

2017/2018 ANNUAL REPORT



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MISSION

The Lutheran Community Care Centre provides flexible and responsive social, developmental and spiritual services to people in the northern region of Ontario.

VISION

With compassion and respect, the physical, spiritual, emotional, social and economic needs of individuals and families in the northern region of Ontario are met, enabling them to develop to their potential as citizens.

SERVICE PRINCIPLES (VALUES)

The Lutheran Community Care Centre believes:

1. All people are equal.
2. People are to be treated with respect, care and compassion.
3. Individuals are entitled to receive choice enhancing services that are holistic, empowering and culturally sensitive.
4. The services provided must be flexible, creative and responsive to individual and community needs.
5. We are accountable for the wise use of all entrusted resources.
6. Preventative services and proactive approaches are an effective use of resources.
7. Cooperative and collaborative approaches to service delivery are preferable.

PRESIDENT & EXECUTIVE DIRECTOR'S REPORT



In the pages that follow in this report a vast array of activity is described involving about 2,700 individuals across the northern region of Ontario. Some of the individual stories bring to life the real meaning and impact of our social, developmental and spiritual services to individuals and families.

Behind the scenes of an organization employing close to fifty staff, there are administrative and governance matters taking place. Perhaps not as exciting as the direct services described later, but this work is important to the operation of the organization nevertheless.

In the Spring of 2017 we were able to negotiate a new three-year collective agreement with the Ontario Public Service Employees Union that represents about 60% of all our employees. It is good for budgeting and planning purposes to have known remuneration costs to March 31, 2020.

During last summer we began to prepare a comprehensive Communication Plan for the agency. It was fine-tuned later in the year with actionable short, medium and long term goals. Success in the medium and long term is dependent on new resources being allocated to certain communication functions.

A donation of \$10,000 from the Finnish Evangelical Lutheran Mission in September 2017 enabled us to add five more hours per week for our Pastoral Care Worker for one year. This boosted the hours available by 25% and is greatly appreciated by the Care Centre and certainly the residents in the long term care facilities that are visited.

We also spent considerable time in 2017/18 preparing for changes that will be implemented in the coming year. With our Street Chaplain of thirteen years announcing that he would retire in the summer of 2018 much discussion about a succession plan for that position took place. Various options have and are being investigated.

We also learned that the District of Thunder Bay Social Services Administration Board was more than doubling the funding to the Care Centre starting in April 2018. This meant that a Tenant Support Worker could be hired to work with the private Social Housing providers throughout the District to offer supports to their tenants that would maintain their residency and improve their quality of life.

The modernization of the Passport funding program marched forward last year with the selection of the agency that would become responsible for the consolidation and automation of the invoice payment process. Rather than all eleven Passport agencies (LCCC included) across the province reimbursing invoices, that role will go to Family Services Toronto and be called Passport ONE. New tri-partite agreements have been developed and a migration schedule established from April 2018 to March 2019. Our invoice reimbursement process is set to migrate over in September, 2018.

Our organization implemented some changes and planned for even more changes during the past year. Change is becoming a constant that the governance board and executive staff prepare for and deal with on an ongoing basis.

Barry Potter
President

Michael Maunula
Executive Director



MANAGEMENT

Michael Maunula
Tim Wilkie
Kelly O'Brien
Suanne White
Marnie Colosimo
Paola Facca

Executive Director
Manager of Finance
Program Manager
Program Manager
Supervisor
Supervisor

ADMINISTRATIVE SUPPORT

Administrative Assistants

Janice Hunt
Kirsi Maki
Vanessa Miller
Maureen Sztabinski

Information & Access Facilitators

Theresa Barrett
Susan Cannon-Biloski
Andrée St.Onge

Financial Assistants

Donna Aleman
Joe Prince
Jennifer St. Pierre

Information Systems Administrator/Programmer

Chad Forget

Receptionist

Joyce Foucault

Data Entry Clerk

Allyson Doucet

PROGRAM STAFF

Adult Protective Service Workers

Kristen Bewcyk
Janice Boland
Hailey Carruthers
Betty Golphy
Lorraine Hurd
Elizabeth Laughton
Leslie Ryan
Nicole Tetreault-Busniuk

Assessor/Navigators

Jennifer Cochrane
Mary Kubis
Nicole Sigurdson
Claire Tymura-Levanen
Kathy Wehrstedt

