



2017/2018
Annual Report

Welcome to our Annual Report – a report that will hopefully give you a brief sense of Reconnect’s work in providing community-based health care in west Toronto. We are committed to building a population-based, person-centered health system and therefore a system that is about our accountability for planning, delivering and measuring how we work for our clients, with each other and our community.

Reconnect has been honoured to be asked to lead and contribute to the Toronto Central LHIN’s work in developing and implementing more integrative and collaborative approaches to healthcare. This work has created the foundation for community support services, mental health and addictions services to provide integrated services for people living in the Toronto Central LHIN. Some of the results of this work include improved data on the demand for service and the system’s capacity to provide it, improved access to existing services and improved connections between service partners.

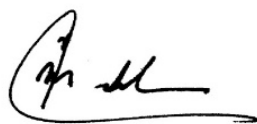
We have continued to offer a spectrum of innovative and high-quality services to our clients, who are now able to access mental health and addictions services as well as a comprehensive range of seniors’ services as they age. The coordination of their care as they transition through services is managed by us so that clients always receive what they need when they need it.

We continue to support systemic improvements in planning, operational and back office capacity by contributing system-level data through our Community Business Intelligence system that has led to improved data quality about community health services for funders and policy developers. We are also very pleased to be able to continue to provide procurement expertise to our health provider partners, including supporting the development of operational capacity through access to subject matter experts and toolkits.

Our programs are supported by a robust department of corporate services which includes human resources, finance, information technology, performance improvement and operations. Over the last year, we have worked hard to integrate these services within the organization so that Reconnect can and does function as a cohesive entity.

We wish to acknowledge the dedication, commitment and the exceptional contribution made to Reconnect by our 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 Greater Toronto 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. As Mahatma Gandhi said “A customer is the most important visitor on our premises, he is not dependent on us. We are dependent on him. He is not an interruption in our work. He is the purpose of it. He is not an outsider in our business. He is part of it. We are not doing him a favor by serving him. He is doing us a favor by giving us an opportunity to do so.”



Mohamed Badsha
Chief Executive Officer



Brian Shiller
Board President

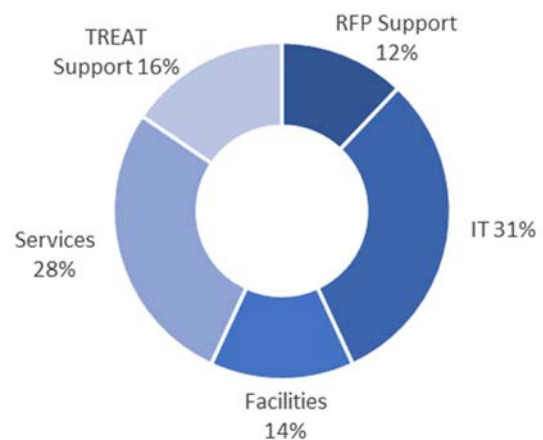
The Integrated Community Care (ICC) Strategy is an initiative of the Toronto Central LHIN aimed at creating an integrated, simplified and coordinated system of access to community mental health, community addictions and community support services. This project is led by the ICC Council, with representatives from each of the sub-regions, and chaired by Reconnect CEO Mohamed Badsha. In its first year of work the Council delivered on a number of projects that improved data on the demand for service, and the system's capacity to provide it, enhanced access to services, and created opportunities for better connections between organizations across the three sectors. In 2018/19 the Council will be focusing on developing client-facing service standards for key community service programs.

Community Shared Services

Community Shared Services is a no-cost service to health service providers in the Toronto Central LHIN that focuses on capacity building, collaboration, and providing procurement support for the community sector. 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.



