



People Supporting People

10th annual  
Outcomes  
Management  
Report

2 0 1 8 - 2 0 1 9





Table of Contents

Message from Mainstream’s Board President and the Executive Director .....4

Meet Mainstream’s Board of Directors .....6

Our Mission and Philosophy .....8

What is an Outcomes Management Report?.....10

Strategic Plan 2018-2021 .....12

Mainstream and Gateway Strategic Alliance .....14

Mainstream’s Programs .....23

    - Day Choices—Resource Centre .....24

    - Day Choices—Options Niagara .....26

    - Residential Options—SIL .....36

    - Residential Options—SL .....38

    - Graffiti Removal .....50

    - Pre-Employment .....52

    - Transitional-Aged Youth .....55

Passport funding .....58

Financial Summary .....65

Fundraising .....69

# Outcomes Management Report

2 0 1 8 - 2 0 1 9

## Table of Contents

Surveys—people supported and stakeholders .....	73
Mainstream—Agency Updates .....	77
- Compliance Review .....	78
- Serious Occurrences .....	80
- Employee Incident/Accidents. ....	82
Employee Wellness .....	83
- Employee Recommended Workplace Award .....	84
- Wellness Days .....	88
- Make a Change .....	89
Employee Rewards and Recognition .....	91
Mainstream Donors .....	93
Mainstream Organizational Chart.....	94
Mainstream Contact Information .....	95



## Message from Mainstream's Board President and Executive Director

On behalf of the board of directors, it is our pleasure to provide the introduction to Mainstream's 10<sup>th</sup> annual Outcomes Management Report and a welcome to the 34<sup>th</sup> Annual General Meeting for Mainstream: An Unsheltered Workshop and the 31<sup>st</sup> for St. Catharines Mainstream Non Profit Housing Project.

It is hard to believe that this is our 10<sup>th</sup> the annual Outcomes Management Report. The very first OMR was produced in response to our original FOCUS Accreditation validation, which took place in December 2009. It is an understatement to say that a lot has changed over the ensuing 10 years, both here at Mainstream and in the world around us. While Mainstream still operates the Supported Living, Supportive Independent Living, Resource Centre, Options Niagara, and Passport programs, the manner in which they operate and the support they provide to people seeking services has changed dramatically. Over the years, the content in the OMR has also changed. In addition to information about the programs we offer, feedback from people we support and their families, our financial picture, progress made towards our strategic plan, and compliance review results, we have added stories from the people we support. The stories contained in this year's OMR reflect how the supports Mainstream provides have evolved and changed to better meet the wishes and the desires of people we serve. More than anything, the stories show how the supports we offer result in improving the quality of life of the people we are here to serve.

We are extremely proud of the many accomplishments noted in this year's OMR. The board of directors would like to congratulate all our employees for the part they have played in another successful year. We are well aware of the challenges faced by the changing expectations and requirements associated with your positions. As difficult as it has been over the past year, we believe the services and supports our employees provide to over 250 people with a developmental difference are second to none. The board remains committed to doing our very best to ensure that our employees have the resources required to meet these expectations and



# Outcomes Management Report

2 0 1 8 - 2 0 1 9

the ever-changing needs and goals of the people requiring our services.

As mentioned earlier, a lot has changed in the world around us over the past decade. Most significantly to our sector was the change in government that took place in May 2018. This change has brought a lot of uncertainty to our sector. To date, agencies across the province have still not received budget contracts for the current year. Regardless, we remain confident that Mainstream is well positioned for whatever the future may hold. The board of directors will strive to ensure the financial resources we have will continue to be utilized in a manner that best supports the people using our services and, our most valuable resource, our employees!

We are also well aware of the significant changes that will occur as we move forward with the Mainstream Gateway alliance. We believe it is important for you to know that the board of directors is united in its belief in the benefits of the alliance. We are confident that it will help to ensure our sustainability into the future, assist in promoting our profile in the community, and better position us to continue to attract quality people to deliver services. It is also agreed that the alliance will have a positive impact on the services we provide and increase our resources and knowledge to better support people with a dual diagnosis.

We also recognize that our commitment to move forward with the alliance is a significant event in Mainstream's history. The board of directors will make every effort to ensure the governance structure that is put into place will protect the values and culture of our organization, which have been instrumental to our success over the past 34 years.

*Rob Stinson*

Robert Stinson  
Board President

*Kevin Berswick*

Kevin Berswick  
Executive Director

When I talk to managers, I get the feeling they are important. When I talk to leaders, I get the feeling I am important.



## Meet Mainstream's Board of Directors

### **Dale Boyd**

This is Dale's first year on the board, having completed his orientation to Mainstream in May. Dale brings many years of marketing and customer-relations experience to the board. He is currently employed with First General-Property Restoration Specialists as their business relations manager.

### **Dennis Cheredar**

Dennis is a certified management accountant and a certified financial planner. He has worked with several not-for-profit and for-profit businesses over the course of his 23-year career. He has also taught accounting and financial planning at Niagara College and Mohawk College.

### **Kim Demoel**

Kim became a member of the board in 2008 after volunteering on Mainstream's Golf Committee for 2 years. She worked in the banking industry for over 25 years before she retired. Currently, Kim spends time pursuing a number of interests including teaching yoga, travelling, volunteering, and spending time with her grandchildren.

### **Gary Enskat**

After taking a hiatus from the board for 2 years Gary returned to the board in November of 2018. Gary is a partner with the law firm Martin Sheppard Fraser LLP. He bring his knowledge and experience in legal matters to the board as well as previous board experience with a number of not-for-profit organizations in Niagara.

## Mainstream's Board of Directors—continued

### **Jeff Kelly**

Jeff has been the treasurer of the board for the past 15 years and a director since 1996. He is an accountant and the financial controller for Vesuvius Canada Refractories Inc. in Welland. When not working in Welland or traveling for work, Jeff enjoys life in Fenwick with his family.

### **Michael Robertson**

Michael has been a board member since 2007 and has held the position of vice president for the past 6 years. When not out enjoying a round of golf, Michael works at Brock University as an instructor in the Faculty of Business, with a concentration in corporate entrepreneurship and new venture creation and financing.

### **Janet Rylett**

Janet has been a board member since November 2005. She has worked in the field of developmental disabilities since 1977 and currently holds a position as a special needs facilitator with the Niagara Catholic District School Board. Janet has served as board secretary for the past 5 years.

### **Rob Stinson**

Rob has been a board member since 2008. He has a background in construction retail as well as a business owner. Rob has held the position of president for the past 6 years.



## Our Mission Statement

To improve quality of life for people with a developmental difference by providing a supportive environment that strives to empower individuals with the necessary skills and confidence for lifelong learning and growth.

## Our Philosophy

The goal of Mainstream is: “That all people are able to develop their full potential as individuals with respect and dignity, enjoy integration in the community and have the opportunity to prepare for their future.”

This goal challenges a community to have all people experience equality, individuality and social role valorization. The dignity and self-respect that people enjoy in their own communities are a result of a supportive environment that fosters personal growth, self-reliance and acceptance.

In working towards this goal, Mainstream will provide the necessary resources and supports to ensure that individuals who have a developmental disability:

- Have the opportunity to lead full and productive lives and have the ability to recognize and reach their potential in the competitive workforce
- Are made aware of services and programs available to them in the community
- Have access to affordable housing which enables them to experience independence with the benefit of support services
- Be valued contributors in the community with due recognition of their accomplishments

Recognizing that our daily experiences go hand-in-hand with our quality of life, our aim is to provide the necessary tools that will enable each individual to:

- Exercise self-direction and ownership of choices
- Develop social skills and realize their full potential
- Deal with real life situations effectively
- Enjoy friendships and other supportive relationships
- Exercise their rights responsibly

In conclusion, Mainstream is all about people supporting people. It upholds the ideals of mutual respect, the value of individuality and an open mindedness towards the ever changing needs of people.

## What is an Outcomes Management Report?



Our first Outcomes Management Report, written in 2009, started out much like a report card. We used surveys, numbers, and charts to provide updates on our initiatives, identify what we were doing well, and highlight what we wanted to improve.

Over the ten years that we have been producing this report, the emphasis has shifted from graphs and numbers to stories. We still report on what is happening across the organization but we believe that stories capture the true impact of what we do. Stories tell us how people's lives have changed and are an effective way for us to share the things we do that we believe make a difference.



So, in 2019, what is an Outcomes Management Report? It is no longer just a report card. It is also a yearbook and a time capsule—full of photos, and stories, and important moments—so that we remember and celebrate where we came from.



If you have any questions or comments about this report, please contact Céline Parent

- [call her](#) at 905-934-3924 x 245
- [email her](mailto:cparent@mainstreamservices.com) at [cparent@mainstreamservices.com](mailto:cparent@mainstreamservices.com)
- [or talk to her](#) at Mainstream (263 Pelham Road, St. Catharines)

Quality is not an act. It is a habit.

# Outcomes Management Report

2 0 1 8 - 2 0 1 9

Strategic Plan 2018–2021



## Strategic Plan 2018–2021

At our 2018 Annual General Meeting we announced our 2018–2021 Strategic Plan. Here is a summary of our strategic priorities and goals and some of the accomplishments to date.

### 1. Explore and act on new ways to engage with community partners.

- **Form new beneficial cross-sectoral relationships and partnerships.**

- Mainstream employees have joined several community committees in the past year including the Niagara Fetal Alcohol Spectrum Disorder (FASD) coalition, the Special Education Advisory Committee (SEAC), the Fort Erie Service Providers, and the Healthy Communities Planning Committee.
- Community organizations were invited to come to team meetings to share information about their services. All Mainstream employees were invited to attend these sessions. The following organizations presented in 2018-2019: Person-Centred Care, Positive Living Niagara (Naloxone training and Drugs 101), Developmental Services Ontario, RecFit, Public Health Outreach Services, Canadian Mental Health Association, and Community Living Grimsby, Lincoln and West Lincoln.
- We helped people we support access a variety of community services such as the Autism Registry, Home for Good, New Hope Church, Small Scale Farms, and Visiting Angels.
- Options Niagara has been building connections with high schools across Niagara to connect with students in their last year of high school and to educate parents and teachers about the importance of transition planning and the resources available.
- Grace Anglican, Mainstream, Gateway, and the Raft have partnered to work on an affordable-housing project.

- **Explore the possibility of a strategic alliance, shared back office space, formation of a Community Hub, and other creative ways to partner.**

- Please refer to page 18 for more details about our strategic alliance with Gateway.



## Strategic Plan 2018–2021

### 2. Explore and expand into new ways of doing business.

- The Resource Centre continues to facilitate meaningful community connections for people they support. More and more people now begin and end their days in the community rather than at the main building. Please refer to the Resource Centre section for more details.
- Mainstream's commitment to “everyone having a home of their own” propelled us to new ways of providing support for three people. Our Shoreline location was repurposed and one person supported was able to move out of long-term care into the lower level of the home. Two women who currently live in one of our 24-hour support homes are preparing to move in to the upper level of the home. A local student has also moved in and will be sharing the space and the house-maintenance duties. Please refer to the Supported Living and Supportive Independent Living sections for more details.
- A March of Dimes respite apartment was used as a way for the two women to try a more independent-living arrangement as they prepared for their move to Shoreline.
- The Passport program has grown significantly in the last year (please refer to the Passport section for more details). To support the growing number of people across Niagara whose funds we broker, the coordinator of the Passport program has created a rotating schedule of days when they are in St. Catharines, Welland, and Niagara Falls.

When people talk about travelling to the past, they worry about radically changing the present by doing something small but barely anyone in the present really thinks that they can change the future by doing something small.



## Strategic Plan 2018–2021

### 3. Tap into technology as a tool for moving Mainstream forward .

- The SL team will sometimes order pizza online to be delivered to one person's apartment when that person is going to be home alone for several hours. Having a delivery come to the apartment has proven to be very effective in reducing this person's anxiety when they are home alone. It also ensures that they eat something. SL schedules have been adjusted and now include a new section called "pizza" for times when employees are not at the house (such as during team meetings).
- Email and phone calls are no longer the main way that we communicate with people supported. Texting, Facebook, and Messenger are some of the many ways people supported prefer to contact us. To accommodate this evolution in communication, data was added to SIL and Options Niagara cell phones so they can stay in touch with people while in the community.
- The SIL team use group texting through WhatsApp rather than a communication log to stay in contact with each other.
- Several people in Supported Living now have cell phones and use them to stay in touch or reach out for support when they are home alone. For one person in particular, texting has been a positive alternative to behaviour supports and SL employees have been able to encourage this person via text message to self-administer medication.
- SIL and Options Niagara started using a mileage app to track their mileage. This has been a positive change for both teams. The app is easier to use, saves time, and efficiently tracks all of the driving done by individual employees.
- Chrome Cast, Google Home, smart TVs and iPads are new additions in several SL locations. A Caretrak gps monitoring device is being used to support people to live more independently.