Housing Coordinator

Tracy Girard

Life Skills Specialists

Brad King
Wesley Kivisto

Passport Service Coordinators

Susan Cyr
Janet True
Rhonda Turner-Kavcar
Sarah Wierzbicki

Pastoral Care Worker

Liisa Lahtinen

Service Navigator

Jolene Pugliese

Social Service Worker

Saara Vuorela

Specialized Service Coordinators

Rebecca Carr
Michelle St. Onge

Street Chaplain

Neil Otke

Transition Coordinator

BJ Rhyner

2017/18 BOARD OF DIRECTORS



President	Barry Potter	Epiphany
Vice President	Judy Sander	Our Saviour's
Treasurer	Heather Kuivila	Redeemer
Secretary	Lorraine Repo	Christ
Directors	Deborah Fildes	Stakeholder
	Patricia Kaukola	At Large
	Shirley Kostamo	Calvary
	William Ringham	Hilldale
	Barbara Schmidt	Lappe
	Brenda Sedgwick	Stakeholder
	Susan Ward	Trinity
	William Wiltshire	Salem
	John Zurba	At Large

MEMBER CONGREGATIONS

THUNDER BAY CITY

Bethel Lutheran	LC-C
Calvary Lutheran	LC-C
Christ Lutheran	LC-C
Epiphany Lutheran	LC-C
Hilldale Lutheran	ELCIC
Our Saviour's Lutheran	ELCIC
Trinity Lutheran	LC-C

THUNDER BAY AREA

Lappe Lutheran	LC-C
Redeemer Lutheran (Kakabeka Falls)	LC-C
Salem Lutheran (Pass Lake)	ELCIC



DEVELOPMENTAL SERVICES

ADULT PROTECTIVE SERVICE WORKER

This year the Adult Protective Service Worker program provided service to a total of 211 people. The program provides general and intensive case management supports to adults with a developmental disability who live independently in the Thunder Bay area and communities along the north shore. APSW's support people through life's challenges, introduce them to new opportunities so that they can reach their full potential, and help people learn new skills so that they can achieve their dreams and goals. Our work this year focused on partnerships and collaboration, aligning services to meet people's needs, and assisting people to build positive social networks to help them achieve their best quality of life.

Partnerships and Collaboration

The APSW program staff worked closely with local social service agencies and not-for profit organizations in Thunder Bay on many projects with the aim of building community capacity and collaborative relationships.

On March 23, 2018 the APSW program partnered with the Thunder Bay Family Network and Intercity Shopping Centre to host the **Community Links Event** aimed at connecting individuals and families with service providers in Thunder Bay. There were over 30 community organizations that participated. It was an opportunity for agencies to network and more importantly it helped families learn more about services in Thunder Bay.

The APSW Program recognizes that essential supports are not accessible to people who do not have basic government identification. Food banks and housing programs depend on an individual having identification in order to access needed supports. The APSW program partnered with Kinna-aweya Legal Clinic to be a local provider of **ID Clinic Services**. The program met

with people on a one-to-one basis and hosted a clinic to help people to apply for a replacement for lost or stolen Birth Certificates from the Office of the Registrar General's office. There was no cost to the person for the replacement identification. Through this partnership the APSW's helped 20 people in our community take one step closer to accessing needed services.

This year we started a partnership that is currently on-going with the **Getting Appropriate Personal and Professional Supports** program. GAPPS is a collaborative effort involving St. Joseph's Care Group, Canadian Mental Health Association, and the NorWest Community Health Centres. GAPPS identifies and responds to the unmet needs of a population of vulnerable persons with very serious, unstable and complex mental illness and addictions issues. Outreach workers engage with people who require, but do not appropriately access, health and social services. The APSW program provides GAPPS with a staff one day per week to work alongside their team and engage with people who require, but do not appropriately access, health and social services. The focus has been on helping people who are suspected to have a developmental disability to link with Developmental Services Ontario and other community services.

The APSW program has three staff trained to be on the **Thunder Bay Situation Table, an initiative of the Northwest Community Mobilization Network**. Another staff serves as co-chair of the Situation Table. This new initiative brings together diverse service providers to identify situations of acutely elevated risk and prevents negative outcomes from occurring. Service providers rapidly respond and offer wraparound services to individuals with diverse needs who find themselves at risk of criminalization, victimization and/or harm.



COMMUNITY LINKS





Aligning Services with Needs

The APSW Program realigned resources to create two Life Skills Specialist (LSS) positions. These positions are able to better meet the needs of people who have complex needs, experience extended periods of homelessness or are at risk of homelessness, and require multi-sector support. They often compliment the service coordination work done by the APSW's by providing direct hands on assistance while the APSW advocates and pulls together a network of support. The goals of the LSS position is to meet people where they are at, establish trusting relationships, build on people's strengths and gifts, and ultimately teach people the skills necessary for safe and healthy independent living.

Brad King reflects on his work as Life Skills Specialist...

"Before we can work on life skills, we have to start with a strong foundation of stable physical and mental health. I have supported Sherri for a year now. Prior to meeting her she was housed precariously in accommodations that were becoming a health and safety hazard. She was regularly missing her meds, frequently visiting the emergency department and heavily involved in the criminal justice system.

