



ANNUAL REPORT 2020

Humboldt and District Community Services

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Our Values

We treat people with Respect, Fairness, and Compassion

Our Programs and Services are Person Centered, Holistic, and Accountable

**EMPOWERING
PEOPLE
TO REACH THEIR
FULL POTENTIAL**

517 Main Street Humboldt
306-682-1455
humboldtcommunityservices.org

**HUMBOLDT AND DISTRICT
COMMUNITY SERVICES**

CHAIRPERSON'S MESSAGE

20 Years is a tremendous accomplishment. Our 20th year included a theme of change for our Organization. The COVID-19 Pandemic resulted in some obstacles that we had to overcome. Our priority was adjusting the delivery of Programs and Services to ensure the health and safety of our clients and our staff during this time. As with any person-centered Organization that provides front line supports to individuals; it was a disheartening and sometimes difficult time for our staff as they carried on and continued to support clients with existing needs and other needs that developed due to the pandemic. I want to start off by acknowledging their dedication, commitment, and flexibility through these trying times.

Our Management and Board were tasked with reviewing and updating our Pandemic Response Protocol and many other key policies and procedures so that we may be able to operate safely and continue to provide services in 2020.

I have been extremely fortunate to be able to see this Organization grow into what it is today. We started small, one program and one employee and grew into an Organization that hosts 11 different programs with 22 outstanding employees. I have been very blessed and fortunate to be a part of this team and its growth. However, after being the Chairman for 20 years it is time to move on and hand the gavel over to another person who has a vested interest in continuing the great work that this Organization has done. I have certainly been challenged and have a large part of my heart in this organization as do all our board members. "There is no greater love than this: that a man lay down his life for his friend". This is not essential to take literally these beautiful words. What is important that we have all been given gifts and we need to share them with our communities, our neighbors, and those who need it most such as those experiencing different challenges in their life.

Thank you to all of you who have shared their gifts: this has not gone unnoticed. Special thanks my fellow directors for their support and encouragement over the past years. It is through teamwork like this that great things are accomplished.

Islay Ehlert
Board Chair

Mission: To assist in discovering and implementing community-based responses to the needs of people with varying abilities.

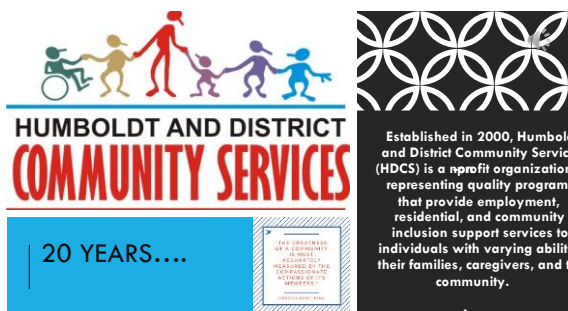
BOARD OF DIRECTORS

Islay Ehlert – Watson, SK
Shelley Ven der Buhs – Engelfeld, SK
Shelly Berscheid – Lake Lenore, SK
Gloria Chetyrbuk – Humboldt, SK
Tracy Hage – Humboldt, SK
Kelly Weber – Humboldt, SK
Maureen Loeffelholz – Cudworth, SK
Dana Zemluk – Humboldt, SK
Joyce McCord – Humboldt, SK

EXECUTIVE DIRECTOR'S MESSAGE

2020's initial plans included celebrating HDCS's 20th Anniversary throughout the year, hosting many special events in celebration. Although things did not go as planned, turning 20 is a remarkable milestone for HDCS and as with any milestone it presented an opportunity to look back at where we came from, reflect on what we have accomplished and where we want to go.

A video of HDCS's journey through the years was posted on our social media platforms and can be found here:



<https://www.facebook.com/HDCS1/videos/380832426352140>

Unfortunately, no one person or organization is immune from the disruption of the last year. Despite this people were still gaining meaningful employment, programs and services remained although they may have looked differently from time to time throughout the year. We concentrated our efforts not only in ensuring that our programs and services were running smoothly but more so on how our clients were managing. This was an especially difficult year for many of the individuals we work with and we needed to be available for them. Our front-line work is what mattered the most during this time.

