



Here. There.
Everywhere!

2022-2023 Annual Report



Compass
Community Services

**36th Annual
General Meeting**

Annual reports are curious animals.

They allow us to share stories, successes, and program updates. This annual report is no different. However, what is different is the initial messaging that needs to be heard and has a voice joining that of others. This year, our staff and board are choosing to talk about the challenging reality of operating a non-profit.

In the non-profit industry, many organizations face similar problems: non-competitive wages, reduced or eliminated programs and services, uneven distribution of public funding, and more. The system is breaking down. Our clients, staff, and volunteers will attest to this fact.

Compass could not serve its thousands of clients, continually meet or exceed provincial targets and navigate the seemingly impossible without its dedicated, committed, and passionate staff and volunteers. Compass is an innovative leader in many areas, all while working with funding that no for-profit business would accept as a viable, financially sound business plan. Would a for-profit business that received a 6 percent increase in provincial annualized funding over ten years still be in business?

Compass is not alone in this reality. Hundreds of agencies across this province are in a similar position. And rarely are we seeing change. Yet Compass continues to outperform year after year. We will keep doing what we are doing because we are committed, passionate, and dedicated organizations that help and do not want to see our community suffer.

We will fundraise and apply for grants to pad the insufficient provincially funded programs. We will always be there, even if we need to change critical programming. (See page 6 for an example of a critical program change at the end of 2022-23).

The provincial government has two choices: sufficiently fund critical, provincially mandated programs and services or eliminate them. Our developmental services staff face backlash when clients don't receive the services they believe they are entitled to, experiencing burnout trying to make it all work. Our mental health team and volunteers deal with clients facing suicidality, domestic violence, and trauma. Compass never closed during the pandemic. We flipped services to virtual and kept programs and services operating. We were one of the first to reopen our doors to those who needed us face-to-face. Our Client Coordination Team navigates our services for clients to get them the assistance they need.

Agencies like Compass deserve respect and the funding necessary to run services and programs that support our community. Words of support are wonderful but do not keep the doors open. We know our ministry program supervisors understand and support us. We know our MPPs support us.

We look forward to the provincial government stepping up and adequately funding the services they demand to keep in place. We see sparks of light and now need full sun.



Ashley Timm
President



Joanne Young Evans
Executive Director



Thank you for the unparalleled work you do.

To Joanne, the staff, and the volunteers of Compass: thank you for the unparalleled work you do and the dedication you show to Compass and our community every day. In recent years, it has been validating to see increased recognition and acknowledgment of the real struggles, mental health, development services, and otherwise, facing our community and the need for responsive services. Compass was ahead of the curve and continues to rise to the challenge of providing critical services, sometimes having to provide “more with less”. Your efforts and dedication do not go unnoticed.

To our funders and donors: thank you for supporting Compass. Without our funders and donors, there would be no services, programs, or Compass team. We know Compass will continue to rise to the challenge, and hope that in the not-so-distant future, funding will match the needs of our community. We look forward to watching the positive impact Compass will have on our community for years to come.

- Ashley Timm, on behalf of the Board of Directors of Compass

R-E-S-P-E-C-T

find out what it means to me

R-E-S-P-E-C-T, take care, T-C-B oh (Sock it to me)

A little respect oh yeah (just a little bit)

A little respect (just a little bit)

I get tired (just a little bit)

Keep on tryin' (just a little bit)

RESPECT, written by Otis Redding in 1965, edited and re-recorded by Aretha Franklin in 1967

Brief Therapy

Compass Community Services closed its brief therapy service in Guelph as of April 1, 2023.

At Compass, “brief therapy” referred to a model of one to four counselling sessions provided to community members by MSW (Masters of Social Work) interns under clinical supervision. It was the bridge between single-session walk-in mental healthcare and longer therapy. New clients were assessed, scheduled for appointments as appropriate, and charged on a sliding scale based on their financial situation.

This program change is a symptom of the wider lack of mental health support and funding in Guelph. In 2017-2019, Compass conducted almost 10,000 brief therapy sessions; however, since 2019, we were able to conduct just over 5,000 sessions. This is mainly due to the COVID-19 pandemic, which created service delivery challenges that took time to overcome for both clients and the agency.

