

FULL STEAM AHEAD

ANNUAL
REPORT
2022/2023



Developmental
Disabilities Association



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BOARD MEMBERS



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President



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Vice-President



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Director



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Director



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Director



ALANNA HENDREN
Executive Director

PRESIDENTS MESSAGE

We recently held our 2023- 2026 Strategic Planning event, which was attended by the DDA board, Executive Director, and Director of Finance.

Thank you to all involved for your participation and efforts in continuing to forge a direction for this truly outstanding organization.

A key component of our analysis was to review the history and culture of the DDA in order to learn from the past, honour contributions, and set a strategic direction in order to fulfill our mission that people with developmental disabilities have the same rights and opportunities as all Canadians.

We evaluated the 70-year history of the DDA on the basis of advocacy, innovation, funding, political and environmental challenges, facilities, and programs. It is clearly evident that “Doing the Impossible” is truly a fitting phrase to acknowledge the accomplishments of the DDA.

What we learned is that decade after decade the DDA has been faced with political de-funding, and environmental and technological challenges including de-institutionalization, home share, and sheltered workshop models to name a few.

What is clear is that those involved continued to advocate and innovate resulting in legislative amendments and several Canadian “firsts” including Canada’s first School for children with developmental disabilities, the Infant Developmental Program (IDP), and Fostering Early Development (FED).

The DDA has also become a Canadian leader in employment via Jobs West and has continued to invest and expand facilities and programs including another first in Assistive Technology.

Wonderful partnerships have been formed over the years with the University of British Columbia, BC Women’s Hospital, Vancouver General Hospital, and GF Strong Rehabilitation Centre.

All this, while achieving the highest standards of accreditation of rehabilitation facilities since first introduced in the early 2000s.

This brings us to the present, the Board and I would like to acknowledge the energy, determination, and love that all staff and senior management bring to the DDA every day.

It is our responsibility to ensure that we continue to learn, innovate, improve, adapt, and grow so we can realize a better, brighter, and more caring future for our clients, their families, staff, and stakeholders.

With you at the forefront, the DDA will continue to help our clients achieve their full potential while building on the reputation of excellence and innovation of the Global Champion that is the DDA of today.

IAN TASKER
DDA PRESIDENT



EXECUTIVE DIRECTOR'S REPORT

BY: ALANNA HENDREN
DDA EXECUTIVE DIRECTOR

After sailing through two years of stormy seas, the sun broke through the clouds and we emerged, full steam ahead. DDA was ready to sail beyond the limitations of COVID and reconnect with our families, friends, neighbors, and communities – in person. Everyone could touch each other again, without rubber gloves.

We can do very little at DDA without our employees. The number one predictor of quality of life for the children and adults whom we support is the quality of their relationship with their direct caregivers. At DDA, our employees are also educators – their job is to help the people they work with to maximize and reach their full potential, so we need to devote more of our attention to developing employee potential as well as the potential of our clients. The emphasis on training for all of us at DDA is already paying off in terms of the greater independence and achievements of the children and adults we support, our staff, board, families, and the public at large.

COVID seems to have alerted the federal government to the demographic desert that is already impacting the Canadian economy because we don't have enough young people to fill the jobs being quickly vacated by retiring Baby Boomers. The young people who are available to work cannot afford to live in the most expensive real estate and rental market of all G7 nations. Immigration is the answer and the Government of Canada increased numbers considerably to accommodate lower-wage employers, but this puts more pressure on our housing market.

We spent 2022-2023 reviewing, automating, and improving all human resource systems from postings to exit interviews. We updated our recruitment processes, put our onboarding and general orientation courses online and, after 20 years of trying, DDA finally automated scheduling by switching to a new system that accommodates improved transparency, integration, and ease of access for staff. We then turned to staff development and training.

Modern employees come with modern problems and our employee benefits have improved to include mental health services. Pacific Blue Cross claims that 25% of employed 18 to 34-year-olds have mental health problems. Their top stressors are (in order): personal finances, inflation, and work. These stressors also contribute to high turnover. The better idea might be to increase their wages so they have fewer stressors or offer financial consultations, but until that happens these mental health problems will continue.

DDA turnover remains high, due to relatively low wages and a competitive job market. By comparison, since immigration is not supported in the United States, 83% of American agencies like DDA refused new clients, 63% closed services and 55% were considering new closures this year. Only 29% of case managers had services available for new referrals. Service providers struggled to maintain basic quality standards. Most day programs remained closed after COVID due to staff shortages. We are fortunate to live in Canada but staff shortages will persist for the next 20 years in all sectors.

The Community Social Services Employers' Association (CSSEA) started the year at the collective bargaining table with the BC Government Employers' Union (BCGEU) and the Union Bargaining Association, along with the rest of the Public Service and Public Sector. Costs of bargaining on this scale are considerable – a 5% increase in public sector wages costs the province \$1.6 billion annually. By September, we were negotiating essential service orders and by March 31, 2023, we had a new collective agreement, retroactive to April 1, 2022, with another increase retroactive to April 1, 2023. Non-union agencies were also included in the deal, even though they are not part of the collective or CSSEA. Higher wages are welcome but our staff are still the lowest paid in the public sector.

