

Annual Report

2010 – 2011

A YEAR OF FUTURE



Developmental Disabilities Association

Overcoming Obstacles, Encouraging Abilities.

www.develop.bc.ca





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RUN FAST

board members

The people who make it happen.



Executive Committee

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Louise Huber, Vice President
Sue Swayne, Vice President
Allyson L. Baker, Vice President
Rob Bahd, Treasurer



Immediate Past President

Ronda Karliner

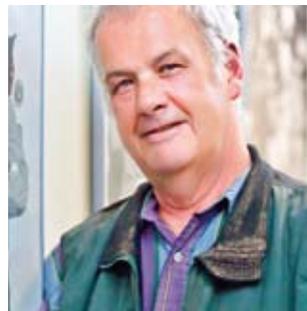
Directors

Bill Adams
Bonnie Hunter
Rayanne Aguilar
Nancy L. Panchuk
David Sloboda
Jane Barrett-Lennard
Ken Pagani



Trust

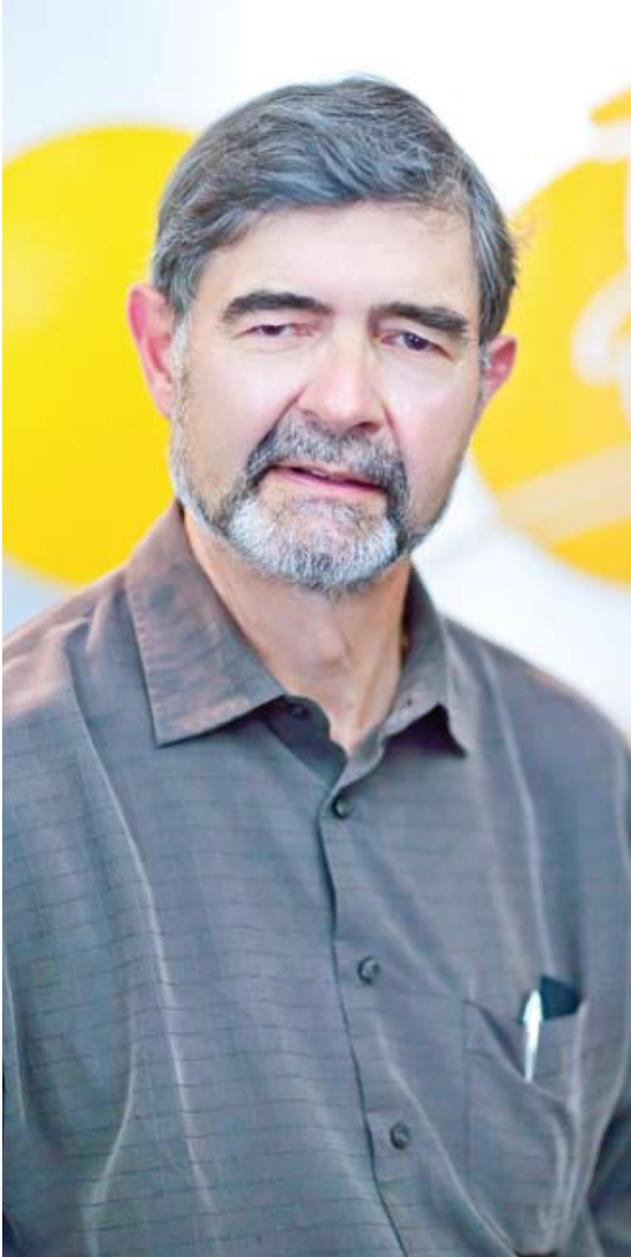
Rick Hamilton, Chair
John Neilson
Alanna Hendren
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Foundation

Bill Adams, Chair
John Neilson
Ronda Karliner
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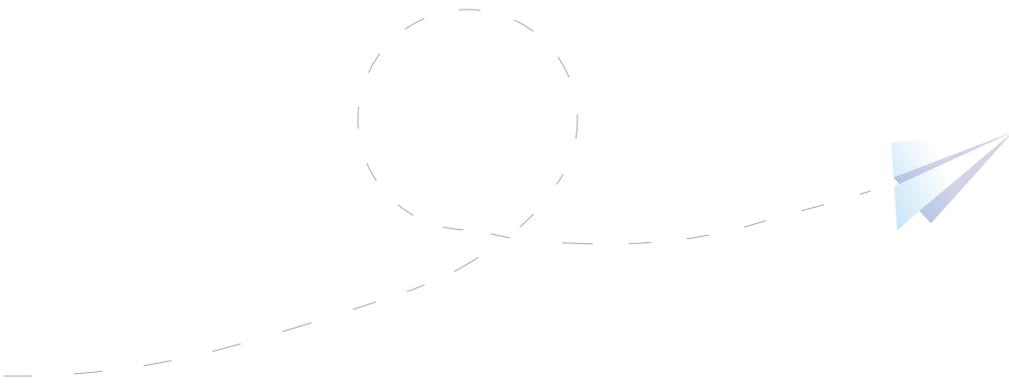
President's Message



"The best way to predict the future is to create it." – Peter Drucker

Many people think that managing a not-for-profit corporation like DDA has to be easier than the cut and thrust of managing a for-profit company. They argue that the absence of the profit motive must mean that managers in not-for-profits don't need to be particularly innovative except as it might apply to controlling expenses. Those people who share that view often do so because they see the not-for-profit manager as being continually squeezed for money, but they don't fully understand the implications of that condition. They fail to see that wringing every penny out of an often-shrinking dollar is a major challenge and one that can't be met without a significant commitment to creativity and innovation.

DDA's Board of Directors looks to the Association's managers to be innovators. That means building the business systems and technologies that position DDA to be the leader in the delivery of service to people with developmental disabilities. We know that the creation of things that are new means that we have to be prepared to be on the edge of risk. A case in point. We have invested in the development of a new system pioneered by our Executive Director which we call Alchemist. We are analyzing its potential as a marketable product capable of generating a profit for DDA. It has cost



us some money to develop this system but even if its application is limited to us alone we know that our investment will create benefits through improvements in DDA's productivity and efficiency. We are also looking at SMART home technology which has been pioneered in the United States to improve the quality of life and independence of clients in group homes. At the same time as our senior staff are looking at where we can apply these technologies they are fostering relationships and information exchanges with other service providers, including some in the United States. These are contributing to our ability to be looked upon as very innovative, very trusted, and ultimately capable of making a difference in the lives of our clients.

While these initiatives are underway the Board continues to look to our managers and staff to fulfill our commitment to excellence in the service they provide every day to more than 1,600 clients and their families. They do not disappoint despite the cutbacks in government funding that have eliminated day programs as well as programs that provide support to employment, and have resulted in the closure of group homes under a strategy Community Living BC calls "service redesign". Our Executive Director has responded to this with a comprehensive proposal on service delivery that incorporates new technologies, identifies efficiencies, and preserves programs. This proposal

speaks to the effort we are making to promote a collaborative relationship with CLBC that is focussed at ensuring the welfare of our clients and the preservation of the services that they value.

