

2013/2014 ANNUAL REPORT

RECONNECT MENTAL HEALTH SERVICES



A Message from the president and CEO

Since the inception of Reconnect in 1984 and the launch of the day program in January 1985, Reconnect has evolved from the original centre-based agency where all clients received assistance at the Reconnect office to the vibrant community-based case management service that exists today.

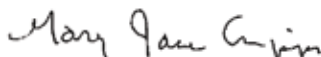
Change and development processes continue to emerge. A combination of planning, actions, strategic decision making and unexpected opportunities have contributed to our dynamic and comprehensive range of services and supports. Respect for the individuals' right to excellent healthcare and to make choices for themselves has been a guiding principle embraced by the Board of Directors, management and staff since the beginning. Increasingly, in all areas of healthcare, a system that is self-managed by the client has demonstrated better outcomes.

Reconnect's strategic decision to deliver all services within a case management framework, and with a goal-based length of stay in service, has shifted our paradigm of mental healthcare. Client outcomes and satisfaction have been excellent. Reconnect's shift in the service delivery model was informed by evidence-based practice, data analysis, and case reviews. A work group comprised of members from the Information Technology and Clinical teams was established to identify the needs of staff to work effectively and efficiently in a changed environment. Advances in technology, including lightweight laptops, networked mobile phones, and access to mobile hotspots increased staff productivity and responsiveness to clients. Our staff has effectively adapted the technology to create a more flexible work environment.

An exciting endeavour that will be finalized at the 2013/2014 Annual General meeting is the voluntary integration of Community Outreach Programs in Addictions (COPA) into Reconnect. COPA will become a unique program within the Reconnect continuum.

The COPA program compliments the services provided by Reconnect and will contribute to a robust and dynamic organization, which responds to clients with mental health and addictions issues across their lifespan. We welcome COPA staff and Board members, and look forward to much success together.

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



MARY JANE CRIPPS
Chief Executive Officer



RICK ARNONE
Board President



Here's what Reconnect clients and staff have been saying in 2013/2014...

from Clinical Services clients...

Whatever your goals are at Reconnect, you can do it.

I give thanks to everyone who has been there for me and supported me so I could achieve the success I now have.

Reconnect is a community that believes in our achievements.

from Project Management clients...

A big thank you for the assessment and the report. It is absolutely invaluable to our agency and me personally, as it gives us an independent and objective opinion of our current IT "health" so to speak.

We would like to thank the team for their expertise, knowledge and patience.

This has been an extraordinarily well-managed, well-communicated, and well-thought out project.

from staff at Reconnect...

I have been with Reconnect since my student days. It gives me a lot of learning, experience and growth – not to mention lasting relationships.

I admire and appreciate all the work at Reconnect. I believe the helpers of this world make a difference and that makes life a whole lot better.

My eleven years at Reconnect continue to be filled with great memories and great friendships.



2013/2014

KEY PERFORMANCE HIGHLIGHTS

CLINICAL SERVICES

Improving individual healthcare goals using a recovery focused approach.

- Reconnect increased the number of clients served to nearly 1,400 individuals – a 5% improvement over last fiscal year.
- 46,480 clients were visited by clinical staff – an increase of 25% from last fiscal year.

South Toronto Link (Link) Team

Reconnect was awarded funding for one of two multidisciplinary teams in the Toronto Central Local Health Integration Network (TC LHIN). This team is the South Toronto LINK (Link) Team.

Comprised of a group of mental health professionals, Link offers intensive support to individuals with complex mental health and physical health needs. It provides clinical assessment and triage, and is a single point of contact for all South Toronto Health Link health service providers (HSPs). Family physicians, family health teams and community health centres can access timely clinical and support services.

By building this much needed clinical capacity and service, the Link Team will significantly shift the focus of care from hospital to community for those most in need who are in the current system and depend on hospital-based services.

Central West Toronto (CWT) Health Link

The TC LHIN implemented nine Health Links using a phased approach over a two year period. CWT Health Link is in the third wave of a multi-phase implementation program in the TC LHIN. Reconnect was selected as the lead agency to bring community HSPs together quickly to coordinate care and effectively share information.

CWT Health Link will coordinate care for:

- Children and youth services for primary care, mental health and sexual health
- Adults and families living in poverty and managing complex health issues

Five percent of individuals account for two-thirds of Ontario's healthcare costs. These are most often individuals with multiple, complex conditions. Implementing CWT Health Link will:

- Increase access to primary care
- Improve care delivery by all providers
- Improve the patient experience at better value
- Increase accountability for patient care and outcomes

PROJECT MANAGEMENT SERVICES

Offering community health service providers' unique ways to build capacity and infrastructure.

