

# ANNUAL REPORT 2023

45  
YEAR  
ANNIVERSARY



LUTHERAN  
**COMMUNITY CARE**  
Caring services for everyone.



# MISSION

Lutheran Community Care provides flexible and responsive social, developmental and spiritual services to people in the northern region of Ontario.

## VISION

With compassion and respect, the physical, spiritual, emotional, social and economic needs of individuals and families in the northern region of Ontario are met, enabling them to develop to their potential as citizens.

## VALUES

All people are equal.

People are to be treated with respect, care and compassion.

Individuals are entitled to receive choice enhancing services that are holistic, empowering and culturally sensitive.

The services provided must be flexible, creative and responsive to individual and community needs.

We are accountable for the wise use of all entrusted resources.

Preventative services and proactive approaches are an effective use of resources.

Cooperative and collaborative approaches to service delivery are preferable.



# PRESIDENT & EXECUTIVE DIRECTOR'S REPORT

**We want to begin by acknowledging our 45th Anniversary. In 1979, Lutheran Community Care began a process of listening to, identifying issues for, and working with community members to help elevate the quality of life for our citizens.**

In the fiscal year of April 2023 to March 2024, we experienced another year of growth thanks to a dedicated Board of Directors and a staff who are willing to go above and beyond in the course of their day-to-day work.

We were able to expand our Mobile Integration Team (*MIT*) in response to the community need to better support street-involved people. Members of the MIT presented to our Regional Social Services Planning Table in Sudbury about MIT's innovative model of service.

Similarly, Thunder Bay District Social Services Administration Board (*TBDSSAB*) increased their funding for our Tenant Support and Community Housing work. This affords us the opportunity to provide an even greater level of support for individuals who typically would struggle with housing. The TBDSSAB also funds LCC to provide support with multi-year plans for some of the more complex individuals that we support.

Our long-time Pastoral Care Worker, Liisa Lahtinen, continues to warm hearts with her incredible team of volunteers who visit seniors who are feeling isolated and/or alone as well as to provide support for seniors to attend devotional services.

We said good-bye to Pastor Dan Barr who was then able to focus solely on the street component of Street Reach in ministering to street-involved individuals. Street Reach was able to continue thanks to the support of our staff and three exceptional volunteers; Carol Saino, Doreen Rogers and Heather Kuivila.

We extend best wishes to Cory Adams in his future endeavours. Cory worked within our DSO program. We welcomed Confederation College students, Kwaku Agyeman, Ivy Akonnor, Nicole Youmans, as well as, Lakehead University student Taylyn Thomas. They shadowed and worked closely with members of our staff, who were thrilled about the involvement of these students.

We also were elated to introduce Kristen Willet-Senden to our APSW team, Erica Roy to MIT, Vanessa Mollicola as a Special Services Coordinator, and Jill Riley and Julia Keefe as Cultural Wellness Workers.

The Ministry of Children, Community and Social Services (*MCCSS*) continues to provide significant funding to LCC in support of the work we do. Some of this funding provided for a permanent Housing Navigator with Developmental Services Ontario Northern Region. This position was filled by the very experienced and welcoming Raegan Wilkin.

Like many not-for-profit charities, we are very dependent upon donations from the public.

Our support from the communities we serve is phenomenal and we want to acknowledge and thank you for that. From our community of Lutheran congregations to private citizens, we very much appreciate the support you've given LCC throughout the years, and this year was no exception.

At a governance level, the Board of Directors continues to work within the Relationship Model™ of Governance framework while preparing the organization for our upcoming Strategic Planning process and future successes.

We also want to acknowledge the passing of Maxine Tenander who served as a very active member on our Board of Directors.

In closing, we would like to thank all of our volunteers, staff, and Board members who have stood with us throughout the years. You're the reason LCC is such a special place to work and receive services.

**Karen Bishop**  
*President*

**Rob Barrett**  
*Executive Director*

# OUR PROGRAMS & SERVICES

- Mobile Integrated Team
- DSONR (Developmental Services Ontario Northern Region)
- Quick Connect
- Tenant Support Program
- Social Services Program
- Pastoral Care Services
- Street Reach
- Passport Program
- Specialized Service Coordination and Planning
- Adult Protective Service Worker Program