Senior management team



EXECUTIVE DIRECTOR
Alanna Hendren



CHILD & FAMILY SERVICES
Andrew Roets



COMMUNITY & VOCATIONAL SERVICES
Deanne Ziebart



RESIDENTIAL SERVICES
Donna Cain



RESIDENTIAL SERVICES
Tasia Alexis



EMPLOYEE DEVELOPMENT
Stephanie Rich



ASSISTIVE TECHNOLOGY
Keegan Newberry



INFORMATION TECHNOLOGY
Joe Grilo



FINANCE
Shazia Jafri



HUMAN RESOURCES
Graham Chaplow



COMMUNICATIONS
Evan Kelly



SCHEDULING
Edna Bond

COMMUNICATIONS

We celebrated our emancipation from COVID in May with a private screening at the VIFF Theatre of the documentary we developed during the pandemic: "Doing the Impossible - The Story of the Developmental Disabilities Association". We were just as excited to see the self-advocates, families, staff, and community partners whom we'd missed as we were for the film.

"Doing the Impossible" started out as a staff training video. Since most of our new employees have no idea what life was like for people with intellectual and developmental disabilities prior to the 1990s and the closure of institutions, we believed it was important they understand the role DDA played in the history of community living. We were encouraged by the audience's response, so we promoted our first film more broadly. We received two Golden Sheaf film nominations at the Yorkton Film Festival (Best History/Biography and Best Research), which is dedicated to the best screen-based media content in Canada. We then received four nominations at BC's Leo Awards. Now we have to think about what to do for an encore.

We posted the film on YouTube on August 11, 2022, and had over 12,000 hits by fiscal year-end. "Doing the Impossible" was also already streaming on IndieFlix and offered for sale by McIntyre Media, an educational content provider, who pays us royalties per download. We have never had such success with any public awareness campaign. Our humble staff training video exceeded all our expectations and the interest of the general public has been very encouraging.

At a Community Living awareness event at the Roundhouse in Yaletown, 200 members of the general public attended a viewing of "Doing the Impossible" and the film received a warm reception. People wondered why they had not heard about this before. The City of Vancouver showed the film during a Lunch and Learn session for senior staff and they began the process of working with DDA to develop a city-wide course that uses our documentary as a foundation.



BY THE NUMBERS

Social Media Followers	9,700
Monthly Social Media Reaches	4,500
Podcast episodes	25
Podcast downloads	1500
Blog Posts	47
Free Tickets obtained	200
“Doing the Impossible” downloads	Over 12,000

In addition to producing our award-nominated documentary, filmmaker David Ozier created 16 videos online for staff recruitment, general orientations, assistive technology, Jobs West, Starworks, Child and Family, and Residential Services.

In addition to all the excitement of our documentary, the Communications department developed a new website that included AccessiBe, a widget that helps our website become easier to navigate for people with disabilities. The updated website led to new brochure designs as tastes change so quickly these days and we have to stay current.

Communications expanded this year by creating a studio in the space vacated by the Business Center. This allowed the department to produce better quality sound and a tiny film set for interviews and training demonstrations to save time setting up for each podcast or video production. Communications now use a variety of means and methods to communicate our message of inclusion, advocacy, information, community support, and recruitment. Our new staff portal allows us to communicate with new hires and house staff-specific information. This has improved effectiveness and efficiency but we continue in our efforts to increase staff engagement with valuable information and resources. Podcasts provide us with information about the broader disability sector and social media facilitates engagement with the general public, including people with developmental and intellectual disabilities. When direct staff supports are unavailable to families, information, including financial information, is essential.

Now that we have so many communications vehicles and such interesting content, we can build our staff training library, deepen our engagement with each other and build on our linkages to all of the communities that make up Vancouver and Richmond. DDA’s success depends on engagement with the people who we support, their families, our community supporters, and our members. We have a long way to go but we are reaching a new level. We have lots of stories to tell and expertise to share with new staff as they join our ranks. We also have some stories that might interest a broader international audience and we are thankful for that.



CHILD AND FAMILY SERVICES

Infant Development (Vancouver IDP)

COVID seriously impaired the staff's ability at IDP to meet with families in person, so it was a welcome relief for them to return to home visits. By the Fall of 2022, groups like Parent and Child Mother Goose, Toddler Time, and Baby Belugas began meeting in person again and a new group called "Help is in Your Hands" started. This group targets late referrals to IDP or children identified with Autism Spectrum Disorder (ASD). This service consists of weekly in-person sessions and virtual evening sessions for families.

Our partnership with Women's Hospital's Fir Square Program has been a great success and is now integrated into their services to new mothers recovering from substance abuse disorders. IDP staff provide support to infants and Moms individually and hold a weekly Infant Massage Group. Staff also provide a link to the community when mothers are discharged, including other agencies that provide family supports like the Center for Ability.

IDP BY THE NUMBERS

NUMBER OF NEW REFERRALS 2022/2023

General:	196
Suspected ASD/ social communication disorders	131
Gross Motor Development (physiotherapy)	58
Waitlist average in months	4
Direct service contacts in hours	Over 4,000
Physiotherapy sessions	878

IDP staff also worked throughout the year on transitioning their old clunky LinkedDISC database – custom software built at UBC over 25 years ago - to the latest Salesforce technology, which is also used at the Center for Ability, so they can better communicate and share data concerning infants and toddlers served by both agencies. The quality, effectiveness, and efficiency of the new system was worth the work and cost.

Children's Services work closely with therapists at the Center for Ability, who honoured DDA this year with their Community Partner Award. Our staff work very well together and we value the contributions of their staff to our mutual success.