## Strategic Plan 2018–2021

### 4. Heighten awareness of Mainstream's progressive supports.

- Mainstream attended several community and resource fairs including ones at Autism Speaks and Lakeshore Catholic High School.
- One of Mainstream's residential supervisors was asked to speak at the Niagara College EASN-S Grad Extravaganza.
- The communications and community development coordinator provided a training session for the Eclectic Theatre Group performers. The training focused on communication strategies for conversations with seniors.
- An Options Niagara facilitator presented about Options Niagara at the Helping Hands meeting for local service providers.
- The program director met with another organization to discuss that organization's concerns about how Mainstream takes a less "protective" approach to supporting people. Both agencies continue to work together around how to provide best supports.
- The 6th Pathways to Success vendor fair was held on May 10, 2018. Over 80 community organizations were in attendance.
- Three employees presented at the Ontario Association for Developmental Disabilities (OADD) conference in 2019. They talked about how Mainstream helped four people move from a traditional 24-hour setting to homes of their own with a much more person-centred model of support.
- Several years ago a Transitional Aged Youth (TAY) Planning Toolkit was developed in partnership with Autism Niagara, Community Living Fort Erie, and Community Living Port Colborne-Wainfleet. Mainstream had the toolkit printed professionally and the Options Niagara team is sharing it with schools and families across Niagara as well as with organizations such as Developmental Services Ontario (DSO).



Maybe it's not about trying to fix something broken. Maybe it's about starting over and creating something better.

# Outcomes Management Report

2 0 1 8 - 2 0 1 9

## Mainstream and Gateway Strategic Alliance



## Mainstream Gateway Strategic Alliance

In early 2018, Mainstream received a 2-year Modernization grant from the Ministry of Children, Community and Social Services to explore the possibility of [forming a strategic alliance](#) with Gateway Residential and Community Support Services (Gateway).

In operation since 1986, Gateway provides innovative, consumer-centred housing and support services across the Niagara Region for adults with a mental illness. One of Gateway's strategic priorities is to increase their supply of affordable housing. Currently they support 72 adults in properties owned by the agency, and a further 128 adults living in the community with rent supplements or leases managed by Gateway.

Mainstream and Gateway began working with People Minded Business (PMB) consultants in May 2018. They developed a shared vision and objectives.

### Vision

“We envision that, by coming together and sharing resources, people supported by Mainstream and Gateway will receive better, innovative housing and supports from two stronger organizations.”

### Strategic Alliance Objectives

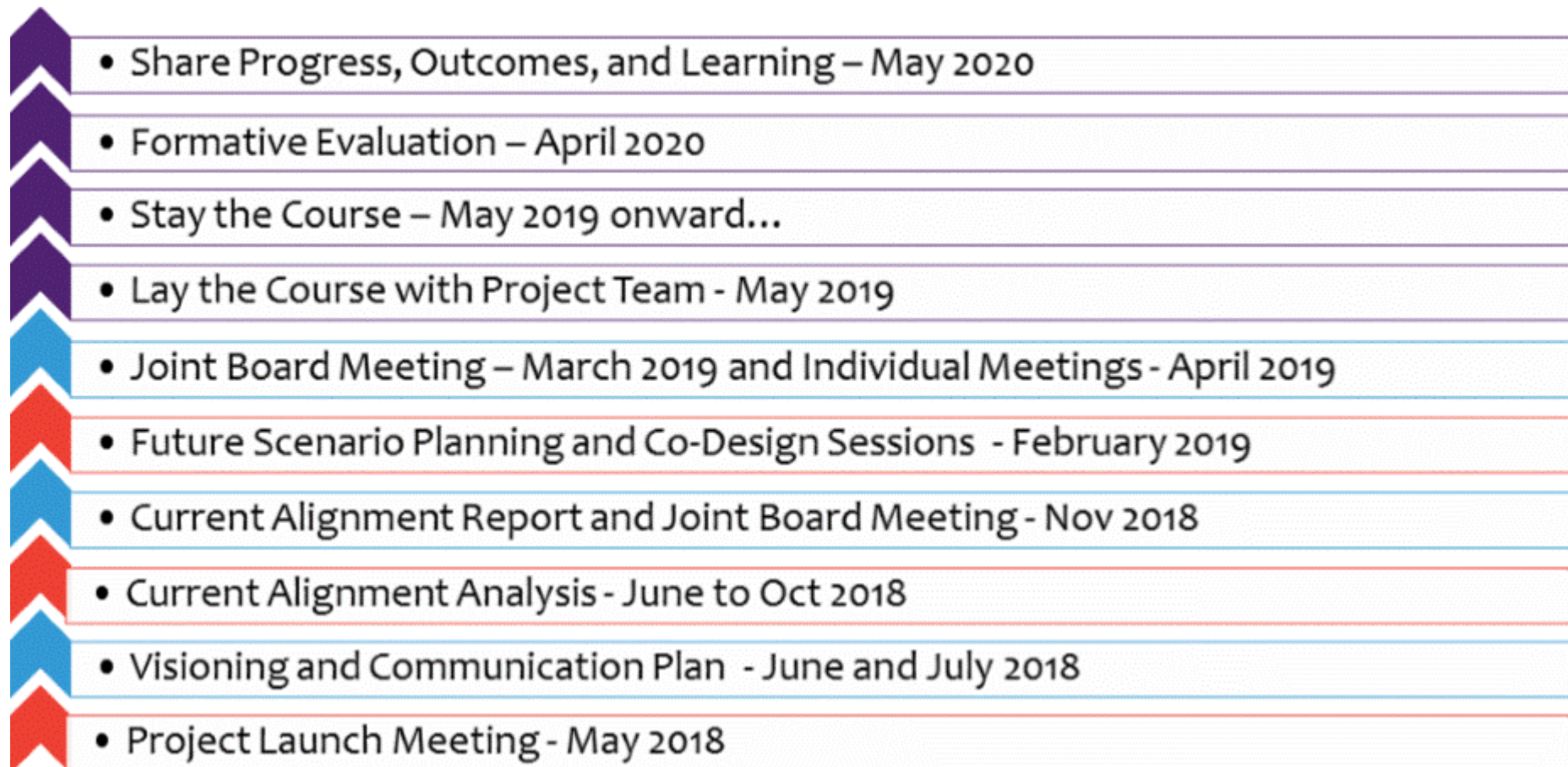
- Heighten efficiencies—make the most of Mainstream's and Gateway's resources within existing budgets and position them for the future
- Rise to new levels of effectiveness—with a focus on advancing the capacity to provide progressive dual diagnosis supports
- Develop additional alternative housing options
- Expand employee knowledge and skillsets
- Position Mainstream and Gateway as sustainable organizations
- Provide developmental and mental-health sectors with a cross-sector strategic-alliance example

# Outcomes Management Report

2 0 1 8 - 2 0 1 9

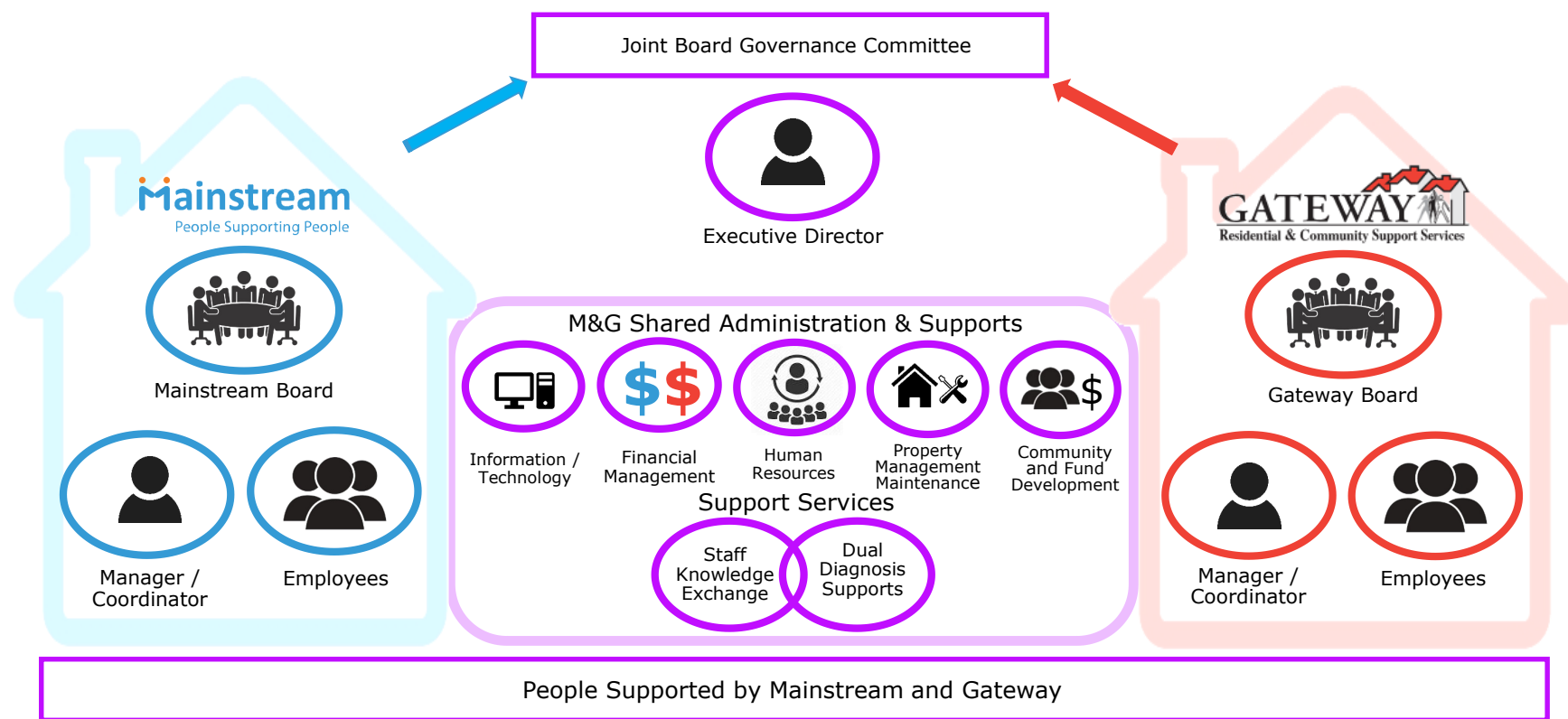
## Mainstream Gateway Strategic Alliance—continued

Below is the proposed timeline for the two-year initiative.



## Mainstream Gateway Strategic Alliance—continued

In February 2019, employees from Mainstream and Gateway came together for several co-design sessions to discuss future scenarios and how resources can be shared between the two organizations. Below is a graphic representation of the proposed alliance showing administration and support areas that will be shared between Mainstream and Gateway.





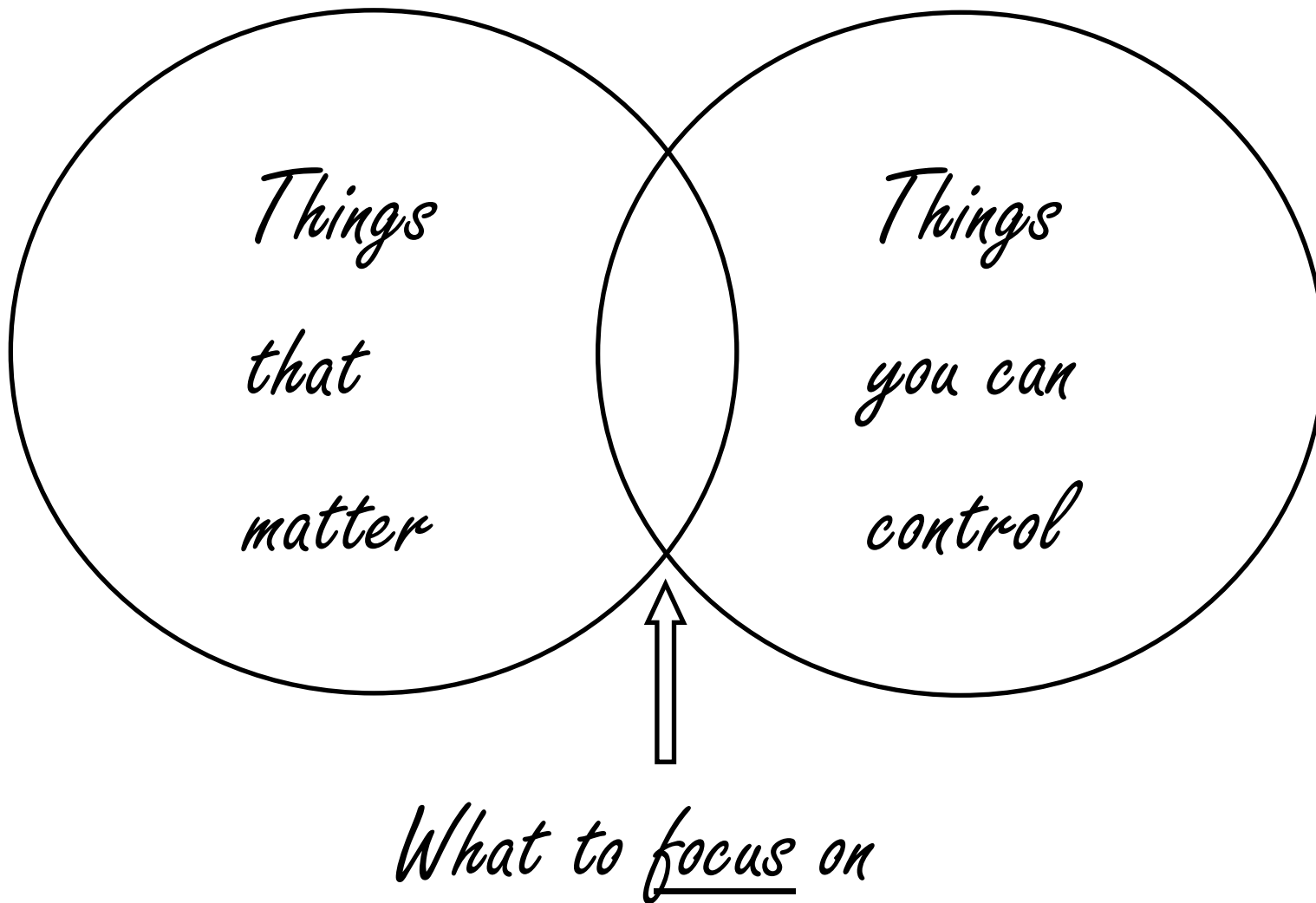
## Mainstream Gateway Strategic Alliance—continued

As we begin the second half of our strategic-alliance initiative we will work with Gateway to develop operational plans for the following eight shared areas:

- governance
- leadership
- financial management
- human resource management
- property management
- IT
- community and fund development
- support services with a focus on services for people with a dual diagnosis

The best way to predict the future is to create it.