Working closely with her APSW, we were able to get her into safe secure housing and liaise with a number of physical and mental health services. Sherri is now in safe, secure housing, with adequate supports and has limited interactions with emergency services, her medications are being taken daily, as a result her mental health has improved significantly. She is cooking more independently, taking part in more cultural activities such as pow-wows, crafts and the making of her Regalia. Among her favorite activities is hiking

in the forest, which she says reminds her of her childhood in Webequie. She says that reconnecting with nature makes her feel grounded and connected with the earth. We are overjoyed to have helped Sherri make her life happier and healthier and look forward to helping her achieve even more great things in the future."

Wesley Kivisto reflects on his work as Life Skills Specialist...

"As a member of the newly formed APSW Life Skills Specialist team, I have had the opportunity of working in partnership with the Getting Appropriate Personal & Professional Supports (GAPPS) program. This has worked to create a bridge between those on the street who may have otherwise slipped through the scope of developmental service. Specifically, this role has functioned in the capacity of outreach, identifying at risk individuals, helping with system navigation, connection to services and finally guiding those persons through Developmental Services Ontario. Since I started with GAPPS in November I have helped three individuals to successfully connect with DSO and I am currently in contact with many others who may enter service shortly."

Building Social Networks

Community belonging and integration, relationships and social networks, are all concepts with a common thread. They all nourish people's human need to belong and become citizenship of their community. The APSW program meets many people who have become isolated and pushed to the margin of society because of their circumstances. Through a trusting and supportive relationships the APSW helps people find their gifts and strengths so that they can grow and reach their dreams and goals.



DEVELOPMENTAL SERVICES

Nicole Tetreault-Busniuk, APSW reflects on the value of social networks that make people feel like they belong...

“These kindred spirits are former and current recipients of the APSW program. Erin, Katie, Heidi, and Ashton have bonded through their love of bowling. They all come from different backgrounds. Some live at home, some on their own. They all have different needs but through friendship the differences fade away and a team emerges to always be there for each other. As an APSW I see many individuals we support isolate themselves. This is either because they are unsure how to make friends or afraid of being hurt”.

DEVELOPMENTAL SERVICES ONTARIO



Developmental Services Ontario

Your access point for adult developmental services

Northern Region

Developmental Service Ontario Northern Region (DSONR) has completed its seventh year of operation. We experienced several Assessor/Navigator staff moving on during the year through retirement, relocating to another part of the province or to other employment opportunities. With less Assessors during this year, we completed 418 assessment packages. While this is lower than the target set by the Ministry of Community and Social Services (MCSS), new applicants for developmental services have their application completed quickly in our region. People waiting for services have completed applications and many individuals who have been in service for a long time are also having applications completed.

Service Navigation

A new position dedicated to Service Navigation was added this year. The Service Navigator can assist people with developmental disabilities and their families by providing information about MCSS-funded developmental services and generic community resources available in their community. There may be other government services outside of developmental services that can meet their needs such as employment supports, community-based health care, adult learning programs, and recreational services. Information on fee-for-service options in the community is provided.

The Service Navigator participates in community planning functions such as urgent response, service solution meetings and service system planning groups. The identification of emerging crisis situations and recommending potential mitigation strategies is part of the role.

Jolene Pugliese, Service Navigator, has travelled throughout the region meeting people and different service providers. This has helped personify the Service Navigator role and enabled a greater sense of the different challenges that each part of the region is currently facing.

Housing Coordination

The Housing Coordinator position began in February 2018 with Tracy Girard and services both the Northern Region DSO and the North East Region DSO. The goal of the Housing Coordinator



Tracy Girard

is to provide information to people seeking to create individualized housing options that may include ministry funded or non-ministry funded resources. Working not only with people with a developmental disability and their families, but also Developmental Service Agencies, Social Housing Administrators, property developers and housing coalitions, the Housing Coordinator seeks to encourage multi-sectoral partnerships that are creative, innovative and person centered in their delivery.



Since the start of this new service within the DSO, the Housing Coordinator has met with 14 Developmental Services Agencies throughout the North to

Team Building

DSONR entire staffing team participated in team building Thunder Bay in March 2018. This was a much-needed event that provided our growing team with an opportunity to come together to learn about each other and work on building a stronger team. As well we had an opportunity to develop strategies and awareness for working with Indigenous families and communities in the far North.

discuss current services and innovative planning. All 11 Social Housing Administration Boards have been contacted to explore potential partnerships with the developmental sector. Approximately 35 families have met with the Coordinator to discuss housing needs and to present the beginning of a toolkit of resources.

In addition, the Housing Coordinator has joined the Ontario Non-Profit Housing Association, the Canadian Housing and Renewal Association and other district-specific housing groups in order to ensure those with a developmental disability are represented in future affordable housing plans.