Employment services continued to support opportunities for individuals to find meaningful, community employment. Even though the labour market sector seen a dramatic decline in positions available we continue to be amazed by our local employers who remain committed to mirroring their community and creating natural and inclusive workplaces.

We also adapted our Enhanced Career Bridging Program to accommodate distance learning and smaller class sizes. Although

things looked differently the impact that this Program has on its participants are lifelong.

We also celebrated our 20th annual summer program this year. We were thrilled that we were able to deliver a revised program that accommodated the restrictions that were implemented by the government and the health authority. We had less programming hours per day to accommodate enhanced cleaning and participant health screening. We provided just under 1400 hours of recreation and respite to 18 participants. A maximum of 6 participants attended per day.

We had a small celebration for our group home residents and staff as they celebrated their 10th Anniversary. I am grateful for the amazing group of long term dedicated staff who through the past year have been accommodating, positive, and full of compassion as we work through all the restrictions, policies, and new protocols that we have implemented to ensure our home, residents, and staff remain healthy and safe.

I am humbled and forever grateful to each member of our team. These past several months have affected all of us. Our points of reference changed overnight. We were forced to modify instantly our habits and discover a new norm for work and living. We learned social distancing and developed new routines. We are repeatedly washing our hands and wearing masks to protect family members, clients, co-workers, friends, and strangers. You have worked tirelessly, harnessing all your energy and skills to meet the needs of our clients, residents, and community. You have done whatever it takes to get the job done. I am proud of the work values, spirit, and unity I have seen.

I am grateful for the many personal and professional lessons learned from this past year. I look forward with a renewed sense of hope for 2021.

Juanine Korte
Executive Director



OUR PROGRAMS

Supported Employment

- Humboldt and Area Supported Employment Program
- Valley Employment Program
- Community Work Crew
- Job Search Resource Center
- Enhanced Career Bridging Program

Support Services

- Community Inclusion Support Services
- Summer Recreation and Respite Program
- Inclusive Social Programming

Residential

- Hilda Home
- Supported Independent Living Program

Our Staff

Juanine Korte – Executive Director
Lisa Selinger – Office Manager
Trudy Linka – Office Assistant
Niamh Menz – Supported Employment Coordinator
Megan Macinnis – Employment Support Worker
Joanne Speers – VEP Job Developer
Mara Doepker – Support Services Coordinator
Nadine Sepke – Program Assistant
Jamie Thiemann – SILP Support Worker
Jennifer Norris – Residential Supervisor
Direct Support Professionals
Maria David, Rose Arasi, Barb Norris, Donna Talubut, MaryAn Legaspi, Joyce Bestre, Nanette Ecker, Arceli Mallari, Brenna Stone, Maria Rodriguez, Liv Sacla
Roger Nordick (Maintenance)



EMPLOYMENT SERVICES

Supported Employment is a person-centered approach designed to support individuals with employment barriers to prepare for, obtain, and maintain competitive employment.

Through Ministry of Immigration and Career Training funding (**HASEP**) **Humboldt and Area Supported Employment Program** and (**VEP**) **Valley Employment Program** offers an extensive range of professional employment services to both individuals and employers.



2020 (HASEP/VEP)

Clients/Job Seekers: 86
Employed: 33
Further Ed/Training: 30
Completed: 11
Withdraw: 1
In Progress: 11
Unregistered Clients: 21
Total: 107
Total Client Contact: 1512
Total Employer Contact: 1114

Objective: To provide opportunities for competitive, paid employment in the community while seeking to eliminate barriers for people who are unemployed or underemployed.

In 2020 our Supported Employment Program assisted approximately 86 individuals prepare for, find, and/or maintain employment in the community. The pandemic altered our programs and services, therefore resulting in a 20% decrease in numbers from the previous year.