DDA's managers and staff have in place the systems needed to perform their work to a high standard. They have the know-how to organize work effectively and to identify and resolve problems before they challenge the organization's effectiveness. They create effective plans and develop the strategies for achieving them. They understand that they are carrying on a tradition of more than 50 years of service to our community. This annual report is a testimonial to their effectiveness and on behalf of the Board of Directors and the members of the Association, I wish to express to them our appreciation for a job well done.

John Neilson
President and Chair of the Board of Directors



Executive Director's Report

This year was a time of endings and new beginnings. Every year brings change but 2010–2011 marked the end of some longstanding DDA programs including the closure of the provincial IDP office, and the beginnings of some exciting new explorations in the areas of applied technologies, staff training, community partnerships, communications, business development, and – involuntarily – “residential redesign”.

With the implementation of the unfunded Municipal Pension Plan as negotiated by the Community Social Service Employers' Association on the last day of our otherwise expired collective agreement (March 31, 2010), budget cuts were the order of the day at MCFD and CLBC. This condition remained throughout the year.

MCFD announced cuts but children with special needs remained relatively protected and CCOF funding, which is critical to our child development centers, was also maintained. Otherwise, MCFD announced its intentions to focus on:

- Regionalization and integration of services
- Decreasing the number of contractors/agencies
- Increasing efficiency and accountability
- Dealing with decreasing funding and increasing expenses
- Linking to other funders to reduce MCFD costs

CLBC announced quite publicly that they were forced to cut \$22 million in expenses and would therefore engage in a process of “residential redesign” throughout the year, while politicians and other CLBC officials simultaneously continued to deny there were any funding cuts. In these cases, the idea of ‘residential redesign’ was said to be for the benefit of clients, not funders, and government declared that CLBC had enough money to meet its mandate, which also remained unclear throughout the year.

By the end of 2009–2010, CLBC had reviewed our costs and agreed that we were seriously underfunded in residential services compared to other agencies, but admitted they had no money to deal with it. By



May 2010, it was clear there was no additional funding for the Municipal Pension Plan and CLBC made funding shifts within their budget by closing group homes. Another 'residential review' was announced. By September, CLBC had designed a Guide to Support Allocation that seemed to ensure that no one would qualify for group home placements. By November, we were told that decisions made between CLBC and contractors were largely political and based on compliance with CLBC. This was despite the fact that we returned unspent respite revenue, provided services to more people than those for whom we were funded, provided unfunded support services that assisted families and CLBC, were flexible in our ability to meet client needs on CLBC's behalf and provided residential services at a significantly lower average cost than comparable providers. We also had no choice but to agree to close the five beds that CLBC had left empty and return the corresponding funding. In addition, CLBC requested a residential redesign plan from DDA, but did not indicate any specific targets, only the goal of funding reduction.

We met with CLBC on February 14, 2011 to present them with a proposal that would double the number of people we could support with the same amount of funding we are currently receiving over a 10 year period. This would also require CLBC to change the way they plan and deliver services. Our proposal included increased reliance on parent fees and non-government supports in spite of our profound preference for a more affordable, sustainable and comprehensive, coordinated constellation of services, including group homes.

We would like to work positively with CLBC as we do with our other community partners, but this has proven to be difficult. We understand that conflict in the sector is not productive or beneficial to people with developmental disabilities but it is challenging to support ever changing and contradictory policies and objectives based on money rather than human need. We continue to try to work toward finding solutions for the increasing demand and diminishing government funding for all people with developmental disabilities but particularly those on ever-lengthening waitlists.



We were very fortunate to have the support of the Vancouver City Council Disability Committee, Vancouver Park Board, Board of Trade, United Way, UBC and Vancouver Council of Women along with several other community groups who support our clients and staff every day. By year's end, we partnered with BCACL, BCCPD, MMOMs, B.C. FamilyNet, BCGEU, CUPE, H.S.A., and HEU to bring community living issues to the attention of the public. DDA also enjoyed sponsoring another "Night at the Nat", bringing our business and mission into the heart of the community.

Our adult clients also participated in many community parades and Tamara Taggart's Block Party in efforts to promote our recycling services. Tamara also participated with Lisa Purdy on our Communications Committee and, along with Victor Tang, produced our new public service announcement. We are grateful for their guidance and support.

The Association's participation in revenue-generating activities continued throughout the year with positive results. Starworks Packaging managed to break even while employing 45 previous 'clients'. Starworks also

enjoyed hosting visitors from as far away as Scotland, Australia, and Hunan Province in China. Jobs West continued to exceed expectations with the help of the business community and other employers. The Developmental Disabilities Trust also continued to exceed targets while increasing efficiencies. Our planning and costing software was also upgraded from custom-use to commercial use when Alchemist 2.0 was launched. As we continued to implement Alchemist, we realized that the associated training created a very different way of thinking about services – from agency or staff-driven to self-driven; from general to targeted supports and from process-focussed activities to outcome-focussed results. We discovered that because front line staff became aware of labour costs, they became partners in containing them! No one knows better than our staff what activities are necessary and which are unrelated to maximizing developmental potential.

Because of Alchemist's self-directed, person-centered, outcomes-focus and ability to instantly calculate costs of realizing specific outcomes, it is of immediate interest to service providers in the United States due to their major political and financial



challenges with public spending. The same year when California laid off 300,000 public sector workers, the federal U.S. budget deficit reached \$1.5 trillion, and over 700,000 Americans with developmental disabilities lived with parents over the age of 65, community “inclusion” came to mean that people were living in their family’s home. Between 2005 and 2008, the number of Americans with developmental disabilities on waitlists increased by 56% and continued to grow with virtually no funding. For this reason, American service providers came to visit us to learn about Alchemist before we even developed the commercial version! We continue to work with innovators in the United States.

In BC, this was the year when the Family Support Institute created an internet-based matching service for families, who had to recruit their own caregivers and people who wanted to work directly for them became direct employers with all the administrative and management work this involved. I received a call from a mother in exhaustion from the constant staffing problems associated with caring for her daughter in her home. Mom had become the manager and was

working a lot of unfilled shifts in addition to having to constantly orient new recruits. With help from our Family Support Program, she finally gave her individualized funding to an agency to administer.

Collective bargaining between CSSEA and the Union Bargaining Association continued throughout the year with little progress. As the year ended, we were writing up essential service orders. While conversations at the bargaining table proceeded, hundreds of staff were laid off when CLBC closed group homes and cut funding to agencies. Agencies remained stuck in the middle while CSSEA negotiated agreements with a 0%, 0%, 0% mandate from the government. I often ask business owners how much they would like the government to negotiate their collective agreements for them and not one so far has agreed this would be a good idea. This is the position we are in at DDA and in the social services sector, even though government funding of our programs has been slowly reduced. A decreasing number of our staff are currently funded by the provincial government but we are still not in control of our labour relations.