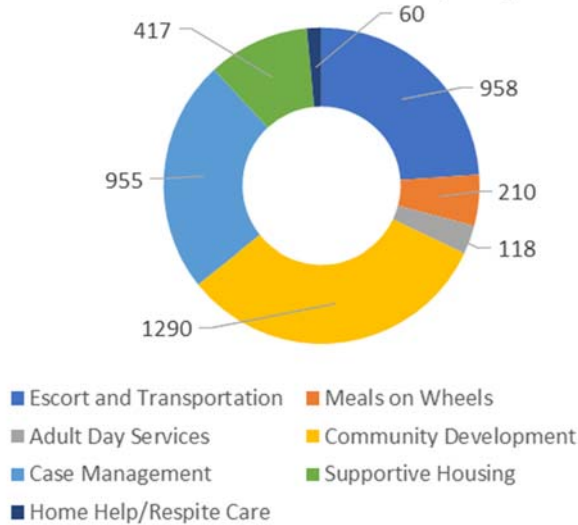
The number of Health Service Providers met with for engagement (including community mental health, community addictions, community support services, community health centres and multi sectors health service providers)



2017/18 Community Service Statistics

Total Clients Served	2868
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Number of Clients Served by Program



Community Services enhanced the independence and well-being of 2,868 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. The Meals on Wheels program provides nutritious meals delivered to the home and the Transportation program provides safe rides to clients who are unable to use public transportation. 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 Reintegration Care Units provide short-stay apartments and group living facilities for caregiver respite, temporary shelter and transition to the right place of care and supports clients' independence and optimal functioning. The Caregiver Recharge program is a pilot initiative designed to provide short-term supports to caregivers who require additional help to transition a family member from hospital back to the community. Community Services is pleased to have achieved its second CARF accreditation in November of this year.

Health Services

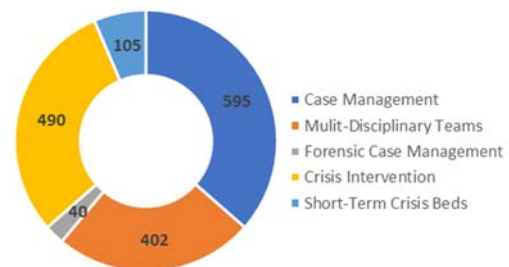
Health Services at Reconnect has successfully supported 1,913 individuals with complex health needs in stabilizing and maintaining their mental health and well-being this year. We offer a full continuum of specialized and intensive mental health, addiction and seniors' services to support the most acute users of the healthcare system, using a comprehensive range of clinical experience and expertise. 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 flexibility has allowed us to serve 905 new clients in the 2017/18 year.

Our specialties include Intensive Case Management, including 3 multi-disciplinary teams; Psychiatry, Nursing; Primary Care for those who are homeless; Crisis as well as Addictions Services for Seniors; Supports to the homeless; Forensic Services; therapeutic groups and a Short-term Crisis Residential Facility for people with mental illness and criminal justice issues.

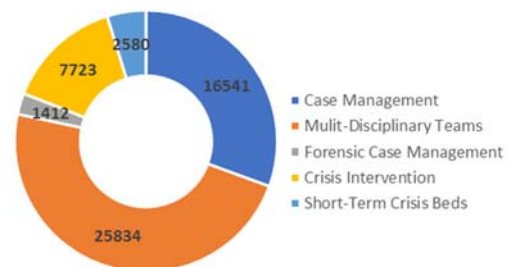
2017/18 Health Service Statistics

Total Clients Served	1913	Total Client Visits	60522
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Number of Clients Served by Program



Number of Visits by Program



Board of Directors 2017/18

Executive

Brian Shiller (**President**), Leo Bisharat (**Vice-President**), Julia Brown (**Secretary**), Paul Kociuba (**Treasurer**)

Members

Antonella Apa, Trish Ball, Carol Ferguson, Doug Fraser, Ed Jansen, Bruce Keleher, Gregory Lawrence, Sonia Nijjar, Matt Smith, Patrick Tannahill, Jennifer Zosky

