

# ANNUAL REPORT

2022 - 2023

**inspire**  
Community Support Services | Services de soutien communautaire

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Member agency of:



Funded by:



United Way  
Centraide  
Stormont, Dundas  
& Glengarry



# GOVERNANCE

CHAIRPERSON / Sophie Rioux  
 VICE CHAIRPERSON / Milena Cardinal  
 TREASURER / Vincent Foy  
 SECRETARY / Francine Hart

DIRECTOR / Patrick Dussault  
 DIRECTOR / Raymond Houde  
 DIRECTOR / Alex MacDougall  
 DIRECTOR / Elyse Lauzon-Alguire  
 DIRECTOR / Stephanie White  
 DIRECTOR / Mohamed Mohamed

## VISION

A community where individuals are supported and empowered to lead healthy and fulfilling lives.

## MISSION

Through community-based specialized support and clinical services, our multi-service agency strives to inspire individuals to reach their full potential.

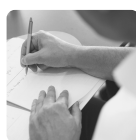
## VALUES

### Respect



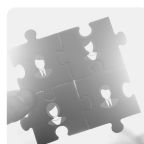
We acknowledge people for who they are and treat them in a dignified manner.

### Accountability



We strive towards continual evaluation and improvement of our work and maintain ethical standards.

### Resourcefulness



We find creative and efficient ways to address emerging needs, while remaining proactive and flexible.

### Collaboration



We engage and work closely with others, both within and outside our agency, to provide individuals with the best possible care.

### Inclusiveness



We create an environment where everyone feels welcomed and where different perspectives, abilities and experiences are embraced.

# CHAIRPERSON'S REMARKS

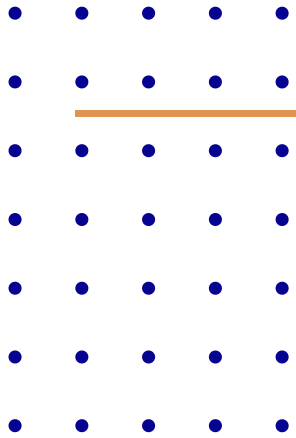
Sophie Rioux - Chairperson

Throughout the last year there have been many changes and a growing vision for the future of Inspire and the community we serve. We are grateful to have welcomed our new Executive Director, Lisa Waldroff, and have observed her already implementing that vision, allowing the organization to become more efficient and focused on improving the value we bring to our clients.

I would like to take the time to recognize Alex MacDougall who has given over 25 years of his time and dedication to the organization. We appreciate the experience and knowledge you have brought to Inspire. I would also like to thank Milena Cardinal for her 7 years of service and dedication to the board and for introducing me to this wonderful organization.

Furthermore, I would like to thank the employees on the front lines who execute the services that our clients so desperately need. You are making an incredible difference in their lives through the care you give and your strong sense of purpose. We appreciate all that you do.





I am humbled to chair the board of this incredible agency and would like to thank this team of exceptional people for their ongoing commitment and passion. I am excited to see what the next year will bring to Inspire. Building a strong, focused, and cooperative environment at our new location will allow us to work together to grow our impact within this community and to become a stronger unit to continue overcoming any challenges that may arise.

There are many exciting changes coming in the next year for Inspire and I am grateful to be working alongside this dedicated team to see them come into fruition.

Thank you,  
Sophie Rioux



# EXECUTIVE DIRECTOR'S REMARKS

Lisa Waldroff - Executive Director

I am proud to stand before you as the Executive Director of our region's lead developmental services agency. As the dust starts to settle from the effects of the global pandemic, we have been working hard to reassess the current needs of our clients and help our staff adjust to our new normal. The pandemic has had a very serious affect on our sector. Our clients are struggling to secure safe and affordable housing, increased food insecurity due to higher cost of living, lack of social inclusion, gaps in DS services and funding, all serious factors that are creating added hardship in their lives.

In the face of challenges, such as skyrocketing demand for our services, labor shortages, stagnant budgets and increased costs, together, we have worked to continue to create an environment that fosters growth, independence, and support for those we serve. This past year has been a testament to the unwavering dedication of our team and the remarkable progress we have made in fulfilling our mission.

In the face of challenges, we have demonstrated resilience, adaptability, and a steadfast commitment to the well-being of our community. Through innovative approaches and collaborative efforts, we have not only weathered storms, but emerged stronger than ever.

As we reflect on our achievements, let us also recognize the opportunities for further advancement. We must remain vigilant in identifying our clients' evolving needs and continue to tailor our services to meet them effectively.