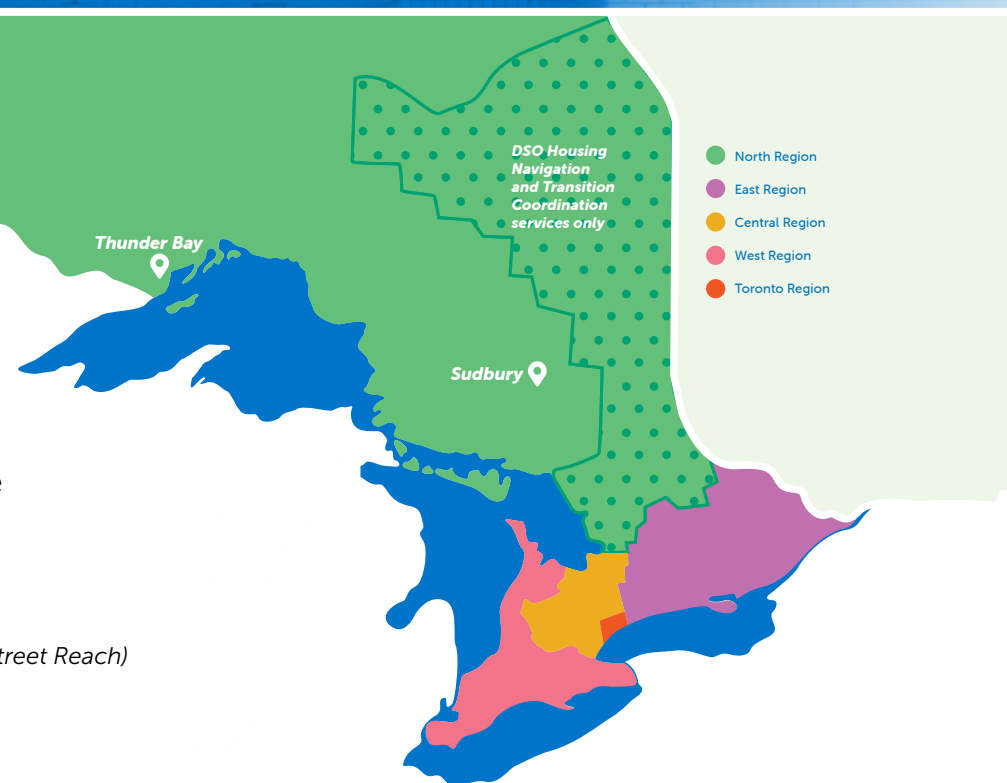
# OUR LOCATIONS

## SUDBURY

Unit A, 760 Notre Dame Ave

## THUNDER BAY

245 Bay Street (Head Office)  
516B Victoria Avenue East (Street Reach)  
209 Van Norman Street



# LUTHERAN COMMUNITY CARE 2023/2024 STAFF

## MANAGEMENT

- |  |  |   |
|--|--|---|
| <b>Rob Barrett</b><br>Executive Director | <b>Melanie Doyle</b><br>Director of Workplace Culture and Wellness | <b>Kelly O'Brien</b><br>Director of Regional Services |
| <b>Lucy Black</b><br>Supervisor          | <b>Paola Faca</b><br>Supervisor                                    | <b>Bambi Pepe</b><br>Supervisor                       |
| <b>Marnie Colosimo</b><br>Supervisor     | <b>Laura McCauley</b><br>Supervisor                                | <b>Suanne White</b><br>Director of Regional Services  |
| <b>Tim Wilkie</b><br>Director of Finance |  |   |

## ADMINISTRATIVE SUPPORT

- |   |  |  |
|---|--|--|
| <b>Administrative Assistants</b><br>Laila Hammoudi<br>Janice Hunt<br>Kirsi Maki<br>Maureen Sztabinski | <b>Information &amp; Access Facilitators</b><br>Theresa Barrett<br>Susan Cannon-Biloski<br>Andree St. Onge | <b>Receptionist</b><br>Chris MacNaughton<br>Zoe Hunt |
| <b>Financial Assistants</b><br>Donna Aleman<br>Joe Prince   | <b>Information Systems Administrator/Programmer</b><br>Dennis Wood   |  |

## PROGRAM STAFF

- |  |  |   |  |
|--|--|---|--|
| <b>Adult Protective Service Workers</b><br>Cassie Aleman<br>Janice Boland<br>Kirsten Chambers<br>Lana Corkum<br>Betty Golphy<br>Lorraine Hurd<br>Jenna Petrynka<br>Lauren Tolmie | <b>Cultural Wellness Workers</b><br>Julia Keefe<br>Katie Kudlak<br>Nathan Martin<br>Jill Riley   | <b>Passport Service Coordinators</b><br>Janet True<br>Rhonda Turner-Kavcar<br>Kathy Wehrstedt<br>Sarah Wierzbicki | <b>Social Service Worker</b><br>Saara Vuorela                                      |
| <b>Assessor/Navigators</b><br>Daniela Barbiero<br>Jennifer Cohrane<br>Carly McWhinnie<br>Rosslyn Rojik<br>Nikki Sigurdson<br>Claire Tymura                                       | <b>Housing Navigators</b><br>Cory Adams<br>Raegan Wilkin   | <b>Passport Claims Support Coordinators</b><br>Megan Myllymaa<br>Irma Somda                                       | <b>Specialized Service Coordinators</b><br>Georgia Maunula<br>Michelle St. Onge    |
|  | <b>Life Skills Specialists</b><br>Rodrigo Cosio<br>Amanda Gollat<br>Wesley Kivisto<br>Aimee Smeltzer<br>Kristen Senden<br>Alison Tinney<br>Janna Zachary | <b>Pastoral Care Worker</b><br>Liisa Lahtinen   | <b>Street Chaplain</b><br>Pastor Daniel Barr                                       |
|  |  | <b>Service Navigators</b><br>Jen Cederwall<br>Krysta Tremblay   | <b>Tenant Support Worker</b><br>Brittany Anderson<br>Tatem Landry<br>Taylyn Thomas |
|  |  |   | <b>Transition Coordinator</b><br>BJ Rhyner   |

