | 45,216 |
| | 1,116,534 | 992,661 |
| | \$1,996,406 | \$2,284,102 |

Statement of Operations

For The Year Ended March 31, 2017

| | 2017 | 2016 |
|---|------------------|------------------|
| Revenue | | |
| Grants – Local Health Integration Network (LHIN) | \$5,997,394 | \$5,742,068 |
| Fees for service | 399,354 | 400,329 |
| United Way | 292,100 | 298,660 |
| Miscellaneous income | 275,526 | 63,985 |
| Sale of services | 240,409 | 185,481 |
| Interest income | 59,759 | 15,638 |
| Grants – City of Toronto | 51,055 | 49,960 |
| Grants – Ontario Seniors Secretariat – Elderly Persons Centre | 51,047 | 53,322 |
| Fund raising income – net | 41,634 | 46,147 |
| Donations | 24,330 | 33,786 |
| Grants – Special Projects | 12,148 | 35,019 |
| Amortization of deferred funding/restricted contributions | 79,030 | 69,760 |
| | 7,523,786 | 6,994,155 |
| Expenses | | |
| Salaries and benefits | 5,549,090 | 5,121,203 |
| Program operating costs | 877,330 | 900,084 |
| Occupancy cost | 565,576 | 447,472 |
| Purchase of services | 101,600 | 116,621 |
| Office and general | 68,965 | 76,513 |
| Staff and volunteer travel expense | 66,941 | 65,954 |
| Volunteer expense | 21,548 | 21,649 |
| Staff training | 13,688 | 16,586 |
| Professional fees | 12,990 | 12,993 |
| Public relations and membership fees | 9,405 | 11,650 |
| Insurance | 9,059 | 7,654 |
| Special projects expense | 3,848 | 33,444 |
| Bank charges and interest | 3,181 | 2,060 |
| Miscellaneous | 151 | 7,089 |
| Amortization expense | 96,541 | 87,271 |
| | 7,399,913 | 6,928,243 |
| Excess of revenue over expenditures | \$123,873 | \$65,912 |



Mission

Reconnect offers the highest standard of community health care in support of the communities we serve

Vision

Reconnect will play a major role in the area of community health by providing safe, effective and personalized services. We will drive innovation to improve services and create conditions that will deliver the highest standard of care. We will also ensure public service resources and budgets are used appropriately and effectively to achieve the best outcomes for individuals and the community.

Strategic Pillars

Enhance Capacity and Improve Accessibility • Strengthen Coordination and Integration • Improve Systems of Information and Performance Monitoring • Offer Innovative and Evidence Informed Services • Serve Those Most In Need • Deliver Value For Money • Offer The Best Care and Services

Reconnect Community Health Services

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