Please continue to visit <https://www.mainstreamservices.com/site/strategic-alliance> for updates and answers to questions about the strategic alliance.



# Outcomes Management Report

2 0 1 8 - 2 0 1 9

## Mainstream's Programs—Day Choices

- Resource Centre
- Options Niagara



## Day Choices—Resource Centre—from zero to one hundred

For many years, people who attended the Resource Centre did exactly that—they attended the Resource Centre. They arrived in the morning, spent the day in the building, and went home at the end of the day. They developed friendships and learned many things but most of their time was spent in the Resource Centre. Three years ago the Resource Centre set a goal to move from a centre-based model to a community-based one. The vision was for each person to truly become a member of their community and to build meaningful relationships. The Resource Centre team recognized that, in order to achieve this vision, they had to do it one person at a time. They had to help each person discover their passions, their interests, and their skills and then seek out others with similar passions, interests, and skills. One person at a time. At their pace. In their place.

If you look at the back of the Resource Centre office door, you will see four dry-erase boards. These boards serve as both a celebration and a motivation. These boards track the number of days per week each person comes to the Resource Centre and what percent of that time is spent outside of the Resource Centre. If someone attends the Resource Centre four days per week, and two of those days are spent in the community, that person would have 50% written beside their name.

When the transition to a community-based model began, most people were at zero percent (0%). Three years later, it is a very different story.

Yesterday I was so clever and I wanted to change the world. Today I am wise and I am changing myself.

# Outcomes Management Report

2 0 1 8 - 2 0 1 9

## Day Choices—Resource Centre

In 2018-2019, there were 63 people in the Resource Centre. Some people came to assist with maintaining our building by helping at reception or by cleaning. Others came to the Resource Centre for the day, following our centre-based model. There were 43 people who actively participated in the Resource Centre's community-based program.

### Community-based program—who is out and about?

On the days when people came to the Resource Centre, what percent of their time was spent in the community?

- 0-25% of time in the community—8 people
- 26-50% of time in the community—10 people
- 51-75% of time in the community—6 people
- 76-100% of time in the community—19 people (of those 19 people, 11 spent 100% of their time in the community. They rarely come to the main building at all anymore.)

- In 2018-2019, 3 new people attended the Resource Centre. There were no vacancies.
- There are 32 women and 31 men. Twenty-three people are between the ages of 18-34, thirty-six are between 35-64, and four are 65 and older.
- Of the 63 people who attended, 33 people used MCCSS-funded spots, 12 paid (either with Passport funds or out of pocket), and 18 people were from Mainstream's residential programs.



## Day Choices—Options Niagara

Options Niagara is a short-term, transitional program for young adults. Every year new people enter the program and others leave. The program is Niagara-wide and it is Mainstream's largest in terms of the number of people supported. Years ago, Options Niagara spent a lot of time helping people work on life skills (cooking, cleaning, or doing laundry), learn how to take public transit, or find paid or volunteer opportunities. Options Niagara still does that today of course but the people supported and their needs have changed. In recent years, Options Niagara has seen an increase in the number of people struggling with addiction, dealing with unstable housing, or navigating the justice system. There has also been an increase in the number of people with mental health challenges as well as diagnoses such as fetal alcohol spectrum disorder (FASD). In 2018-2019:

- 8 people used [addiction services](#)—Positive Living, Quest, CASON, Distress Centre Access Line, Narcotics Anonymous (NA), and Alcoholics Anonymous (AA).
- 48 people used an [employment support program](#)—Jobs Niagara, Career Connect, Real Work, Job Gym, Transitions to Employment, March of Dimes, N-TEC, Employment Help Centre – Youth Job Connection, YMCA Employment Services, Skills for Work, Mainstream's pre-employment program, John Howard Society, Port Cares, Employment Solutions, Work Link, Oya:Na, and Coalition to Employment.
- 36 people used [mental health services](#)—Access Line, St. Joe's Dual Diagnosis, Canadian Mental Health Association (CMHA), Public Health, RecFit, Pathstone, Salvation Army, John Howard Society, CASON, Sexual Assault Centre, Bethesda, St. Catharines hospital – in-patient support as well as outpatient mental health program, wellness coach, private counselling, psychiatrist, Safe Beds, Niagara Falls Community Health Centre, COAST, Distress Centre Access Line, Family Counselling Centre of Brant – Intensive Case Management, mood clinic, Niagara Region Early Psychosis Intervention Team, Bethany Church – survivors support group, Family Support Network, and Bridges.
- 6 people were involved with the [justice system](#).

## Day Choices—Options Niagara

In 2018-2019, 208 people received support from Options Niagara.

### Where do people in Options Niagara live?

- 96 people live in the St. Catharines/Thorold area
- 48 people live in Niagara Falls
- 13 people live in the Grimsby/Beamsville area
- 39 people live in the Welland/Port Colborne area
- 12 people live in the Fort Erie area

### Intakes and Referrals

- In 2018-2019, Options Niagara received 40 referrals. That is down slightly from 42 the year before.
- Eleven people were closed in 2018-2019. All eleven of the people closed had been referred to Options in 2018-2019 but either could not be reached or decided that the program was not a good fit for them.

### Stable Housing

Finding and keeping safe, affordable housing is a growing challenge across Niagara. Rents are high, waitlists are long, and landlords are often hesitant to rent to people on ODSP.

In 2018-2019,

- 9 people were homeless (for one or more nights)
- 6 people stayed at a shelter
- 8 people stayed at someone else's house (aka couch surfed)
- 5 people slept outdoors
- 1 person stayed in a van for several months
- 21 people used a food bank
- 9 people had to move or were evicted

### Housing supports

- 14 people accessed housing supports in 2018-2019. These include Niagara Regional Housing, Niagara Furniture Bank, Housing Help, Bethlehem Housing, the RAFT, the Hope Centre, Ontario Works, Ontario Disability Support Program (ODSP), Nova House, YWCA, Project Share, Community Care, Niagara Gospel Shelter, Out of the Cold, Sober Living, and Detox Residential Homes.

## Matthew's story

Matthew finished the two-year CICE (Community Integration through Co-Operative Education) program at Niagara College. Here is Matthew at his college placement at Third Space Café. He has learned how to work the espresso machine and make lattes. He also helps out with the dishes when things get quiet.

Submitted by Karen Howie (DSP—Options Niagara)





# Outcomes Management Report

2 0 1 8 - 2 0 1 9

## Kylie's story

Kylie is a young woman with great determination. She knows what she wants out of life: someone to love and share her life with, a home, a career, and a little fun along the way. Kylie set some goals for herself to work towards making her dreams come true.

Kylie spent some time this year looking for a home where she, her boyfriend, and Diesel (her very large dog) could live. She took time to look at all the possible options that were available to her. She decided on a plan to purchase a trailer and set up a home on a rural piece of property. She has started saving her money to make that dream come true.

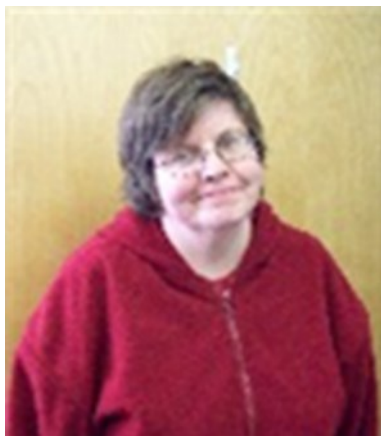
Kylie obtained her G2 licence and, with some support from her family, was able to buy herself a second-hand vehicle. Kylie said that buying her own car was when she really felt independent and grown up.

Kylie is extremely hard-working. She has five part-time jobs. She decided this year that she wanted to have a career, not just a job. So, Kylie enrolled in a part-time program at Niagara College to study to become a medical office assistant.

Now for the fun! Kylie is planning to go to Germany with her mother and her sister to visit her aunts and uncles. She said it will be an adventure. Kylie said that she does not mind working so hard. She just feels good about her accomplishments and wants to keep making her dreams come true.

Submitted by Lorraine Smith (DSP—Options Niagara)

## Beth's story



Beth has been a part of Mainstream for over 30 years. She had been using a cane for several years but she began to struggle and move very slowly. She appeared nervous and worried when walking, even on level ground. I asked her one day if she had ever thought of using a walker and she said, “No.” I assured her that, with a walker, she could move with more freedom and confidence. I suggested to Beth that she could talk with her mom and her doctor about her nervousness of falling and losing her balance. Beth spoke with her mom who called me and told me that Beth was on a fixed budget. I let Beth and her mom know that the cost of a walker may be covered under ODSP or Beth could check out a place called *For the Needy not the Greedy*—an organization that matches

people with proper safety devices. Beth went and was fitted with an affordable walker. After she got her walker, Beth could be seen at the Fairview Mall with her friends—walking with confidence. She told us how proud she was to be able to walk the entire length of the mall. Better still, she could now keep up with friends when they browsed the stores.

Beth's new-found confidence lead to conversations around gentle exercise programs that could further help improve Beth's balance and mobility. It wasn't long before Beth was trying senior exercise programs at local older adult centres. When Beth was introduced to the Port Dalhousie Centre, two blocks from her home, she saw that she knew many of the people from her days working at the local Avondale Store. She picked two programs from the weekly schedule and, after three tries, decided she wanted to get a membership. Now Beth accesses her local older adult centre whenever she wants and can be found enjoying her days with friends, doing things she loves.

Submitted by Diane MacGillivray (DSP—Resource Centre)

“The power of community to create health is far greater than any physician, clinic, or hospital.” Mark Hyman

## Jordan's story

Jordan had been trying to get a job for a long time but he struggled to find something that worked for him. He was offered a job helping the Salvation Army with their kettle drive. Jordan said that it was important for him to give back to the community and this was a great opportunity for him. Jordan enjoyed the job and was able to save some money for a trip to New York—another goal of his. After his job at the kettle drive ended, Jordan again had a hard time finding a job. He became discouraged so he was asked if he would consider volunteering.



Volunteering would provide job experience and a way for him to give back to the community, which he still wanted to do. Jordan started volunteering with Mainstream bingos when he learned that he would be helping Mainstream raise money for their programs. He really enjoys helping out at bingos and is doing very well.



Submitted by Julia Bourner (DSP—Options Niagara)

## Shaza's story



This is a picture of Shaza cleaning mirrors at the salon, which she insisted we take to show her father.

For many years we did our best to try to find something that Shaza would really enjoy. We wanted to find a place where she would be engaged and be able to develop friendships with people in her community. Shaza has always wanted to be a model and loves getting her hair and nails done. Shaza, and a staff from the Resource Centre, started going to different places in St. Catharines to see what might make her “light up.” One of the places she went to was a hair salon for young children. The woman who was working there was very friendly and Shaza had a great conversation with her. We noticed that Shaza lit up whenever any children came in and her eyes widened when she saw the variety of nail polish they have. Shaza has started volunteering a few hours every week. She is very proud of her new role and enjoys being an active member of her community. Shaza has developed new relationships and her confidence is increasing as a result. Finding the right place can take time but the results are definitely worth celebrating.

Submitted by Louise Fairbairn (Team Leader—Resource Centre)

## Devi's story

Devi has always dreamed of getting a job. For years, the Resource Centre has worked with Devi to help her meet her goal to find employment. Devi completed Mainstream's pre-employment training program and developed a resume and a work profile. Devi then went out to drop off resumes and look for job opportunities but wasn't having any luck. The focus of the Resource Centre has shifted from having classes and events in the building to looking for opportunities in our community and we had recently built a connection with a nearby church. The church was quite open to offering people opportunities. Devi, with support from the Resource Centre, contacted the church to see if she could help out. It turned out to be a great fit. Instead of coming to the Resource Centre, Devi now goes directly to the church and works in the office. She has formed relationships with people at the church and doesn't need any support from the Resource Centre. Devi absolutely loves her new job and, if you ask her about it, she beams with pride.