# BOARD OF DIRECTORS

- PRESIDENT**  
Karen Bishop, *Our Saviour's*
- VICE PRESIDENT**  
Sharon Melville, *Calvary*
- TREASURER**  
(Vacant)
- SECRETARY**  
Jim Minor, *Trinity*
- DIRECTORS**  
Ron Bourret, *Stakeholder*  
Moira Coates, *Salem*  
Rosalie Evans, *Stakeholder*  
Brenda Rikkonen, *Christ*
- MEMBER CONGREGATIONS**  
Calvary Lutheran, LC-C  
Christ Lutheran, LC-C  
Epiphany Lutheran, LC-C  
Hilldale Lutheran, ELCIC  
Our Saviour's Lutheran, ELCIC  
Trinity Lutheran, LC-C  
Lappe Lutheran, LC-C  
Redeemer Lutheran, LC-C (Kakabeka Falls)  
Salem Lutheran, ELCIC (Pass Lake)

# MOBILE INTEGRATED TEAM



## THE LIFE SKILLS SPECIALISTS AND CULTURAL WELLNESS WORKER TEAMS DELIVERED:



## KEY COLLABORATORS INCLUDE:

- The District of Thunder Bay Social Services Administration Board
- Habitat for Humanity
- John Howard Society
- Brodie St. Library
- June Steeve-Lendrum Family Resource Centre
- Salvation Army
- Andras Court - TBDSSAB
- Spence Court - TBDSSAB
- Ontario Native Women's Association
- Metis Nation of Ontario
- Indigenous Friendship Centre
- Anishnawbe Mushkiiki
- Elizabeth Fry Society
- RFDA

*The District of Thunder Bay Social Services Administration Board (TBDSSAB) funded the supplies for these events and group activities.*



# EVA'S STORY



Eva is a young Indigenous woman who transitioned from the youth service system before accessing adult developmental services. She was hesitant to accept services and did not trust workers, but Jill Riley, from the Cultural Wellness team, offered opportunities that focused on her culture. Through Jill's determination and positive relationship building, Eva and Jill now have great rapport. Jill has seen encouraging changes in Eva. Her guard is down and has become more engaging and receptive to support. Through Jill's mentorship, Eva is learning how to making her own ribbon skirt similar to Jill's skirt style and colour. Eva is excited and says she and Jill "will be twins and will be the coolest people at the POW WOW this summer". To this day Eva's interest in connect with her cultural and community remains strong and she is reaching out to Jill and the Cultural Wellness team for opportunities on how to make a regalia, bead, and hand drumming as well as learning to make fried bread and Bannock.

# KEVIN'S STORY

Kevin is 62 years old and suspected of having a developmental disability. A community agency connected him to the Mobile Integrated Team for support with navigating the eligibility process with Developmental Services Ontario Northern Region. Kevin's Life Skills Worker, Erica Roy, says that he essentially fell through the gaps of service and went through his entire life without a diagnosis or professional support. Kevin needed support with reading and navigating services, but always found a way to persevere through life. Prior to Kevin's involvement with MIT, he was a plumber for many years and married to his high school sweetheart. When Kevin's wife died from cancer, he lost their home because he could not read his bills and was not receiving support from family members. Kevin ended up residing in a motel, running out of money, and struggling with his mental health. Since Kevin's involvement with his Life Skills Worker Erica, he completed the referral to Developmental Services Ontario and obtained an apartment in a building where he has made many friends who help him when needed. He is maintaining his own apartment, reaching out when he requires support, and since Kevin has never lived alone, he is learning new independent living skills such as cooking and cleaning. He now has access to Passport funding that he uses for recreational activities and life skill tools, such as the WorldPenScan that scans words or multiple sentence and then reads the scan aloud. Kevin also plans to attend the Adult Learning Centre for literacy classes. Kevin says, "It is never too late to learn." He also frequently says he is grateful to the Mobile Integrated Team and his Life Skills Worker for their support in getting to where he is today.



**429**  
DOCUMENTED CONTACTS:

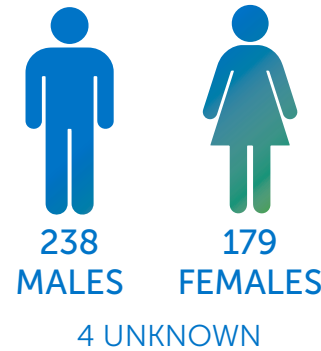
- 393 WERE SEEKING INFORMATION
- 3 WERE LOOKING FOR RESIDENTIAL SERVICES
- 2 WERE LOOKING FOR CPS
- 1 WAS LOOKING FOR RESPITE SERVICES
- 13 PROFESSIONAL AND SPECIALIZED SERVICES
- 1 PERSON DIRECTED PLANNING
- 16 PASSPORT

**UPDATES**

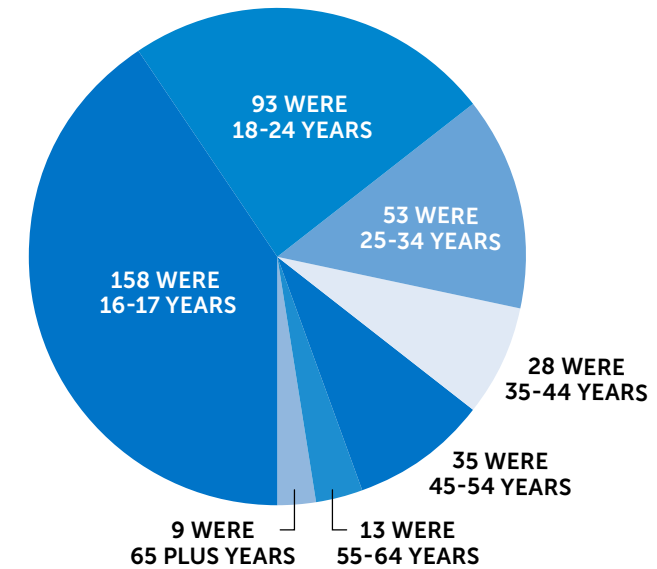
- The DSONR did not have a full complement of Assessors this year. Two Assessors were on Maternity leave and due to the timing of training we were unable to hire.
- Assessments continue to be booked either via video or in person based on individuals' requests.
- All Assessors who completed their IRQR did very well with their recertification.