Staff List 2017/18

Yassmin Abdi Fatia Abdullah Mohamed Abudiab Sandra Acosta Naomi Adu-Bryan Halima Ahmed Nasreen Akhter Paul Antwi Geoffrey Anyoti Julianah Aribisala Brendan Arnott Odessa Austin Mohamed Badsha Veedwattie Bartosik Leslie Becker Abina Beckles Faustina Bediako Paula Belo Julian Bernal Lizarazo Paige Berwick Lincoln Bhatoya Ena Rosemarie Blackwood Beverly Blake Lorraine Blondin Craig Bolton Sarah Bonn Alison Brown Marcia Brown Cheryl Ann Browne Sadie Byrnes Courtney Cadeau Maria Calcada Mayda Calingo Alexander Cameron Sudanni Campbell Jennifer Carandang Shenise Carroll Stephanie Carter Nico Cassidy Claudine Cato Kesi Cayenne Medina Charles Kalsang Chomphel Michael Chun Helene Cimesa Andria Crawford	Jenny Da Silva Suad Dahir Majdy Dahnus Dorjee Damdul Simone Damon Rhonda Davis Linda Dawkins Yoseph Dejene Kelly Dembowski Devanshu Desai Laticia Di Bernard Annette Dickson Sarah Doherty Guerdra Dorelien Rinzing Dorjee Lindsay Douey Fathia Dualeh Lucy Claudia Durham Stephen Dustan Nicole Dziama Mercy Edigin Hensigne Edwards Debbie Erskine Cassandra Etherington Jolie-Anne Federchuck Maria Ferraz Wangda Fnu Mable Francis John Francisco Salka Fraser Taylor Fredericks Afia Frempong-Manso Billy Fu Nicole Gabbidon Sujata Ganguli Johanna George Soyeb Gharaiya Brian Gingras Paul Godfrey Alexander Gold Tenzing Gonbo Coleen Gordon Alexandra Gracie Alexia Grant Carolyn Green Yordanos Hadgu Woldemichael	Rita Halder Catherine Hamilton Judith Hamilton Susan Hamilton Asgar Hanarah Andrea Hanson Dacia Harris Ken Harrison Chernette Hendricks-Evans Witcliffe Henry Zulfeena Hosein Michael Hughes Gail Hunter Mohammed Waqar Husain Naro Hussaini Abdulkadir Hussein Sarah Illman Laura Jackson Mercy Jackson Yonis Jama Staphia James Shahida Jawaid Debra Jennings Vineh Johnson Janitha Joseph Leigh Judson Mostafa Kamal Gregory Keefe Valrie Kerr Rachel Khan Ann Khatler Hyonson Kim Ashley Konc Tetyana Kryvoruchek Phuntsok Kunchok Jinil Kurian Anastasios Kyriakakos Jessica Lantin Nguyen Colleen Lelievre Laurie Lewis Shawn Lewis Kalsang Lhamo Daniel Liadsky Tanya Lico Andrea Liendo Greta Linton	Monica Logtenberg Devenisha Longmore Ana Lopes Katlyn Lopes Lyudmyla Lukhverchuk Celia Mahabir Alegria Majano Evelina Makeeva Shirley Marcos Jude Markle Paullette Marshall Alicia McCalla Evangeline McDermott Ashley McQuirk Ulalee McKenzie Jessica McMahon Catarina Medeiros Chantal Medeiros Zeter Monroe Linda Montgomery Michele Morais De Oliveira Norma Morales Teresa Morski Ijhona Moses-Williams Narain Motwani Bodiuazzaman Mukul Emmalys Mulder Darlene Muraca Tyler Murphy Cathy Muwanga Raquel Myre Olivia Ovah Nagawa Jesmin Nahar Jigme Namgyal Monica Nana-Effah Sanitha Narayanannair Michelle Neilson Samantha Newman Susan Newman Dawn Nichol Jasdeep Nijjar Passang Norbu Galina Novitskaya Iguehide Nungah Rita Nwachukwu Portia Obeng Donker	Lucy O'Brien Jorge Luis Ochoa Shardae O'Connor Ana Oliveira Lopes Leticia Oppong-Boateng Patricia Osaghae Magdalene Osasuyi Kelvin Osazuma Andrew Ostapiuk Philip Owusu Tseten Palmo Tashi Palzom Lauren Parkes Pooja Parmar Mohammed Patel Azra Pejanovic Libia Pelaez Samantha Perelgut Shanice Peterkin Trinh Pham Do Sonia Phillip Ivan Piamonte Janine Pileggi Jessica Pinto Danielle Plato Karen Poole Rubina Pope Michael Potvin Luz Angleica Pulido Christine Rambharose Rajendra Ramnarine Ghaolamreza Rasoulnazhad Susan Rego Maureen Richards Wendy Robertson Peta-Gay Rowe Veronica Samuels Dawa Sangmo Zainab Santur Maria Adelaide Saraiva Marques Molly Scale Diana Sciarra Irina Shavrina Zeinab Sheikh Munya Showa Tara Shuster	Aleksandra Siddiqui Fely Sidoru Ryan Siegmund Francesco Sijnardo Rochelle Silva Catherine Simpson Noel Singh Katharine Spears Juliet Stephens Ann Marie Stewart Margaret Stewart Jennifer Stoddart Katherine Swartz Mary Sworin-Wright Patrice Thompson Donna Thorney Michael Tomkinson Nattasha Travasso Lisa Trinh Jampa Tso Jessica Turner Malynyk Laura Vassos Daniela Velez Horacio Vindel Robyn Vogler Emily Wakeman Cassandra Walters Saddler Amy Warren Tabitha Watters Suzanne Webb Marvin Weekes Eric Wexler Susan Rego Marilyn White-Campbell Jennifer Wilkie Nattasha Williams Rishika Williams Sarah Williams Ada Wong Greg Wong Tony Xu Mazen Yahya Kausar Yasmeen Moosa Yousefy Jessica Zabloski Rouhi Zamiri Cindy Zettas
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Recipients of Years of Service Recognition 2017/18