The North Region Housing Coordinator has been working cooperatively with Housing Coordinators from the other regions in Ontario on the development of a Provincial Toolkit which is expected to be ready for publication in the early fall of 2018.

Compliance

The DSO completed their second Compliance Inspection the week of January 15, 2018. In preparation for the Compliance Inspection, a committee was developed to review the compliance measures and to ensure the compliance measure were met. This preparation along with strong leadership and a great team resulted in the DSO meeting compliance both during the inspection and during post inspection. A job well done by the entire team.

PASSPORT

The Passport Program provides direct funding to adults with a developmental disability living in the Districts of Sudbury, Manitoulin, Algoma, Thunder Bay, Kenora and Rainy River. The funding is used to purchase support that helps individuals increase their community involvement and independence. It also helps their caregiver purchase the support they need in order to take a break from their caregiving responsibilities.

This year we are happy to share that 19 people received an enhancement to their current funding, while 50 people received Passport funding for the first time. As of March 31, 2018, the Passport program now provides direct funding to 1,530 people with a total funding allocation of \$21,997,922.20

District	# People in receipt of Passport (including new approvals)	Total Annual Funding
Thunder Bay	438	\$6,629,164.65
Algoma	293	\$5,018,585.05
Sudbury	475	\$5,762,801.80
KRR	324	\$4,587,370.70
Total	1530	\$21,997,922.20



DEVELOPMENTAL SERVICES

As of March 31, 2018 the total number of people in the Northern region waiting for Passport funding was 1,454. Of the 1,454 people waiting, 178 individuals already receive some funding, while 1,276 people are waiting to receive Passport funding for the first time.

With the introduction of Bill 148, the Fair Workplace and Better Jobs Act in November 2018, the government recognized the impact it would have on Passport recipients and increased all Passport authorizations by 15%. This increase is intended to help maintain service and offset a variety of new protections for workers, as well as the increase to the minimum wage in Ontario to \$14 per hour as of January 1, 2018.

This year the Ontario government and Passport agencies have been working together to introduce initiatives that transform the developmental service system. This includes efforts to improve the Passport service experience and modernize the payment process. As a result, there will be the introduction of a new approach to the Passport payment process through a newly created agency named PassportONE. This new payment process will be implemented across the Province in phases starting May 2018. What will change with PassportONE? Submitting invoices and receiving reimbursement will be much faster and more efficient.

“I would like to express our sincere thanks for the increase in funding. This has meant so much to us. I will be giving Sandra’s workers another pay increase. It has also meant more time for Sandra to go out, which keeps her happy and more respite, so we can go out. The program is helping us to keep Sandra at home, as we are in our 70s, and cannot do as much as we once could. Sandra is in a wheelchair, she’s non-verbal, and she needs to be fed. She would never do well in a facility, and our plan is to keep her at home as

long as we can. Her workers are very good, and she is quite happy. We are so grateful for the Passport Program. We cannot express our thanks enough”.

Carl & Kathy K.

SPECIALIZED EQUIPMENT, FURNISHING AND TRAINING FUNDING

SEFT Funding is available to Adult Developmental Service Agencies funded by MCSS. Funding can be used for staff training and the acquisition of specialized furniture and equipment that is not available through other government programs. In 2017/18 eight proposals were approved for funding at a total cost of \$124,709. One project was for training and the remainder were for furnishing and equipment.

Purchases included a side entry wheelchair van, special beds and bath tubs, ceiling lift systems, a van swivel chair lift, repairs to ramps and door upgrades, and adjustable change tables for a Snoezelen pool.

SPECIALIZED SERVICE COORDINATION

This year the Specialized Service Coordination program (SSC) supported a total of 56 people within the District of Thunder Bay. Support focuses on adults with a developmental disability who live with their family. The services offered through SSC include:

- Support to build a customized person-centred plan to achieve the best possible quality of life.
- Explore community resources and coordinate services that meet all aspects of a person’s life.
- Educate people that have direct funding on how to use their funds to create a support network that is affordable and personalized.
- Foster meaningful networks and lasting relationships with family, friends and community members.



With changes to the employment law this year, our Specialized Service Coordinators, Rebecca Carr and Michelle St. Onge, provided important education and resources to families who have direct funding.

Many families are not aware that Bill 148, the Fair Workplace and Better Jobs Act might apply to them. Specialized Service Coordination, OPTIONS north-west and the Thunder Bay Family Network partnered to offer two information sessions from Pooran Law Professional Corporation. The sessions helped families consider their relationship to the workers they engage to provide supports. It also helped families consider their legal obligations to workers and take steps to reduce the risk and protect themselves and their families from liability. The session topics addressed the following questions:

- What is the appropriate characterization of my worker and what are the risks of mischaracterizing my worker?
- How do I determine whether these obligations apply to my relationship with my worker?
- What are my responsibilities to a worker who is an independent contractor versus an employee?
- What steps can I take to protect my loved one with a disability and my family and ensure positive relationships with my workers?
- How will I choose to engage workers (Employee, Independent Contractor, Temp Agency/Fee for Service)?