**419**

INTAKES WERE COMPLETED:



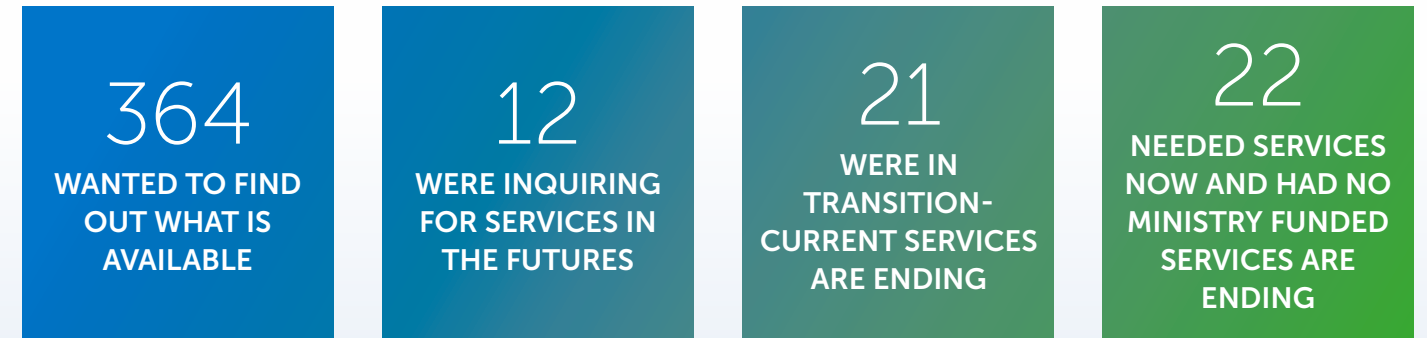
OF THESE 419 INTAKES:



PREFERRED LANGUAGE OF THE APPLICANT:

**412**  
ENGLISH  
**1**  
FRENCH  
**2**  
OTHER  
**4**  
UNKNOWN

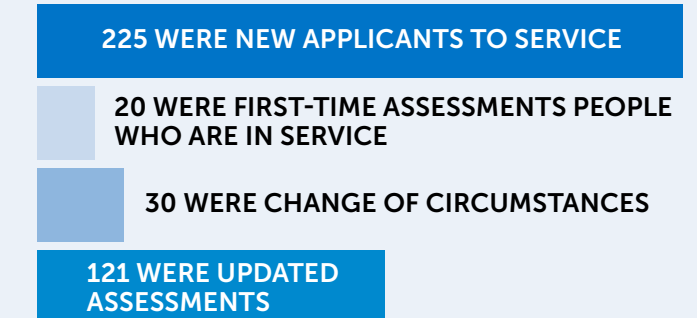
CURRENT SITUATION OF THESE 419 INTAKES:



**409**

INDIVIDUALS WERE CONFIRMED ELIGIBLE

396 APPLICATION PACKAGES WERE COMPLETED OF THOSE PACKAGES:





## DSONR NEWSLETTER

The media followers & subscribers on the various platforms (*Facebook, LinkedIn, etc.*) that housing navigators provide content for have significantly increased over the years going from 62 in 2021, to well over 1200 people in 2024. The DSONR Newsletter represents 30% of the subscriber base and housing navigators have been developing the content for the quarterly newsletters since 2022. You can subscribe by clicking on the following link: [DSONR Newsletter Sign-Up Page.](#)

## DSO HOUSING NAVIGATORS FOR THE NORTH

There was a shift in the housing navigation team composition due to program changes across Ontario, which added an additional permanent role the team. Bambi Pepe and Raegan Wilkin now provide full-time DSO Housing Navigation services for all of Northern Ontario with Marnie Colosimo overseeing the program.

Northern Region Bambi Pepe	North East Region Raegan Wilkin
Sudbury Manitoulin Algoma Sault Ste. Marie Thunder Bay Rainy River Kenora	Parry Sound Muskoka Nipissing Timiskaming Cochrane



[DSO Housing Toolkit](#)

## HOUSING NAVIGATION

Housing Navigators maintain 12 District Housing Resource Guides for various communities across Northern Ontario. These comprehensive resource guides are intended to help individuals navigate housing and homelessness resources in their area. Resources and information are provided that incorporate the full range of housing information available in an area on the housing continuum. The guides are now available on the Lutheran Community Care website: [DSO Housing Navigation in the North](#)

## NEW “EXPLORING SOCIAL AND AFFORDABLE HOUSING IN THE NORTH” PRESENTATION

This year housing navigators for the North launched a new webinar intended to provide information and resources about Social and Affordable housing programs across Northern Ontario. This webinar focuses on what social and affordable housing is, what it looks like specifically in communities across Northern Ontario, and how to access resources in your area.