Submitted by Louise Fairbairn (Team Leader—Resource Centre)



## Holly's story

Holly is a very entrepreneurial young lady and has started two businesses of her own. Over the last few years, Holly has taken several online courses on beauty and skin care. She taught herself how to make bath bombs and body scrubs. Holly is now selling her creations at local craft sales and to family and friends. Holly also took several courses on pet sitting and animal first aid. She now does pet sitting for family and friends.

Submitted by Christine Bowers (DSP—Options Niagara)



# Outcomes Management Report

2 0 1 8 - 2 0 1 9

## Mainstream's Programs—Residential Options

- Supportive Independent Living (SIL)
  - Supported Living (SL)



## Residential Options—Supportive Independent Living (SIL)

The Supportive Independent Living (SIL) program has changed over the years. Actually, that’s not quite accurate. The people supported by the SIL program have changed a lot over the years—and the SIL program has changed in response in order to better meet their needs. Years ago, SIL tried to be everything for everyone. They were often the main support in a person’s life; sometimes, the only support.

SIL has been supporting people with increasingly-complex needs ranging from mental health diagnoses, aging at home, homelessness, drug abuse, physical health challenges, and dealings with the justice system. It was becoming increasingly clear that SIL’s model of support needed to evolve from one where they were the main support to one that focused on helping people access a variety of community supports. Today in SIL, connecting people to other services and working with other service providers is key to helping people live as independently as they can in their community, for as long as they can. SIL is moving away from being a person’s support team to being a part of a person’s support team.

How many **men** and **women** are in SIL?

- there are **26 men** in SIL
- there are **19 women** in SIL

Last year **1** person came into SIL and there were **0** vacancies.

How **old** are the people in SIL?

- **10** people are between 18-34
- **30** people are between 35-64
- **5** people are older than 65

“Never worry about numbers. Help one person at a time and always start with the person nearest you.”

Mother Teresa



## Residential Options—Supportive Independent Living (SIL)

Services accessed by people in SIL in 2018-2019

- transportation services (Community Support Services, Paratransit, Red Cross) – 9 people
- justice system support (probation, Dual Diagnosis Justice Case Management) – 5 people
- mental health support (COAST, counselling, CMHA) – 11 people
- homelessness services or support (shelters / couch surfing) – 4 people
- Niagara Regional Housing – 6 people
- meal services (Meals on Wheels, Ina Grafton, Heart to Home) – 4 people
- food banks or community meal programs – 6 people
- employment services (ODSP employment supports, employment centres) – 9 people
- Housing Help for trustee support – 5 people
- Community Care Access Centre (CCAC) for personal care – 7 people
- addiction services – 4 people

In addition to the support they receive from Mainstream,

- 16 people in SIL receive support from 1 other service provider
- 7 people in SIL receive support from 2 other service providers
- 4 people in SIL receive support from 3 or more service providers



## Residential Options—Supported Living (SL)

When we look back at our Supported Living (SL) program of just a few years ago, it is hardly recognizable. We had 3 supported living homes (or group homes as we used to call them). A team of employees worked in each of the homes—supporting people who lived together by necessity, not by choice. Most people in SL spent their days either at home or at the Resource Centre. There was almost always an employee at each of the houses because people could not be left alone.

Today, Supported Living is in the middle of a transformation. Many things have changed significantly; others still look a lot like they did a few years ago. What is our goal? That everyone has a home of their own, living with people of their choice. How we get there? Well, that part is not always clear but we know that change happens when we take the time to listen to people, expose them to different experiences, and then transform our own thinking about how support can be provided.

What has been going on in Supported Living?

- Four people in SL have moved from group living to their own apartments.
- When not out in the community, many people in Supported Living are staying home on their own for longer periods of time.
- Employees from different SL locations work much more closely together.
- Several people in SL are learning how to take their own medication. In one instance, employees have found that texting a person to encourage them to take their medication works well.
- More people in SL are using Paratransit to get around rather than relying on Mainstream employees to drive them.
- In the summer of 2019, two more people will be moving from group living into a shared home. These two ladies are good friends and have chosen to live together.

# Outcomes Management Report

2 0 1 8 - 2 0 1 9

## Residential Options—Supported Living

How many **men** and **women** are in the Supported Living program?

- There were **8 men** in SL
- There were **5 women** in SL

How old are the people in SL?

- **2** people are between 18-34
- **7** are between 35-64
- **3** are between 65-79
- **1** is in his 90s

What does SL look like today?

### Fawell Avenue

- 2 people live in their own apartments
- 2 people live in a shared apartment

### Rykert Street

- 5 people live together in one home.
- 2 of the people living at Rykert are working towards moving out together into a shared apartment. Check out Jean and Charmain's story a little further in this report for more details.

### Geneva Street

- 4 people live together in one home.
- 2 of the people living at Geneva now stay home alone (or together) for several hours at a time.
- 1 person living at Geneva now takes Paratransit to and from our main building rather than relying on Mainstream employees for transportation.

## Sherry's story—Moving on out!

In 2015, Sherry had had to make a temporary move to long-term care due to some health concerns. This move meant giving up her apartment, which she loved. It was a big lifestyle change from living on her own. After about a year and a half, Sherry was ready to get back to living on her own but she needed a very specific kind of apartment. She also had a limited budget. It was going to have to be just the right place for Sherry to be successful.

While waiting for the right place to come along, the SIL team worked to help Sherry prepare to move. The long-term care facility was asked to be flexible in their support so that Sherry could access the community more often and more independently. Community supports were also engaged. March of Dimes has a respite apartment, which Sherry used to do some trial runs at living on her own again. By staying in the respite apartment, Sherry was able to show what she was capable of and also get a break from the long-term care environment. These respite visits also gave Mainstream an opportunity to plan the kind of supports that would be needed when Sherry moved in to her own place.



## Sherry's story—continued

In the summer of 2018, the people who were living at Mainstream's property on Shoreline Drive moved out and Mainstream had a vacant single-family home. After a few renovations, a lower-level suite was ready for Sherry. Sherry had not lived on her own for several years by this point, so the transition to her new home was slow and steady. She starting by spending a few hours alone and working up to spending the weekend.

After some trial and error, the right balance of support between Mainstream, Community Care Access Centre (CCAC), and Passport funding was found. Sherry moved in on January 31<sup>st</sup>. Sherry tells everyone all the time, "I love it." She truly is a much happier person. This move has been a learning process for all and highlights the importance of sticking to a goal and utilizing a variety of resources to ensure people are able to live the life that they chose.

Submitted by Sara Wardell (Supervisor—Residential Options)



## Traci's story—Dedicated Volunteer

Traci is very active in her community. She is passionate about giving back and she loves knowing she is helping other people. Traci volunteers 2 mornings a week at Care Partners and has been doing this for several years now. She helps by putting packages together for the visiting nurses and personal support workers (PSWs). Traci also volunteers 2 days a week at St. Alfred's school. She helps out primarily with the younger children. Traci states she enjoys working with the little ones. The staff have very positive things to say about Traci. Traci also visits with residents at Shalom Manor and Extendicare.

Submitted by Elizabeth Wedderspoon (DSP—SIL)

“Volunteering is at the very core of being a human. No one has made it through life without someone else's help.”

Heather French Henry

# Outcomes Management Report

2018 - 2019

## Jenn's story—College Life



Jenn recently graduated from the CICE (Community Integration through Co-Operative Education) program at Niagara College. CICE is a two-year program and includes a combination of in-class learning and work-practice opportunities. Jenn's focus was on landscaping but she was able to take a variety of classes that helped her develop skills in math and writing. Jenn had encountered challenges as any student does but was able to overcome and keep focus on her end goal—to graduate. Way to go Jenn!

Submitted by Elizabeth Wedderspoon (DSP—SIL)

“The whole purpose of education is to turn mirrors into windows.”

Sydney J. Harris



## Val on Wheels

Val on Wheels started because of Val's love of cooking and her affection for her friends and family. Val showed a true interest and enjoyment in making different meals for the people she lived with. Val also liked to help others, especially family and friends. She knew several people who would appreciate a delicious, nutritious, hot breakfast. With a bit of support, Val started making breakfasts and delivering them to people she cares about. The new Val on Wheels program was born and it has made a big difference—both for Val herself and for the lucky recipients of her delicious meals.

Submitted by Andrew Mosley (DSP—Supported Living)



Val in her kitchen—  
preparing breakfasts for Val  
on Wheels.





# Outcomes Management Report

2018 - 2019

## Val on Wheels - continued



Two lucky recipients  
of Val on Wheels'  
tasty breakfasts.



## Jean and Charmain's story—24-hour support done differently



Over the past few years Mainstream has been looking for ways to move away from traditional group-home settings. Both Jean and Char identified that they wanted to move from where they were living. Since the summer of 2018 we have been working with them to live with less support. Mainstream had a potential apartment for the women but we weren't sure how we could make it work for them.

We looked for opportunities to make sure that Jean and Char had as much independence and control over their lives as possible. This meant making little changes to their supports and routines to ensure they were making their own decisions. The women also accessed a respite apartment through March of Dimes and tried living on their own with intermittent support. Each woman spent one week on their own in the apartment, then a week living together to see what living as roommates would be like. These stays were quite successful and kept us working towards the goal of them moving out.

Over the winter of 2019 Mainstream sought out a third roommate for Jean and Char—someone not supported by Mainstream who could share their apartment, be a role model, and help out with some of the day-to-day tasks of a house. After an email to Niagara College we received the resume of Matt, a first-year student in the Educational Assistant – Special Needs Support program. After a few meetings with Jean and Char it seemed like Matt would make a good roommate for the woman and he moved in to the apartment in March 2019.

# Outcomes Management Report

2 0 1 8 - 2 0 1 9

## Jean and Charmain—continued

With Matt living at the apartment, Jean and Char started spending more time at their new home. Although they haven't quite made the official move yet, they are well on their way. We hope for the official move to be over the summer of 2019. Moving away from a traditional group-home model takes a lot of time to plan and implement. There is also lot of trial and error but it is well worth it when you see people truly having a home of their own.

Submitted by Sara Wardell (Supervisor—Residential Options)





Life today is a collection of choices made  
yesterday.



# Outcomes Management Report

2 0 1 8 - 2 0 1 9

## Mainstream's Programs

- Graffiti Removal
- Pre-Employment
- Transitional Aged Youth

## Graffiti Removal Program

At Mainstream, we believe that all people [have the right to work and receive competitive wages](#). Members of Mainstream's Graffiti Removal Team are considered Mainstream employees. They are paid minimum wage, receive their salary by direct deposit, and contribute to EI, CPP and WSIB.

In 2018-2019, the Graffiti Removal Team was made up of [8 part-time trainees](#): 3 were new members and the remaining 5 were returning. The team is lead by a full-time Job Readiness Coach, funded by the United Way of Niagara. A full-time summer student, funded by the Human Resources and Skills Development Canada (HRSDC) program, is also part of the team.

Between April 1, 2018 and March 31st, 2019, the Graffiti Removal Team cleaned a total of 455 sites. They cleaned:

- 117 Cogeco Cable boxes
- 103 city parks (in St. Catharines)
- 231 Niagara Region street furnishings

They also completed 4 specialized cleaning jobs.

Mainstream received a total of [\\$22,330 for the work completed](#).

NOTE: in 2018/2019, the Graffiti Removal Program expanded and is now region-wide. The Graffiti Removal Team can now clean sites from Fort Erie to Grimsby.



# Outcomes Management Report

2018 - 2019



Before and after  
shots of some of  
the 2018-2019  
graffiti removal  
sites.



## Pre-Employment Training

In May 2017, Mainstream's Pre-Employment Training began as a pilot project. The training was initially open to anyone supported by Mainstream. Three sessions were offered in 2017-2018 and two more were offered in 2018-2019.

### The goals of Pre-Employment Training are:

- to provide an opportunity for people to start thinking about what employment means and the variety of opportunities that are available
- to reinforce basic job skills that will help to prepare people for their employment journey

### What the training involves:

- The groups meet once or twice a week for 8 weeks.
- The training consists of both classroom and practical components.
- In the classroom component, participants are taught various employment-related skills. They are encouraged to have discussions and reinforce their learning through interactive activities. SmartBoard technology is used to help teach the material.
- During the practical component, the group visits a variety of community locations to experience first-hand what different environments and jobs look like. The locations visited in 2018-2019 were Giant Tiger, Mindbomb Records, Brock University, White Oaks, FirstOntario Performing Arts Centre, Meridian Centre, Jobs Niagara, Real Canadian Superstore, YMCA, Brock University, Post Office by Shannon Passero, Community Living Grimsby, Lincoln and West Lincoln, and St. Catharines Golf & Country Club.
- People are able to complete the training more than once if they feel it would be helpful.





# Outcomes Management Report

2018 - 2019

## Pre-Employment Training—continued

### The numbers:

- The sessions are taught by two facilitators, both of whom are Mainstream employees
- 4 people attended the Fall 2018 session
- 4 people attended the Winter 2019 session

### What we have learned so far:

- Incorporating a practical component into the training is essential. The first session was entirely classroom-based. The subsequent sessions included a practical component and it made a significant difference when people in the training had the opportunity to visit and learn from other community locations.
- The information taught in each session evolved as the facilitators learned what worked and didn't work. The information that is taught is geared to the people in each group and the curriculum changes as needed.