The DDA Board developed a strategic plan that reconfirmed our Mission, Values, and directions for the next two years. Based on an examination of current trends, the following ten objectives were defined:

1. Grow the membership and board
2. Plan for Residential services 'redesign'
3. Develop Alchemist
4. Improve communications and training
5. Develop a properties plan
6. Develop a proposal that would formalize our relationship with UBC
7. Upgrade and expand child care, including the launch of the new Creekside Center
8. Develop a plan for Family Support
9. Plan for the provincial transition of employment programs to community employment centers
10. Develop research partnerships to better understand the value of our programs and services



We continue to rely on our community – that village it takes to raise a child – to support us in our goals. We are indebted to all who contribute to our mission. Our Board of Directors leads the community in this regard and I would like to personally thank them for their efforts and support throughout the year, particularly our President, John Neilson. I would also like to express my gratitude and respect for my senior management team, whose reports follow. I hope you enjoy reading them and join us as we work to support people with developmental disabilities – and without – to reach their full potential.

Respectfully submitted,

Alanna Hendren
Executive Director



Infant Development Program

This past year, the Vancouver IDP experienced a surge in referrals while funding remained unchanged. Referrals to the Program increased by 60, totalling 331. We provided 4,195 contacts to 907 families and have experienced an increase in complex referrals for children with fragile medical conditions who require increased coordination of services and resources. The Vancouver IDP team continued to innovate to meet the needs of young children who are considered at risk or who have established developmental delays and their families in a timely and responsive manner. We have a well-established intake system that allows us to see all new families within 30 days of referral and determine the level of service required. Upon consultation, families have been prioritized and waitlisted for active consultation in the home, while ongoing physiotherapy consultation or a monitoring program to provide ongoing developmental screening and direct consultation at key ages are

offered. This has allowed extra resources to be allocated to children who are considered most in need of prompt and proper care.

The Vancouver IDP will continue to lobby for increased funding to meet the needs of families in Vancouver who are waiting for early intervention services.

Partnerships

The Vancouver IDP has developed many successful partnerships within the community and will continue to make this a priority for the future. We are currently partnering with the Vancouver Public Library and Vancouver Coastal Health to provide a free, Parent Child Mother Goose Program that focuses on early language. Another successful partnership is with the George Pearson Pool where families are offered the Baby Beluga swimming program. Both of these programs incur no additional costs aside from



staffing. Families have evaluated these programs as being highly effective in both the development of their children and building positive family relationships.

This past year we have created a new pilot program in partnership with Vancouver Coastal Health's Vancouver Regional Pediatric Team. This program focuses on children who are experiencing non-medical feeding issues. Children who fit the eligibility criteria are identified by IDP Consultants and observed in a small group situation at the centre by Occupational Therapists. Recommendations are then made and a follow up session is provided to address any concerns. Issues can be promptly eliminated, negating the need for a referral to another agency and a long waitlist. The Vancouver Pediatric Team is able to screen potential referrals and identify those who would benefit from their ongoing services. In the coming months, we plan to expand this program by including a dietician and behavioural support specialist in the area of feeding.

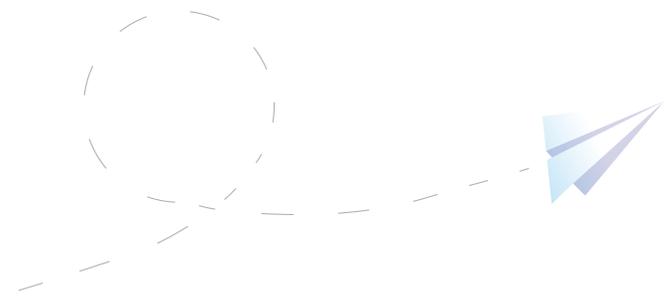


DDA and the IDP continue to be recognized community partners with the University of British Columbia's Human Early Program - Human Early Learning Partnership (HELP), by participating in a number of research projects that have the potential to impact future government policy and professional practice in the field of early intervention.

Fostering Early Development – FED Initiative

The FED is a multi-phased initiative funded by the Ministry of Children and Family Development – MCFD. Community partners include Vancouver Coastal Health, Vancouver Aboriginal Child and Family Services Society, Vancouver Native Health, UBC, Ministry of Child and Family Development, the Provincial Health Authority and the Ministry of Housing and Social Development.

The primary objective of this initiative is to developmentally screen all children, ages 0 to 6



years, who come into the care of MCFD in the Vancouver Coastal region. The first phase of FED is to screen all children in care with continuing care orders to ensure that they have been referred and linked to all appropriate resources and have a primary health care provider. The second phase will screen all children, who are in out-of-care options (such as care by a relative agreement). With these initiatives, we hope to supply increased developmental information to each family that will become part of their permanent health record and ensure all support services will maximize each child's potential.

The second objective is to train foster parents, caregivers and relevant MCFD staff in areas of brain development, attachment, and trauma. There is specific training for the developmental screening tool used for caregivers to become familiarized and experienced. Strategies are provided to support ongoing overall development.

Through HELP, UBC is conducting a multi-phase evaluation of FED and are currently completing the first phase evaluation. The objective of the evaluation is to analyze initial data and create a baseline for further planning and development.

We are very grateful to have received funding to hire an additional part-time consultant to assist with screening.



Child & Youth Services

In 2010–2011 the Child and Youth Services department focused on the evolution of childcare by growing partnerships with stakeholders, updating practices in curriculum and professional development. We also expanded to increase the number of children we serve.

Community Partnerships

Our department made strides in developing partnerships with our contemporaries and associates. Berwick Child Development Centre utilized unused offices by providing space for the Society for Child and Youth of BC. This child related hub grew further when UBC Early Childhood Development researchers also moved in. Linking with groups that focus on the rights of children and research in early intervention continues to strengthen our ties to the community.

Recognizing our responsibility to effectively steward the environment, Child and Youth Services joined funders and participants in a pilot project called "I Am The Future". The objective is to promote ecological

literacy with young children and their families through music and play. Our centres will play a role in implementation and testing until the final edition is completed in fall 2011.

Maintenance and Growth

Incorporating respect for the world around us was also reflected by the construction of a new playground at Kids In General Child Development Centre. From a "living playhouse" woven from young growing trees to making conscious decisions for play areas within a natural landscape, our sustainable play space brings nature into an urban setting.

Building relationships with families and their children is always a priority for Child and Youth Services. When Kids at GF Strong Child Development Centre was approached as the pilot site for Vancouver Supported Child Development to introduce a new curriculum based on a child's social-emotional development, we accepted this exciting opportunity whole-heartedly. By addressing the need for skill development and enriched, supportive environments



to allow children to express themselves and develop social relationships, the Pyramid Project will change our practices and systems, and intensify the quality of our service.

Creekside Child Development Centre

The largest project of the past year was our acquisition of DDA's tenth child development centre. Chosen to partner with the City of Vancouver and Vancouver Park Board, Creekside Child Development Centre opened its doors to families on May 2, 2011. It is a multi-age facility built within the Creekside Community and Recreation Centre. We were fortunate to join the initiative to increase childcare spaces in the City of Vancouver. We are also proud to be housed in a Platinum LEED (Leadership in Energy and Environmental

Design) environment. This 2010 Olympic legacy building harvests rainwater for irrigation, uses solar power for radiant cooling, and boasts green roof technology. This facility consumes 50% less energy than a standard structure and this project fit perfectly into our department's strategic plan.

