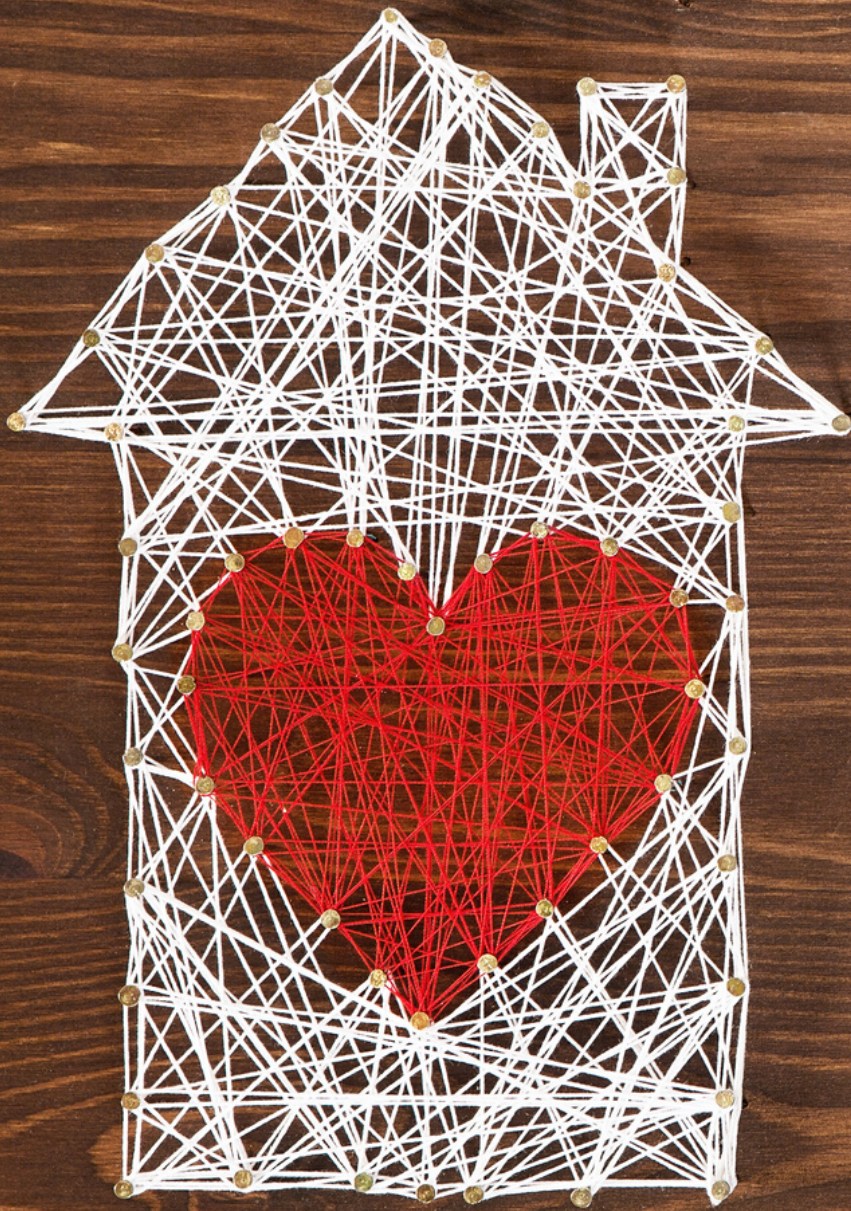




HOPEWELL

ANNUAL REPORT



2019.2020 // PREPARED BY KIM RODRIGUES

June 3, 2020

As we close the 2019-2020 year, we need to take a moment to recognize how much we have to be proud of as an agency and service provider. We have exceeded our goals in many areas and continue to establish a very solid organization. A big congratulations to the Hopewell staff members on their excellent work this past year.

With all our successes this year has also been one of uncertainty. We have navigated new ministry expectations and ambiguity with regards to funding. Maintaining staffing has been an issue for most agencies in our sector, including Hopewell. Challenging work and relatively low paying jobs, make the developmental services sector not the most appeal career choice for new graduates. Despite these challenges we continue to make great strides towards accomplishing our core mission: *To enrich the lives of individuals with a range of physical and developmental abilities to experience a full life.* We have been able to do this through solidifying our infrastructure, expanding our services to include a new home: Montana Road and introducing key roles into the organization, namely a Manager of Finance and Director, Administration and Operations.

Realizing many of our strategic goals this past year has meant we were now poised to begin the process of strategic planning in earnest to provide a new vision for Hopewell's future. In fact, in our last quarter of the year we began the process of strategic planning through some initial work done in partnership with Harry Cummings and Associates. This work was paused while the agency turned its attention to the pressing concerns of COVID-19 this past spring. The finalizing of the strategic plan will be occurring throughout the next few months and will be implemented throughout the organization ideally by early fall or sooner. This pivotal piece of work will help to direct the organizations focus, actions and energies in the coming months and years. With the ambition and dedication of our staffing team and coupled with a refreshed and exciting plan in hand, Hopewell will continue to define itself as an extraordinary organization capable of making profound differences in the lives of people we support.