### Topics Explored:

- What is rent-g geared to income?
- What is affordable housing?
- What are DSSABS and how do I apply for RGI?
- Housing benefits including the COHB
- Indigenous housing resources

## TEN YEAR HOUSING & HOMELESSNESS PLANS (HHPS)

Many municipalities across Northern Ontario are renewing their ten-year housing and homelessness plans in 2024 and housing navigators have been working to bring awareness of the affordable housing needs of adults with intellectual and developmental disabilities to as many municipal servants as possible. Including this vulnerable population in strategic municipal plans for housing is vital for overcoming the systemic barriers of historic practices that focused on segregation and social exclusion in many facets of society. Inclusion is everyone’s responsibility.





## SPECIALIZED EQUIPMENT, FURNITURE AND TRAINING (SEFT) FUNDING

Lutheran Community Care administers Specialized Equipment, Furnishing and Training (SEFT) funding, which is available to MCCSS funded Transfer Payment Agencies serving adults with a developmental disability. Agencies eligible to apply for this funding are from the districts of Algoma, Cochrane-Temiskaming, Kenora-Rainy River, Nipissing-Muskoka-Parry Sound, Sudbury-Manitoulin, and Thunder Bay.

In 2023/24 fourteen projects were approved for SEFT funding, for a total of \$215,213. Seven projects were for training and seven projects were for furnishing and equipment. Funding was used by service agencies to purchase items such as a hospital bed, an accessible vehicle, and automatic doors, and for renovations to pathways and a bathroom, with the intent to improve safety and accessibility.

Funding used by agencies supported the safety and security of individuals with complex and changing needs by providing staff training on individualized supports, service delivery challenges, enhanced skills, healthy sexuality, and mental health support.



**THE DISTRICT OF THUNDER BAY  
SOCIAL SERVICES ADMINISTRATION BOARD**

*DISTRICT OF THUNDER BAY SOCIAL SERVICES  
ADMINISTRATION BOARD (TBDSSAB) FUNDED SERVICES*

TOTAL  
NUMBER OF  
PEOPLE SERVED:

114

42%  
HOMELESS  
AT INTAKE

Quick Connect is a partnership between LCC's Mobile Integrated Team (MIT) and the Thunder Bay Police Service (TBPS). MIT receives referrals from TBPS for people who are not necessarily in need of police services, but who are struggling, falling through gaps in service, and experiencing homelessness. The 2 MIT staff funded by District of Thunder Bay Social Services Administration Board are dedicated to Quick Connect and provide prompt, time-limited responses to addressing a person's immediate basic needs related to social service supports and navigate community and cultural linkages, facilitate safe accommodations, and provide access to food, clothing, and transportation.

TBPS working at street level send referrals to MIT for people who are not necessarily in need of police service, but who are struggling, falling through gaps in services, are difficult to engage, are experiencing homelessness, and who often have little faith or trust in existing service sector system support.

MIT works in collaboration with the Navigation Coordinator with TBPS to understand the immediate needs and location of the person. MIT provides outreach within 30 minutes or at the very least within an hour of receiving the referral from TBPS officers

Quick Connect improves the opportunity for people to access housing, increased connections, or reconnection with community services. Even though the engagement is prompt and time limited, Quick Connect finds a way to build rapport with people who are reluctant to engage in services and who are inappropriately involved with the TBPS. LCC and TBPS are committed to this partnership and believe that Quick Connect breaks down the silos and barriers to services for people who are most vulnerable in our community.

## TYPE OF SERVICE REQUIRED AT TIME OF REFERRAL

(NOTED ON REFERRAL)

<b>HOUSING (72) - 63%</b>	<b>PHYSICAL HEALTH (29) - 25%</b>	<b>EMPLOYMENT (25) - 22%</b>
<b>ADDICTION (27) - 24%</b>	<b>COPING SKILLS (3) - 3%</b>	<b>INCOME SUPPORT (33) - 29%</b>
<b>MENTAL HEALTH (34) - 30%</b>	<b>FAMILY (20) - 18%</b>	<b>EDUCATION (6) - 5%</b>
<b>TRANSPORTATION (18) - 16%</b>	<b>DEALING WITH VIOLENCE (16) - 14%</b>	<b>COUNSELLING (26) - 23%</b>
<b>FOOD SECURITY (56) - 49%</b>	<b>IDENTIFICATION (16) - 14%</b>	<b>LEGAL (14) - 12%</b>

# TENANT SUPPORT PROGRAM

LCC has one Tenant Support Worker who aims to assist tenants to improve their quality of life and reduce their risk of homelessness through preventative measures. The program assists tenants in coping with personal difficulties and provide referrals as appropriate in the city and district of Thunder Bay.



## TATUM LANDRY REFLECTED ON THIS PAST YEAR AS THE TENANT SUPPORT WORKER...

"I supported a senior in our community who had recently experienced 'transitional' homelessness. She and her ex-partner of many years had recently separated and left the family home as it was in disrepair. She 'couch surfed' for a while, staying in living conditions that she deemed to be unsafe and stressful, before being offered a Rent Geared to Income housing unit, which she moved into in the fall of 2023".

Tatum supported her to furnish her apartment with donated furniture, open a bank account so she could self-manage her funds, and apply for a marriage certificate to prove name change in order to obtain photo ID and set up telecom services. Tatum also supported her to sign up for a pay-as-you-go cellphone plan to reconnect with her mother and brother. In addition, Tatum helped her inform Service Canada of her separation and navigate overpayments with CPP, apply for the Guaranteed Income Supplement to top up her income, plan and prepare for tax season, and advocate with landlord to recalculate her rent subsidy due to a change in her income. Tatum support to a senior in need dramatically increased her confidence, and she now takes pride in her ability to live independently. She takes great care of her apartment and expresses much gratitude for the Tenant Support Program for the support with her fresh start.