Fostering Early Development (FED) began holding park play events for foster families to facilitate networking and to provide them with support and education about supporting children in care so they could maximize their potential during COVID. Our FED program also facilitated Fostering Early Development training for social workers and other caregivers. They also strengthened their ties with the Western Canada Association for Infant Mental Health, which currently has 12 member agencies in B.C., including BC Children’s Hospital Infant Psychiatric Clinic and the Ministry for Children and Family Development (MCFD).

FED BY THE NUMBERS

New Admissions	60
Assessments	51
Identified as having a developmental delay	27
Children remaining from 2021/2022	59
Total children served	110
Total completed screenings	222



Childcare

2022/2023 will go down in history as the year BC finally began implementing \$10/day childcare. With substantial assistance from the federal government, the province began to roll out the program at a reasonable pace. Three DDA childcare centers were selected for \$10 per day, meaning that 168 of our families now only pay \$200 per month, with the remaining costs subsidized by the government. This initiative involved the city of Vancouver as well – a truly tri-partite funding effort and support of the childcare sector.

For those centers that are not yet in the \$10/day program, the government’s Child Care Fee Reduction initiative allowed us to drop parent fees by about 50%. This impacted 221 families. We will increase the number of Fee Reduction spaces again in September 2023.

The Ministry of Children and Family Development launched a new model of service to phase out individualized autism funding in favour of opening generic Children’s Hubs for all families who suspect their child has a developmental or other disability for assessment and service provision. The Autism Community lobbied hard against this idea and an excellent research analysis pointed out glaring deficits in the model, so individualized autism funding remained but the Ministry proceeded with pilot sites nonetheless. Communities have lost trusted service providers in the process and with the additional responsibilities of mental health and addictions to age 18, funding and related support services are grossly inadequate. Pilot projects continue.

CHILD CARE BY THE NUMBERS

Families now paying \$10 per day	168
Families with reduced fees	221
Children with extra support needs	75
Training attended by child and youth staff	71

COMMUNITY SERVICES

Family Support

DDA's Family Support program helps families who support a child or adult with intellectual disabilities by connecting them with appropriate community and government services, helping to fill out applications for government financial benefits, and working with families to develop support plans for the near and long-term future. Family support staff also help families with residential needs and the educational system. Many of the parents they support are alone with a child with a disability and often, other children. Some single parents have no relatives in Canada. Other families have issues with service availability, quality, and affordability. Some cannot speak English.

NEEDS OF FAMILIES WITH CHILDREN

Financial	35%
Service Planning	31%
Residential	7%
Educational	2%
Resources	20%
Other	5%

NEEDS OF FAMILIES OF ADULTS

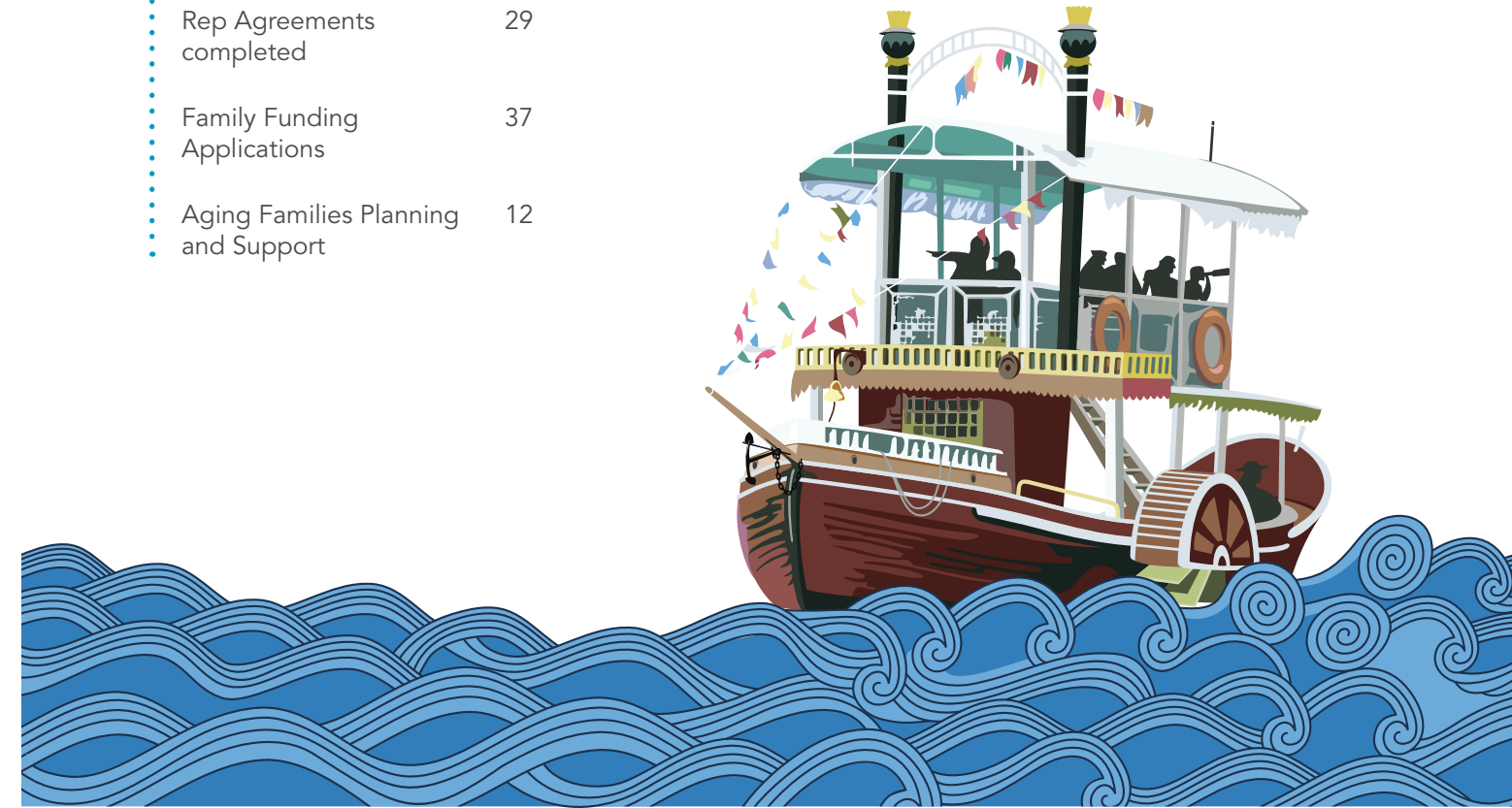
Financial	46%
Service Planning	21%
Residential	9%
Resources	24%
Other	3%

