



2017/2018 ANNUAL REPORT

Northern Frontenac Community Services Corporation



Over 30 people attended the Annual Drop In BBQ hosted by David Yerxa on July 18. The Drop In is open to all community members every Wednesday at St. Andrew's Anglican Church Hall in Sharbot Lake. Stop by and visit us any Wednesday. A nutritious lunch is served at noon for only \$5. The Drop In is a collaborative program between Rural Frontenac Community Services and Community Living North Frontenac.

YEAR IN REVIEW

2017/2018 Annual Report letter from the Chair and ED



Louise Moody
Executive
Director

This has been a year of change, a year for renewal. Over the last year, our Board of Directors has been responding to significant changes from our two core funders, the Ministry of Education and Ministry of Health and Long Term Care. These program changes were opportunities to secure future funding, however they required significant changes to both staffing and the services we provide to the community.

In 2017, we were informed that our Early Years funding would terminate. During the fall and winter, the staff and Board prepared and submitted an RFI and RFP to the City of Kingston to be the EarlyON provider for Frontenac County, Zones 1 and 2. In April, it was announced that our bid was successful and that we were awarded the contract and would be a new EarlyON Child and Family Centre.



Linda Chappel
Board Chair

Our success provided enhanced programming, broader geographic exposure with eight locations, over 80 hours of service each week, including evenings and weekends, and a doubling of professional staff at each program location. Over the summer we launched the new programs as we hired staff and opened new sites. Our Sydenham location opened in September, providing programming six days a week in South Frontenac.

Throughout the year, Rural Frontenac Community Services has been working with the South East Local Health Integration Network (LHIN) to consolidate and define the core services available to seniors and adults with disabilities through our Community Support Services (CSS) funding. By the spring of 2019, the seven core services will be consistent across the LHIN ensuring that they are accessible geographically and financially.

During these unpredictable times, the staff have continued to ensure the services for the community continue to be delivered with care and compassion. We applaud their passion and stamina and look forward to working together to provide opportunities that will enhance the well-being and self-sufficiency of all community members.

This year we recognize Jan MacPherson's 20 years of service and Catherine Tysick's and Vicki Butler's 15 years of service. It is a privilege to have such committed staff on our team. We also said goodbye to Maribeth Scott, the Child Centre Manager who dedicated 22 years supporting the families in our community. We wish her the best in her new endeavors.

2017 HIGHLIGHTS



The 42nd Annual General Meeting in Arden.



The Northern '5' Diners celebrate Lee White's 103rd birthday!

Community Support Services

2,966

Meals Delivered by 6 Volunteers

2,018

Hours of Respite to support seniors
staying in their homes

Frontenac Transportation Services

6,083

Rides by 41 Volunteer Drivers

702,179

Kilometres Driven



Graduating Class of 2018



Our drivers know where they are going!

HAPPENINGS



Celebrating our Volunteers

Over 100 people, volunteers and their guests, attended our volunteer appreciation this spring. The lasagna dinner was enjoyed by all.

Our Volunteer of the year recipients, Lou Cucoch and Lily Legacy Zierer.



Christmas Hamper Program – our Volunteer team distributed 148 Christmas Hampers to local residents in partnership with the Salvation Army Mississippi-Rideau Lakes Corps. Special thanks to the Sharbot Lake and District Lions Club for their generous donations.

OUR PEOPLE



We believe that all people in rural Frontenac County deserve to lead a vibrant community life and we are committed to provide a wide range of services for all generations to make this happen.

Administration

Louise Moody
Joyce Lewis
Nikki Gowdy

Seniors

Catherine Tysick
Vikki Newlove
Karin Reynolds
Leigh Russell
Sandra Thiel
Vicki Butler
Jasmine Dopking
Colleen Ryder
Anne Howes
Caylie Runciman

Transportation

Gail Young
Nicki Gowdy
Angela Grey

EarlyOn

Melissa Elliott
Jan MacPherson
Penny Cota
Marcie Asselstine
Maggie Asselstine
Brittany Cowdy
Shania Watson

Youth

Martha Johnston
Deanna Lind

Daycare

Susan Wilby
Lisa Hamilton
Marcy Paradis
Sara Hueston
Marjory Hannah
Anne Hammond

Community

Mike Proctor
Branden Leach

Good Byes

James Kelly
Dianne MacPherson
Maribeth Scott
Laura Woods
Pat Rhyno

Welcomes

Anne Hammond
Majory Hannah
Sara Hueston
Martha Johnston
Deanna Lind
Caylie Runciman
Shania Watson

2017/2018 Board Members

Laura Baldwin
Linda Chappel (Chair)
Keith Conboy
Jeff Green (Vice Chair)
Susan Irwin
Steve Magee
Christine Poulter
Bob Webster (Treasurer)
Kathi Zarfes

FINANCIALS

Treasurer's Report

Financial results for RFCS for the 2017/18 fiscal year reflected a cash surplus of \$34,991 compared to a cash deficit of \$26,332 for the previous year. This was a substantial improvement and was largely the result of careful expense management on the part of the RFCS team.