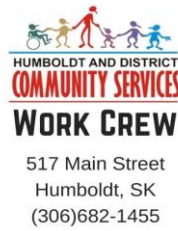
This program relies heavily on face-to-face work with both job seekers and employers. The lock downs and restrictions that have been in place for most of 2020 has significantly affected the number of people we have been able to work with during this period and the number of positions that are available. Many employers and businesses continue to have layoffs. With many businesses also forced to close their doors. The hospitality and tourism industry has been impacted the most, which is also the sector that we work very closely with in seeking employment opportunities for our job seekers.

Since 2003, we have operated a satellite supported employment program in the Duck Lake/Rosthern region called the **Valley Employment Program**. The Valley Employment Program is located at the Stobart Community School. We also deliver our programming at the Good Neighbour Food Center on Friday afternoons in Rosthern. Programming at our Duck Lake location was suspended for most of 2020 due to restrictions with the pandemic and the school division.

Community Work Crew

The Community Work Crew model is a customized work approach to provide different opportunities and alternative choices for job seekers with disabilities and/or barriers to be able to work in competitive community employment with supports.

The work crew completed a total of 19 contracts ranging from 1 visit to several visits. In total the work crew attended these contracts approximately 90 times. Each contract required 1 person up to several people to complete the work. In 2020 The work crew made just over \$4800.00 in wages.



NEED A HAND WITH THAT?

HDCS WORK CREW CAN HELP WITH ANY SMALL CUSTOMIZED PROJECTS THAT CAN FREE UP YOUR TIME

Give us a call for more information about how we can help with your project!

General Yard Clean-up • Window Washing • Bulk Mailing Services • Grass Cutting AND SO MUCH MORE!

Everyone was paid at a rate of minimum wage or better. 100% of the income generated went to the individuals who were involved with completing the work. Some of the contracts included: Home Hardware yard clean up, litter pick up for the Quill Center and A&W. We also completed fence staining, yard and lawn maintenance, and window washing.

DEAM

Due to the pandemic, we celebrated DEAM virtually in the month of October. A video was developed (DEAM through the years) and was shared on our Social Media platforms.



I encourage you to check out the video at the following link: <https://www.facebook.com/HDCS1/videos/618940182121477/>

Job Search Resource Center

The Ministry of Immigration and Career Training has partnered with our Organization to ensure that all individuals have access to the tools and resources they require to meet their job development and job search needs. Through the center the public has access to computers, resources, printing, faxing, referrals, etc.

Contract Year Totals

(September 1, 2019-August 31st, 2020)

Total for the year 874

Pre COVID Total (Sept-Feb) - 604

Post COVID Total (Mar-Aug) - 270



This is a decrease of 40% from total number of individuals from the previous year. This was entirely due to the COVID- 19 Pandemic and closing our doors for 3 months. We were averaging about 100 individuals per month for the first part of the contract year and therefore we were on track to support over 1200 users in 2019-2020

- Full Service was provided from Sept. 1, 2019 – March 18th, 2020.
- 3-month closure from March 19th – June 14th, 2020
- June 15th – August 31st open by appointment only
- September – November 2020 open
- November - December 2020 closed/open by appointment

Individuals accessed the resource center for a variety of reasons:

- Job search inquires
- Resume support/faxing/printing
- Computer/email/in office support
- Referrals

Enhanced Career Bridging Program

The extension of the Enhanced Career Bridging Program for a second year was a great opportunity to continue to further develop the program.



The first session for 2020 started on March 9th. We had 15 applications to the program and 8 individuals who continued with participation. Program participants experience a variety of barriers to employment. Challenges include literacy issues, mental health issues, cognitive and learning challenges, past addiction issues, and lack of education and employment experience. Unfortunately, the in-person version of the program was cancelled due to COVID-

19. The last class took place on Tuesday March 17th. The Facilitator continued to work one on one with the program participants initially through telephone, zoom, email, and messenger. Once restrictions were eased, physically distanced meetings were held in person. Job search and job development was the focus.

As COVID-19 continued to be a threat and a safety concern for staff and participants, we worked on aspects of holding a smaller class, keeping in mind safety current Saskatchewan Health Order, the Government of Saskatchewan Regulations, and Occupational Health and Safety. Our space allowed us to safely host a class of 5 participants and so we were able to start our 2nd session on October 5th, 2020.