NUMBERS

Families served	340
Adults	157
Children	183
Family support groups	5
Parents who attend groups	100
Persons with Disabilities Applications completed	146
Rep Agreements completed	29
Family Funding Applications	37
Aging Families Planning and Support	12

YOUTH TRANSITION BY THE NUMBERS

Total Youth (age 17-18) supported	53
Increase from 2021/2022 (%)	100



Respite

Respite caregiver recruitment remained a major challenge this year but DDA's 80 caregivers still managed to provide support to 100 children and 72 adults. Because of the increased cost of space in Vancouver and Richmond and the decline in houses with extra bedrooms, this scarcity will continue.

Employment

More high school graduates than ever went straight to employment because of the success of our Transitions program. DDA also continued to award scholarships to the hardest working special needs graduates from each high school in Vancouver and Richmond. We are so proud of all of them!

The Jobs West Employer of the Year was Crate and Barrel – who were recognized with a certificate and a video of their work including people with intellectual disabilities as employees.

One Jobs West client, Nicholas, celebrated 15 years of employment with the Canucks and two clients celebrated 10-year anniversaries - Lenard at Meinhardt's and Sarah at the Mount Pleasant Community Center. Congrats!

JOBS WEST BY THE NUMBERS

Employment Standards Workshops	3
Pre-Employment Workshops	52
Clients served	378
Employment Specialists	11
Employer partners	119
Community presentations	9
College presentations	2
High School Transition Fairs	3
Super Host workshops	7
Total clients placed in jobs	117
Total work clients in work experience	33
Total volunteer placements	44

Starworks

Our social enterprise had another successful year, with more orders than ever before.

STARWORKS BY THE NUMBERS

Total on-call production workers	25
Businesses/Customers served	40
New customers	15
Increase in sales over 2021/2022 (%)	42
Energy Savings Kits for low-income families	17,818
Educational Kits for Indigenous Communities	125
Tie wires produced for BC Hydro	90,000
Increased warehouse space this year (sq. ft.)	2,500
Total paid to production workers (\$)	272,872



Day Programs – CORE, East 16th, Fraser, Victoria, West 8th, and Drop In

We completed the transfer of our Grandview site to East 16th this year after 18 months of negotiations, renovations, and waiting for Vancouver City inspectors to sign off on renovations. Finding appropriate sites for Day Programs at a price we can afford has become increasingly challenging and great patience is required to relocate so we are hoping to create more stability for these programs, staff, and clients in the future.

Other activities included trips to Science World, Vancouver Aquarium, Pumpkin Patches, Karaoke, Trail Riding, the Sunflower Festival, adaptive sailing, adaptive kayaking, adaptive paddle boarding, adaptive curling, High Tea in Kerrisdale, Grouse Mountain, Vancouver Symphony, Reifel Bird Sanctuary, Maplewood Farms, beaches, parks, and much more.

The Drop-In also added weekend and evening activities when COVID was no longer a threat.