As Child and Youth Services looks to the future, we look forward to extending our focus across the department and joining others to build educational opportunities for children and families in our community. Participating in online learning and implementing a cutting edge curriculum will bring positive growth to our already successful practice model.





Residential Services

DDA now operates eleven residential group homes and three supported living homes in Vancouver and seven residential group homes in Richmond. Our clients have been supported by DDA for an average of 27 years with 15 of these 27 years spent living in the same home.

Aging Population

As individuals age, their support needs change. Our department strives to continue supporting aging individuals to lead inclusive and productive lives in their community.

As we reshape and redesign our residential services to meet the changing needs of our aging population, we continue to strengthen existing relationships and networks to ensure the needs of our residents are recognized. Our involvement with various committees, hospitals, universities, and city councils, keeps us connected and gives us the opportunity to advocate and educate stakeholders

and community members. Funding concerns, licensing regulations, increasing expectations and changing healthcare needs are prevalent but so is our commitment to provide quality service.

Staff Development

Staff development remains on our agenda and this past year DDA continued to train managers and direct support workers with Alchemist, our planning and costing tool. Direct support workers have also been trained to work with Augmentative Communication software to support individuals, and manage routines and schedules more independently. We also continue to partner with the College of Direct Support to enhance the professional skills of staff members.

In the coming year we anticipate training staff on innovative adaptive technologies that will improve individual supports.



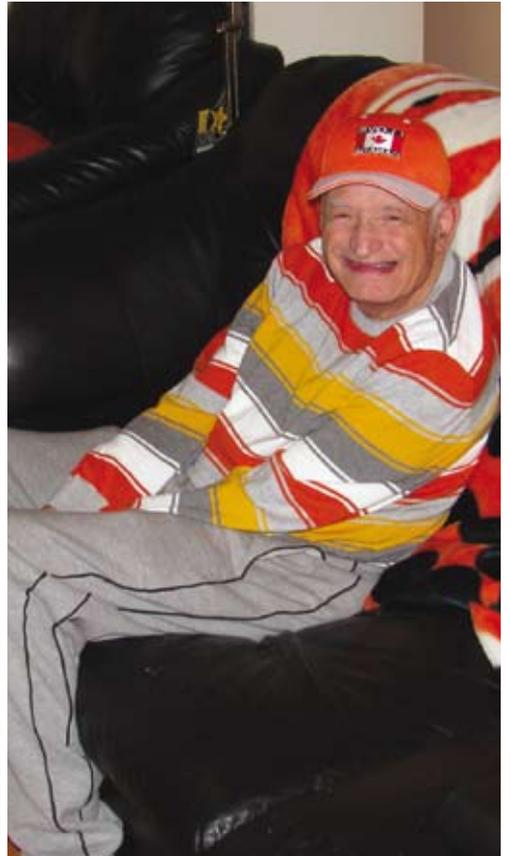
This past year DDA received funding from Human Resources Service Development Canada to hire four summer students. We also partnered together with local colleges and universities to host practicum students throughout the year. These activities increased our profile within the community and supported our endeavors to identify and develop future employees and volunteers. Our involvement has helped shape the curriculum for various programs, including programs at Kwantlen University College and the University of British Columbia.

We are always evaluating our scheduling practices and hiring procedures to maximize efficiency. In 2010, over 7,500 shifts were covered by our scheduling department. We also experienced limited staff turnover and staff vacancies.

Residential Services Goals

Our dream is to ensure that individuals with developmental disabilities are fully included in their communities and are provided with all the opportunities and support they need to live healthy, safe and networked lives in the neighborhood and residence of their choice.

Belonging and contributing to a community and neighborhood is important for everyone, including our clients. Volunteering for the "Meals on Wheels" program, local food banks, and the Burnaby Hospital Auxiliary, are just a few examples of how our residents give back. This year, funds raised by our residents through bake sales, craft sales, car washes and hot lunch days were donated to charities of their choice which included The World Vision – Haiti Relief Fund, Pakistan Flood Relief and the Variety Club Children's Charity. It is important to our residents to support these charities in a meaningful way.







Vocational & Community Services

Day Programs and Drop-in

In the past year, several clients left our day programs due to aging, moving, and the increasing number of home-based day programs. As a result, we filled these vacancies with new clients, coincidentally all of which are under the age of 25.

Half of our clients at our West 8th Day Program are now under the age of 30. To accommodate this new demographic, we modified our programs to appeal to their interests, including a stronger emphasis on pre-employment readiness, by providing life skills classes and volunteering opportunities.

Jobs West

Our transition program at Jobs West continues to be successful for those who have recently graduated from high school. In the past year, we recognized that families often wait until their children turn 19 to commence planning, without realizing the extensive waitlists for our services. To alleviate this deficiency, we built a program that focused on building

community knowledge and independence for youths that began as soon as they turned 17. Two years of respite funding for adult planning and transition to generic services was provided to focus on areas that included transit training, introductions to community centres and libraries, and college tours.

As a result from our continued efforts to increase efficiencies and service, we served an additional 20 families in children's respite. We continue to encourage group respite opportunities where families are seeking social opportunities.

Jobs West continues to find meaningful employment for adults with developmental disabilities. Leveraging our extensive network of employment sites, we have successfully placed our clients into roles including actor, production worker and store clerk.



Starworks

Starworks experienced a challenging year with slower than average sales trends due to the economic climate. However, we have been able to maintain employment for over 45 workers with multiple needs which includes people of visible minorities, seniors, living on income assistance and within the inner city.

Community Apartment Program

Our Community Apartment Program continues to support 23 clients ranging in ages between 23 and 75. These clients live in their own apartments with life skills support and reported high satisfaction levels with the program along with their families.

We currently support 10 clients who live in home sharing arrangements in 'Our Individual Care Network'. From the feedback we received from our quarterly reports and goal tracking, we increased training opportunities for our caregivers and plan to continue to train caregivers about behavioral support.