Testimonial from one of our session 2 participants... "Through practical instruction and COVID friendly interaction, the ECBP has thus far put me in a better position to transition into future employment. I am happy that it provided me with purpose, a reason to get out of bed, structure, some confidence, and a sense of hope for the future. I am leaving with valuable certifications, time management techniques, customer service and interview skills, goal-setting strategies, and friendships."

Support Services

Our support services program, which is funded by the Ministry of Social Services (Community Living Service Delivery) provides comprehensive case management services for over 74 clients and/or their families/caregivers. Of these 74 clients (families) 16 are new to HDCS and 58 are existing clients.

Support Services Highlights

- 74 active clients
- 16 new clients/families
- 16+ caregivers supported.
- 14 mentor/respite meetings
- 24 individual CDS funding applications supported.
- 18 Summer Program participants and families supported.
- 1366+ hours of summer respite provided.
- 267 counselling sessions
- 29+ program/team meetings

This also includes being team lead for over 24 Cognitive Disability Strategy (CDS) agreements. Through these CDS agreements we manage the application or renewal process and assist families with recruiting and managing mentors and respite caregivers. This past year we provided guidance and training to 16 mentors and respite caregivers. In 2020 many individuals used less mentorship or respite hours due to the pandemic. The pandemic did affect our clients substantially as our counselling sessions were almost doubled from the previous year.

Navigating systems – collaborated with the following agencies in 2020:

Autism Services	Child & Family Services	Carlton College
Cognitive Disability Strategy	Community Living Service Delivery	Connect Therapy
Futuristic Industries	Inclusion SK	Home Care
Horizon School Division	Humboldt Housing Authority	Hbltd Speech & Language Services
Kinette Christmas Cheer	Kinsmen Telemiracle	Mental Health & Addictions
Mental Health Residential Homes	Mobility Van	Partners Family Services
Psychiatry	Sask Catholic School Division	SK Assured Income for Disability
Sask Rental Housing Supplement	Special Olympics	Victim Services

Summer Program

Our 20th annual summer program took place this past July and August. Because of COVID-19 the summer program looked slightly different this year. However, we were incredibly grateful that we could go ahead and offer this much needed program to the participants and their families. We provided a total of 1366 respite hours to families and caregivers.



Our numbers were significantly less this year compared to our record number of campers in 2019. We hired 4 summer students to provide support to 18 participants. Each day we limited our participants to 6 so that we would stay at a daily limit of 10. Once again, our summer students did amazing work while adhering to the Saskatchewan Health Guidelines. They were given many extra duties this year that included screening participants upon arrival and enhancing cleaning measures.

In the 20 years of delivering this program we have hired a total of approximately 60 students. Of these 60 students, many of them worked multiple summers for us.



Social Programs

Although our Social Programming came to an abrupt halt in March of 2020, we managed to host a few events prior and smaller groups later in the year, all while adhering to public health measures.

Youth Social Skills Group	Social Skills – Discussions around coping skills thru pandemic (over zoom) Adulthood Like a Champ Program
Parent Support Group	Facilitated a discussion meeting with parents to help establish a peer support group.
Adult Activity Group (9-12 attendees)	Drop in sessions for adults without any other programming. Need came from intake information and counselling sessions as a gap. Focus on health and wellness. 35 individuals identified.
Adult Social Club (15-22 attendees – pre covid)	Bowling, movie, pumpkin carving, games night, swimming, bingo
Youth Social Club (5-6 attendees)	Bowling, bingo, games, swimming
Drama Club (7 participants)	Ended before final show due to pandemic
Dances (55-60 attendees – pre covid)	We were only able to do 2 dances this year (Jan/Feb). We held a Virtual Christmas Dance on December 17th, 2020

RESIDENTIAL



HILDA Home

In 2010 HDCS built a group to serve serves the needs of 4 individuals who required specialized housing supports.

HILDA Home has been in operation for just over 10 years with the same 4 individuals calling it home since its opening. We have 6 full time, 3 part time, and 4 casual staff members that provide supports to the residents and the home.