10 Year Recipients

Craig Bolton
Philip Owusu
Mohamed Abudiab
Afia Frampong-Manso
Fely Sidoru
Azra Pejanovic
Moosa Yousefy
Asgar Hanarah
Soyeb Gharaiya

25 Year Recipients

Katherine Swartz
Trinh Pham Do
Susan Rego
Hensigne Edwards

Reconnect Community Health Services

Statement of Financial Position

As at March 31

	2018	2017
Assets		
Current		
Cash and short term deposits	\$ 2,251,335	\$ 360,881
Accounts receivable	241,723	100,811
Sales taxes receivable	150,000	76,010
Prepaid expenses	209,736	132,849
Capital assets	473,676	-
	\$ 3,326,470	\$ 670,551
Liabilities		
Current		
Accounts payable and accrued liabilities	\$ 1,163,570	\$ 236,658
Withholding taxes payable	109,068	87,144
Deferred revenue	45,731	30,935
Due to Local Health Integration Network	320,501	177,103
	1,638,870	531,840
Deferred capital contributions	431,263	-
	2,070,133	531,840
Fund Balances		
Internally restricted for capital	104,975	-
Net capital assets	42,413	-
Unrestricted operating	1,108,949	138,711
	1,256,337	138,711
	\$ 3,326,470	\$ 670,551

Statement of Operations and Net Assets

Year Ended March 31

	2018	2017
Revenue		
Local Health Integration Network	\$13,185,968	\$7,030,937
Partner Organizations	1,854,968	1,823,966
United Way Greater Toronto	292,102	-
Ministry of Citizenship and Immigration	57,700	-
City of Toronto	312,450	204,212
Fundraising	63,447	4,368
Sale of services	473,081	-
Other income	634,998	163,491
Amortization of deferred capital contributions	124,937	-
	16,999,651	9,226,974
Expenses		
Salaries, benefits and core program consultants	13,324,149	7,429,806
Contracted services	102,675	13,340
Food and program supplies	561,727	108,808
Building occupancy	984,303	475,968
Maintenance and cleaning	148,338	39,859
Computer, office supplies and postage	123,293	44,199
Professional fees	273,858	423,000
Equipment and software	480,757	220,130
Staff development	32,692	13,692
Travel	277,394	223,321
Telephone	134,764	84,350
Sessionals	35,640	35,158
Other expenses	294,073	103,957
Amortization	139,937	-
	16,913,600	9,215,588
Excess of revenue over expenditures	86,051	11,386
Due to Local Health Integration Network	84,959	9,858
Excess of revenue over expenditures for the year	\$ 1,092	\$ 1,528



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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