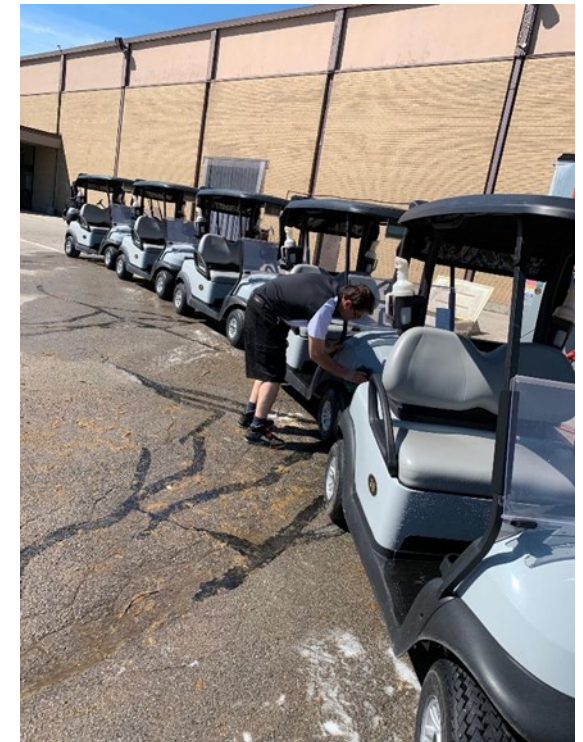


## Joey's story



Joey has been a member of Mainstream's Graffiti Removal Team for 4 years. After taking the pre-employment course, Joey's passion for cars became evident. A potential opportunity came up the St. Catharines Golf & Country Club to work with the golf carts. The pre-employment team pursued the opportunity at the golf club with Joey in mind. After meeting with the golf club, they were interested in setting up an interview with Joey. Joey and a job-readiness coach met with the golf pro and back shop manager. After his interview, Joey was offered a job on the spot! He has started working a few days a week, cleaning the tires and the inside of the golf carts as they come back from being on the course. Joey's journey to secure meaningful employment has taken a bit longer than expected but, as you can see by the look on his face, it was well worth the wait!

Submitted by Emily Mete (Job Readiness Coach)



# Outcomes Management Report

2 0 1 8 - 2 0 1 9

## Transitional Aged Youth (TAY)

Mainstream's [transitional aged youth \(TAY\)](#) placement facilitator works with youth (16 – 18 years old) involved with Family and Children's Services (FACS) who:

- have a developmental disability and
- are Youth in the Extended Care of the Society (crown wards)

The TAY placement facilitator works with each youth, along with their support network and community organizations, to ensure that they have the support they need to successfully transition from the child welfare system to adult developmental services.



During the 2018-2019 fiscal year a total of [22](#) people were supported by the TAY placement facilitator.

[10 young adults](#) were supported to transition into developmental services in 2018-2019. Here is what happened:

- [5 people](#) moved into Supported Living (24-hour support) programs. They were supported Christian Horizons, Bethesda, and Community Living Grimsby, Lincoln and West Lincoln
- [1](#) person remained in their [foster home](#) and it became a Host Family
- [1](#) person remained in his foster home and was supported by Christian Horizons' [SIL program](#)
- [1](#) person moved into an [Enhanced SIL](#) placement supported by Community Living Port Colborne Wainfleet.
- [1](#) person was living at the Bob Rumball Association in Milton. She remains there today.
- [1](#) person was set to move into Mainstream's Geneva Street location but decided at the last minute to return home to live with her father. She does not receive any support.



## Technology

Technology can be used to improve accessibility, enhance communication, and increase independence. One of our strategic goals is to support people to use technology to live empowered lives. We asked each program to find out some of the interesting ways that people we support use technology.

To [communicate](#), people have been

- using speech to text to dictate messages rather than type them
- calling people using Facebook video chat instead of the telephone
- saving money by using wifi calling
- texting with Text Now through their gaming system
- taking photos with their phone and sending the photos to their family to practice their texting skills

To [stay organized](#), people have been

- setting alarms on their phone to remind them of appointments
- using calendar apps to keep track of meetings and work schedules
- setting reminders for when to take their medication

To [save time and money](#), people have been

- using budgeting apps to keep track of how they spend their money
- using grocery shopping apps to make lists and stay on budget
- checking price-matching apps to find the best prices
- storing all of their points cards in one app for easy access when shopping
- online shopping



## Technology—continued

For [mental health](#), people have been

- using meditation or mindfulness apps
- taking videos on their phone of places they will be going to (for a class or a meeting). They then review the video before they go to help reduce their anxiety

To [increase their independence](#), people have been

- using Google maps to figure out bus routes. It is also a very helpful program if someone gets lost.
- taking photos of their bus stop to help remind themselves when to get off the bus
- booking Uber rides
- using the Find Friends app so that they can take public transit independently and, if they get lost, their family can see where they are and help them get home

[What else](#) have people been using technology for?

- posting their own videos on YouTube (video game tutorials, music videos, interviews, community events)
- raising money through social media for their Special Olympics competition
- finding online recipes and using conversion tools to help with measurements
- registering online to vote and then researching the candidates on their websites and social media pages
- filing their taxes online
- studying for their G1 using Good Learning Anywhere
- completing an online security personnel course



## Passport Funding

Passport is a program funded by the Ministry of Children, Community and Social Services (MCCSS). The goals of Passport are to:

- foster independence by building on individual's abilities and developing community participation, social and daily living skills
- increase opportunities for participation in the community with supports that respect personal choices and decision-making, and help people achieve their goals
- promote social inclusion and broaden social relationships through the use of community resources and services available to everyone in the community
- help young people make the transition from school to life as an adult in the community
- support families and caregivers of an adult with a developmental disability so they can continue in their supportive role

With Passport funding, individuals and families can:

- receive money directly so they can [purchase their own services and supports](#),
- get services and supports [through community-based agencies](#) (such as Mainstream), or
- get services and supports through [a combination of both](#)

If an egg is broken by an outside force, life ends. If it is broken by an inside force, life begins. Great things happen from the inside.

## Passport Funding—continued

People who receive Passport funding can use it to pay for many different things:

- [Education](#) (community classes or recreational programs)
- [Employment](#) (job preparation or work activities)
- [Volunteering](#) (support to volunteer such as transportation or having someone there to help)
- [Daily life](#) (activities that help develop social skills or independent living skills)
- [Person-directed planning](#) (developing a personal plan identifying the supports needed to achieve goals)
- [Caregiver respite](#) (hiring someone to help with personal care - either at home or at a different location)

## Passport Update

- In February 2018, Passport recipients learned that they would receive an [additional 15%](#) to their annual Passport funding allotment. This brings the annual Passport allotment anywhere from a minimum of \$5000/year to \$40,250/year.



## Passport Funding—continued

People can choose to manage their own Passport funds or they can ask an agency, like Mainstream, to manage it for them. The way Passport funding works is that costs must be paid upfront and then receipts are submitted to Passport for reimbursement. The advantage of having Mainstream manage someone's Passport funding is that Mainstream pays all costs up front for the person and we can also provide trained Passport workers. We charge a 10% admin fee for this service.

- 113 people had their Passport funds managed by Mainstream in 2018-19. That is up from 48 in 2017-18, 28 in 2016-17, and 13 in 2015-16.
- Mainstream received \$43,542 in administrative fees.

## How did people use their Passport funds?

### Community-based activities and transportation

- A total of \$350,394 was spent on community-based activities and transportation (up from \$176,438 in 2017-2018). Community-based activities includes education costs such as course fees and materials; sports such as sporting events, membership fees, and team expenses; as well as entertainment costs such as movie passes, craft shows, and theatre productions. Transportation costs include city and regional bus passes, GO tickets, and taxi fees.

### Wages

- \$73,827 was spent on wages to pay Passport workers (compared to \$77,156 in 2017-18 and \$28,600 in 2016-17).



## Something New

A few pages back, we talked about some of the ways in which people use technology. We also asked around to find out some of the [new things people had tried in the last year](#). We got quite a list! Some people used Passport funding to help pay for their adventure.

- Used Passport funds to bring her son to the movies
- Went to her first concert
- Got a personal trainer
- Tried a yoga class
- Found a mentor to teach him about cars and motorcycles
- Learned how to make lattes
- Had her second child. This time she used a midwife.
- Voted for the first time
- Researched how to get marijuana legally—both online and at retail locations in her city
- Handled his EI claim on his own
- Learned how to drive standard
- Bought a used car
- Learned how to ride a bicycle
- Took a week-long CAA baseball tour to Washington and Baltimore
- Joined a creative-writing class
- Started going to a friend's house to bake and read to her friend
- Went to Toronto (twice!) with friends—to see Disney on Ice and the Sound of Music
- Went to her first concert

## Remembering Jen

Jennifer Jaques

December 26, 1952 – February 28, 2019

This past February we celebrated the life of Jennifer Jaques, whom many of us had the joy of knowing over the past 10 years. A part of the celebration of her life included us reflecting on what we would miss most about Jen.



Great smile

Her affection

Her love of music

Her spontaneous hugs

Her kind soul

Her stubborn streak

Her gentle spirit

Her determination

Her Laugh

Her love of the water





# Outcomes Management Report

2018 - 2019

## Remembering Ashley



Ashley passed away peacefully, with her family by her side on May 2, 2019. She was 35 years old. Ashley was one of the first to use Passport funding to purchase supports from Mainstream. As you can see from the photos, she knew what was important to her! She leaves behind many friends here at Mainstream. We will miss her.





Life has many ways of testing a person's will, either by having nothing happen at all, or having everything happen all at once.

# Outcomes Management Report

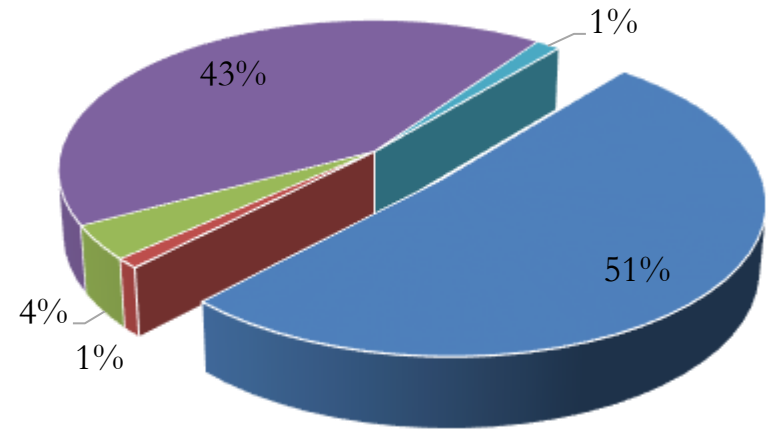
2 0 1 8 - 2 0 1 9

## Financial Summary

## Financial Summary—Mainstream: An Unsheltered Workshop

<b>Mainstream:An Unsheltered Workshop</b>	
<b>Statement of Revenue and Expenditures</b>	
<b>Year Ended March 31, 2019</b>	
<b>Revenue</b>	
Ministry of Children, Community and Social Services	\$949,444.00
United Way	\$43,464.00
Donations	\$12,628.00
Other (Passport, Graffiti, User Fees)	\$802,858.00
Fundraising	\$59,191.00
<b>Total Revenue</b>	<b>\$1,867,585.00</b>
<b>Expenditures</b>	
Salaries/Benefits	\$940,222.00
Administrative Costs	\$19,829.00
Administrative Salaries/Benefits	\$69,703.00
Program Costs	\$782,560.00
Fundraising Expenses	\$25,897.00
<b>Total Expenditures</b>	<b>\$1,838,211.00</b>
<b>Excess Revenue over Expenditure</b>	<b>\$29,374.00</b>

Mainstream: An Unsheltered Workshop  
Expenditure Breakdown 2018/2019



- Salaries/Benefits
- Administrative Costs
- Administrative Salaries/Benefits
- Program Costs
- Fundraising Expenses

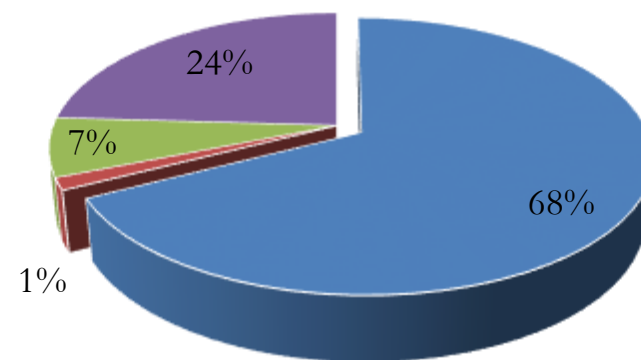
# Outcomes Management Report

2018 - 2019

## Financial Summary—St. Catharines Mainstream Non-Profit Housing Project

St. Catharines Mainstream Non-Profit Housing Project	
Statement of Revenue and Expenditures	
Year Ended March 31, 2019	
<b>Revenue</b>	
Ministry of Children, Community and Social Services	\$2,189,901.00
Donations	
Other (Resident Income, Rental Income)	\$345,597.00
<b>Total Revenue</b>	<b>\$2,535,498.00</b>
<b>Expenditures</b>	
Salaries/Benefits	\$1,721,071.00
Administrative Costs	\$36,374.00
Administrative Salaries/Benefits	\$178,290.00
Program Costs	\$613,035.00
<b>Total Expenditures</b>	<b>\$2,548,770.00</b>
<b>Excess Revenue over Expenditure</b>	<b>-\$13,272.00</b>

St. Catharines Mainstream Non-Profit Housing Expenditure Breakdown 2018/2019



- Salaries/Benefits
- Administrative Costs
- Administrative Salaries/Benefits
- Program Costs



“May your choices reflect your hopes, not your fears.”  
Nelson Mandela



# Outcomes Management Report

2 0 1 8 - 2 0 1 9

## Fundraising

## Mainstream's 13th annual Charity Golf Classic

Mainstream's annual Charity Golf Classic has grown every year and is now a significant fundraising event. Over the past 13 years, our tournament has been held at three different Niagara golf courses. It began at Rolling Meadows and then moved to Grand Niagara. In 2016 we began holding it at the St. Catharines Golf & Country Club, a private club in the heart of the city.