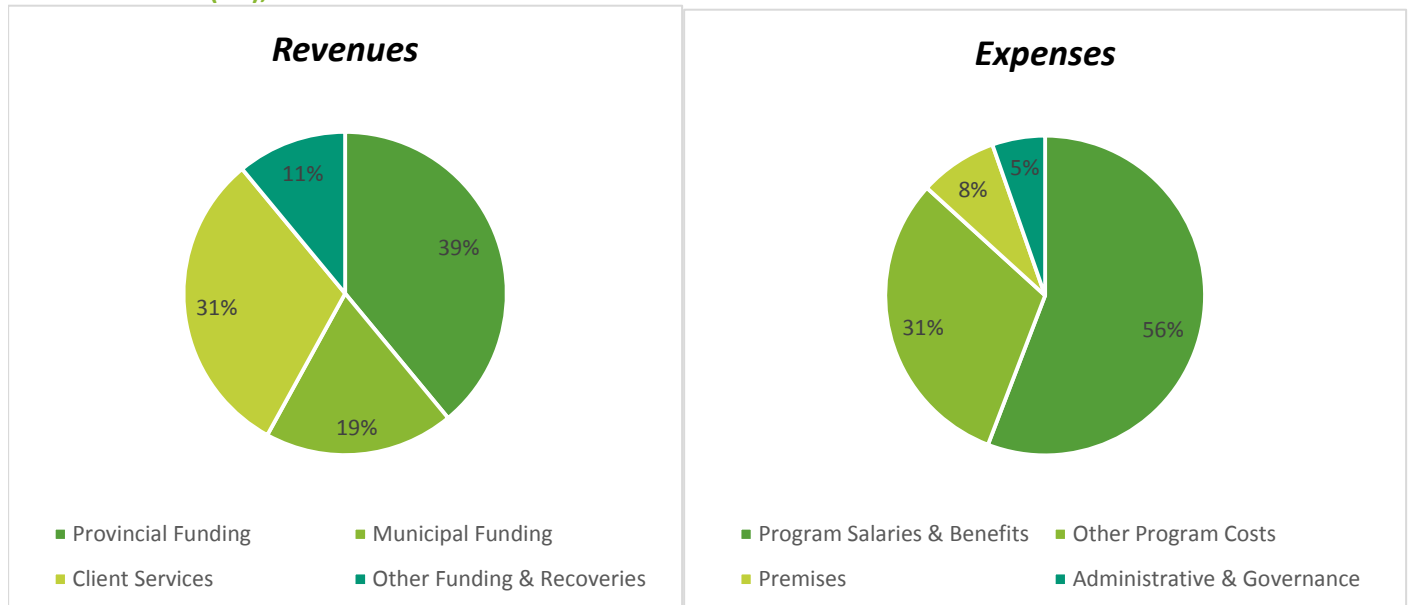
During the year the first steps in a major redefinition of child services by the Ministry of Education took place. The Ministry transferred program definition and oversight for all services under the umbrella of the Ministry's Early Years Centres in Kingston and the County of Frontenac, as well as funding responsibility, to the City of Kingston. The City issued a request for proposals from a number of agencies to determine which agencies would provide a revised child services program, now called EarlyON, in the geographic areas defined by the City. Rural Frontenac Community Services successfully bid to become the service provider for all of the rural section of Frontenac County. Effective July 1 the City rolled out the new and enhanced offering. This will require substantially altered and expanded services provided by our EarlyON team. It will result in an approximate doubling of the revenue and expense associated with EarlyON activity from approximately \$310,000 to approximately \$570,000. The change to EarlyON will also result in the agency no longer providing an oversight of Early Years programs offered by other agencies outside of Frontenac County. This will reduce both revenues and expenses in the 2018/19 fiscal year by \$227,000.

Plans were also commenced in 2017/18 by the Local Health Integration Network (LHIN) to redefine the services and the funding for the services now offered by our Community Support Services team on behalf of the LHIN. We continue to work with the LHIN on those changes with a view to the changes being implemented in 2019.

The financial condition of RFCS improved at the 2017/18 year end with cash and investments amounting to \$453,000 compared to \$331,000 at the previous year-end. The increase was due to the cash operating surplus mentioned above as well as "cash friendly" changes in the accounts receivable and accounts payable balances. As we have noted previously, financial and operational stability is crucial to our ability to offer the broad array of services we provide to clients of all ages and across our large geography.

As I do each year I would like to express the heartfelt gratitude we feel to our funders, staff and volunteers. Their contributions make possible the comprehensive services we strive to provide to our community.

Robert Webster (CA), Treasurer



Complete audited financial statements are available upon request.

RURAL FRONTENAC COMMUNITY SERVICES

Our Locations

1020 Elizabeth St.
Sharbot Lake, ON

1004 Art Duffy Rd.
Sharbot Lake, ON

Our Funders

Ontario Ministry of Health and Long Term Care

Ontario Ministry of Education

Ontario Ministry of Community and Social Services

Ontario Ministry of Children and Youth Services

County of Frontenac

Township of North Frontenac

Township of Central Frontenac

Township of South Frontenac

United Way - Kingston, Frontenac, Lennox & Addington

Community Foundation of KFL&A

"We are so fortunate to live in a community where neighbours, friends and even strangers care for the less fortunate among us and help make life a lot easier for the elderly who are not as mobile or energetic as they once were. We are in that Elderly group and we really appreciate the service provided by the Meals-on-Wheels program. We want to express our sincere thanks and appreciation to all those who coordinate the program, those who prepare the healthy and bountiful meals, and particularly those friendly volunteers who deliver piping hot meals every Tuesday and Thursday in all kinds of inclement weather. We thank everyone."

OUR MISSION

To provide opportunities that will enhance the well-being and self-sufficiency of all community members.