This coming year, let us embrace innovation and explore new avenues for growth. Let us strengthen our partnerships with the community and leverage our collective strengths to create a brighter, more inclusive future for our clients. We are excited to move to our new home during the 2023-2024 fiscal year, allowing us to work closer as a team and truly capitalize on the benefits of the amalgamation.

I want to extend my heartfelt gratitude to each member of our team - our sector is not easy but it is rewarding and your dedication and passion are the cornerstone of our success. A special thank you to our funders, United Way SDG, Jewish Family Services and the Canadian Women's Foundation – your support is crucial to the work we do. Also, the Ministry of Children, Community and Social Services, your guidance and support is instrumental in allowing us to continue to support our beloved clients. Finally, I would like to thank our Board of Directors, for your dedication to the agency, your subject matter expertise on so many pertinent sectors, your patience and continued support.

Together, we will continue to make a meaningful impact in the lives of those who rely on us, fostering a community where everyone should have the opportunity to reach their full potential.

Respectfully,  
Lisa Waldroff

# HERE'S WHAT WE'VE BEEN UP TO THIS YEAR

## 2022-2023 Highlights

- We have completed Inspire Community Support Services' first amalgamated Strategic Plan and an operational workplan to guide us to successfully complete all milestones.
- We have realigned many tasks and processes to provide a more efficient and effective workflow for employees and internal departments.
- We have completed an in-depth review of waitlists in all departments to ensure clients are on the correct waitlists and still require support from our agency. We have revamped internal processes to ensure caseloads appropriately reflect active clients, allowing for more clients to be entered into service, reducing waitlists and connecting clients with resources in a timelier manner.
- Cross departmental collaboration has been implemented to ensure the agency utilizes all possible agency resources to provide our clients with a holistic support system.
- We have been working closely with our new landlords to design our new space, ensuring it meets all the needs of our clients and staff.



# INSPIRE'S STRATEGIC PRIORITIES

## An Introduction

### 1. Client Service Excellence



- Leverage external partnerships to better serve our clients' needs
- Develop and optimize revenue sources
- Integrate family case management to provide stability and continuity of service to the clients and families we support
- Reduce waitlists
- Build capacity

### 2. Organization Success



- Ensure management and employee development
- Improve internal communications
- Promote collaboration and cohesiveness between internal departments
- Recruit and retain employees
- Foster a positive workplace culture

### 3. EDI (Equity, Diversity, and Inclusion)



- Mitigate language barriers
- Address systemic issues
- Strive to create an inclusive environment for all
- Champion an inclusive organizational culture
- Respect the culture, traditions, race and social identity of our internal organization, as well as each individual we support

# OUR IMPACT

## Clinical & Support Services

PROGRAM	NUMBER OF CLIENTS SERVED
Psychotherapy for Individuals, Couples and Families	<b>148</b> <b>598 sessions</b>
Violence Against Women Program (VAW)	<b>140</b> <b>561 sessions</b>
Creative Coping for Kids	<b>14</b>
Male Survivors of Sexual Abuse (MSSA)	<b>5</b>
Changing Direction (PAR)	<b>105</b>
Walk-in Counselling Clinic	<b>101</b>
Clinical Specialized Services for Adult (Developmental Services)	<b>98</b>
Clinical Specialized Services for Children (Developmental Services)	<b>150</b>

# OUR IMPACT

## Developmental Services for Adults

PROGRAM	NUMBER OF CLIENTS SERVED
Case Management	297
Urgent Response	42
Passport - Fund Management	146
Transitional Aged Youth Services (TAY)	18
DS Walk-In Clinic	21
Community Services Planning – Priorities and Resolutions	79
Multi-Year Residential Planning	6
Complex Special Needs	13

# OUR IMPACT

## Developmental Services for Children

PROGRAM	NUMBER OF CLIENTS SERVED
Case Management	251
Infant and Child Development	60
Complex Special Needs	18



# OUR IMPACT

## Residential, Respite and Support Services

PROGRAM	NUMBER OF CLIENTS SERVED
Family Home Program	8
Caregiver Respite Program for Children and Adults with Developmental Disabilities	12 children 19 adults
Other In-Home Respite Services	13
Independent Relief Services	19
Autism Spectrum Disorder	44
Autism Spectrum Disorder Funding (Respite and Other Supports)	64



# inspire

Community Services de soutien  
Support Services communautaire



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