The 2018 event took place on June 4th and

- 138 golfers played in our golf tournament
- 18 volunteers helped out during the event
- the golf tournament raised \$38,958

*Thank you!*



- We would like to extend a sincere thank you to RBC Dominion Securities Ratkovsky Wealth Management for their generous support. They have been our title sponsor for the past 7 years.
- We would also like to thank our major local sponsors: Middlefield Group, RBC Wealth Management Insurance, BMO Global Asset Management, RBC Capital Markets, Brompton Funds, Vesuvius, Sun Life Global Investments, Harvest Exchange Traded Funds, and Bosak Wealth Management of RBC Dominion Securities.
- Finally, we would like to recognize the generous contributions of RBC Foundation, RBC Global Asset Management, Cory Colwell—CFS Canada, Alan Cimprich, Jacob Dunkley, Mackenzie Investments, and Stephen and Susan Borg.

## Bingos

In March 2015, a new Delta Bingo opened in St. Catharines. Delta Bingo is committed to giving back to the community and a portion of the proceeds from all of their bingos are given to over 60 local community organizations. In exchange, they ask that 2 people from each organization attend as bingo volunteers. Volunteers act as ambassadors, assisting where needed, and are available to answer questions about the organizations they represent. Volunteers complete a mandatory training before their first shift.

In 2018-2019:

- Mainstream volunteers [attended 71 bingos](#) at Delta Bingo
- We had [over 20 different volunteers](#)
- We received [\\$32,520 in proceeds](#) compared to \$43,721 in 2017-2018, \$40,331 in 2016-2017, and \$24,595 in 2015-2016.

Note: when program participants complete a shift at Delta Bingo, they receive \$20 from Mainstream.

## How we use fundraising dollars?

Proceeds from Mainstream fundraising initiatives are used to support both operations and capital purchases not funded by the Ministry of Children, Community and Social Services (MCCSS). This year we used fundraising proceeds for staff training, equipment, telephone costs, building supplies, and hiring consultants for our strategic-planning process. We also purchased a wheelchair-accessible van.



Things you can control:

- Your beliefs
- Your attitude
- Your thoughts
- Your perspective
- How honest you are
- Who your friends are
- What you read
- How often you exercise
- The types of food you eat
- How many risks you take
- How you interpret situations
- How kind you are to others
- How kind you are to yourself
- How often you say “I love you”
- How often you say “thank you”
- How you express your feelings
- Whether or not you ask for help
- How often you practice gratitude
- The amount of effort you put forth
- How much time you spend worrying
- Whether or not you judge other people
- Whether or not you try again after a setback
- How much you appreciate the things you have

# Outcomes Management Report

2 0 1 8 - 2 0 1 9

Surveys—from people supported and stakeholders



## Surveys—from people supported and stakeholders

Surveys play an important role in our quality-improvement efforts. We send surveys to people supported and stakeholders to try to get meaningful feedback that we can learn from. The surveys focus more on comments and less on numbers in the hope that people would take the time to let us know what was working and what wasn't working for them.

Our survey asks people to answer four questions:

- What is working?
- What is not working?
- Ideas/suggestions to make us better?
- Comments/thoughts?

“Change before you have to.”

Jack Welch

The survey also has a scale at the top that goes from 1 to 5. A statement reads: please circle the number that rates how you feel about Mainstream. A smiling and frowning face help illustrate the fact that 1 is low and 5 is high.

Surveys are handed out annually to each person using our services. Support to complete the survey is provided as needed. Stakeholder surveys are also handed out annually to families as well as community organizations with whom we work closely.

If a survey is returned with statements that require immediate action the program supervisor is notified. Otherwise, the surveys are collected over the year and the results are compiled for this report.

# Outcomes Management Report

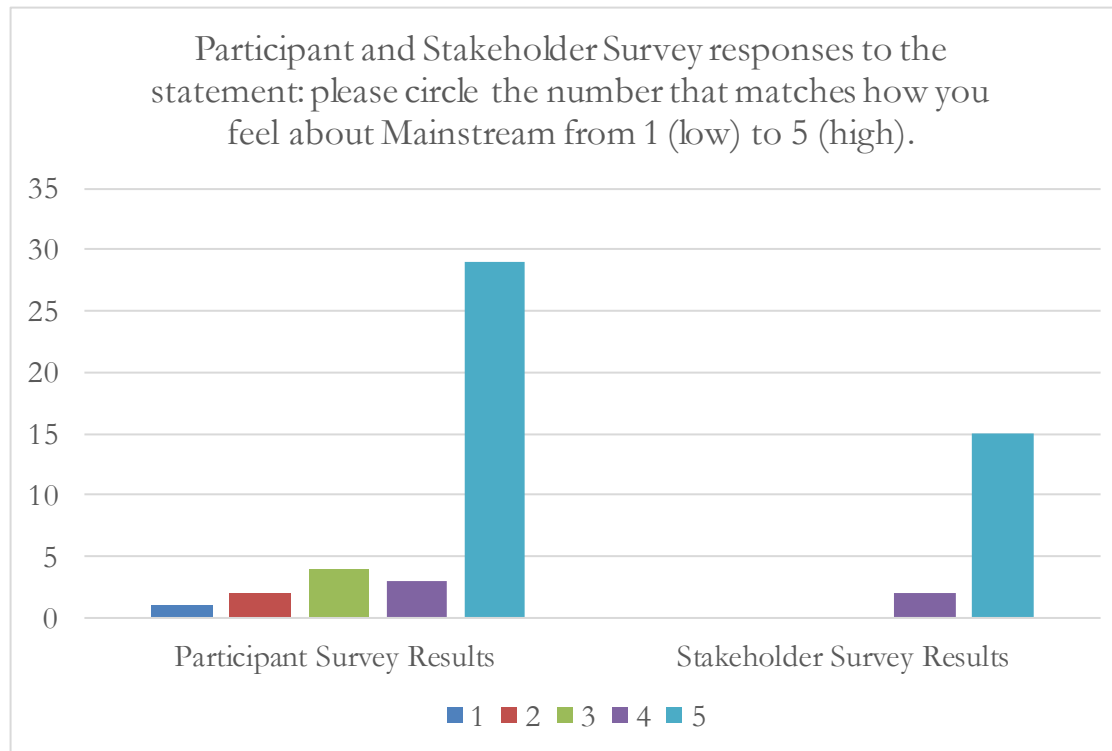
2018 - 2019

## Surveys—from people supported and stakeholders

### What happened?

In 2018-2019 we received a total of **41 surveys from people supported** (compared to 52 in 2017-2018 and 28 in 2016-17) and **17 stakeholder surveys** (compared to 22 in both 2017-2018 and 2016-2017). All stakeholder surveys we received were from family members.

The chart below shows the results we received on both surveys in response to the statement we asked them to reflect on. Please note that 2 surveys from people supported were returned with no number circled.



82% of people supported and 100% of stakeholders gave us a 4 or higher, indicating that they were satisfied or extremely satisfied with the services they received.





“Timing, perseverance, and ten years of trying will eventually make you look like an overnight success.”