Many clients who accessed brief therapy required more intense and longer-term therapy than could be offered through a brief therapy program; most could not afford the minimum fee of \$15 for any of the sessions. Our clinicians have the skills, education, training, experience, and resources to support these clients; however, Compass does not receive funding to support clients through a longer-term treatment journey they ethically require and deserve.

The Board of Directors directed resources toward the subsidized brief therapy program and related employee positions so that it could continue to run until the end of the fiscal year, which is one of the main reasons for Compass’ financial deficit in the 2022-2023 year.

We are thankful to the United Way Guelph Wellington Dufferin which, for over 35 years, has provided funding to Compass to offer brief therapy at a subsidized rate and quick access single session therapy at subsidized rates since 2011, where clients pay what they can afford. This has been an essential and life-saving service to marginalized populations who would not otherwise be able to access psychotherapy.

Single-session walk-in mental health therapy in Guelph, Centre Wellington, and North Wellington remains available to clients. This rural service has been funded since 2017 by the Ministry of Health. As of April 1, 2023, this service is now fully funded, enabling clients to walk in and access a single psychotherapy session without a referral, eliminating previous access barriers. All locations of this service will now also have registered clinicians due to the complex nature of many client situations.

Unfortunately, many clients require free or subsidized ongoing therapy which Compass simply does not have the financial resources to provide. These clients will be directed to seek services through other funded sources in the community. We recognize there are massive waitlists for therapy. Compass will continue to advocate for funding for mental health services within our community, and we look forward to a time when we can expand our programs.



39

Staff Members



125

Volunteers



>6K

people served



6

Sites

What We Do

Telephone Support

Compass Community Services currently has four confidential daily telephone support lines. They are run by trained volunteers, supported by staff, and are free to all callers.



- 1. Distress Line (1-519-821-3760):** provides emotional support and active listening to all callers in need of mental health support
- 2. TeleConnect Line (1-519-821-3760):** provides a daily or regular phone call to community members in need of social connection, wellness checks and medication reminders
- 3. LGBTQ+ Talk and Text Line (1-226-669-3760):** provides an inclusive space and referrals to community resources to those who identify as part of the LGBTQ+ community, or those who may be questioning their identity or sexuality
- 4. Seniors Offering Support (1-519-821-3760 ext 2):** provides isolated seniors with telephone visits from senior volunteers, providing an opportunity to chat and learn about community programs and activities

Therapy

Compass provides mental health support and therapy services at six locations across Guelph and Wellington County. Therapy covers a variety of topics including trauma, domestic abuse, anger management, relationship improvement, anxiety, stress, depression, and family and parenting. Compass also holds several group therapy programs including Violence Against Women, Child Witness, and Partner Assault Response Programs for both men and women. Corporate and community workshops at Compass provide support on conflict resolution, retirement preparation, workplace trauma, stress and mental health management, and the region's only non-profit Employment Assistance Program.

Same-day counselling is provided through weekly mental-health clinics for clients in Mount Forest and at our Guelph and Fergus locations. Outcomes for attending our walk-in therapy include:

- Reduction in depression, anxiety, and suicidal ideation
- Reduction of isolation
- Reduction in the need to access emergency services
- Increased sense of belonging
- Improved self-regulation of emotions
- Improved coping skills

Developmental Services

Compass offers Service Coordination to children, youth, and adults with a developmental disability and/or autism spectrum disorder, and their families. Main supports include providing information and referrals, connecting individuals to ministry-funded supports in the community, supporting group facilitation, and more. The Intensive Behavioural Consultant program provides similar support to children and youth under the age of 18, often providing coaching, education, and support to newly diagnosed individuals and their families. Access Information & Referral (AIR) acts as the single point of access to developmental services for children and youth in Guelph and Wellington County, collecting information and determining eligibility for children and youth under the age of 18 for Ministry of Child, Community & Social Services (MCCSS) funded developmental service programs.

Did You Know?



96% of clients who attend our walk-in services left with a helpful plan to address their concerns. We created 485 safety and coping plans this year!



Here are this year's programs and services' updates.