Kim Rodrigues, Executive Director



Where we are
TODAY

Hopewell continues to focus and build upon good structures internally while continually developing new processes and solidifying programs. This also includes attracting key talent at the leadership level of the organization. We recognize that our dedicated Hopewell staff are central to helping us achieve our goals as an organization. Therefore, ensuring they had the tools and resources necessary to do their jobs continues to be a key focus.

We realized many goals in 2019-2020 towards developing the organization including:

- Hosted third all-staff training event
- Continued focus on training, especially for new employees through an extended orientation program
- Staff continue to have access to a Behaviour Therapist as a resource for their learning and skill development.
- Implemented a client database system – Alliance Information Management System (AIMS) across the organization
- Fostering a learning workplace that encourages the involvement of students in our programs
- Passed Compliance audit - 96.8% rate and passed Children's Licensing Audit
- Introduction of key roles:
 - o Director, Administration and Operations to support new and on-going projects to ensure they are integrated and consistent across the agency
 - o Finance Manager to oversee the finance department, developing of budgets, complete reporting to the ministry and providing in-house
- Completed various renovations and upgrades across our programs to maintain and increase the accessibility of our programs and to beautify the living areas for our residents
- Development of new and realigned board sub-committees to support the strategic needs of the agency: Human Resources Committee, Finance Committee and Marketing and Fundraising

Develop the Hopewell Organization

Next STEPS

We have come far but we have more we want to do. In the next few months we will be completing and launching our new strategic plan and looking towards growth and expansion opportunities. We will also continue to explore fee-for-service opportunities to diversify our funding and services.

Raise the Agency Profile

As a result of the hard work of our dedicated team members Hopewell has achieved so much in the last several years. This past year was no different. By going above and beyond in providing supports, Hopewell has been highlighted by the community as being an important community partner. We also continue to build and enhance our profile in the community at large.

Our accomplishments this past year include:

- Continued utilization of social media platforms (Instagram, Twitter and Facebook)
- Redevelopment and launch of a new Hopewell website
- Hosting or Co-hosting of events: 3rd Annual Bring Your Own Plant (BYOP), Southern Cruisers 3rd Annual Ride, Golf Tournament with Springfield Golf and Country Club and Hope House Painting Bee with Southern Cruisers
- Fundraising accomplishments: Duck Races, Rotary Club Donations, Fergus Little Theatre - On the Spot Productions, Red Chevrons Tree of Hope from the Holy Rosary Parish Christmas hampers for residents, Christmas gifts from employees at Pure Source and many individual donations
- Welcoming of new board members adding additional skills and experience to the board
- Executive Director board membership took on executive role as Secretary on Ontario Association for Developmental Disabilities (OADD)

Next STEPS

Hopewell continues to focus efforts on becoming a recognizable agency in the community, not just the sector. This upcoming year we will add the role of Development Officer who will be responsible for fundraising, marketing and profiling the Hopewell brand in order to gain greater profile and engage in developing new donor relationships.

Hopewell has taken on the challenge of improving and enhancing the services and supports we provide. We have, with committed staff, been able to breathe new life into many programs which in turn has seen excellent outcomes for the people we support.

Some of our achievements this year that are worth noting include:

- Continued Partnerships: Community Living Elmira providing Nursing support and training to their staff, Community Living Guelph Wellington and Community Living Dufferin: Behaviour Supports Program
- Expansion of our residential program: Montana Road
- Received funding from HRSDC for summer students to support camp
- Continued focus on individualized supports for residents; notable outings included concerts, sporting events (including attending Game 6 of the Raptors Semi-Finals against the Bucks!), Canada's Wonderland, CNE and Medieval Times to name just a few
- Conducted a Request for Proposals (RFP) to source and secure the expertise of a consultant to assist us in development of our strategic plan. Harry Cummings and Associates worked with the Hopewell staff and board to develop an initial draft plan.
- As a result of our procurement process we tendered our Managed IT Services and selected a new provider - EMKAL to support the Hopewell IT program
- Closed our on-site school program and transitioned children to local school programs. The transition to public school offered our individuals more opportunities for social interaction with peers and an opportunity to experience a typical school environment.

Enhance Our Services

Next STEPS

With our strategic plan as our guide we will be looking towards furthering personal outcomes for our residents and respite supported individuals. As well, we want to continue to grow and expand on the excellent and niche services by continuing to offer supports for individuals with complex care needs.



THANK YOU

The success of Hopewell is the result of the combined efforts of many hands. Some of those hands are ones that show up each and every day and work with the people we support, those are our wonderful and valued staff members. Others offer strategic guidance such as our strong and engaged board members. There are also others who use their hands to reach into their pockets to support us financially. And still others, who volunteer their time and physically lend a hand to painting, cleaning and making Hopewell a better place to be for the people we support.

Thank you to staff, board members, volunteers and donors who make Hopewell an incredible place.

A special thank you to the Ministry of Children, Community and Social Service. Without the generous funding and support of the ministry - Hopewell would simply not be able to do the good work it is doing today.