Michelle and Rebecca are excited about offering educational opportunities to individuals and families in the future. They are also committed to building meaningful networks of support that will meet the needs of individuals and their families.

TEMPORARY SUPPORT FUNDING

Temporary Supports Funding is available to adults with a developmental disability who meet the urgent response criteria as established by MCSS. In 2017/18 we supported twenty-one individuals with \$511,852 in approved funding. By Districts the approvals were Algoma 4, Kenora/Rainy River 3, Sudbury/Manitoulin 4 and Thunder Bay 9.

TRANSITION COORDINATION

Transition Coordination assists in the organization of adult developmental services for youth with a developmental disability, who are in the long-term care of a Children's Aid Society (CAS), and wish to receive adult services and supports. In 2017/18, we served 206 persons between 14 - 18+ years of age. Of these, 35 persons were successfully transitioned to adult developmental services this fiscal year.

An example of how Transition Coordination services can assist an individual coming out of long-term CAS care brings to mind an individual who moved to another region as soon as they turned 18 years of age. The Transition Coordinator connected this individual to the appropriate out-of-region adult developmental service agency for planning purposes. This individual ended up in a crisis situation prior to services being implemented. Therefore, the Transition Coordinator connected them with an appropriate youth crisis shelter organization that could offer support until their adult services were put in place.

This individual then decided to return to the Northern Region, where the Transition Coordinator was able to confirm that planning for their adult developmental services could be completed. In this situation, coordination was done between the individual, two CAS workers, two regional Developmental Services



DEVELOPMENTAL SERVICES

Ontario offices, a Northern Region adult developmental services agency, an out-of-region adult developmental services agency, and a youth crisis shelter organization.

Due to the success of Transition Coordination in the northwest, with MCSS and Ministry of Children and Youth Services support, our services are now expanding to the northeast covering the districts of Cochrane, Timiskaming, Nipissing, Parry Sound, and Muskoka. As a result of this expansion, the program will now be working closely with 14 Society's and 39 adult developmental services agencies across the entire North Region.

We look forward to continuing our work with the adult service sector and children's service sector partners over the next year, to ensure that youth coming out of long-term CAS care are successful in maintaining appropriate supports through their transition to adult developmental services.

Kelly O'Brien
Program Manager

Suanne White
Program Manager

PASTORAL CARE SERVICES



People are beginning to recognize me in nursing homes across the city. I've even gained a new nickname amongst some of the employees. They call me "preacher girl", although I definitely don't do much preaching. Nevertheless, I think it's a good thing that people know who I am and what I do.

Since September of 2017 I have been working five additional hours per week. This increase in my work hours has enabled me to put more effort into communicating with partners and coworkers; congregations, volunteers, and various nursing homes. However, the reason I am especially grateful for having these extra hours, is that I now get to spend more time with the residents I visit regularly. A special grant from the Finnish Evangelical Lutheran Mission enabled this increase in hours.

Throughout this past year, I have been concentrating my efforts on ensuring that all volunteers are properly registered and vetted for their positions. Both LCCC and local long-term care facilities have strict policies regarding criminal record checks for people who work with the vulnerable sector – in our case, seniors. I have also updated the list of all current Pastoral Care volunteers and their contact information. And, of course we could always use more volunteers.

Hogarth Riverview Manor is still undergoing transition and this affects my work there. We used to hold worship services at the various units throughout the nursing home, but now some of them have been moved to a chapel that is located in a part of the building that some call "the old Hogarth." This is both a positive and a negative development. On one hand, it is wonderful to worship together in a peaceful, beautiful, sacred space. On the other hand, it is rather labor-intensive and time consuming to porter residents to a space that is so far removed from their units. Many volunteers are needed in order to ensure that all willing people are transported into the chapel.

Despite various logistical challenges, the Pastoral Care Program coordinates 12 monthly worship services in seven different facilities throughout the city. I am thankful for the local Lutheran clergy that lead the services and the volunteers that help with the music and bringing the residents to the services.

My work continues on and I am so grateful for it. I ask and it is vital, that you will keep me and this ministry in your prayers in days to come.

Liisa Lahtinen
Pastoral Care Worker

Visits in 2017/18	
Community	101
Hospital	63
Long Term Care	
Facilities	988
Total	1,152



SOCIAL SERVICES

It has been a busy year in the Social Services Program. I come across people from all walks of life. Some people call looking for guidance about services and others look for more help in their day to day life.