BY THE NUMBERS

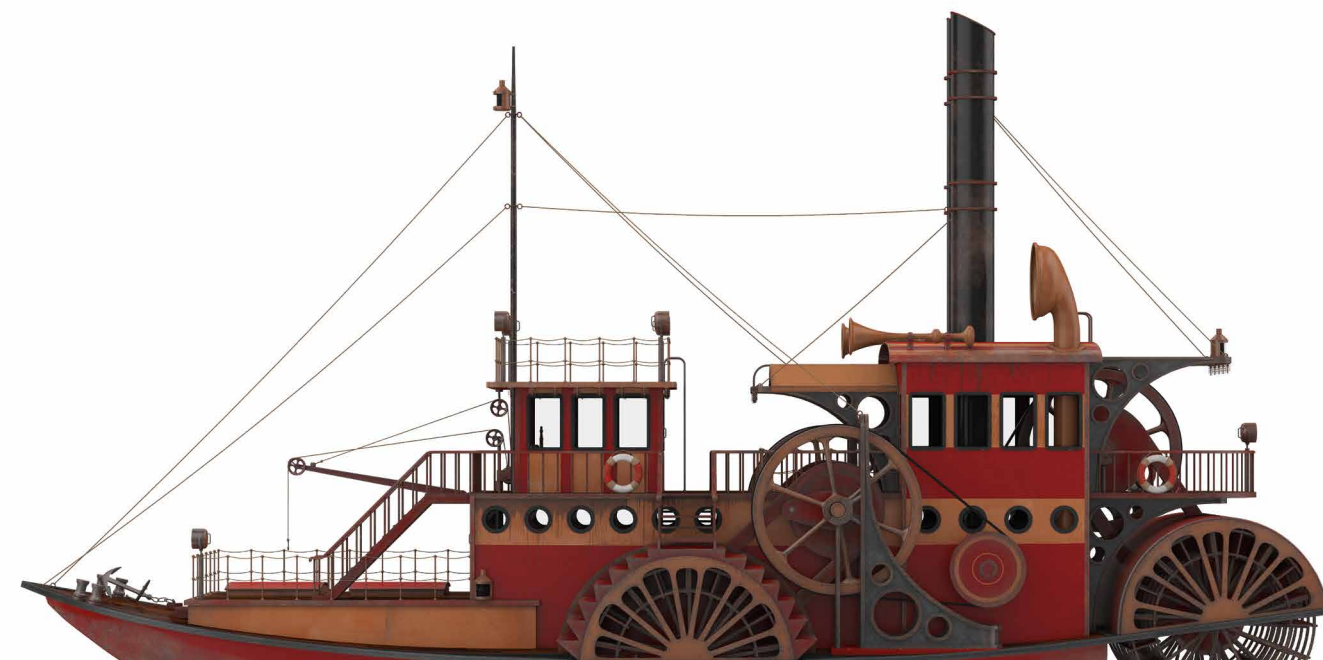
Community Center visits	394
Volunteer hours	1,451
Clients learning coping skills	36
Clients achieving health and fitness goals	64
Health and fitness activities in total	15,210
Computer and Photography classes (in hours)	4,056
Computer and photography participants	12
Artists at art shows	36
Main Street Drop-In participants	22
Total Volunteer Hours	14,300

Home Share

Due to CLBC's low reimbursement rates and the high cost of real estate in Vancouver, home share providers remained scarce in 2022-2023. Three new clients were referred to DDA Home Share but we were unable to find providers. Our existing Home Share contractors continued to provide long-term, high-quality support to eleven adults and we are grateful for that. This model of service will be difficult to sustain in the Lower Mainland if funding does not increase.

The Community Support Program

The Community Support Program (CAP) supported 30 adults (aged from their 20's to 70's), who live in their own apartments. We accepted two referrals into the program to replace two residents who passed away. Many of our independent folks are aging and require increased support due to their rising healthcare needs. Everyone had a chance to have a holiday after all the months of COVID lockdowns – either to visit friends and family or on a group camping trip to Loon Lake.



COMMUNITY LIVING - RESIDENTIAL SERVICES

The end of COVID lockdowns liberated our group home residents from months of indoor activities, and back to their old community routines. Everyone started going out again, some independently, some with support but everyone got back to connecting with friends, family, and neighbors in person.

The most glaring observation coming out of COVID was how much older we all looked. Some residents experienced non-COVID health conditions but all of our homes and the people who live in them are aging. So we went to work renovating our properties and the Board formed a property committee to review DDA's needs, including the needs of Day Programs.

We would not have survived COVID as well as we did at DDA without our excellent Residential Staff Team. Front-line staff and managers became heroes, risking their own health to care for others but they could not have done their job without the support of Residential Assistant Directors, Human Resources, and a Scheduling Department that juggled scarce casual staff to fill shifts left open because staff was testing positive for COVID themselves.

Then – liberation! Residential Staff threw off their PPE and quickly resumed pre-pandemic levels of full community engagement. Residents participated in public events like Whitecaps Soccer, Canadian's Baseball, the PNE, Canada Day Festivities, Christmas parties, and Chinese New Year celebrations again. Everyone returned to the theatre, bowling, libraries, parks, swimming pools, community centers, restaurants, birthday parties, and traveling. Zoom was a poor facsimile of real life but still helped keep people stay connected with others who live further away and access online education.

Since three of our residents have indigenous roots, we celebrated their cultural heritage by hosting events and educating clients and staff about their unique identities and histories. The Department developed a curriculum reflecting our local indigenous cultures and traditions, held smudging ceremonies, and celebrated National Indigenous People's Day at Skwachays Lodge. Learning can be fun!

AGE DEMOGRAPHICS OF RESIDENTS

Seniors over 55	40%
Adults between 31-54	24%
Seniors over 75	7%
Adults under 30	4%

SITE INFORMATION

Sites renovated	4
Total number of vehicles per site	17
Number of group homes/sites	19

RESIDENT INTAKES AND DISCHARGES

Intakes/arrivals	5
Discharges	4
Total number of residents	74



New kitchen at Arlington A

HUMAN RESOURCES

Scheduling

Scheduling transitioned to the ADP Scheduling App in 2022. Residential staff was the first to move to the new system because of the 24-hour per day, 7-day-a-week nature of the work. Staff can use the Scheduling App on their phones, laptops, or desktop. Most staff were happy with the change.

We had attempted to automate scheduling twice in the past and failed, so this was a major achievement. In addition to improving the scheduling experience for staff, data can be shared with payroll to improve accuracy and save time. We also made improvements to staffing by training more managers on how to use the system so they could serve as backup schedulers when necessary.

ADP Scheduling software streamlines information flow, tracks staff availability, sends shift offers to staff, and provides visible schedules to payroll for verification, enhancing transparency and accuracy.