During the 2013/2014, Reconnect successfully delivered, led and managed the following projects on behalf of the TC LHIN. These projects are beginning to address the significant gaps of information and infrastructure impacting the quality of care in the community sector.

Group Bulk Purchase:

- Manage and deliver group bulk purchase of hardware and devices
- Develop and execute future IT hardware and device requests for ongoing and sustainable processes

Information Technology Assessment:

- Deliver a comprehensive inventory of technical tools and related policies, and processes
- Identify gaps regarding any technical areas in need of investment
- Provide an assessment of IT capacity and knowledge

Community Business Intelligence:

- Identify and develop a data repository to collect and mine community health service data
- Develop a schema with appropriate privacy and security controls to migrate data from the service provider source system to the central data repository
- Determine business intelligence and data analytics for future phases

Community Shared Services Collaborative:

- Provide expertise and knowledge exchange in procurement practices
- Deliver price comparisons and cost savings
- Conduct product, equipment or service research
- Determine product quotations and develop procurement proposals

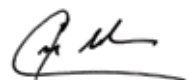
CORPORATE SERVICES

Leveraging, streamlining and improving business processes to increase staff responsiveness.

This past year, Reconnect introduced new and inviting ways to recognise staff contributions and attract and retain talent through business improvements. Reconnect staff responded by adapting to the new environment and by demonstrating remarkable dedication.

Continuing to enhance and improve the staff experience, Corporate Services accomplished the following:

- IT and front line staff together implemented software to streamline intake at the client site ensuring clients are contacted within 48 hours.
- Wireless in-house connectivity enables staff flexible internet access in-house
- Mobile workforce, smart phones and lightweight laptops have substantially increased staff productivity and satisfaction, plus client satisfaction
- New educational programs inform and engage staff (i.e., wellness fairs, financial lunch and learns, employee round tables)
- From initial introductions, to orientation sessions and technical activation, to meeting the executive team – Corporate Services welcomed 35 new staff to the team.



Mohamed Badsha
Chief Operating Officer

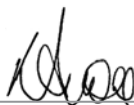
Statement of Operations and Net Assets Year Ended March 31

	2014	2013		2014	2013
Revenue			Expenses		
Local Health Integration Network	\$6,628,999	\$5,068,663	Maintenance and cleaning	\$34,321	\$49,507
Justice housing project with CMHA	\$564,876	\$564,876	Staff education	\$146,340	\$39,111
SHIP project	\$671,356	\$671,356	Audit	\$10,914	\$9,134
Other Income	\$942,154	\$634,724	Insurance	\$13,585	\$14,585
	\$8,807,385	\$6,939,619	Publicity and promotion	\$14,937	\$3,810
Expenses			Books and subscriptions	\$6,348	\$6,911
Salaries, benefits and core program consultants	\$5,538,876	\$4,806,738	Bank charges	\$4,847	\$6,843
Office rent and utilities	\$387,406	\$388,167	Equipment rental and service	\$29,320	\$25,204
Program and craft supplies	\$150,820	\$133,463	Membership and dues	\$18,962	\$12,514
Partnership costs	\$93,600	\$93,600		\$8,799,303	\$6,936,088
Travel	\$239,450	\$214,742	Excess of revenue over expenditures from operations	\$8,082	\$3,531
Telephone	\$86,657	\$91,117	Due to Local Health Integration Network	\$5,101	\$3,531
Computer supplies and training	\$302,302	\$153,186		\$2,981	-
Professional fees and other program consultants	\$1,059,952	\$235,192	Donations and fundraising income - net of expenses	\$4,299	\$2,621
Office supplies, printing and minor equipment	\$204,422	\$146,068	Excess of revenue over expenditures for the year	\$7,280	\$2,621
Information technology - CDS program	\$456,244	\$506,196	Net assets, beginning of year	\$123,132	\$120,511
			Net assets, end of year	\$130,412	\$123,132

Statement of Financial Position As at March 31

	2014	2013		2014	2013
Assets			Net Assets		
Current				\$130,412	\$123,132
Cash and short term deposits	\$225,120	\$507,556		\$521,054	\$755,321
Accounts receivable	\$237,174	\$154,080			
Prepaid expenses	\$58,760	\$93,685			
	\$521,054	\$755,321			
Liabilities					
Current					
Accounts payable and accrued liabilities	\$382,010	\$203,690			
Due to Local Health Integration Network	\$8,632	\$428,499			
	\$390,642	\$632,189			

On behalf of the Board:



RICK ARNONE, PRESIDENT



CAROL FERGUSON, SECRETARY

2013/2014 STAFF, BOARD OF DIRECTORS & STUDENTS

Board of Directors

EXECUTIVE

Rick Arnone
President

Carol Ferguson
Secretary

Karen Brock
Member-At-Large

Brian Shiller
Vice-President

Tammy Nunez
Treasurer

MEMBERS

Antonella Apa
Leo Bisharat
Nancy Bradley
Janet Dickhout
Matt Smith

Students

Dorla Bell
James Collins
Matthew Duffy-Leblanc
Paul Godfrey
Michelle Hamman
Jinil Kurian
Shanice Peterkin
Munya Showa

Staff

Mohamed Abudiab
Nasreen Akhter
Paul Antwi
Geoffrey Anyoti
Odessa Austin
Bruce Bacquie
Mohamed Badsha
Zhyra Baig
Shannon Barley
Leslie Ann Becker
Susan Becker
Lorraine Blondin
Chris Brown
Mukul Bodiuazzaman
Craig Bolton
Jennifer Carandang
Nancy Cardoso
Stephanie Carter
Michael Chun
Joseph Colmenar
Noah Coones
Tara Cowan
Mary Jane Cripps
Jenany Crutchley
John Curtinhas
Jenny Da Silva
Laticia Di Bernardo
Shanie Doobay
Willo Downie
Nikki Dziama
Joaquim Fernandes
Lisette Fernandez
Taylor Fredericks
Afia Nana Frempong-Manso

Paul Godfrey
Karen Gayle
Robin Grandison
Teya Greenberg
Yulia Gruzinsky
Marissa Hill
James House
Susan Hamilton
Asgar (Nasser) Hanarah
Witcliffe Henry
Keeley Hewitt
Mike Hughes
Joseph Jackson
Shahida Jawaid
Dr. David Kantor
Gregory Keefe
Bilal Khan
Hyonson Kim
Jana Kocic
Michelle Krieger
Sarah Kuntz
Jinil Kurian
Bethel Lascano
Colleen Lelievre
Tanya Lico
Ken Lieu
Laura Lunetta
Sylvia Lung
Courtney Lush
Fred Lwanga
Celia Mahabir
Katarina Malenica
Jude Markle
Tobie Marven

Alicia McCalla
Gloria McDonald
Rory McLellan
Kimberly McWilliam
Chantal Medeiros
Liz Millette
Linda Montgomery
Riki Myre
Michelle Neilson
Shane Newman
Passang Norbu
Maria Novielli
Iguehide Nungah
Keith Nunn
Lucy O'Brien
Philip Owusu
Darrell Patey
Bruce Peachey
Azra (Jelena) Pejanovic
Libia Pelaez
Shanice Peterkin
Karen Poole
Teri Prodeus
Elizabeth Protic-Kokic
Rajendra Ramnarine
Reza Rasouldnezhad
Jennifer Ratcliff
Katherine Riess
Maureen Richards
Leslie Robinson
Susan Semmens
Allan Servillon
Justin Sharpe
Munya Showa

Tara Shuster
Fely Sidoro
Frank Sijinarido
Rochelle Silva
Sarah Silverman
Mitzie Smith
Katherine Swartz
Mary Sworin-Wright
Pawel Szczypka
John Taylor
Deryck Thomas
Dione Thomas
Donna Thorney
Lucas Thung
Mike Tomkinson
Cathy Traynor
Scott Trevithick
Daniela Velez
Joseph Villegas
Alex Walter
Cassandra Walters-Saddler
Suzanne Webb
Marvin Weekes
Samantha Weidner
Jennifer Wilkie
Laurel Williams
Rishika Williams
Sarah Williams
Stephanie Wolfert
Greg Wong
James Yeoman
Moosa Yousefy
Cindy Zettas

Recipients of Years of Service Recognition 2013

15 YEARS

Colleen Lelievre

5 YEARS

Mohamed Abudiab
Odessa Austin
Mohamed Badsha
Jenany Crutchly
Witcliffe Henry
Hyonson Kim
Tanya Lico
Riki Myre
Elizabeth Protic-Kokic
Rajendra Ramnarine

2 YEARS

Leslie Becker
Mike Hughes
Ken Lieu
Tobie Marven
Linda Montgomery
Michelle Neilson
Karen Poole
Tara Shuster
Alex Walter
Stephanie Wolfert
Nikki Dziama

Proposed Slate of Directors for fiscal year 2014/2015

SERVING A TERM OF THREE YEARS:

Leo Bisharat
Tammy Nunez
Brian Shiller

Paul Kociuba
Bruce Keleher

Directors continuing their terms

TWO YEARS REMAINING:

Janet Dickhout
Jeremy Bonk

ONE YEAR REMAINING:

Antonella Apa
Rick Arnone

Nancy Bradley
Carol Ferguson
Matt Smith

LEAVING:

Reconnect would like to recognize outgoing Board member, Karen Brock, for her many years of service.



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