## SOCIAL SERVICES PROGRAM

Lutheran Community Care has one Social Services Worker who provides community-based services that helps individuals aiming to improve their quality of life, streamline their access to healthcare, reduce their risk of homelessness and maintain their financial security and autonomy. Services include advocacy, referral and information, coordination of daily living supports, and translations and transportation especially as it relates to healthcare.

### SAARA VUORELA REFLECTED ON THIS PAST YEAR AS THE SOCIAL SERVICES WORKER...



“Earlier in the year, I received a referral from a community Home Care Worker who was concerned about her client Margie. Margie was an isolated senior living alone, but Margie’s son visited weekly to provide household support. When I met with Margie last spring, she was excited to see me and once we started talking, we formed a bond right away. Margie struggles with severe anxiety, which is why she has a lot of trouble going out for groceries, banking, and following through with appointments. She told me that she has a hard time explaining to others why she cancels appointments last minute due to anxiety and panic attacks. When I would support her in the community, we sat in the car for a few minutes in silence so that Margie could calm herself. Once she felt calm, I drove her to the stores that were familiar to her. We took our time, and afterwards she was quite thankful for my support. When her son suddenly passed away, my support to Margie increased to fill the gap in support that her son once provided. Margie now has an interest in doing social outings and trying to overcome her anxieties. Margie would have easily fallen through the cracks of society with her debilitating anxiety, but the Social Services Program and my support has been life changing for Margie”.

TOTAL  
NUMBER OF  
PEOPLE SERVED:

43

7

NEW  
REFERRALS

## PASTORAL CARE SERVICES

### LIISA'S YEAR IN PASTORAL CARE



Throughout this past year, my work in Spiritual Care has reminded me of how life used to be before COVID. Many different programs are once again running in long term care homes, and we are able to gather together in groups, visit residents, and have church services, just like we used to. If there is an outbreak in a nursing home, only the affected unit closes for a period of time, while all the other units remain open.

We currently run ten monthly church services in eight different nursing homes. Two of these services are in Finnish. The congregation that gathers to worship is usually very lively, even though some members may take a little nap every now and then. The residents sing a lot, ask questions, support the pastor and the musician, and show their participation in a multitude of ways. I feel as though I am personally strengthened and encouraged when I take part in these gatherings.

However, it seems difficult at times to motivate Lutheran pastors to take part in the leadership duties of these church services. At the moment, we have only three pastors leading worship. Moving forward, we will definitely need more service leaders on board. I hope things will get better soon and we'll have a larger group of pastors doing this very important and meaningful ministry. Also, it would be lovely to have more musicians helping with the services. We currently have two pianists volunteering with the gatherings in long term care homes. Anyone who plays a suitable instrument would be a great addition to this group. Music is an essential part of the church service, and many hands make light work.

There is an elderly lady in one of the nursing homes who I know from many years ago when we used to sing together in the alto section in a choir. Now she has problems with her speaking. She tries to say something, but the words come out wrong, or she cannot find the appropriate word. All this makes her a little confused and sad. She always attends our Lutheran church service in her care home. She does not want a songbook, because it is too hard for her to keep up with the written text. But how she sings! Whichever song we sing, she picks out the harmony immediately. Her humming voice sounds like a flute, sometimes floating above, sometimes below, the melody. It is always so perfect. Each time when we have a gathering in that home, I try to get near to her so we can sing together - like we used to in the choir.

In another long term care home, I had a friend who was considerably younger than the other residents. She had come to this home after losing her ability to walk. She hoped for recovery and yearned for the possibility to move back to her own home again. One day when I went to see her, her cheeks were red, and she looked feverish. I asked: "what is going on with my friend?" She told me she did not know. I said I would come back soon, once she is feeling a bit better. Next time I entered her unit, I saw a photo of her on the desk of the nursing station. She had passed away.

I am grateful to be part of the spiritual care team in long term care. The people I meet are usually happy to have a visitor and enjoy having a little chat with me. The residents in nursing homes represent, of course, all aspects of the population. I've met politicians, artists, athletes, musicians - all kinds of important people of their time. But when the busy life is over, fundamentally we all are just human beings who long to be noticed and cared for, loved.

I miss my friends who passed away during this last year. It was a privilege to get to know them. May their memory be blessed!

**Liisa Lahtinen**  
*Pastoral Care Worker*



## STREET REACH

Street Reach, once again provided a safe, warm and welcoming place for street-involved individuals to have a hot cup of coffee, a snack and perhaps do much needed laundry or simply relax.

Thanks to the incredible support we receive from our community, we are able to offer food, clothing and hope to those enduring life on the streets.

We cannot thank our volunteers, Doreen Rogers, Carol Sainio and Heather Kuivila enough for their hours of dedication, generosity and their ability to go above and beyond in helping to address the needs of those who walk through our doors.

We also want to thank Pastor Dan Barr who brought his humility, insight and faith to those who thirsted for spiritual guidance. Pastor Dan also delivered his message of inspiration to the back alleys of downtown Thunder Bay as he made every effort possible to save souls and lives alike.