Biz Stone—co-founder of Twitter

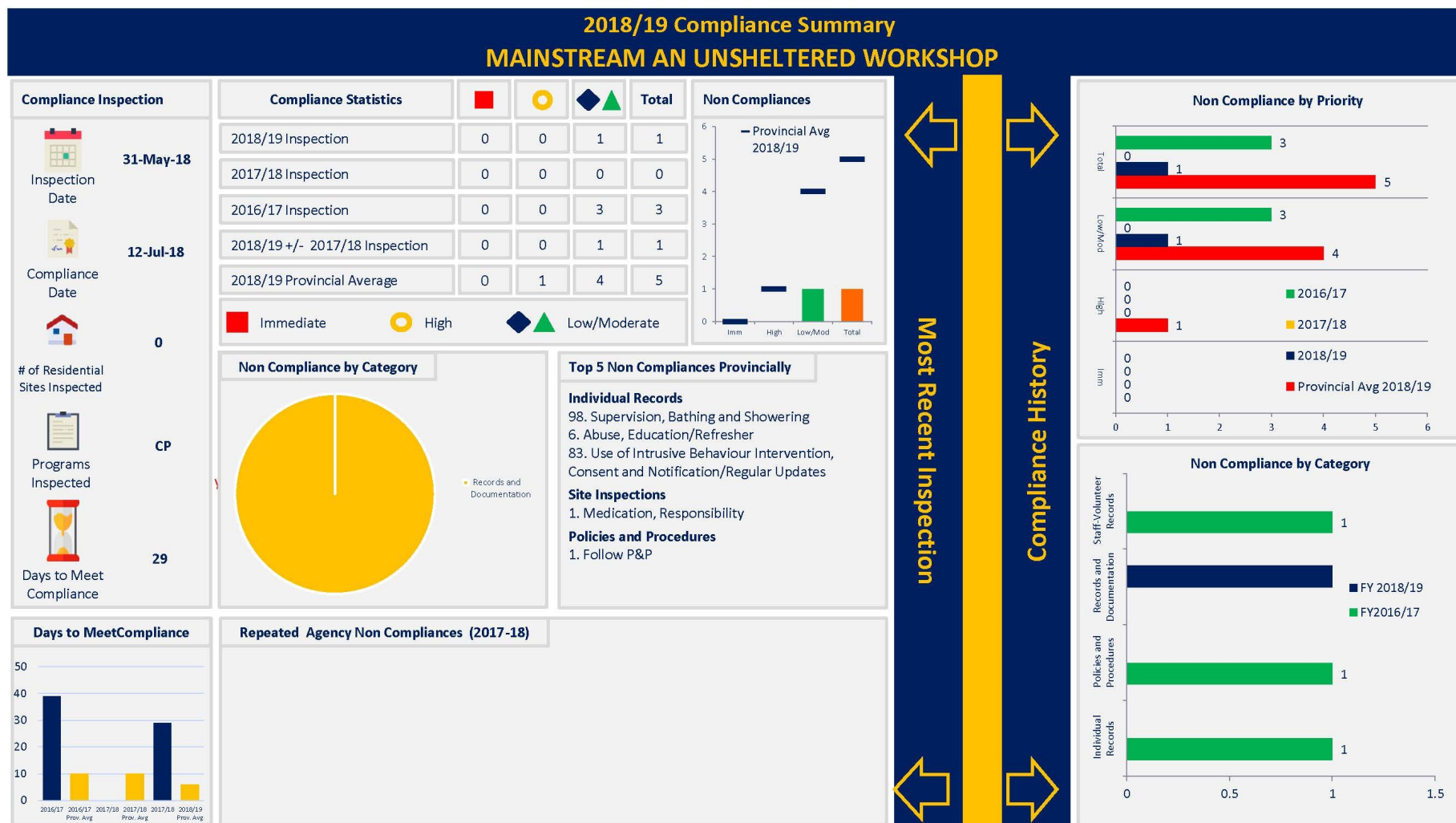
# Outcomes Management Report

2 0 1 8 - 2 0 1 9

## Mainstream—Agency Updates

## Compliance Review

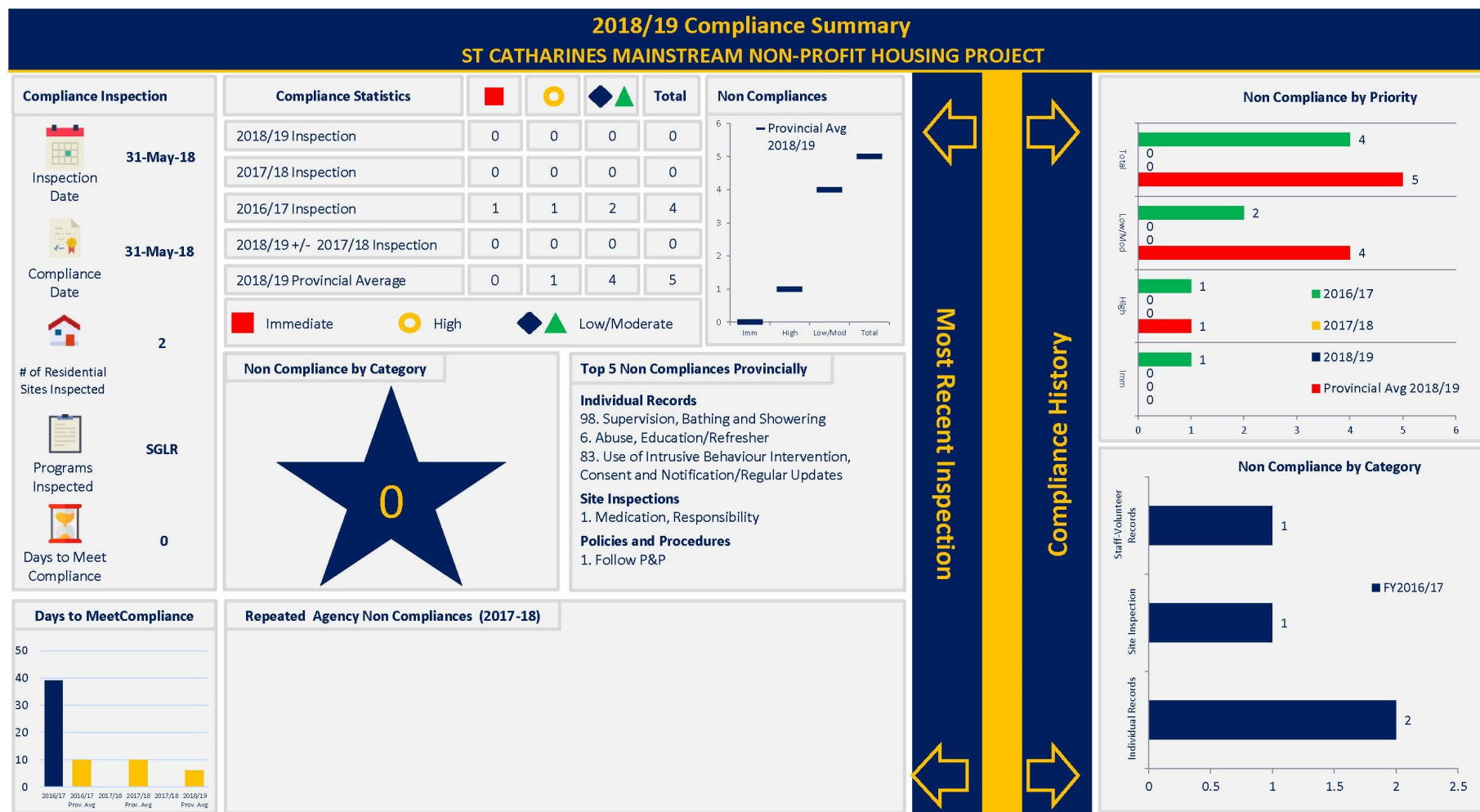
Mainstream underwent a compliance review on May 31, 2018. Mainstream: An Unsheltered Workshop had one non-compliance issue, which was rectified within 30 days, and St.Catharines Mainstream Non Profit Housing was found to be in full compliance at the time of the inspection. The number of non-compliance issues we received was well below the provincial average of 5.



# Outcomes Management Report

2018 - 2019

## Compliance Review—continued





## Serious Occurrences

All providers of services that are funded, licensed or operated by the Ministry of Children, Community and Social Services (MCCSS) are responsible for delivering services that promote the health, safety and welfare of program participants. Mainstream is accountable to the Ministry to demonstrate that our services are consistent with relevant legislation, regulations and/or Ministry policy.

Serious Occurrence (SO) reporting is one of the many tools providing MCCSS and Mainstream with an effective means of monitoring the appropriateness and quality of service delivery. Serious occurrences are defined in [eight categories](#). They are:

- 1) Any [death of person](#) while participating in service
- 2) Any [serious injury](#) to person while participating in service
- 3) Any [alleged abuse or mistreatment](#) of a person receiving service
- 4) A [missing person](#)
- 5) A [disaster on the premises](#) where service is provided
- 6) Any [complaint about the operational, physical or safety standards of the service](#) that is considered serious by the service provider
- 7) Any [complaint](#) made by or about a person in service or any other serious occurrence [involving a program participant](#) that is considered by the service provider to be of a serious nature. (Note: this section is also used to capture SO's that don't fall under another other category.
- 8) Any [physical restraint](#) of a person in service

All SOs must be reported within 24 hours. An [Enhanced SO](#) is a SO that is likely to result in significant public or media attention. Enhanced SOs must be [reported within 3 hours](#).

Monthly follow-up reports must be sent to MCCSS until the incident is resolved.

# Outcomes Management Report

2 0 1 8 - 2 0 1 9

## Serious Occurrences—continued

A total of 28 Serious Occurrences were reported to the Ministry of Children, Community and Social Services (MCCSS) during the period of April 1, 2018, to March 31, 2019. Thirteen of the incidents required one or more monthly follow-up reports.

**Category 1—Death of a person** - One person in our Supported Living program passed away.

**Category 2—A serious injury to a person receiving services** - There were 5 serious injuries. One person in SIL overdosed on fentanyl and required two Naloxone treatments. One person in SIL required gallbladder surgery. One person in SL was given the wrong medication and required overnight observation in the ER. One person in SL was taken to hospital and admitted due to unexplained changes to their health. One person in SIL went to the hospital for an injury to their shin.

**Category 3—Alleged, witnessed or suspected abuse or mistreatment of a person receiving services** - There were 3 abuse allegations: 1 in Supported Living against a Mainstream employee and 2 in Options Niagara (1 of those involved two people supported, the other was against a community member). In all three situations, police were involved. No charges were laid.

## Category 6—other

- 1 incident was a person in SL receiving the wrong medication. The person did not require medical intervention.

## Category 7—Complaint or other

- There were 16 events that were classified as ‘other’ and 2 that were classified as ‘complaints’.
- 4 incidents involved hospital/emergency visits. One person had appendicitis, one person had a heart attack, and two people were struggling with mental health.
- 2 incidents were fights that occurred between a couple supported by SIL and ON. Police were involved. No charges were laid.
- 10 incidents were arrests and/or incarcerations (of 3 different people).
- 2 incidents were complaints in the Resource Centre. Both were investigated. No charges were laid.

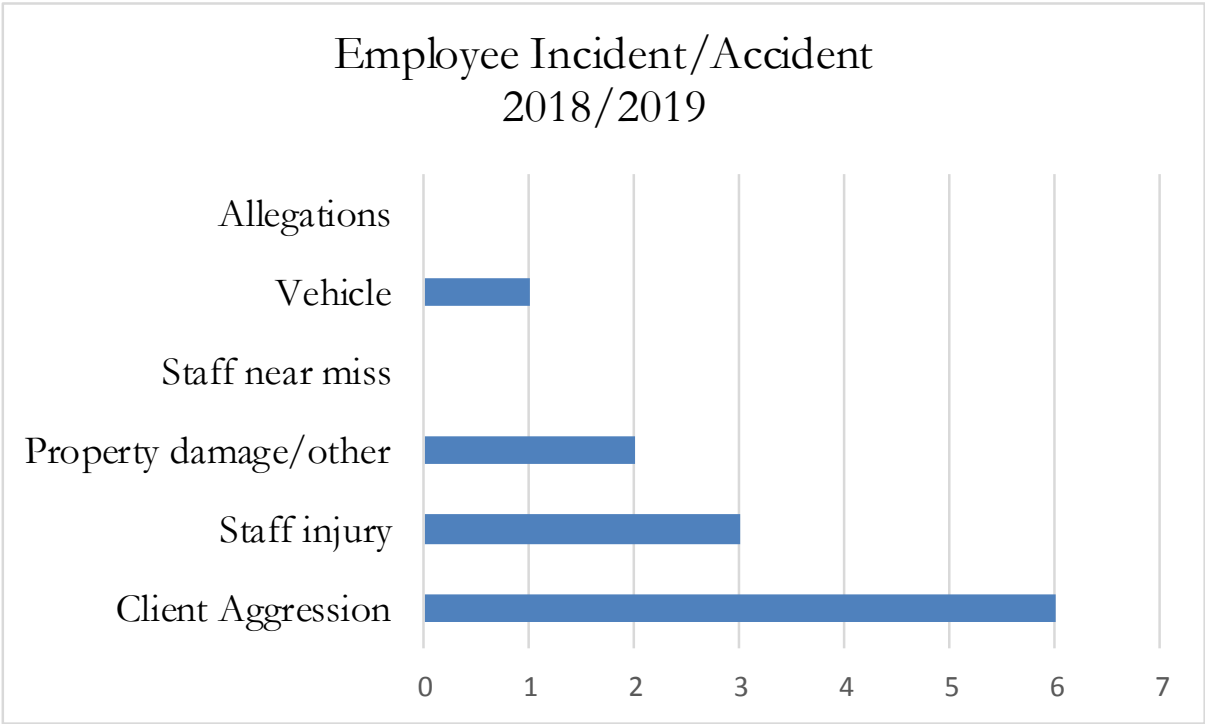




## Employee Incident/Accidents

Every year we track the number of employee incident/accidents that happen at Mainstream. We do this in order to identify trends and make changes to reduce risks whenever possible.

- Client aggression went down significantly in 2018-2019. There were 6 incidents in 2018-19 compared to 37 incidents in 2017-18, 25 in 2016-17, and 28 in 2015-16.
- There were 2 incidents of property damage in 2018-19 compared to 6 incidents in 2017-18, 3 in 2016-17, and 4 in 2015-16.
- There was 1 vehicle incident in 2018-2019 compared to 3 in 2017-2018, 4 in 2016-2017, and 0 incidents in 2015-2016.
- Staff injuries were down to 3 in 2018-19 compared to 5 in 2017-18, 6 in 2016-17, and 14 in 2015-16. All but one injury was minor in nature. There was one Workplace Safety and Insurance Board (WSIB) claim.



# Outcomes Management Report

2 0 1 8 - 2 0 1 9

## Employee Wellness



## Employee Recommended Workplace Award

The Globe and Mail, in partnership with Morneau Shepell, created the Employee Recommended Workplace Award. The award is given to employers who put the health and well-being of their employees first.

How does it work?

- Mainstream employees were asked to complete an online survey. The survey is based on four pillars: work, life, mental health, and physical health.
- Employee wellbeing is scored based on their survey responses.
- An aggregate of employee responses is used to determine an employer's score.
- Employees who completed the survey received a personal report with feedback on their total health as well as suggestions for how to make improvements.

Mainstream employees were asked to complete the survey in 2017 and again in 2018.

In 2017:

- 62 Mainstream employees were sent the survey
- 76% of Mainstream employees completed the survey
- We received a total health score of 66
- Based on our total score, Mainstream met the minimum statistical threshold to earn the distinction of being named an [Employee Recommended Workplace](#)

On March 20 2018, Mainstream was [one of 53 employers across Canada](#) that were celebrated at an awards ceremony at the Globe and Mail Centre in Toronto. Our Executive Director was on hand to receive the award.

# Outcomes Management Report

2018 - 2019

## Employee Recommended Workplace Award—continued

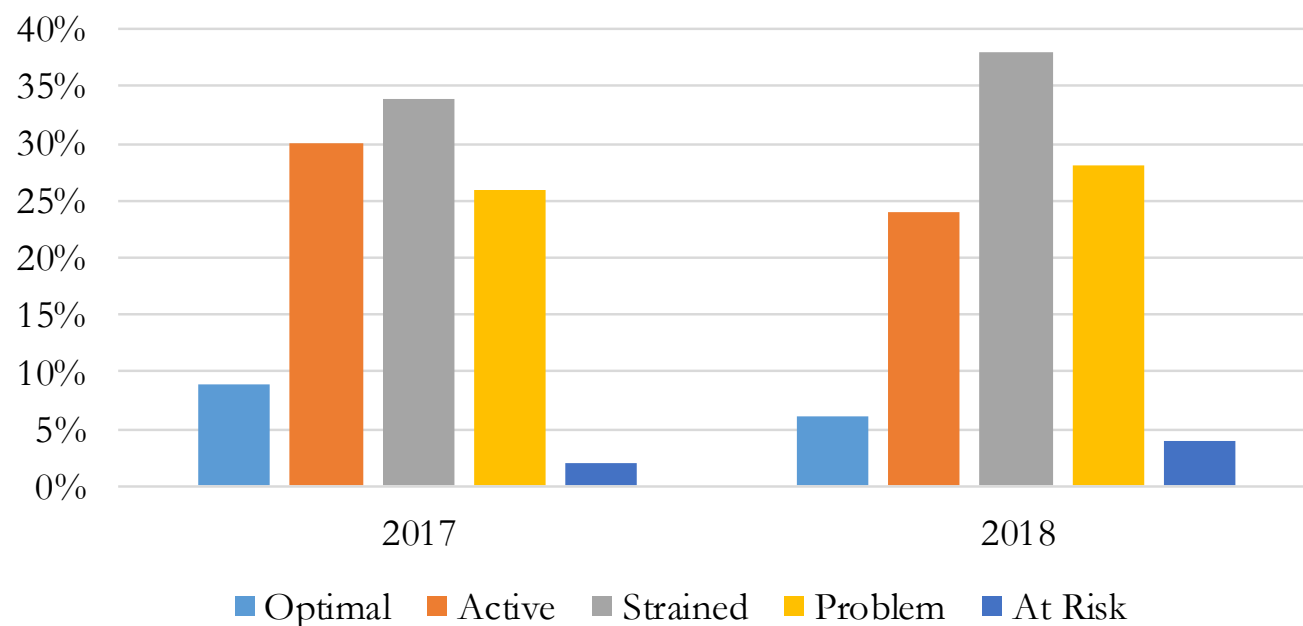
In 2018:

- 58 Mainstream employees were sent the survey
- 86% of Mainstream employees completed the survey
- We received a total health score of 66
- Based on our total score, Mainstream met the minimum statistical threshold to earn the distinction of being named an [Employee Recommended Workplace](#) for the second year in a row

On March 19, 2019, Mainstream was [one of 75 employers across Canada](#) that were celebrated at an awards ceremony at the Globe and Mail Centre in Toronto.

