

**Statement
of Revenue & Expenses
Year ending March 31, 2019**

Revenue	2018/2019
Ministry of Health & Long Term Care/NE LHIN	\$356,133
Services Canada	3,777
Service Agreement	47,831
Donations	2,971
Fundraising	36,229
Transitional Employment	425
<u>Other</u>	<u>340</u>
	447,706
Expenses	
Salaries & Benefits	296,871
Fundraising	492
Rent & Utilities	32,458
Staff & Board Development	3,922
Travel	5,632
Professional Fees	9,512
Repairs & Maintenance	4,418
Telephone	6,581
Office Supplies & Postage	32,436
Program Supplies	19,125
Transitional Employment	840
Insurance	1,661
<u>Affiliation Fees</u>	<u>686</u>
TOTAL	414,634
Excess (deficiency) of Revenue over Expenses	\$33,072

Taken from the audited financial statements as prepared by Joe Ruscio, Professional Corporation, Sault Ste. Marie. Complete copies of the financial statements are available for review to members of the corporation at our offices.

Information/Referral

The District of Algoma toll free phone-in service 1-855-366-1466 connects callers from East Algoma to local staff to respond here at our office between 9:00 am to 4:00 pm and staff at Maplegate from 4:00 pm to 8:00 pm (Monday-Friday). This ensures local information and referrals guide callers to appropriate services. Additionally a self serve information tool available for free 24/7:

East-Algoma Connects! whenever, where ever!



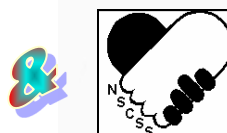
<http://www.eastalgomaconnects.com>


 Digital Inquiries: 72,181 (apps and website)
 In person Inquiries: 3,331 (phone/face-to-face)
Total contacts: 75,512 (East Algoma)

Seniors' Mental Health Outreach

This services provides consultation and assessment to the elderly population in Elliot Lake and along the North Shore exhibiting signs of serious mental illness and/or cognitive impairment. Referrals are accepted from family physicians, nurse practitioners, social workers, counsellors, concerned family members, or the person themselves. A total of 222 persons were referred and served by the program. People enrolled: 1% between the ages of 45 and 54; 6% between 55 and 64; 29% between 65 and 74; 44% between 75 and 84; 20% aged 85 and over. 119 identified as female, and 103 as male. 93% are diagnosed with Delirium, Dementia, and Amnesic and Cognitive Disorders & 7% with Mental Illness. Welcome back to Nikki Lapish who returned as Full Time Program Nurse February 01, 2019 !

Supported by: / Financé par :



**SUCCESS ALL
DEPENDS ON THE
SECOND LETTER.**



**10 Paris Drive, Unit 6
 Elliot Lake, ON, P5A 2L9
 705-848-2879
 nscss@nscss.com**

Mission Statement

That *NORTH SHORE COMMUNITY SUPPORT SERVICES, INC.* promotes and encourages people to live to their fullest potential and strives to make a significant difference in the mental health of individuals and families in the community, through advocacy, education and the development and provision of a range of supports.

Our heartfelt appreciation goes out to all those people and organizations for their moral and financial support in helping us to fulfill the requirements of our consumer/survivors.

Our success is a direct reflection of your efforts!

A special Thank You to the following:

Board of Directors (2018 - 2019)

Charles Houle, President
Anne Cranston, Vice-President
Lesley San Cartier, Treasurer
Heather Clouston, Secretary
Tracy Rawcliffe
Pauline Murphy
Helga Westerhoff
Arline Cardy
Patrick Bucholtz
Paul Morin

Staff, Placements, Students

Samantha Andrews, Denise Bedard, Kyle Best, Sheila Best, Lindsey Cada-Tremblay, Zack Girard, Marion Hull, Anke Lansky-Johnson, Nikki Lapish, Avery Proulx, Jessica Vincent

ALL OUR DEDICATED VOLUNTEERS AND COMMUNITY PARTNERS!