Due to COVID and the vulnerabilities of some of the residents who live at HILDA we were required to implement the same restrictions that you would find in long-term care facilities. Staff and management spent most of the year implementing new policies and procedures to ensure the safety of themselves and the residents. Daily staff/resident screening, PPE use, and enhanced cleaning measures are just some of the examples of the new procedures that were

put into place in 2020. They also were tasked at supporting families with visitation restrictions. We implemented protocols for indoor, outdoor, and visits away from the home. Our employees have also done a tremendous job at organizing several new activities for the residents while they continue to isolate at home.

We want to acknowledge the donation from Brenda Legare. Her donation has helped us to stain the fence and purchase a new swing for the residents.



Supported Independent Living Program

In December of 2019 we were contracted by Community Living Service Delivery to provide a Supported Independent Living Program (SILP). Through this program we provide person centered support for individuals to live independently in the community.

This includes:

- Establishing a support network in the community
- Support in utilizing community resources
- Assistance with budgeting, shopping, and managing money
- Assistance with managing a home; including cleaning and planning/preparation of meals.



FINANCIAL OVERVIEW

Most of the operating and program expenses are funded from grants and advances received from the Provincial Government. Please find attached our Financial Statements for the fiscal year ended October 31st, 2020.

Grants and funding have been provided by:

Government of Saskatchewan Ministry of Immigration and Career Training/Labour Market Services and Ministry of Social Services/Community Living Service Delivery



We would also like to thank the following for their donations:

Dan and Nha Tran – St. Augustine Parish - Humboldt & District Chamber of Commerce – Humboldt Museum and Gallery - Calico Gymnastics - Misty Gardens - Boston Pizza – Humboldt Sobeys – Bella Vista Inn – Humboldt Co-op - KMK – Spotlight Sound - Brenda Legare Inclusion SK (Humboldt Branch)

FINANCIAL REPORT

HDCS's operations include a variety of programs and services in support of the Organization's mission.

STATEMENT OF OPERATIONS YEAR ENDED OCTOBER 31, 2020

	2020	2019
REVENUES		
Grants	\$901,909.00	\$926,352.00
Sundry	\$27,286.00	\$29,444.00
Donations	\$11,656.00	\$13,839.00
Fundraising	\$89.00	\$4,694.00
	\$940,940.00	\$974,329.00
EXPENSES		
Salaries		
Administration/Coordinator	\$262,897.00	\$273,026.00
Program Staff/Shift Operator/Relief	\$393,286.00	\$362,912.00
Employee Benefits		
CPP, EI, and Worker's compensation	\$83,222.00	\$72,834.00
Building Occupancy		
Rent	\$50,137.00	\$53,760.00
Interest on callable debt - mortgage	\$6,010.00	\$6,793.00
Utilities - Light/Power	\$2,510.00	\$2,522.00
Utilities - heating	\$1,505.00	\$1,495.00
Utilities - Water/Sewer	\$3,461.00	\$2,705.00
Care Buildings/grounds	\$3,559.00	\$1,529.00
Insurance	\$4,400.00	\$3,905.00
Office Expenses		
Supplies	\$9,000.00	\$8,925.00
Telephone/telecommunications	\$8,210.00	\$7,350.00
Staff		
recruitment/education/retention	\$4,372.00	\$7,762.00
Promotion/publicity	\$1,449.00	\$827.00
Purchased Services		
Audit/Accounting	\$2,121.00	\$1,908.00
Other	\$910.00	\$1,040.00
Transportation	\$9,102.00	\$14,293.00
Medical Supplies	\$4,884.00	\$2,478.00
Food	\$14,649.00	\$17,584.00
Housekeeping	\$1,919.00	\$625.00
Program Supplies	\$23,863.00	\$30,206.00
Miscellaneous Expenditures		
Other	\$9,740.00	\$21,731.00
Amortization	\$17,021.00	\$18,513.00
	\$918,227.00	\$914,723.00
EXCESS (DEFICIENCY) OF REVENUES OVER EXPENSES	\$22,713.00	\$ 59,606.00