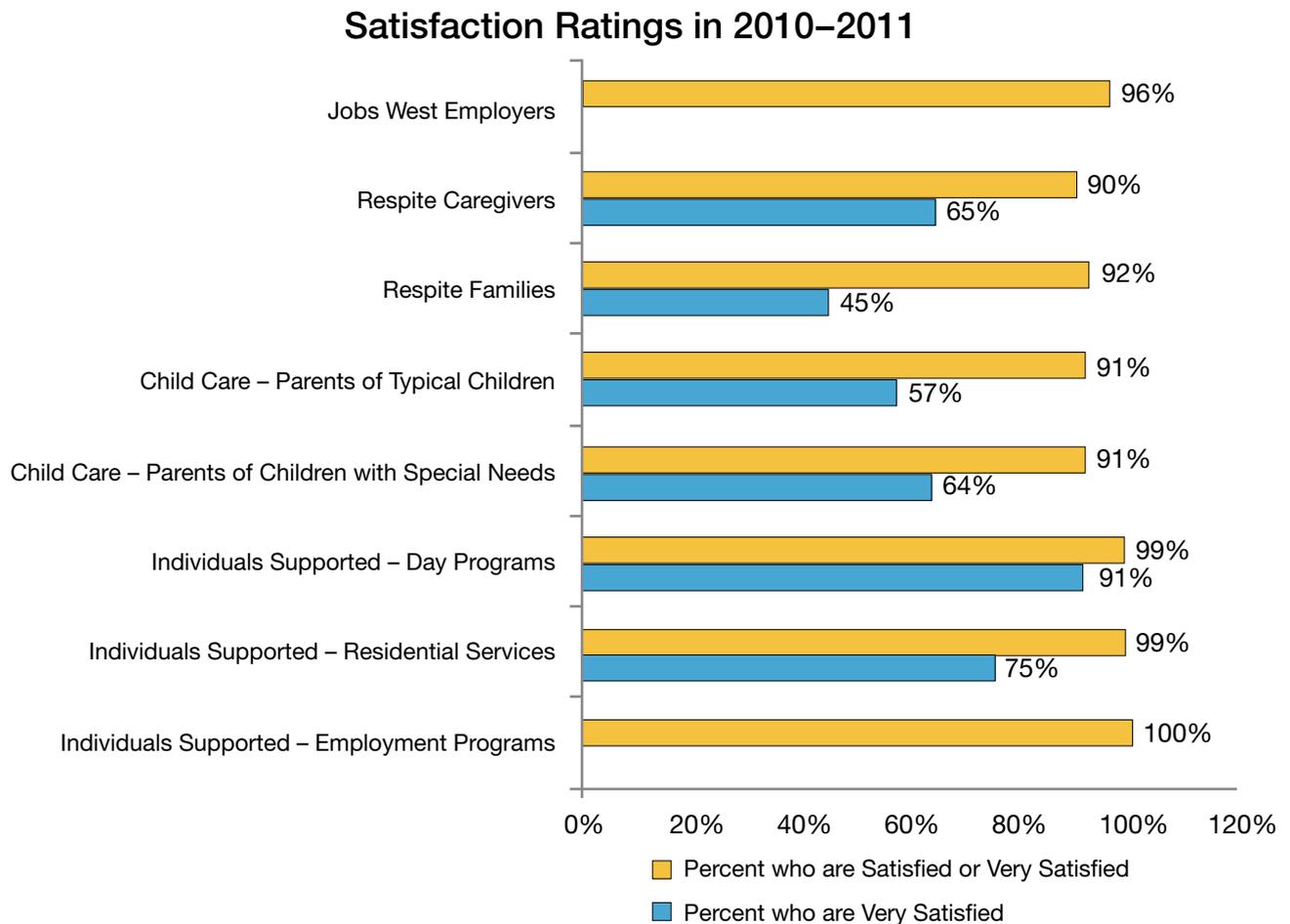


Quality Assurance

Service Satisfaction

Each year we measure the satisfaction of our families. These surveys provide us valuable feedback on our performance as a service provider. In the past year, all of our ratings exceeded 90% (satisfied or very satisfied) and more than ¾ of the individuals we support indicated that they were very satisfied with our services.

Our service area results are illustrated in the following chart:



Efficiency

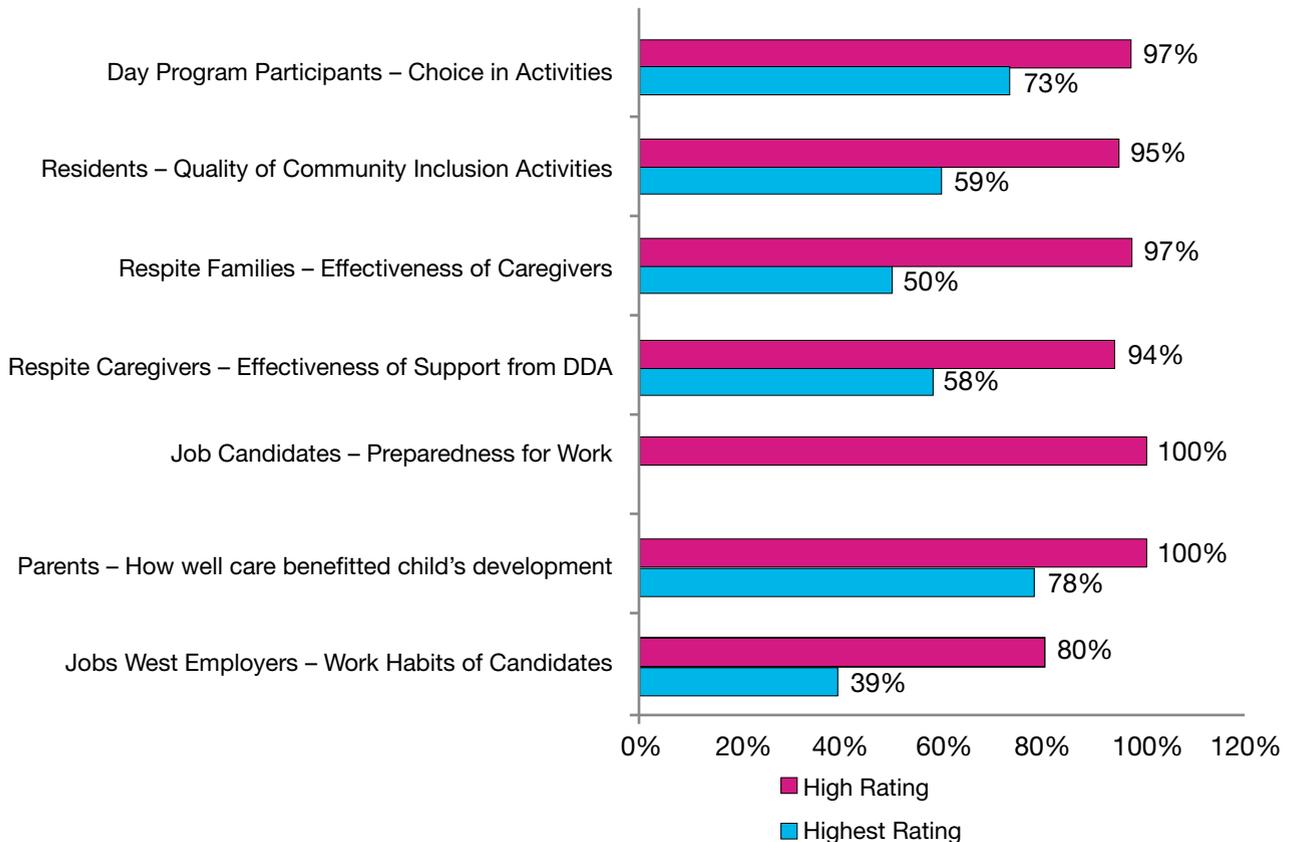
DDA's services continue to be cost effective, under trying conditions. Community Living BC (CLBC) spends less money per capita in the city of Vancouver than in any other area of the province and DDA is continuously challenged to create services that provide "more, for less". In fact, Vancouver has the fewest residential beds per capita in the province, with the Vancouver Coastal Region receiving approximately 16% of Community Living funding although it has 25% of the provincial population.