People

- Facilitated webinars, workshops, and crisis debriefs throughout Guelph and Wellington County to provide community members and workers with knowledge and tools regarding mental health concerns
- Through one-time funding use by the Ministry of Community, Children, and Social Services' Rural Realities Fund, we:
 - Continued to partner with Victim Services Wellington to provide long-term trauma therapy to thirty women who experienced intimate partner violence
 - Offered transportation for rural women and their dependents to attend in-person psychotherapy
 - Trained therapists to better respond to increased levels of trauma in the community.
- Enhanced support of the Guelph weekly walk-in clinic through the availability of an Intensive Behavioural Consultant, enabling the team to assist clients with developmental diagnoses
- Facilitated a 2-day Violence Threat Risk Assessment training event for 40 individuals from school boards and agencies in Dufferin/Wellington
- Provided psychotherapy service to over 250 women experiencing gender-based violence through the Violence Against Women program

- Provided service to over 150 men and women charged with domestic violence through the Partner Assault Response (PAR) program
- Supported over 100 children who witnessed or experienced domestic violence
- Continued to respond to pandemic needs by offering both in-person and virtual services

Inclusion

- Continued involvement in the Ministry of Children, Community, and Social Services - Adult Protective Service Worker housing initiative, collaborating with the Developmental Services Ontario housing coordinator to support adults currently living with their families who want to live independently
- Provided support to transient and unhoused individuals, successfully connecting several with full-time housing opportunities
- Updated Compass website to facilitate a better understanding of Access Information & Referral (AIR), including expanded eligibility criteria, a fillable PDF form, and referral details. In 2022, AIR received a significant increase in referrals for children's services.
- Continued to advocate for increased LGBTQ+ mental health services

Collaboration

- Partnered with OSP West Region to deliver our Ontario Structured Psychotherapy program, providing two therapists who offered Cognitive Behavioural Therapy to adults struggling with depression, anxiety, and/or anxiety-related disorders
- Delivery with Guelph-Wellington Ontario Health Team partners:
 - Mount Forest Family Health Team
 - Minto Mapleton Family Health Team
 - Upper Grand Family Health Team
 - Guelph Community Health Centre
- Partnered with Victim Services Wellington to deliver a quick-access long-term psychotherapy program for 75 victims of interpersonal violence, funded through the Canadian Women's Foundation, and through the Ministry of Children, Community & Social Services
- Continued to participate as a member of the Adult Protective Service Association of Ontario

Accountability

- The Ministry of Children Community and Social Services engaged with KPMG to conduct a costing study with Transfer Payment Recipients (TPR's) such as Compass Community Services to inform and help with the development of a new person-centered funding approach for adults who have a developmental disability as part of "Journey to Belonging". J2B lays out the ministry's long-term vision for developmental services in Ontario, where people with developmental disabilities are supported to fully participate in their communities and live fulfilling lives.
- KPMG worked closely with service providers across Ontario and developed a data collection tool. The intent of the costing study was to help the ministry understand the costs of service delivery across the province and why and where they might vary.



STORY

“...continued advocacy, hard work, and endless support”.

After 11 years on the registry for group home support, one much-deserving individual was offered a residential vacancy close to home.

The client’s family has had a very challenging year providing at-home care while also grieving the loss of two loved ones overseas.

The news of the vacancy brought many tears of joy to the family. The individual is due to move in next month and is very excited about their new chapter of independence.

The family thanked Compass Community Services for “continued advocacy, hard work, and endless support”.

“I would like to thank you so, so much for your kindness, patience, and help today. I was not at my best, as sleep deprivation and an abundance of emotional stress have obviously taken their toll.”

“I can’t tell you how much I appreciate you letting me vent and ramble on this afternoon. I hope you and your colleagues know the impact you have on the families you help.”

“Thank you for your commitment and your service to help and to listen to people. You are the heart and soul of this community... There are so many people who have nobody and with your kind calls and medication reminders, it helps them. It brightens their day... Thank you so much for everything.”

“Volunteering with Compass Community Services on the TeleConnect Line has been a very rewarding experience both professionally and personally... I’ve seen firsthand how Compass Community Services is there for the individuals of Guelph/Wellington and it makes me look forward to each and every volunteer shift.”

“You are the heart and soul of this community...”

- Completed over 34,000 telephone support calls in 2022-2023
 - Launched the new Seniors Offering Support telephone line, providing isolated seniors with much-needed regular social contact.
 - Received a Public Health Agency of Canada (PHAC) grant, enabling Compass to maintain suicide prevention funding and retain staffing through the COVID pandemic between early 2022 to Spring 2023
 - Maintained a dedicated group of 97 active support line volunteers
- Connected with the Community Engaged Scholarship Institute at the University of Guelph, which is currently compiling a report on the effectiveness of the TeleConnect program; research is complete and the final report is pending
 - Successfully applied for the New Horizons for Seniors grant; received \$25,000 towards promotional materials, banners, staff training in suicide intervention, and some staffing hours.