The Board of North Shore Community Support Services, Inc., two thirds of whom are Consumer/Survivors or Family members, provides an excellent representative balance between membership needs and programs delivery. Our entire vision is founded on the principle of collaborative direction by Consumer/Survivors. From that proposition we conduct our cooperation with the Ministry of Health and Long Term Care (NELHIN) objectives, common cause partners, & strategic planning for our Supports.

Club 90

Club 90 is a Psychosocial Rehabilitation Program for adult consumer/survivors who experience severe mental illness living in Elliot Lake and area. Supports are offered with the philosophy to promote people's ability to choose, and ensure that options are available to meet the full range of people's needs to live successfully in the community. The Club simultaneously responds to all levels of need of members, responding to emotional problems, social isolation or severe crisis. Consumer/survivors level of needs vary from requiring intense supports, assistance, and/or re-assurance. Club 90 provides a safe environment for people to pursue their interests and be themselves.

How YOU do it

Café: Members of Club 90 prepare and/or help to prepare lunch or dinner daily. For a nominal fee, members enjoy a nutritious meal prepared onsite. People share their expertise and learn new skills. Further, while, for example, peeling potatoes share their challenges and successes and staff is able to assist the person with options and suggestions to problem solve through active listening and referrals. Education includes food preparation and safety, smart shopping, how to eat healthy on a limited budget. These skills are an integral part of this unit.

Clerical: Members participate in general office operations and publish a monthly newsletter, create and maintain web pages, create blog spots including interactive updating. Members take on the membership raised accounting of funds, share/learn use of various software products and how to navigate the internet and communicate in various ways with business, friends and family. Résumé preparation, letter writing, business cards etc are also part of this unit. And again, via engaging in work with members, staff is gaining insight and are able to support members in achieving their goals and working toward their dreams.

Maintenance: Members maintain premises and equipment. People share/learn maintenance skills – from janitorial 'chores' to maintenance of equipment, from health and safety to slip and fall prevention. And as in all our activities, people share their thoughts and issues and receive supports to problem solve and grow.

**62 % of Club 90 Members are Males,
38 % are Females;**

**3 % between the ages of 16 and 24;
9 % between the ages of 25 and 34,
15 % between the ages of 35 and 44;
21 % between the ages of 45 and 54;
29 % between the ages of 55 and 64;
21 % between the ages of 65 and 74;
2 % between the ages of 75 and 84;
71 % of members between 45 & 74 years**

 **154 were members of Club 90
and engaged 2,624 times;**

*** Complete Ministry of Health and Long Term
Care Common Data Set (CDS) information avail-
able upon request.**

Education/Awareness: Workshops, Webinars, including presentations from Mental Health and Addictions Providers and other community organisations/services are central to the Club 90 life. Members not only take part in the learning aspect but as well in the teaching side through community engagement: Spring Wellness Fair, Consumer/survivor breakfasts, Mental Health Week, Drag Races, Mental Illness Awareness Week and many many more events. In part to remove stigma attached to mental illness, in part to fund-raise and in part to have fun! Not to forget the skills building and/or sharing by organizing events, advertising, public speaking, soliciting adverts and supports, giving back to our community....

Social Recreation: Members are engaged in; Art, Music, cards and board games; billiards, movies, T.V., foosball, darts, trips to various locations in and out of town, bowling, cardio exercise, swimming, fishing, camping, hiking, walking, barbeques, etc. are part of the leisure life offered. And foremost; all gaining peer support and building friendships – not being alone.

Off-Site Communication: Staff connect with members through outreach: via phone, snail mail, e-mail, social media or blog for support & give reassurance or just chat.

All programs are fulfilling the Ministry of Health and Long-Term Care/North East Local Health Integration Network's mandatory reporting requirements of Common Data Set (CDS) & Management Information System (MIS), with HRIS & MS GP financial systems and CRMS client record management software.