DDA provides over 1 million hours of support per year to adults and children with developmental disabilities; residential services account for almost half of these hours.

Effectiveness

Effective services are those that deliver results that individuals choose and want. The following chart illustrates effectiveness ratings from various stakeholders (families, residents, employers and caregivers). Good or excellent ratings from most stakeholders exceeded 90%, and excellent ratings typically ranged from 50% to 75%.

Effectiveness of Service Ratings in 2010–2011





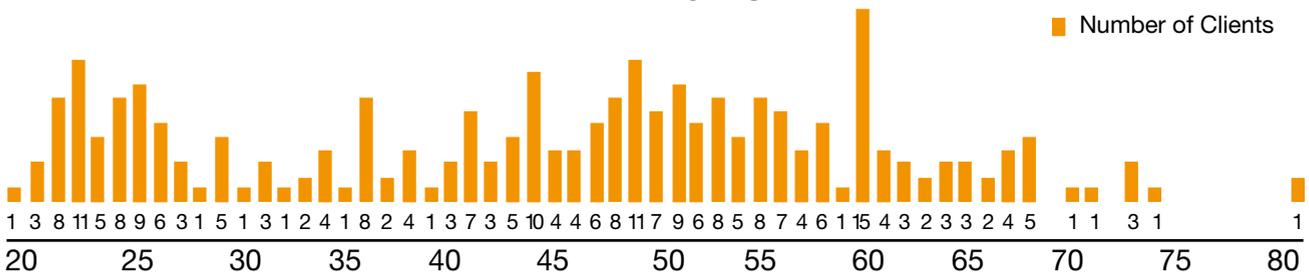
Demographics

DDA analyzes demographics to understand trends, predict service needs, and develop services that match the current and future needs of the individuals we support.

Age is a significant demographic as adults over 50 often have far different needs than adults between the ages of 19 and 50. Our adult clients range from 19 to 82 (as shown in the graph below). Approximately 40% of the 269 adults the DDA supports are 50 or older; the average age is 43.

The number of adults under 30 has increased in the past two years due to intakes of young adults in day programs and in Jobs West. Only 3% of adults in residential services are under the age of 30, and the average age in residential is 51.

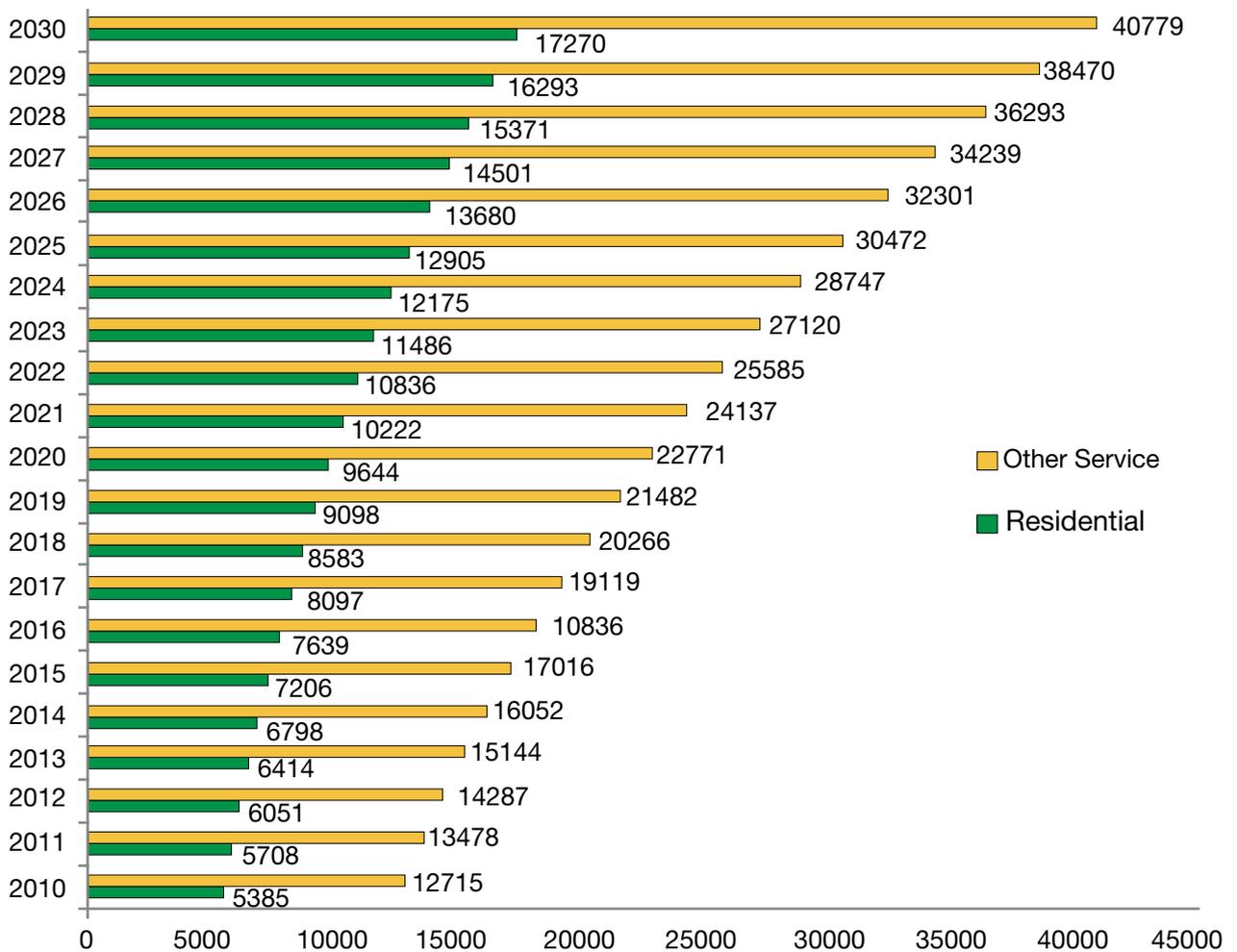
Clients By Age



Service Access and Capacity

CLBC currently provides services of some kind to approximately 32% of the estimated 39,000 adults with developmental disabilities who live in BC. At CLBC's projected rate of increased demand of 6%, an additional 27,000 adults will need services by 2030. Many of these individuals will be older adults living with aging caregivers. The potential impact of this is illustrated in the following chart.

Projected Increase in Persons Requiring Services





Accessibility

The concept of accessibility includes architecture, communication, employment, personal finances, services, technology, advocacy, and environment. To support and facilitate inclusion in the community, DDA actively attempts to target activities that increase access for individuals with disabilities. This can be in small ways such as installing lever handles on doors, or on a larger scale, such as advocating for equitable funding for individuals and families who live in Vancouver.

Following are some of the ways the DDA enhanced accessibility for persons with disabilities in the past year.