Did You Know?



In November 2022, Compass was the successful recipient of a

\$25,000 grant from the Balnar Family Foundation

for telephone support services. These funds have allowed Compass to continue providing critical phone services to the Guelph/Wellington community, including seniors and LGBTQ+ individuals.

2022-2023 Fiscal Year

Total Telephone Support Calls

2020-2021



2021-2022



2022-2023



Percentage of volunteers
who completed at least 6 shifts or more



**175 Total
Volunteers
Registered**



3144 Hours
Time spent directly
on the phone
with contacts



34,624
Total Contacts

"When I really needed you at the beginning, you were there."
- Service User

2022-2023 Fiscal Year



**100+
Prevention
Calls**

Average # of
monthly calls that
directly prevented
a greater need



**3287 New
Monthly
Call Record**

Total contacts in
January 2023



**22.4% Year
Over Year
Growth**

28,287 contacts
completed in
previous fiscal year



Seniors Offering Support Telephone Line

The Seniors Offering Support (SOS) Telephone Line was acquired in April 2022. Created to combat social isolation in seniors, especially those in rural areas, the SOS line is a volunteer service where senior volunteers contact clients on a regular basis for friendly conversation.

The SOS program provides an opportunity for volunteers and clients to share stories, reminisce, talk about interests, and learn about programs and activities in the community. Compass Staff make every effort to match volunteers and clients based on interests and schedules. If a greater need is highlighted by the client regarding their well-being, Compass Staff will provide intervention, as needed.



Your continued support has given people and communities hope for a brighter future.

Facts and Figures



CENTRE
WELLINGTON
COMMUNITY
FOUNDATION



Clients Served

MH	Therapy Services & Workplace Wellness	2247	37%
TS	Telephone Services	2247	37%
DS	Developmental Services	1539	26%
Total		6033	

Revenue By Source

SE	Social Enterprise	\$319,286	14%
MF	Ministry Funding (base + one-time)	\$1,580,875	69%
UW	United Way	\$181,000	8%
OTF	One-Time Funding	\$167,837	7%
DON	Donations	\$53,510	2%
Total		\$2,302,509	

Expenditures

PERS	Personnel Expenses	\$1,760,019	72%
OPER	Operating Expenses	\$491,964	20%
BLDG	Building Expenses	\$190,916	8%
PGM	Program Expenses	\$14,336	1%
Total		\$2,457,235	

FUNDERS



Ontario Ministry of Children,
Community, and Social Services

Ontario Ministry of the
Attorney General

Ontario Health West –
Southwest Region

**United Way Guelph
Wellington Dufferin**

**United Way
Elgin Middlesex**

**Public Health Agency
of Canada**

**Guelph Community
Foundation**

**Canadian Women's
Foundation**

**County of Wellington
SPACES Program**

DONATIONS

Balnar Family Foundation

100 Women Who Care Guelph

Toyota Canada

Bids for Benefits

PayPal Giving Fund

**Canada Helps
Mental Health Fund**

**Canada Helps Stop
Gender-Based Violence Fund**

**Canada Helps
COVID-Community
Care Fund**

**Plus many private
donations from those
in the community**



Mission

To provide responsive and professional resources, fostering well-being in our communities

Vision

A resilient and supported community



Values



People

An individual, innovative, and responsive approach to care that creates the conditions for personal growth



Inclusion

Offering inclusive and accessible resources that meet the unique needs of the people we serve



Collaboration

Working in partnership with individuals, staff, volunteers, and community partners



Accountability

Accountability across all levels of the organization

**We are proud of our people
and will continue to invest
in their skills and capabilities.**

Board of Directors 2022-2023

Ashley Timm
President



Jennifer Ferron
Vice President



Chad Hepburn
Treasurer



Frank Ricci



Charmaine Sheahan



Sarah Sheahan



Cassia Shugg



Jean Thompson

PIN Young Professional on Board program



Tammi Winchester

Friends of Compass

Mark Waddell

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