



trellis

MENTAL HEALTH AND DEVELOPMENTAL SERVICES

*enhancing wellness,
enriching lives*

annual report 10|11

executive report

Our objective: to improve the lives of those we serve



Fred Wagner
Executive Director

We are pleased to present the 2010/11 Annual General Meeting Report and invite you to reflect on the important contributions that Trellis has made to the mental health and developmental needs of our community. Our achievements of the past year build on our proud history of being a responsive and effective service provider for those with mental health and developmental challenges.

Service Utilization

Trellis provided service to 8,318 unique clients in 2010/11. There was some variation in utilization of our various services. In comparison to 2009/10, there were slight decreases in the number of clients served in the Adult, Child and Adolescent and Developmental Services. These decreases can largely be attributed to some vacated staff positions remaining unfilled longer than expected throughout the year.

Significant increases were experienced in our Senior's Service which provided assistance to 281 additional clients in 2010/11. This is consistent with the increasing needs of an aging population. Similar increases were noted in the regional programs serving those with a first episode psychosis and an eating disorder. A greater emphasis on group modalities and some changes in staff complement provided increased capacity to see more clients in these programs.

Financial Position

Trellis maintained a balanced budget for 2010/11. Operating costs continue to rise, particularly in the areas of leased facilities, benefits, and information technology.

Service Developments

We stepped up efforts to decrease reliance on the Emergency Departments by increasing the number of urgent psychiatry appointments available each week and by ensuring that individuals at risk of experiencing a crisis have a crisis recovery support plan on their file. Crisis recovery support plans identify ways of managing situations before they become a crisis and specify alternatives to using Emergency Departments.

Through a two year grant from the Société Santé en Français, we are leading a pilot project to provide French language mental health assessments to Francophone residents of Waterloo-Wellington. This project leverages the telemedicine capacity provided by the Ontario Telemedicine Network to link French speaking psychiatrists by video to residents of Waterloo-Wellington whose first language is French.



Jeanne Forsythe
Board President

financial report

	2010 Total	2011 Total
REVENUE		
Grants		
Ministry of Health and Long Term Care	9,962,834	9,989,950
Ministry of Community and Social Service / Ministry of Children and Youth Services	7,582,851	7,589,266
County of Wellington	1,597,818	1,566,389
Halton Health Care Services	504,375	518,287
Trillium Foundation	268,449	240,189
Alzheimer Society of Dufferin County	36,836	159,038
St. Mary's General Hospital	106,708	118,144
Guelph Community Foundation	3,500	0
New Horizons	25,000	104,261
United Way	25,351	26,566
Grand River Hospital	138,583	0
Other Income	133,267	258,623
Interest	0	1,765
Less: deferred revenue	(1,257,026)	(1,134,726)
	19,128,546	19,437,752
 EXPENDITURE		
Salaries	10,619,113	10,737,533
Benefits	1,814,747	1,757,036
Sessional fees including Sessional Supplement/Physician Consult fees	391,646	357,878
Allocated administration costs	455,732	444,279
Purchased services	74,840	83,599
Advertising and promotion	19,411	21,692
Program and craft supplies	114,914	143,906
Maintenance supplies	46,583	17,533
Maintenance services	118,619	140,228
Travel—clients	35,972	30,608
Other direct expenses	62,562	368,430
Bank charges	20,384	19,627
Facilities insurance	44,515	47,627
Business machines	43,333	33,899
Professional fees	572,458	392,030
Postage, stationery and office supplies	204,130	143,911
Staff education	92,749	84,929
Telephone	263,582	251,851
Travel—Staff	258,443	245,681
Meetings	73,853	40,630
Computer	168,266	198,647
Rent	508,516	545,557
Utilities and Taxes	138,897	187,634
Waterloo, Wellington & Dufferin Flex Funds	140,162	299,786
Paymaster	979,854	234,793
Referred out	423,657	1,038,318
Clinical and specialized supports, complex special needs, flex funds, season supports, & one-time	416,534	594,480
MFTD and respite	179,383	177,383
Service resolution	404,472	440,588
Other expenses	116,427	116,474
Capital expenses—80 Waterloo	63,264	133,962
	18,867,018	19,330,529
Net Amount Due (to)/from funders	(235,446)	(132,415)
EXCESS OF REVENUE OVER EXPENDITURE	26,082	(25,192)

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A specific focus of the past year has been to better coordinate our services with Family Health Teams and primary care physicians. Trellis and the Guelph Family Health Team initiated a quality improvement project to enhance the sharing of information between Trellis' clinical staff and primary care providers.

Trellis was an active partner in the Rural Healthcare of Tomorrow working group whose goal is to improve healthcare for rural residents. This working group is committed to finding collaborative solutions to more accessible and integrated rural healthcare and will have a major impact on future healthcare delivery in rural Wellington.

Strategic Directions

We continued to move forward on our 2010-15 strategic directions. In support of our commitment to “*Invest in Quality and Accountability*”, we created a quality manager position and a decision support position, implemented the OHA leadership competency framework, introduced an organizational dashboard to track key performance indicators, and strengthened our enterprise risk management framework.

Our goal of “*Strengthening our Operational Infrastructure*” was advanced through investments in information technology, streamlined and integrated finance and payroll reports, and the restructuring of our Finance Department.

Integration

We actively sought opportunities for service collaboration and integration. In partnership with the Volunteer Centre, we received a two year Trillium grant to explore back office integration opportunities with eighteen partner agencies. In addition, we jointly explored with Family & Children Services of Guelph and Wellington County and Dufferin Child and Family Services opportunities for collaboration, initiated a review to examine integration opportunities within our Specialized Geriatric Service and established a shared Volunteer Coordinator position with the Volunteer Centre.

Client Council

We are fortunate to have an active Client and Family Advisory Council which provides important advice and guidance on how to improve Trellis' services. The Council worked diligently over the past year to develop a Client Pledge which specifies Trellis' key commitments to clients and family members. A new Client Feedback Survey was developed to assess the extent to which the actual experiences of clients and family members reflect the commitments of the Pledge

Staff

Despite the turbulence in the healthcare system, Trellis' staff have remained steadfast in their commitment to providing the best care possible to the clients they serve. Over the past year, staff have expressed a need for a stronger collective voice in the affairs of the agency. An Employee Council was formed in January and has been working hard to create the structures and processes for representing the voice of staff and for participating in organizational decisions.

A Word from Our Board Chair

In my two year term as President of the Board of Directors, I would like to comment that it has been a rewarding experience during these challenging but exciting times. I would like to express my gratitude to the Board for their efforts and steadfast support, and to our Executive Director, Fred Wagner for his exemplary leadership and to the staff and volunteers who promote and deliver on our collective mission and values. It has been an honour and a privilege to be part of this great organization.



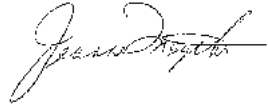
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As is evident from these highlights of the past year, there is much for us to celebrate. Our achievements are the direct results of the talent and commitment of our board, managers and staff and we thank them for their dedicated service. We look forward to building on these achievements in the coming year.



Fred Wagner
Executive Director



Jeanne Forsythe
President, Board of Directors

service activity