- Developed a partnership with S.U.C.C.E.S.S. to more effectively support employment candidates who speak English as a second language
- Resurfaced exterior walkways at Arlington
- Provided information and education days for families in other languages
- Formed a South Asian family support group for parents and siblings
- Arranged translators for families for whom English is a second language
- Increased access for candidates who speak Chinese by using translators and developing translated tasklists at Jobswest
- Improved the intake process in the Infant Development Program to ensure more families are contacted within 30 days of referral
- Continued to provide hot lunches at the Drop-In for children from low income families who attend child care
- Increased the number of workers employed at Starworks
- Arranged for Community Police to provide safety training for residents
- Supported the use of “Feeling Better Now” for employees
- Supported Day Program participants to deliver meals on wheels and the local food bank
- Created a community garden
- Developed enhanced software for residents and staff to use
- Opened a new accessible Child Care Centre on False Creek in partnership with the City of Vancouver Park Board
- Developed a new public service announcement showcasing the abilities of people with developmental disabilities
- Increased the use of social media for advocacy and information sharing
- Supported individuals to attend professional hockey and baseball games
- Supported adults with a disability to communicate with friends and relatives using Skype
- Investigated the use of state of the art technologies to support and facilitate independence
- Supported residents to volunteer at the local police station



Developmental Disabilities Trust

Recycling

While DDT recognized a decline in cloth donations in the past year, we were able to still collect almost 6 million pounds of cloth products. Our decline was offset by the growth in our housewares and bottle bins. Housewares donations produced optimistic growth from 2% to 27%, totaling over 1,513,700 pounds and with the expansion and outreach towards 23 communities from Squamish to Chilliwack, bottle and can donations increased steadily by over 50% from the previous year.

Recognizing that toys were items that we often recycled, DDT introduced 11 toy bins to several communities. We are proud to announce that we currently have 250 clothing bins, 11 toy bins, 10 book bins and 40 bottle bins across the Lower Mainland; we are continuing our efforts to place more bins in needed areas.

Branding

Cloth bin graphics have recently been re-designed to provide a clean and fresh statement to our donors.

We are currently negotiating a fleet of nine new freightliner trucks through Penske and look forward to launching our branded trucks this year.

Cash 4 Clothes

Cash 4 Clothes, a fundraising program that partners with community groups, increased steadily with a growth of 26%, with 136 participating community groups. We look forward to continuing this growth in the coming year.

Community Events

DDT continues to participate in key community events and parades. At these events we staff a team to provide onsite product knowledge, encourage donations, and promote community awareness. Some of the annual events include: Vancouver Canadians Game – 3rd Annual DDA Night at the Nat, Vancouver Canucks Games, and Recycling Council of BC Conference.



...ilities Assoc
...
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For Cloth Diapers
Visit www.deerepub.ca
for locations.

Got stuff
you don't want

Reduce Reuse Recycle

WATKINS
...
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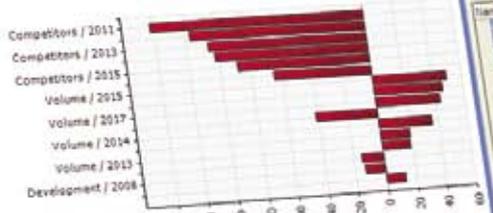
Finance.xls [Compatibility Mode] - Microsoft Excel

Home Insert Page Layout Formulas Data Review View Developer Add-Ins

Define Distributions Output Define Correlations Model Distribution Fitting Model Window Simulation

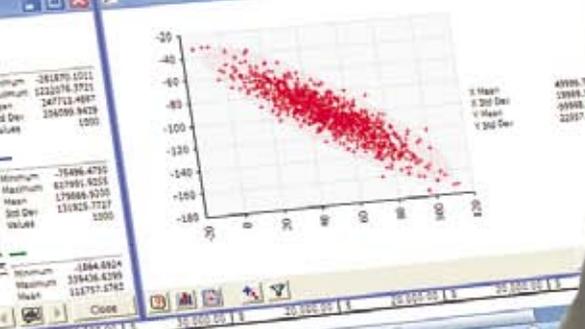
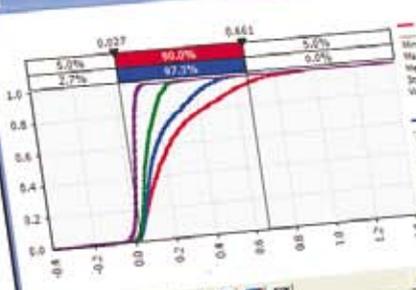
1000 Simulations Start Simulation Analysis

Summary Define Filters Excel Reports Swap Functions Help



Simulation Results Per Outputs

Name	Cell	Origin	Min	Mean	Max	Std
Net Income / 0123	0039	0000	120078.4	-120064.1	-17117.93	9130.41
Net Income / 022	0010	0000	-11421.1	-4668	158723	-879.172
Net Income / 012	0011	0000	120078.4	74633.8	220433.4	9130.41
Net Income / 022	0013	0000	-1864.692	113787.6	339426.6	30442.22



Finance



Responsibilities

The Developmental Disabilities Association's Finance Department is responsible for all the financial activities of the Association and information technology services. This includes accounting functions, asset risk management, budget functions, inter-site courier services, employee benefits, payroll, and maintenance of all computers, software and computer systems.

In addition to managing DDA's numbers and technology, the department manages the purchases and maintenance of all major office equipment, which includes telephone systems, photocopiers, printers, fax machines, postage machines, and secure computer systems which provide access to the internet and e-mail.

Payroll System

Payroll, while carrying out its primary function of producing the payroll and administering benefits for the Association, was involved in two additional areas:

- Implemented all 2010–2011 changes required by the Collective Agreement with the BCGEU
- Implemented and maintained the new Municipal Pension Plan during its inaugural year

Financial Audits and Reviews

Audits during the 2010–2011 fiscal year were limited to the regular year end and interim audits. In both cases, the resulting Management Letter from our external auditors contained no significant finance

related problems to address.

The focus for the 2011–2012 fiscal year will again be one of the many challenges that will result from:

- Changes in funding and operations from the Ministry of Children and Family Development and Community Living BC, and the implementation of the terms in new or adjusted contracts, and other changes in our sector
- Increased numbers of complex accounting standards relating to investments and annual audit requirements as we move towards the eventual implementation of the International Financial Reporting Standards.

Projects

The Finance Department will be leading an experimental project to convert our paper documents into secure, searchable electronic documents. We will be starting with policies and procedures, Board packages, and personnel files. The electronic documents would be available for review from all sites, with privacy guaranteed by limiting access to sensitive information.

The Finance team will adapt to and manage these challenges with all the flexibility and efficiency they have demonstrated in the past.





Communications

In a communicator's world, the ability to identify communications influencers is key to building a successful campaign. With the emerging social media phenomenon and decline in traditional media, DDA has grown to adopt and integrate these new techniques in our campaigns without neglecting traditional marketing tactics to attain the interest of the older generation.