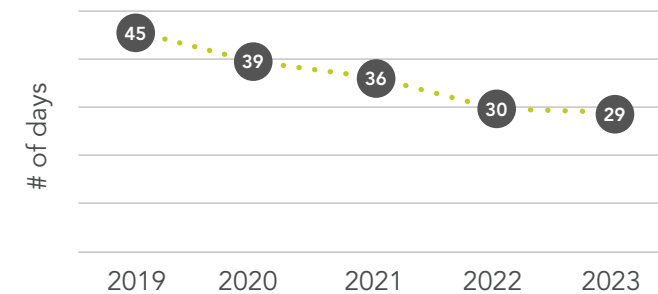
Scheduling has become more integrated with Residential Services, Payroll, and Human Resources. More staff have been able to get the time off they request and this has improved morale. The ADP Scheduling App was successfully introduced to Community Day program staff, managers, and casual staff in January 2023 so they could transition before the end of the fiscal year. Staff feedback was positive. Scheduling also worked with managers to ensure casual staff were receiving orientations at their assigned sites and led casual staff hiring.

Recruitment

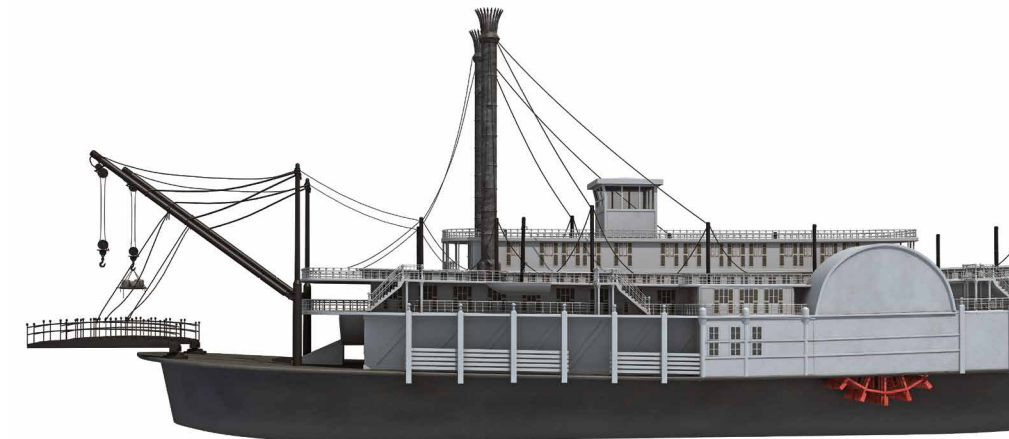
We attended several job fairs this year and built relationships with colleges and universities to recruit practicum and Co-op students.

The time from posting to hiring continued to decline this year.

POSTING TO OFFER



Since new hire forms and our general orientation are now accessed by new hires online, staff began their first shifts earlier with more information than previously. Working on improving on-site staff orientations continued past the end of the fiscal year.



Retention

DDA had 605 unionized employees on March 31, 2023, and 25 excluded staff. Although our overall turnover rate increased from 18.7% to 19.8% this year, turnover decreased in Residential Services from 23.2% to 19.9%.

We recognized a total of 180 staff for their service in 2022, including 2 staff for 35-year anniversaries, 3 for 30 years, 5 for 25 years, and 6 for 20 years. We are fortunate to have such dedicated, long-term employees.

The 'realignment' process in Human Resources systems included the development of a comprehensive Manager's Manual that covers all departments. The manual was released on Sharepoint in December 2022 and each manager received a hard copy in March 2023.

Staff Training

The next phase of our 'realignment' process is to standardize performance evaluation systems and processes and then connect them to a more enhanced, formalized staff training program. We are developing a system to link staff training needs to courses internally, online, externally online, and in person at workshops and conferences.

To this end, we began developing DDA-specific and more general courses to add to our training library. Employees completed 4,158 online courses this year on our Relias platform, a 78% increase over the last year. We also delivered in-person training at Head Office for First Aid, Non-Violent Crisis Intervention (now blended), Dementia Training, Food Safety, and our Adult Services (Basic) Training program.

EMPLOYEE TENURE

Up to 1 Year	12.7%
1 to 5 Years	44.3%
6 to 10 Years	24.2%
11 to 20 Years	12.4%
Over 20 Years	6.4%

ASSISTIVE TECHNOLOGY

The AT Department rolled out 'Resource Full', developed in-house to ease access to our library inventory, get information about available resources, and place orders for borrowing items using an online shopping app.

Goal-oriented themed kits, designed to be highly adaptable to multiple levels of learners proved extremely popular. The Department planned to offer 10 to 12 kits but expanded to 37 themed kits to meet demand. They also developed an inventory management system to keep up with loaned equipment.

Once COVID was over, AT staff invited managers, staff, and clients to visit the AT Lab in person, where they received

guided tours and learned about new possibilities. These tours were so popular that the team developed ATLAS – a virtual version of an AT lab tour that brought resource availability directly to front-line staff.

Although the Department is always researching the latest in low and high technology, the pandemic created extremely long back orders (over 2 years) and some smaller suppliers did not survive. It will take time to rebuild inventory but technology advances so quickly that something new is always on the market. Our users benefit from technological-accessibility efforts that are already expanding opportunities for people with all sorts of disabilities.