Reverend Lionel Ketola also joined us to offer compassion, joy and God's word.

Finally, we want to recognize Chris MacNaughton who brought energy, compassion and humour to his role in keeping the doors open and welcoming at our Victoria Avenue office.

# PASSPORT PROGRAM



Passport is a reimbursement program that provides direct funding to adults with developmental disabilities who reside within the Northern Region of Ontario. This area includes the Districts of Sudbury-Manitoulin, Algoma, Thunder Bay and Kenora-Rainy-River.

Funding can be accessed for the following reasons:

- ✓ COMMUNITY SUPPORT
- ✓ SUPPORT WITH ACTIVITIES OF DAILY LIVING
- ✓ PERSON-DIRECTED PLANNING
- ✓ CAREGIVER RESPITE

## LCC PASSPORT PROGRAM FUNDING & UTILIZATION AS OF: DECEMBER 31, 2023

District	# Of Clients	Total Funding	Total Spending	Utilization	Self Administered Allocation	Broker Allocation	Service Agency Allocation	TPR Allocation
Thunder Bay	961	\$11,223,010.16	\$4,281,925.33	38.2%	\$6,576,865.33	\$27,246.59	\$1,693,444.90	\$2,925,453.34
Kenora-Rainy River	785	\$8,101,355.94	\$2,498,391.38	30.8%	\$4,524,242.36	\$33,235.13	\$9,147.46	\$3,534,730.99
Algoma	774	\$9,775,580.41	\$4,566,582.93	46.7%	\$6,877,380.97	\$435,580.65	\$291,938.23	\$2,170,680.56
Sudbury-Manitoulin	1383	\$13,585,128.10	\$5,073,425.24	37.3%	\$7,402,969.11	-	\$906,682.93	\$5,275,476.06
<b>TOTAL</b>	<b>3,903</b>	<b>\$42,685,074.61</b>	<b>\$16,420,324.88</b>	<b>38.5%</b>	<b>\$25,381,457.77</b>	<b>\$496,062.37</b>	<b>\$2,901,213.52</b>	<b>\$13,906,340.95</b>

As of December 31, 2023  
the Passport program  
provided direct funding to

**3,903**  
people

## DISTRICT - THUNDER BAY

### LCC PASSPORT PROGRAM FUNDING & UTILIZATION AS OF: DECEMBER 31, 2023

Funding	# Of Clients	Total Funding	Total Spending	Utilization	Self Administered Allocation	Broker Allocation	Service Agency Allocation	TPR Allocation
\$5,500	521	\$2,865,500.00	\$838,915.29	29.3%	\$1,589,904.06	\$5,500.00	\$515,642.94	\$754,453.00
\$5,501-15,000	190	\$1,973,510.20	\$707,197.62	35.8%	\$1,107,823.05	\$5,093.19	\$387,824.10	\$472,769.86
\$15,001-25,000	142	\$2,751,843.48	\$1,083,685.10	39.4%	\$1,413,067.59	\$16,653.40	\$427,852.53	\$894,269.96
\$25,001-\$35,000	68	\$2,001,174.42	\$759,253.51	37.9%	\$981,601.28	-	\$305,838.33	\$713,734.81
\$35,000 +	40	\$1,630,982.06	\$892,873.81	54.7%	\$1,484,469.35	-	\$56,287.00	\$90,225.71
<b>TOTAL</b>	<b>961</b>	<b>\$11,223,010.16</b>	<b>\$4,281,925.33</b>	<b>38.2%</b>	<b>\$6,576,865.33</b>	<b>\$27,246.59</b>	<b>\$1,693,444.90</b>	<b>\$2,925,453.34</b>

## DISTRICT - KENORA-RAINY RIVER

### LCC PASSPORT PROGRAM FUNDING & UTILIZATION AS OF: DECEMBER 31, 2023

Funding	# Of Clients	Total Funding	Total Spending	Utilization	Self Administered Allocation	Broker Allocation	Service Agency Allocation	TPR Allocation
\$5,500	469	\$2,579,500.00	\$624,427.95	24.2%	\$1,473,206.56	\$5,500.00	\$9,147.46	\$1,091,645.98
\$5,501-15,000	166	\$1,698,411.39	\$508,737.61	30.0%	\$841,444.36	-	-	\$856,967.03
\$15,001-25,000	82	\$1,539,987.15	\$403,173.48	26.2%	\$667,485.26	-	-	\$872,501.89
\$25,001-\$35,000	45	\$1,333,716.83	\$500,739.66	37.5%	\$775,215.19	\$27,735.13	-	\$530,766.51
\$35,000 +	23	\$949,740.57	\$461,312.68	48.6%	\$766,890.99	-	-	\$182,849.58
<b>TOTAL</b>	<b>785</b>	<b>\$8,101,355.94</b>	<b>\$2,498,391.38</b>	<b>30.8%</b>	<b>\$4,524,242.36</b>	<b>\$33,235.13</b>	<b>\$9,147.46</b>	<b>\$3,534,730.99</b>