Traditional

Television is still one of the strongest media outlets in the world, so we filmed a new public service announcement with "Your Perception is our Greatest Disability" as the key message. With the help of our clients, communications committee and staff, the public service announcement was successfully created and picked up by several networks to broadcast on their channels which included CBC, Shaw, CTV, and Novus. In addition to reaching the English speaking community, the public service announcement was translated to Chinese and can now be found on Fairchild TV, a channel that reaches approximately 70% of the Chinese population in Canada.

Online

Recognizing the impact and benefits of social media, DDA continues to communicate with our audience via social media platforms. By maintaining an active twitter and facebook page, we have been able to communicate to over 1,000 followers every day. Youtube remains to be the second largest search engine in the world and with the recent re-design of our Channel, our fans are able to watch our public service announcements and recent news clips without having the need to turn on the television.

Whether online or offline, as we near our 60th anniversary next year, the communications department looks forward to staying attuned to the latest technology and communications tactics without the neglect of our "tried and true" traditions – all in efforts to raise awareness for DDA. In the coming year, focus will be given towards investing in technology to leverage DDA's brand, increasing internal communication within the organization to heighten efficiency and cohesiveness, and creating highways for ethnic communities to be included in our efforts.



Human Resources



This year, DDA has experienced fewer claims and a productive relationship with the BCGEU. We look forward to maintaining a safe work environment for our staff and clients.

Grievances and Relationship with the Union

Our relationship with the BCGEU has become more collaborative over the past year. Instead of the usual 30 grievances filed annually, nine were filed in 2010 and only two were filed in 2011. Anecdotal evidence proved that more potential grievances were being settled at the sites. This is win-win for both sides; fewer resources are being utilized to manage grievances as they move up the steps, and there is more collaboration at the worksites.

WCB Claims

In 2010, we experienced a decreased number of claims, with a cost savings of \$25,000. Compared to the 54 claims and 606 days missed in 2009, DDA made significant progress in bringing these numbers down to 31 WCB claims and 512 days missed. This is due to several factors, including an increase in claim decision challenges, a stronger and more active Health & Safety Committee (comprised equally of management and union representatives), and fewer injuries caused by clients – three in 2010; 10 in 2009.

Long Term Disability Claims

In the three year period since March 2009 there were 14 open claims that resulted in a charge of \$248,000 to our plan. This is a 30% decrease from the years prior (2005 to 2009), when we reported 21 open claims with a charge of \$545,000 to our plan.





Supporters

The Developmental Disabilities Association would like to thank all of the individuals, organizations, service clubs and governments for their outstanding support this year. We look forward to working together again in the coming year. Your support has enabled individuals and families with developmental disabilities to reach their full potential.

Individual

Adams, William	Estate of Lilli Kirsh	Long, Edith & William	Roberts, Caroline
Alonso, Olivares	Estate of Mary Hannah Filby	Loreth, James Wes	Sam, Bernice
Ames, Elinor	Estate of Stevenson, Helen	Luey, Robert & Rose	Seipp, Mary C
Annala, Doreen	Fein, Inge	Macdonald, Sue & Jim	Selby, Louise
Arai, Allison	Foster, Bernard	Malaka, Dan	Seto, Joyce
Arrowsmith, Ralph	French, Patricia	Mar, Paula	Shackleford, Derek
Atchison, Gerald	Gilmore, Philip	Marr, Arthur	She, Yu-Young
Atchison, Norman & Maureen	Groenewegen, Arnold	Mason, Christopher	Siedlecka, Joanna
Bain, Doug	Gyorffy, John	McLeod, G Eni	Silverman, Pearl
Baird, Jean	Hall, Chris	McManus, Gladys	Smellie, Gael
Banks, Ena	Hart, Julia	Melville, Joanne	Smith, Cathy
Bergeron, Barry	Haynes, Mary	Milner, Vera	Standewick, Andrea
Brekelmans, Susan	Henderson, Les & Karen	Montgomery, Keith	Steele, Joan
Brunette, Georgina M	Heseltine, Olive	Neville, April	Sterling, Vera & Alex
Campbell, M. Wilfred	Hing, Mah Annie Lai	Nyman, Kathryn	Stodola, Bernie & Mary
Campbell, Rachel	Hunter, Bonita	O'Brien, Lillian	Sutton, Patricia
Canas, Roberto	Ikegami Lee, Yuko	O'Duffy-Brennan, Anthony	Swayne, Susan
Candido, Emilia	Inglis, Kirsti	Oldfield, Judith	Tam, Tina
Chan, Herbert	Irwin, Jessica	Pagani, Margaret	Tang, Rosalinda
Chiao, Jennifer	Jarvis, Sarah	Parlor, Margaret	Tansley, Thomas
Chu, Kin Yip	Johnson, Denise	Partsafas, Demetrios	Thomson, Chris
Clark, Chelsea	Jotocoevy, Robert	Peterson, Janet	Tjahjadi, Petrus
Conder, David & Barbara	Kaye, Anne	Philp, Ann	Von Dehn, Ulf
Cox, Elizabeth	Keill, Robert	Poon, Christina	Walters, Linda
Czerwinski, Rachelle	Kim, Tae Kyung Tony	Pradela, Roman & Mona	Warren, Charlotte
Daigle, Audrey	Kinna, Marc	Purdy, Jill	Waterman, Daniel & Barbara
Darwin, Gail	Ko, Ada	Puri, Roger	Weatherby, Joan
Defensor, Ivy	Korman, Joy	Purkis, Jeffrey	Wells, Fiona
Johnson, Denise	Krikau, Herbert & Elsie	Putman, Lorne	Whelen, William
Deol, Karwaljit	Lam, Dora	Putman, Marie	Wilcox, Nyal
DePaoli, Maurizio	Lau, Virginia	Rabas, Elizabeth	Wilson, Susan
Ditommaso, Joanne	LeClair, Anthony	Rahemtulla, Leila and Shaffiq	Wolfgang, Correll
Dodd, Nadina	Lin, Ding-Kai	Rayment, Catherine	Wu, David
Eso, Joseph	Lith, Paul	Richardson, Alison	
Estate of Joseph Hemm	Lo, Larry	Richardson, Blanche	

Corporate & Group

BFL Canada Insurance Services	JTB International (Canada) Ltd.	Safeway Employees Association
Burnaby Loughheed Lions Club	Leola Purdy Foundation	TELUS Corporation
Business Pro Computers	London Life Insurance Company	The Cleaning Solution
Chubb Insurance Company of Canada	Lyndhurst Elementary PAC	The Hamber Foundation
City of Vancouver (Grants)	M.A. McDonald Holdings Co. Ltd.	United Commercial Travellers
City of Vancouver Engineering Services	Pharmacy Services	United Way of the Lower Mainland
Clark Wilson LLP	Province of British Columbia - General	University of British Columbia (UW 2004)
DPoint Technologies Inc.	Provincial Employees Community Services Fund	Wolrige Foundation
Jar Design Inc.	RBC Foundation	Wosks Vending Services Ltd.
John M Bingham Architect Inc.	Room6	

“...when our clients achieve their goals, success tends to breed success and everyone wins.”



– Alanna Hendren

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