In the past year 118 individuals were supported. In the program we track short term services as it relates to housing assistance. By far the most common short term assistance is with practical matters such as attending appointments, helping to complete forms, advocacy and translation. This accounted for 94% of all activity. Making referrals to other services and education accounted for 6%.

When more frequent and ongoing support is needed, we group individuals as requiring low, medium or high case management. The support for the 118 individuals tend to be more intensive with 42% considered high (at least once a week), 34% considered moderate (at least monthly) and 24% considered low (less than once a month).

Recently, I had the pleasure of assisting a senior gentleman with housing. He had lived in his current residence for over 15 years. We started by applying for social housing apartments. When that fell through, we began looking at private apartments in town. Together, we called all the rental companies in town and we filled out some applications online. It just so happened that when we called one company, they just had a vacancy in one of their buildings that had not been advertised yet. It was exactly what my client had been looking for. I helped him set up a viewing time for the apartment.

A couple of days before looking at the apartment, he reached out to his estranged daughter whom he had not spoken to in a few years. He asked her to come look at the apartment with us. After the viewing, he was a little hesitant, as he was moving into what he described as a shoebox. He had collected many things over the years. He wasn't sure how he was going to downsize from a house to a one-bedroom apartment. His daughter and I reassured him that we would both assist in this new chapter in his life. It was the first and last apartment he viewed.

A couple of weeks later, he signed the lease. This worked out quite well for him, as this is also a senior apartment, with many friendly tenants. He was quite grateful that this experience ended up being much less stressful than anticipated.

Success in helping an individual achieve a goal and seeing a family relationship restored makes for a good day at work.

Saara Vuorela

Social Service Worker

STREET REACH MINISTRIES



I have always believed that social ministries and ministries that are directed to the disenfranchised, the disadvantaged and those living on the streets in our inner cities, are measured for success by the impact made in the lives of those being ministered to.

Street Reach Ministries (SRM) is successful because it has made a tremendous impact in the lives of people it has served. Over the past fourteen years, there have been many stories of lives being impacted because of an endearing relationship between SRM and the community.

With a Street Chaplain and various caring volunteers over the years the reputation on the street has always been that SRM is considered “good people”.

There are many who have come and gone. Some have moved away. Many have passed away but the endearing relationship that SRM has with its neighborhood is constant.

As I reflect over my thirteen years as Street Chaplain, I have memories of many faces of individuals and families whose lives have been impacted by the presence of this ministry. Have people’s lives been changed? Many continue to struggle with drug and alcohol addictions, reckless behavior, and transient lifestyles. Unable to make healthy decisions, they run the risk of incarceration, retaliation from street violence and even death.

But, I can honestly say that through a loving approach, a willingness to listen and offering prayer and encouragement, everyone who has come to SRM has felt cared for and feels the love of God.

It is the greatest compliment when someone calls me Pastor, especially when I refer to myself with my first name. They know that God is involved and they believe that they are in a good place.

It has been a privilege to serve the people who come into SRM and to know that they have opened up their hearts and lives to someone who is not afraid to share God’s love and also His precious plan of salvation through His Son Jesus Christ.

There have been baptisms, burials, weddings, home visits, jail visits, hospital visits, periods of counselling, times of Bible study, and perhaps most important, times of prayer.

Today, Thunder Bay is blessed with more social ministries than ever before and they are proving successful because the stories of their impact are being told by the individuals and families affected. More people are helping others and more families are supporting each other and the result is a more caring and nurturing community.

Jesus said, “You will always have the poor with you” and it is part of our Christian duty and responsibility to look after them, which means loving them and allowing them to see Christ in us.

And so I believe that for the time that Street Reach Ministries has been active in Thunder Bay, it has been successful. Thanks be to God.

Pastor Neil Otke
Street Chaplain



VOLUNTEERS

1) *Shirley Kostamo, Eileen Lehto, and Barb Schmidt at the 2017 Strawberry Festival*

2) *Kathleen Koivu at the 2017 Harvest Festival*

3) *Marg Karjalainen and Mary Armstrong-Dawd at the 2017 Harvest Festival*

Volunteers support the Care Centre in many ways:

The Board of Directors leads the governance function of LCCC and includes both representatives from LCCC's member churches and stakeholders from districts throughout Northern Ontario. Meeting either in person or by videoconference every two months, the Board makes sure that policies and structures are in place, develops and evaluates the mission and strategic plan, and maintains the fiscal responsibility of the organization.

Program volunteers offer front-line operational support. Those at the Street Reach Resource Centre on Simpson Street make sure the fellowship is blooming while the coffee pot is brewing, and those at long-term care homes join in with song and praise when assisting seniors to attend Pastoral Care worship services. Volunteers also make sure that LCCC's developmental service client and Street Reach Christmas parties continue to be an annual success.