AT BY THE NUMBERS

Department goals achieved (%)	95
AT special events	55
Residential Bingo Sessions	41
1:1 and small group AT sessions	252
Client consults	31
Extended direct AT support	53
Program (team) consults	15



INFORMATION TECHNOLOGY

Although IT performs mysterious functions in isolated rooms filled with gently buzzing equipment, the Department's support to every other department, every staff, and all client services, is critical. The department supported us without disruptions throughout COVID and the 2022-2023 fiscal year.

In addition to ongoing maintenance and troubleshooting, IT Department's services included:

- Rolling out high-output Ricoh printers
- Upgrading internet bandwidth
- Evergreening 100 units of system hardware
- Phone system upgrades
- Assisting with ADP Advanced Scheduling installation
- Decreasing the cost and upgrading the bandwidth at Head Office

- Completing installation of a new IDP database
- Assisting with DDA's website redesign
- Led the search for a replacement for Alchemist, with a committee
- Inexpensively kept Alchemist working
- Upgrading 85 cell phones
- Installing IT and telephone systems at the new day program site
- Activating a new security firewall for DDA
- Migrating data to the Azure Cloud.

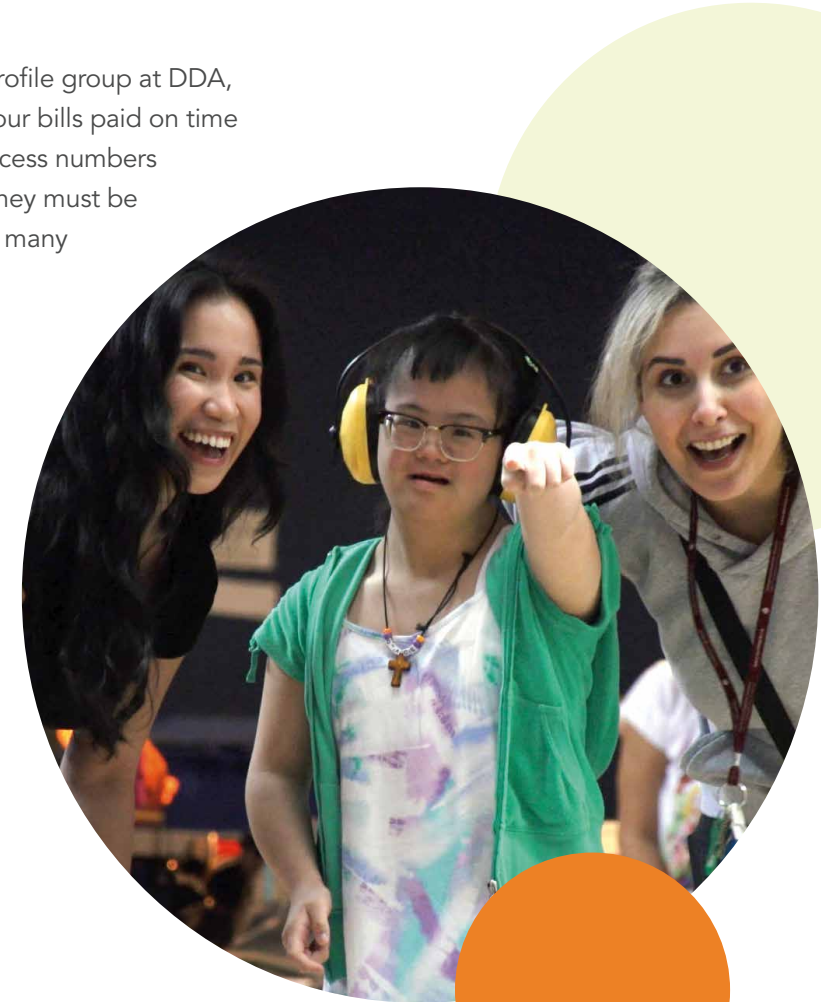
IT staff work quietly but they keep us all going!



FINANCE AND PAYROLL

Accounting and Payroll staff is another low-profile group at DDA, working hard to get everyone paid on time, our bills paid on time and DDA paid on time. Department staff process numbers and money, then report financial results, so they must be accurate and accountable, regardless of how many audits they undergo in any given fiscal year.

The DDA Finance team has integrated Payroll and Payroll has now become more closely integrated with HR and Scheduling, so everyone has been working individually and together all year. This has made processes more transparent and data easier to track across departments. These new systems are a thing of beauty. They increase productivity, accuracy, timeliness, and accountability. Expenses can now be tracked and attributed to individualized CLBC contracts, easing confusion and alerting us to deficits earlier.



The Accounting Manager position was vacant for much of the fiscal year and we were fortunate to find the right candidate, but in spite of this, the Department:

- Automated expense approvals and receipt submissions
- Assisted in implementing and integrating Advanced Scheduling
- Improved board financial reporting
- Improved systems to manage CLBC service level hours reporting with greater accuracy and control in Adult Services
- Automated the calculation/processing/reporting of the new 5-day Employment Standards Act sick leave entitlement
- Developed and implemented separate financial reporting systems for the new \$10- per day Child Care Program
- Completed audits virtually, reducing time and paperwork
- Increased productivity of the Department with a hybrid model of work, leading to continued digitization of workflow, documentation, approvals, and the daily transaction process.
- Worked with the Finance Committee to manage DDA and DDF finances.



