



Providing quality services for over **50**
YEARS

CREST

SUPPORT SERVICES

Reach beyond

2022-2023 Annual Report





Land Acknowledgement

We acknowledge that the land we stand upon today is the traditional territory of the Attawandaron, Anishinabeg, Haudenosaunee, and Lunaapeewak peoples who have long standing relationships to the land, water and region of Southwestern Ontario. The local First Nation communities of this area include Chippewas of the Thames First Nation, Oneida Nation of the Thames First Nation, and Munsee-Delaware Nation.

We acknowledge the treaties that are specific to this area: Treaty 2 (McKee Purchase), Treaty 3 (Between the Lakes Purchase), Treaty 6 (London Township Purchase), Treaty 21 (Long Woods Purchase) and Treaty 29 (Huron Tract Purchase).

We value the significant contributions, both in the past and the present of local and regional first nations of Turtle Island.

We are thankful to be able to work and live in these territories. We are thankful to the First Nation, Metis and Inuit people who have cared for these territories since time immemorial and who continue to contribute to the strength of Ontario and to all communities across the province.

We acknowledge historic and ongoing injustices that indigenous peoples endure in Canada and we affirm our commitment to honouring indigenous voices, nations and cultures, and to moving forward in the spirit of reconciliation and respect.

In memory of the thousands of children who were sent to residential schools, for those who never returned and in honour of all the families whose lives were forever changed.

Vision

People living enriched lives in inclusive communities.

Mission

We support adults with a serious mental illness and/or developmental disability by providing quality services that foster personal growth and participation as full citizens in their communities.



Strategic Priorities

Individualized Support for People Accessing Services

Support people accessing services to reach their full potential.

Partnerships Elevating Community Inclusivity

Explore and promote new and existing partnerships to enhance community inclusivity for people accessing services.

Highly Engaged and Committed Employees

Develop an Employer of Choice strategy to attract and retain skilled talent, while fostering a culture of compassion and engagement.

Communication and Awareness

Promote Crest Support Services (Meadowcrest) Inc. as an exceptional agency through community awareness.



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Values

- Dignity and respect
- Participation
- Excellence
- Communication
- Collaboration
- Effective management of change
- Learning and growth
- Accountability

Board Chair Report

It's hard to believe we are through another year already, with Crest Support Services continuing to move forward and grow despite the continued challenges through the end of the global pandemic.

Under the continued guidance and leadership of Agnieszka Ciszewska, people accessing services have continued to thrive and Crest has increased capacity to provide support to some of the most vulnerable people in our community.

Thank you to the Government of Ontario for the ongoing support of the work and services delivered at Crest. This partnership has been critical to the success of Crest and the guidance and stewardship our Ministry partners provide is truly appreciated.

I wish to thank our Board of Director's for their ongoing commitment to Crest. Everyone brings different experience and perspective that allows us to effectively govern the agency.

I wish to thank all of Crest's donors and community partners who are all integral in Crest's continued success.

Finally, I wish to thank all people accessing services and the entire staff team. None of the work Crest does would be possible without all of you! Thank you for your ongoing dedication, compassion and commitment to people accessing services.

The Board is looking forward to the upcoming year as we will be rolling out the new strategic plan for Crest and can't wait to see the continued successes into 2023-2024.

~Dave Hohner, Board Chair



2022-2023

Board of Directors

Dave Hohner, Board Chair

Milad Bosta, Vice-Chair

Mingyang Xu, Treasurer

Rosie Delfre, Secretary

Cecile Klerks, Director

Kathy Cocquyt, Director



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*People living enriched
lives in inclusive
communities*

Executive Director's Report

As I reflect on the past year, I am beyond grateful to Crest's entire staff and management teams, whose compassion and commitment goes above and beyond for people accessing services. My gratitude and appreciation cannot be adequately expressed with mere words.

Despite the ongoing challenges because of the pandemic, Crest's front-line employees continue to be the reason people accessing services thrive and grow, and I continue to be amazed by the resilience of people accessing services. Throughout the challenges and strict limitations imposed over the past few years, people accessing services continue to flourish.

We welcomed numerous new people to services over the past year. Not only have we been able to provide a safe, inclusive, and home-like environment, but also avoided unnecessary strain on a system that is already beyond capacity.

Thank you to Crest's donors, funders, Board of Directors, and supporters of Crest. Without your ongoing support and dedication to Crest, we would not be able to provide the right services and support to people.

~Agnieszka Ciszewska

"To make a difference in someone's life you don't have to be brilliant, rich, beautiful, or perfect. You just have to care." - Mandy Hale





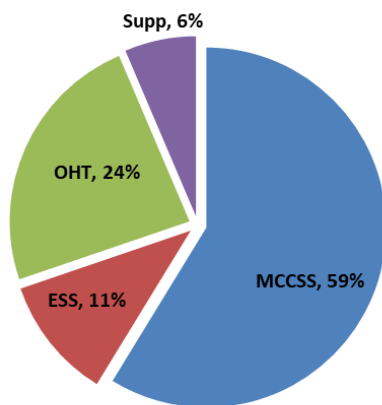
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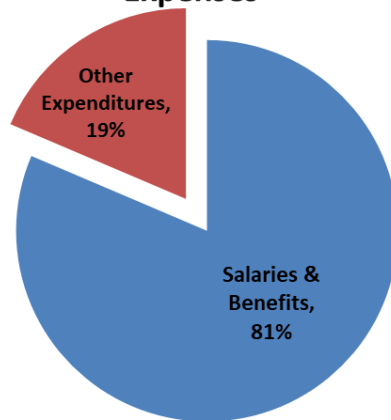
2022-2023 Financial Report

Crest Support Services			
Statement of Revenue and Expenditures			
Operating fund (in 000s)			
	2022/23	2021/22	% Inc/(Dec)
REVENUE:			
Community Living-MCCSS	4,228	3,405	24.2%
Enhanced Specialized Services-ESS	794	803	-1.1%
Community Mental Health-OHT	1,713	1,703	0.6%
Supplementary & Connections	462	423	9.2%
TOTAL REVENUE	7,197	6,334	13.6%
EXPENSES:			
Salaries & Benefits	5,751	5,024	14.5%
Other Expenditures	1,313	1,170	12.2%
TOTAL EXPENSES	7,064	6,194	14.0%
NET RESULTS	133	140	-5.0%

Revenue



Expenses





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A year in review in pictures...

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