Fundraising volunteers help to keep LCCC's core programs running. The CCV, LCCC's Community Care Volunteers auxiliary, oversees the organization of the Strawberry and Harvest Festivals and Dinner and Silent Auction, and also recruit and direct the many volunteer helpers during these events.

Each year, the Care Centre is proud to nominate our volunteers to receive Ontario Volunteer Service Awards. This year, Carol Sainio was recognized for her 5 years of service, Helen Kyle, Tarja Puumala and Irene Warpula each for their 10 years, Eileen Lehto for her 20 years, and Marg Karjalainen for her 25 years of service with LCCC. The Care Centre also hosts a Volunteer Recognition Luncheon during National Volunteer Week as a thank-you to all our volunteers.

For more information about volunteering with the Care Centre please visit our website at www.lcctbay.org.

DONATIONS



Peter and Elizabeth with donations of winter goods, given as gifts at the 2017 client Christmas party held at Hilldale Lutheran Church

There are many types of donors and donations that support the Lutheran Community Care Centre's core programs Pastoral Care, Social Services, and Street Reach Ministries.

- Our member Lutheran congregations and other Lutheran congregations in the region provide funding in support of our services throughout the year. Other donations are made by individuals, families, or groups. Congregation members, individuals, and businesses also donate items in support of programs and events, such as knitted goods for our annual Christmas parties or baked goods to sell at our Strawberry and Harvest festivals.
- Donations can be made as one-time gifts, quarterly or monthly allocations, or legacy gifts.
- Earnings on the principal of gifts made to our Endowment Fund is granted to the Lutheran Community Care Centre for operational needs.
- Donors can choose to make their gift a tribute in honour or memory of a departed loved one, or in celebration of a milestone event such as a birthday or anniversary. These Memorial and Good News gifts received during the past fiscal year are listed on pages XX and XX.

Donations can be made in person at our office, online through our website, over the phone, or by mail.

Donations to LCCC's Endowment Fund can be made at the Thunder Bay Community Foundation through their website at www.tbcf.org

Lutheran Community Care Centre is a registered charitable organization and donors are issued a receipt for income tax purposes.

To all of our donors throughout the year: Thank you for your generous support.

MAJOR FUNDERS



THE DISTRICT OF THUNDER BAY
SOCIAL SERVICES ADMINISTRATION BOARD



LUTHERAN CHURCH - CANADA
CENTRAL DISTRICT



MEMORIALS

IN MEMORY OF:

Arthur Aho

Veikko Aro

Janet Dart

Ed Flavell

Donna Guerard

Helen Gural

Eeva Haiva

Richard Hand

Karen Heikkila

Henry (Harry) Hollingsworth

Norma Hunt

Bjorn Isleifson

Edward Kouhi

Elizabeth Kouhi

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Jim & Linda Miller

Jim & Linda Miller

Doris & Paul Lempiala

Hugh & Eila Brown

Linda Penner

Violet Peternelj

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Calvary Lutheran Altar Guild

Bob & Terry David

Calvary Lutheran Altar Guild

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Red Lake District MNR

JoAnn Floen

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Jacqueline Gordon

Carrie Hayward

Leslie Hoffman

Allen & Laura Isleifson

Janet Jacobson

Ronda Martin & Jim Vezina

Liz Keddie

Michael & Tuula Maunula

Bob McCulloch

Sharon Melville

Jean Mirowski

Annette & Dana Pugh

Carl & Doreen Rogers

Sara Williamson

Sharon Wynn

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Margaret Anderson

Anonymous

Norm & Bev Bushby

Bruce Ellard

Mary Frost

Allison Hill

Bruce & Sharon Irvine

Brook Kell

Sharon Kentner

Lakehead District School

Board

Eino & Eila Langen

Linda Luszczak

IN MEMORY OF:

Elizabeth Kouhi (cont'd)

Liisa Kraft

Manfred Krause

Florence Jean Lockwood

Elvie Maunula

BY:

Robert & Susan

Mounstephen

Barbara & Darryl Sakiyama

Jaquelyn & Erik Thingstad

Jeff & Linda Thingstad

Rev. Jorma & Mary Tuomisto

Maureen Williamson

Erhard & Barbara Schmidt

Violet Krause

Eino & Eila Langen

Arline Aho

Sheila Arges

Linda Penner & Bruce

Thacker

Paola & Dino Bruno

Larry Chlebovec

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Ethel Deakin

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John Gilroy

Gordon & Viola Gonyou

Paulette Howe

Janice & Hermann Huegli

Diana Huston

Eric & Debra Johnsen

Charles & Julie Johnson

Sharon Kentner

Ed Kinner

Valerie Lafleche

Liisa & Jari Lahtinen

Lakehead District School

Board

Eileen Lehto

Ed Long

Joan Loveday

Lisa Maki

Dan Maunula

Kelly Maunula

Kevin & Tracie Maunula

Mary Ellen Maunula

Chris Mikkelsen

Mark Miyamoto

Donna & Jim Oesterreich

Sharon Rantala



IN MEMORY OF:

Elvie Maunula (cont'd)

Rose McCooeye
Freda McDonald

Eila Mickelson

Betty Neilson
Douglas O'Connor
Helvi Oikonen
Joyce Roller

Clara Shorrock
Roy & Leon Shpulak
Greta Talakoski
Lillian Thiverge
Myra Thompson

Arnold Torma

Ray Tuhkanen
Olavi & Aune Viik
George & Kay Wakefield
Maria Wilkie

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Irene & Eero Warpula
Margaret & Clark Wilkie
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Linda Penner & Bruce
Thacker

Liisa & Jari Lahtinen
Noel Poletti
Linda Penner
Erhard & Barbara Schmidt
Eino & Eila Langen
Elvie Maunula
Michael & Tuula Maunula
Carl & Doreen Rogers
Faith Shpulak
Jim & Linda Miller
Hugh & Eila Brown
Mary Armstrong
Deborah & Bryan Dika
Robin Frank
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Elaine Main
Chris & Eileen Mikkelsen
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Krause

Anonymous
Arja Viik
Jim & Linda Miller
Hugh & Eila Brown
Ethel Deakin
Anna-Marie Eckensweiler
Lorraine Hurd
Sharon Kentner
Eino & Eila Langen
Elvie Maunula
Lorraine & Dan Repo
Carl & Ann-Mari
Westerback

GOOD NEWS

IN HONOUR OF:

Dr. Carlson -
Two Island Lakers Party
Marg & Ray Karjalainen
Linda Ohlhoff

HAPPY ANNIVERSARY TO:

Clarke & Marg. Wilkie -
54th Anniversary

HAPPY BIRTHDAY TO:

Ross Kerr's 80th
Mary Ellen Maunula

MERRY CHRISTMAS TO:

Veiho & Kaija Maki
Elvie Maunula

Margaret & Clark Wilkie

FROM:

Eino & Eila Langen
Anonymous
Christa Huempel

FROM:

Tim Wilkie

FROM:

Elaine Main
Eileen Mikkelsen

FROM:

Kirsi Maki
Norman & Sandra
Maunula
Tim Wilkie

Celebrate your special occasions by making a donation using Good News cards, available at the Care Centre office in Thunder Bay.

Memorial Gift packets are available at the Care Centre office in Thunder Bay & contain a sympathy card to send to the bereaved & a remittance envelope to send your donation.



PERFORMANCE MEASURES & TARGETS

		Performance Measure	Target	Actual	Met or Exceeded Target
Developmental Services					
	Adult Protective Services	Individuals served	230	211	
	Developmental Services Ontario Northern Region	Application Packages Completed	533	418	
	Passport	Individuals served	1,560	1,530	
	Specialized Service Coordination	Individuals served	45	56	✓
	Temporary Supports Funding	Individuals served	45	21	
	Transition Coordination	Individuals served	161	206	✓

This information is provided as part of our compliance with the *Broader Public Sector Accountability Act, 2010* and the *Business Documents Directive*. More information is available on the BPS Accountability page of our website lcctbay.org



ACHIEVING PERFORMANCE TARGETS

Adult Protective Services

Eight Adult Protective Service Workers and two APSW Life Skills Specialists serve Thunder Bay, Nipigon, Red Rock, Schreiber, Terrace Bay, Marathon and Manitouwadge. The Life Skills Specialists are more frequently involved with a smaller number of individuals. There has been natural attrition of individuals from the Service and less referrals to the Service resulting in the total individuals served being less than the projected target.

Developmental Services Ontario Northern Region

There were two vacancies in the Assessor positions due to staff leaving the agency. This contributed to the lower number of application packages completed. Training and certification of Assessors, who complete the application package, is done by the Ministry of Community and Social Services twice a year. There can be down times when training is not available for several months further increasing vacancy periods that affect the number of application completions. Two new Assessors were hired and commenced training in April 2018. By June they will be qualified to complete application packages.

Passport

The Ministry of Community and Social Services establishes the criteria to offer more people Passport funding. While there was an increase in individuals served in 2017/18 the total was thirty less than the anticipated target.

Specialized Service Coordination

This program operates with two staff and exceeded the performance target by eleven.

Temporary Support Funding

It is difficult to project the number of individuals who will be in urgent need and qualify for temporary support funding. The number of individuals helped in 2017/18 was considerably less than the target but the average amount of funding for each request was higher than in the past two years.

Transition Coordination

Referrals are made to this program by Children's Aid Societies starting when individuals in their care that are suspected to have a developmental disability turn 14 years old. We intensify our activity as they approach their 18th birthday and are ready to transition to adult developmental services. Forty-five more individuals than estimated were involved this past year.



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