



## Crest Support Services (Meadowcrest) Inc.

### 47th Annual Celebration June 2018

#### BOARD CHAIR REPORT 2017 to 2018

On behalf of the Board of Directors, I am pleased to report on the events of the fiscal year 2017 to 2018 at this, the 47<sup>th</sup> Annual Report of Crest Support Services.

It has been a year successful year of hard work and achievement by employees of Crest Support Services:

- Completion of the Crestview Building Project;
- Funding received from the ministries throughout the year for improvements at various locations and vehicle replacements;
- 2018 to 2021 Strategic Objectives which was positively approached and involved people ac-

cessing services, family members, community partners, funders, staff, managers and the board of directors.

We also enjoyed the successful social activities such as monthly barbecues during the summer months, the Crest Christmas Party in December 2017 and the Family Fun Day in June 2018 to name a few.

The Board is pleased to welcome the following new board members: William Fawcett, Mingyang Xu, Ina Sirbu and Cecile Klerks.

On behalf of the Board, I would like to thank our dedicated Executive Director, Agnieszka Ciszewska, who manages the day-to-day happenings of Crest. We also would like to thank and let the following know our extreme

#### 2017-2018 Board of Directors

|                  |                 |
|------------------|-----------------|
| Teresa Young     | Dave Hohner     |
| Kathy Cocquyt    | William Fawcett |
| Dr. Gani Braimoh | Mingyang Xu     |
| Brian Snell      | Ina Sirbu       |
| Rosie Delfre     | Cecile Klerks   |

appreciation: the Managers and Front-Line Staff of Crest whose dedication knows no bounds, Crest's stakeholders, funders, board members, community supports and partners, families and, of course, those People Accessing Services, without whom none of this would matter.

Respectively submitted,

Teresa Young, Board Chair

#### Crest Support Services is Accredited!

FOCUS Accreditation was at Crest Support Services for the on-site visit May 14 to 17th, 2018. I received the good news on June 11, 2018 that Crest's policies, procedures and practices meet, and in some instances exceed, the standards of accreditation, and Crest Support Services achieved a four (4) year Accreditation!

Thank you to all Employees, Board Members, Community Partners and People Accessing Services who contributed to the success of Accreditation.

~Agnieszka Ciszewska, Executive Director



#### Mission Statement:

We support adults with a serious mental illness and/or developmental disability by providing quality services that foster personal growth and participation as full citizens in their communities.

#### Our Vision:

People living enriches lives in inclusive communities.



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## FAST AGENCY FACTS

### 68 PEOPLE ACCESSING SERVICES

|                  |                           |                                     |
|------------------|---------------------------|-------------------------------------|
| 41               | 24                        | 3                                   |
| MENTAL<br>HEALTH | DEVELOPMENTAL<br>SERVICES | ENHANCED<br>SPECIALIZED<br>SERVICES |



**8 HOMES**



**Services provided in  
6 towns in Middlesex  
County**

**94%  
Satisfaction Rating**

**22 acres of  
property in  
Lucan**

**\$282,018  
One-Time funding  
received in 17-18**

**~350 attendees  
at 17th Annual  
Family Fun Day**

**100%  
MCSS  
Audit  
Compliance**

**31% People Accessing  
Services  
Gainfully Employed**

**Participated in  
40+ community/  
sector tables,  
committees and  
initiatives**



**111 EMPLOYEES**



## Executive Director's Report

It has been a very busy year with multiple successes. Some highlights include:

- ◆ Finalizing Crest's Strategic Plan 2018—2021
- ◆ Crest's first accreditation
- ◆ Crest and Regional Support Associates jointly presenting at Ontario Association on Developmental Disabilities (OADD)
- ◆ Leadership workshops and skills assessments completed

I feel honoured to work with such a caring and dynamic team whose sole focus is always the people accessing services. Thank you to all employees for their continued hard work and dedication in providing exceptional support to people accessing services.

Thank you to Crest's funders, Board of Directors, community partners, sponsors, donors and community members. Your ongoing support increases the quality of life for people accessing services.

~Agnieszka Ciszewska, Executive Director

## 2018—2021 Strategic Priorities

### Individualized Support for Persons Accessing Services

Support people accessing services to reach their full potential.

### Partnerships Elevating Community Inclusivity

Explore and promote new and existing partnerships to enhance community inclusivity for people accessing services.

### Highly Engaged and Committed Employees

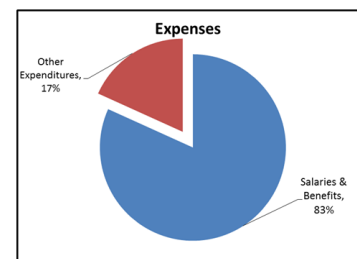
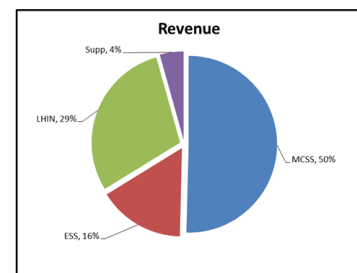
Develop an Employer of Choice strategy to attract and retain skilled talent, while fostering a culture of compassion and engagement.

### Communication and Awareness

Promote Crest Support Services (Meadowcrest) Inc. as an exceptional agency through community awareness.

## Financial Report 2017-2018

| Crest Support Services                |              |              |               |
|---------------------------------------|--------------|--------------|---------------|
| Statement of Revenue and Expenditures |              |              |               |
| Operating fund (in 000s)              |              |              |               |
|                                       | 2017/18      | 2016/17      | % Inc/(Dec)   |
| <b>REVENUE:</b>                       |              |              |               |
| Community Living-MCSS                 | 2,823        | 2,703        | 4.4%          |
| Enhanced Specialized Services-ESS     | 886          | 793          | 11.7%         |
| Community Mental Health-LHIN          | 1,650        | 1,659        | -0.5%         |
| Supplementary & Connections           | 243          | 245          | -0.8%         |
| <b>TOTAL REVENUE</b>                  | <b>5,602</b> | <b>5,400</b> | <b>3.7%</b>   |
| <b>EXPENSES:</b>                      |              |              |               |
| Salaries & Benefits                   | 4,538        | 4,443        | 2.1%          |
| Other Expenditures                    | 1,013        | 896          | 13.1%         |
| <b>TOTAL EXPENSES</b>                 | <b>5,551</b> | <b>5,339</b> | <b>4.0%</b>   |
| <b>NET RESULTS</b>                    | <b>51</b>    | <b>61</b>    | <b>-16.4%</b> |



## A year at a glance.....in pictures

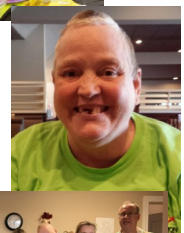


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## Looking Ahead to 2018 - 2019:

- ◆ New daily programming for people accessing services, including but not limited to, multiculturalism programming, crafts,
- ◆ Operationalizing the 2018-2021 Strategic Priorities
  - \* Developing an Employee Engagement Committee
  - \* Recruitment Strategy and Process
  - \* Wider community promotion of the Bake Shop enterprise
- ◆ Developing comprehensive Communication and Risk Management Plans