Below is a comparison of the health risk profile of Mainstream employees from the 2017 and 2018 survey results.

Mainstream employee Health Risk Profile comparison  
2017 and 2018



When we compare the 2017 and 2018 results, we saw

- a [decrease](#) in the percent of employees in the optimal and active categories
- an [increase](#) in the percent of employees in the strained, problem, and at risk categories



## Employee Recommended Workplace Award—continued

The chart on the previous page showed what percent of employees fall into each of the health risk profile categories. Below is an explanation of each of those categories.

<b>Optimal Health</b>	Employees in this category are doing well in balancing the demands of life and work. Their total health (physical, mental, work and life) is fine. There is no risk at this time and this group's priority focus is sustainability.
<b>Active Health</b>	Employees who fall in this category are doing okay. They have more good days than bad. Their total health is not an issue. However, there are areas to focus on that can help improve the employee's overall quality of life.
<b>Strained Health</b>	Employees who fall in this category are currently experiencing some level of strain in one or more of the four total health areas. The challenge typically associated with being in this group is an inability to cope with demands of work and home that, if not addressed, can have a negative impact on their total health and productivity.
<b>Problem Health</b>	Employees who fall in this category are typically experiencing some physical, psychological or financial symptoms that are having a negative impact on their total health and productivity. Employees in this group typically require support to make changes that improve their total health.
<b>At Risk Health</b>	Employees in this category are at risk of having significant health issues - physical, mental, work or life. These employees are often off work or on the verge of being off work. Access to support services such as an employee assistance program is essential to get them back on the right track.

# Outcomes Management Report

2 0 1 8 - 2 0 1 9

## Employee Recommended Workplace Award—continued

Mainstream believes that it is important to support employees to improve all aspects of their health—physical, mental, work, and life. While we recognize that there are things we can do as an organization to improve employee health and wellness, the biggest impact comes when employees themselves [take responsibility for making changes and take advantage of the supports available](#) to them.

During our 2018 employee training days, we spent a lot of time encouraging employees to reflect on their health and wellness. We asked them to think about changes they could make in their own lives to reduce some of the stress they were feeling, to take care of their mental health, to improve their physical health, and to find a better balance. We also asked them to identify all of the things Mainstream already does to support employees and reminded them how to take advantage of those supports.

Employees were encouraged to:

- use their [Wellness Days](#) to reduce stress and take care of themselves
- [try some of the things](#) they identified in training days to take care of themselves
- access our [Employee Assistance Program \(EAP\)](#)
- take advantage of our [benefit program](#) to see a naturopath, massage therapist, chiropractor etc
- recognize that it is up to them to [identify the areas in their life that are having a negative impact](#) on their mental and physical health and to change them.

All of these things are easier said than done of course which is why we continue to remind and encourage employees to use the resource we have put in place to take care of themselves in the ways that work best for them.





## Wellness Days

Mainstream employees receive 3 wellness days per year (1 day every 4 months). Employees are encouraged to use these days to do something that improves their physical or mental health. These days are not intended to extend vacation or be used as sick time. Employees were asked to give us some examples of how they used their 2018-2019 wellness days. Here is a sample of what they said:

- “I used one of my wellness days to spend it with my daughter at the zoo, then I went for a pedicure.”
- “I went to Kitchener and went shopping and on the Polar Express with my husband, my sister, and her husband.”
- “I used my wellness day for painting my house.”
- “I spent one of my wellness days going to have a massage and then out to lunch with friends.”
- “I used a wellness day to spend the day exploring Toronto and go on a vegan boat cruise.”
- “I used my wellness day to catch up on cleaning.”
- “I volunteered with Hospice Niagara’s pre-teen retreat.”
- “I used my wellness day to enjoy a spa day, beach day.”
- “I spent the day with my granddaughter.”

\* Several people used one or more of their wellness days to support a loved one (often a spouse or a parent) with medical appointments. While this is not the intended use of the day, all employees reported that having the ability to use the day to support someone else reduced their own stress and anxiety.

## Make a Change

As part of our 2018 training day focus on health and wellness, we encouraged employees to think differently and take responsibility for making the changes they need to make in their own lives. A few months later, we asked for examples of what employees had tried and heard all sorts of great stories.

- “I opened a tax-free savings account and put the money we received as a bonus into it immediately. I’m trying to be smarter with money and I keep hearing all the ideas from others and they really can help get me to do things.”
- “I made a decision to change how I eat. I began a high protein/minimum carb regime and it seems to agree with me. It gave me more energy and some weight loss.”
- “Last year I started bringing more lunches from home so that I ate healthier.”
- “I have done two 6-week cross-fit training sessions.”
- “I booked a cottage weekend with a friend. I have waiting many times to be able to save money for a big trip which always ended with me having to spend the money on the car or other necessities. This year I booked a small trip to a cottage with a friend where I had a wonderful time. I learned that, if you can’t make the big things happen, do the small things and let them add to something big.”
- “I have stopped having takeout at home so often. Now it is maybe once a month. It serves two purposes: it saves money and it is so much healthier.”
- “I decided to start saying yes to opportunities that presented themselves to me. I had to listen to myself and decide if what was stopping me was a little bit of anxiety or outright fear and if it was anxiety then I pushed myself to try it and see how it goes. I decided to start listening to the positive people in my life and not the negative or the self-doubt.”



# Outcomes Management Report

2 0 1 8 - 2 0 1 9

## Employee Rewards and Recognition

## Employee Rewards and Recognition

On June 27, 2019 Mainstream held their annual Employee Rewards and Recognition Night. The event was held at Johnny Rocco's. During the event, [service awards](#) were presented to employees who have worked at Mainstream for 5, 10, 15, 20 and 25 years. The following employees were recognized:

Deb Knight	5 years
Edvina Kadric	10 years
Sara Wardell	10 years
Christine Bowers	15 years
Selena Boulianne	20 years
Elizabeth Wedderspoon	20 years
Tracie Davis	25 years
Monica Laumann	25 years
Heather Tkach	25 years

Thank you for your  
continued commitment to  
Mainstream. You make a  
difference in people's lives.

No journey is too long with the right company.



# Outcomes Management Report

2 0 1 8 - 2 0 1 9

## Thank you to all of our donors

Mainstream is fortunate to have many individuals and businesses offer their support to our fundraising efforts. This year we received a total of **\$12,628 in financial contributions and sponsorships**. This support goes towards enhancing the programs and equipment available to the individuals we serve.

Mainstream would like to take the opportunity to recognize the following supporters:

Pete and Margaret Conley

Debbie Haycox

Dennis and Laurie Cheredar

Stephen and Susan Borg

Marlene Hall

Marlene Lelie

Alan Cimprich

City of St. Catharines

Debbe Liddycoat

Mackenzie Investment

Copping International

Joe Cesnik

Cory Calwell

Maycourt Club

Alan Rankin

Mr. and Mrs. B Katzman

Charles Dufton

RBC Foundation

Richard and Barbara Mawhood

D. Shapira

Faith Lutheran Church

Hastec Engineering

Cathy Lutes

St. Catharines Club

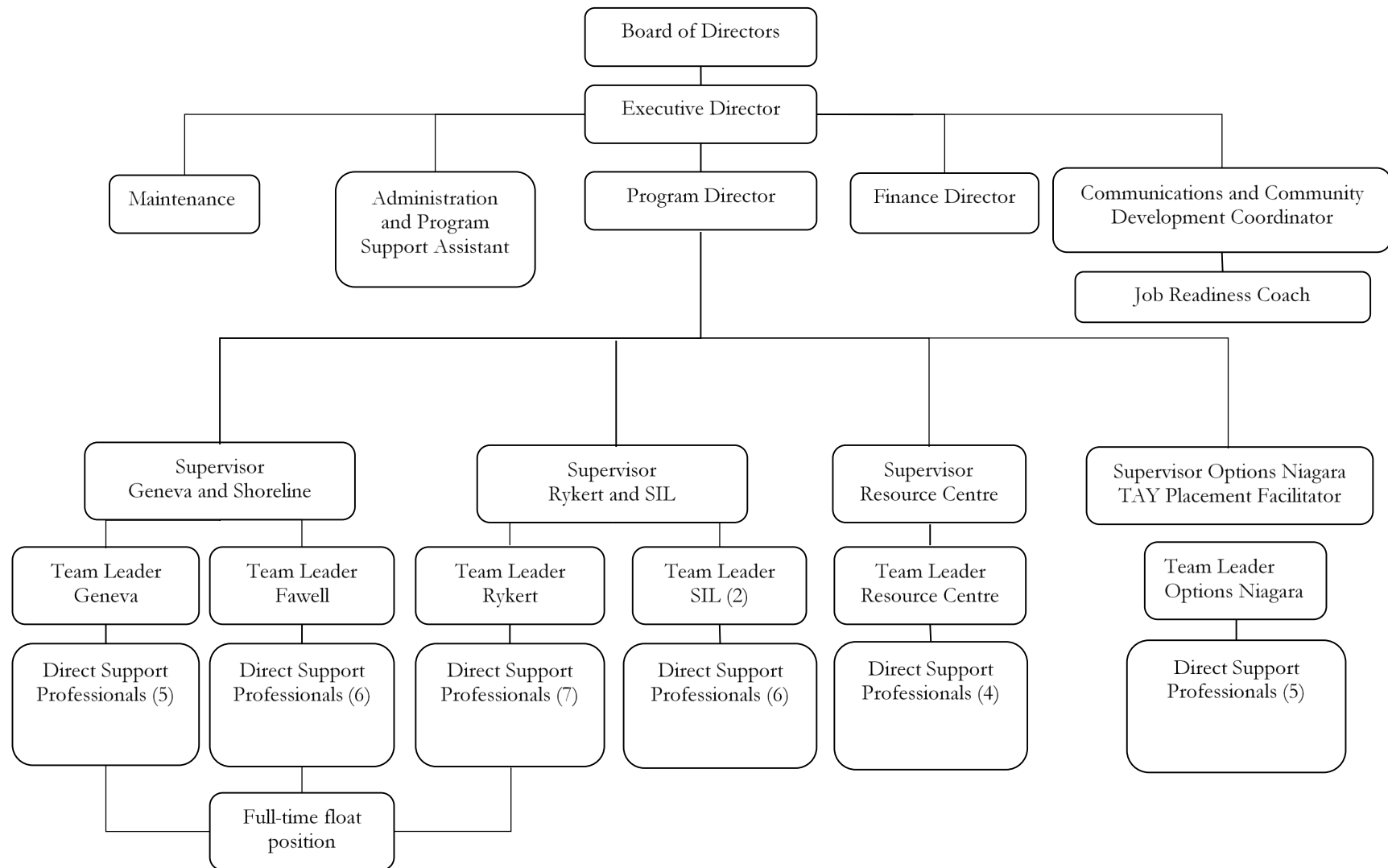
Doug and Sue Melville

“One of the secrets in life is that all that is really worth doing is what we do for others.”

Lewis Carroll



## Mainstream—At a Glance



# Outcomes Management Report

2 0 1 8 - 2 0 1 9

## Contact Information

**Mainstream** 263 Pelham Road St. Catharines, ON L2S 1X7

Executive Director	Kevin Berswick	905-934-3924 x 226	kberswick@mainstreamservices.com
Program Director	Deb Kalina-Stranges	905-934-3924 x 233	dkalina-stranges@mainstreamservices.com
Finance Director	Margaret Beaupre	905-934-3924 x 240	mbeaupre@mainstreamservices.com
Supervisor Day Choices	Tracie Davis	905-934-3924 x 231	tdavis@mainstreamservices.com
Supervisor Day Choices	Céline Parent	905-934-3924 x 245	cparent@mainstreamservices.com
Supervisor Residential Options	Sara Wardell	905-934-3924 x 223	swardell@mainstreamservices.com
Supervisor Residential Options	Tammy VanderWier	905-934-3924 x 238	tvanderwier@mainstreamservices.com
Communications and Community Development Coordinator	Kris Akilie	905-934-3924 x 230	kakilie@mainstreamservices.com

Please visit our website: **[www.mainstreamservices.com](http://www.mainstreamservices.com)** and like our Facebook page

If you have any questions or feedback about this Outcomes Management Report, please contact Céline Parent at 905-934-3924 or [cparent@mainstreamservices.com](mailto:cparent@mainstreamservices.com)