Financial overview 2022/2023

REVENUE		EXPENSES	
Provincial Government	80%	Residential	37%
Donations, Grants and other	11%	Child & Family Services and IDP	27%
Fees	7%	Vocational, Community Services and Family Support	24%
Social Enterprise	2%	Administration and Research	6%
		Supported Living	3%
		Respite and ICN	3%



DONORS AND GRANTS

On behalf of DDA, our Board, and members, we would like to extend a heartfelt thank you to our donors.

Donors

AB-Tech Plumbing & Heating Ltd.
Adamos, Reynilda
After February Studio LT, Chien-Ho Marian Kao Exp
Ali, N
Andrew Sheret Limited
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Barclay, Stephen
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Bella, Jead
Booth Mechanical Ltd.
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Kydd, Donald
Lail, Amoljeet
Lam, Amy
Law, Dorothy Wai Yan

Leakey, Gillian
Lee, Lawrence
Lei, Laikei
Leola Purdy Foundation
Lith, Paul
Lo, Vincent Vui Foh
Lockwood, Kerry
Loreth, James
Low, Wendy
Luey, Robert & Rose
MacDonald, Susanne
Macht, Susan
Mar, Stephan
Mawer Investment Management Ltd.
Melville, Joanne
Morgan, Geraldine
Ng, Nelson
Nitikman, Noah

Orivolo, Giacomo & Bertilla
Pajayon, Anita
Pandya, Hershah
Parlor, Margaret J.
Poon, Christina
Provincial Employees Community Services Fund
Rayment, Catherine
Reid Bros Plumbing & Htg Ltd.
Reznick, Anthony & Myrna
Richter Family Charities
Richter, Corinne
Ruppel, Gunther
Samillano, Mary Kathleen
Seto, Joyce
She, Yu Young
Studio Ltd, After February
Swayne, Peter and Susan
Tang, Rosalinda

The Wawanesa Mutual Insurance Company
Turner, Edward
Turner, Ms Sharon
United Way - Lower Mainland
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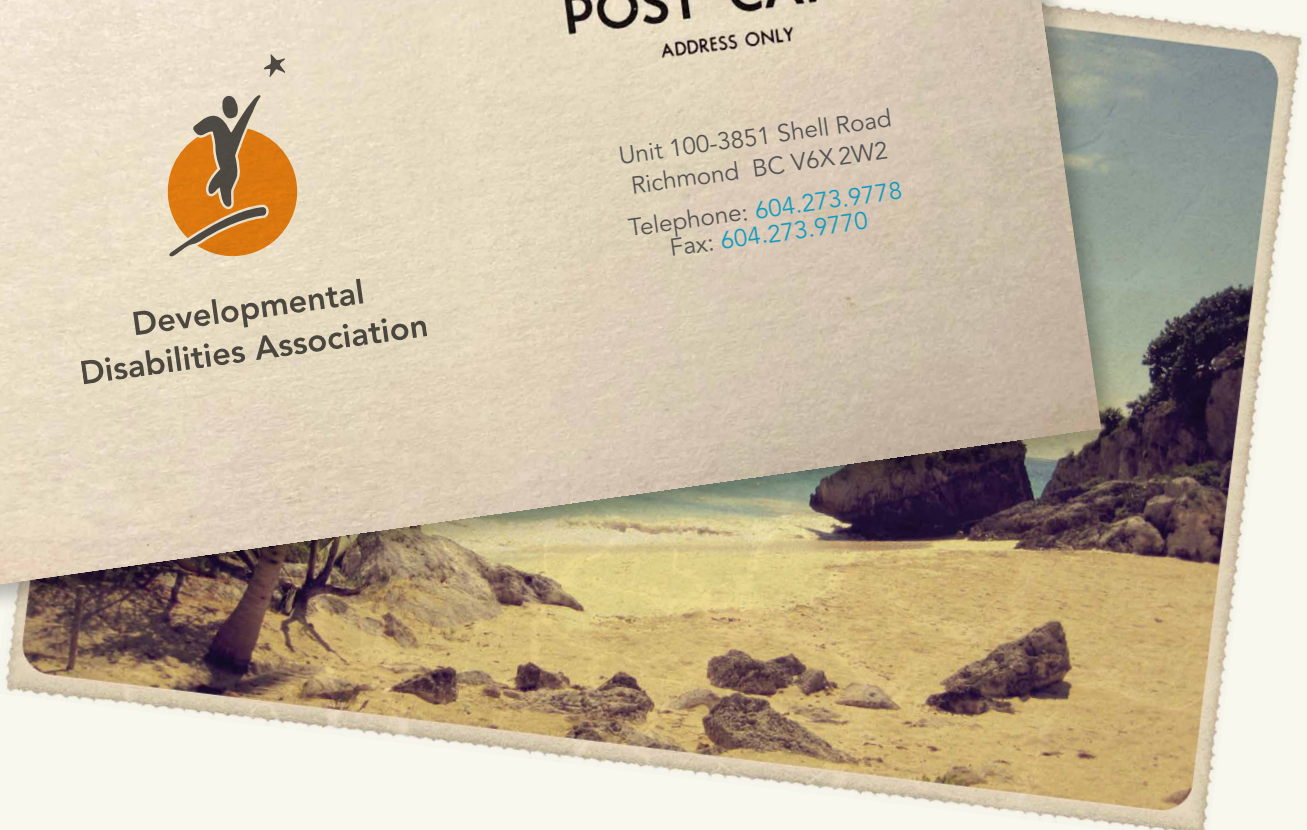
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