## DISTRICT - ALGOMA

### LCC PASSPORT PROGRAM FUNDING & UTILIZATION AS OF: DECEMBER 31, 2023

Funding	# Of Clients	Total Funding	Total Spending	Utilization	Self Administered Allocation	Broker Allocation	Service Agency Allocation	TPR Allocation
\$5,500	452	\$2,486,000.00	\$724,391.06	29.1%	\$1,792,390.30	\$65,500.00	\$6,900.00	\$621,209.70
\$5,501-15,000	97	\$991,458.84	\$417,594.77	42.1%	\$689,338.65	\$60,912.16	-	\$241,208.03
\$15,001-25,000	101	\$1,983,225.65	\$919,835.19	46.4%	\$1,325,667.50	\$59,930.80	\$32,179.30	\$565,448.05
\$25,001-\$35,000	71	\$2,143,476.68	\$1,167,919.76	54.5%	\$1,292,448.11	\$241,237.69	\$84,549.06	\$525,241.82
\$35,000 +	53	\$2,171,419.24	\$1,336,842.15	61.6%	\$1,777,536.41	\$8,000.00	\$168,309.87	\$217,572.96
<b>TOTAL</b>	<b>774</b>	<b>\$9,775,580.41</b>	<b>\$4,566,582.93</b>	<b>46.7%</b>	<b>\$6,877,380.97</b>	<b>\$435,580.65</b>	<b>\$291,938.23</b>	<b>\$2,170,680.56</b>

## DISTRICT - SUDBURY/MANITOULIN

### LCC PASSPORT PROGRAM FUNDING & UTILIZATION AS OF: DECEMBER 31, 2023

Funding	# Of Clients	Total Funding	Total Spending	Utilization	Self Administered Allocation	Broker Allocation	Service Agency Allocation	TPR Allocation
\$5,500	950	\$5,225,000.00	\$1,660,422.58	31.8%	\$2,429,889.14	-	\$80,929.04	\$2,714,181.82
\$5,501-15,000	197	\$1,956,178.80	\$728,845.75	37.3%	\$938,016.47	-	\$41,127.73	\$977,034.60
\$15,001-25,000	114	\$2,280,020.99	\$831,383.07	36.5%	\$1,225,366.28	-	\$397,782.09	\$656,872.62
\$25,001-\$35,000	77	\$2,291,604.71	\$969,972.30	42.3%	\$1,326,995.52	-	\$207,168.32	\$757,440.87
\$35,000 +	45	\$1,832,323.60	\$882,801.54	48.2%	\$1,482,701.70	-	\$179,675.75	\$169,946.15
<b>TOTAL</b>	<b>1,383</b>	<b>\$13,585,128.10</b>	<b>\$5,073,425.24</b>	<b>37.3%</b>	<b>\$7,402,969.11</b>	<b>-</b>	<b>\$906,682.93</b>	<b>\$5,275,476.06</b>

## SPECIALIZED SERVICE COORDINATION & PLANNING

**16**  
NEW  
REFERRALS

**7**  
PEOPLE WAITING  
FOR SERVICE

**56**  
TOTAL NUMBER  
OF PEOPLE  
SERVED

The Specialized Service  
Coordination & Planning  
Program employs 2  
Specialized Service  
Coordinators

## ADULT PROTECTIVE SERVICE WORKER PROGRAM (APSW)

TOTAL NUMBER  
OF PEOPLE  
SERVED  
**147**

**34**  
NEW  
REFERRALS

THE APSW  
PROGRAM  
EMPLOYS  
**7**  
APSW'S



## GOOD NEWS

### HAPPY BIRTHDAY

#### Marlene Silen's 75th

*Donation(s) made by:*  
Redeemer Lutheran  
Church congregation  
member

#### Eeva Kraft's Special Birthday

*Donation(s) made by:*  
Robin & Bryant Frank

### MERRY CHRISTMAS

#### 2023

*Donation(s) made by:*  
Connie Hukkala  
Ken & Rosalie Evans

### BLESSINGS

#### Blessings of Faith, Family and Friends for Eero & Irene Warpula

*Donation(s) made by:*  
Anonymous

Celebrate  
your special occasions  
by making a donation  
using Good News  
cards, available at the  
Care Centre office in  
Thunder Bay.

## IN LOVING MEMORY

#### Betty Coulson

*Donation(s) made by:*  
Eero & Irene Warpula

#### Linda Godeski

*Donation(s) made by:*  
Maurice & Noella Arbour  
Evelyn Armstrong  
Kathryn Babin-Niven  
Doreen Beauchamp  
Judy Belrose  
Leanne & Willard Coderre  
Cheryl Dixon  
Robin & Bryant Frank  
Gordon & Viola Gonyou  
Deborah Gregory  
Joyce & Earl Hanson  
Mary Louise Hill  
Nancy & Ken Jacobson  
Gaynor Kemp  
Sharon Kentner  
Marketta Korhonen  
Cindy Lamontagne  
Shirley Lamontagne  
Eileen Lehto  
Kaija Maki  
Michael & Tuula Maunula  
Norman & Sandra Maunula  
Ken McGratten  
Jim & Linda Miller  
Susan Mintenko

Dan & Lorraine Repo  
Robin & Roy Sundell  
Jayne Wark  
Eero & Irene Warpula  
Janet Wright

#### Elsie Kallio

*Donation(s) made by:*  
Arnold Kallio

#### Fiona Karlstedt

*Donation(s) made by:*  
Carol Suzick

#### Verna Lavoie

*Donation(s) made by:*  
Jim & Linda Miller

#### Raili MacVittie

*Donation(s) made by:*  
Sinikka Salmi

#### Raymond Myllari

*Donation(s) made by:*  
Eino & Eila Langen

#### Sinikka Myllymaa

*Donation(s) made by:*  
Jennifer Cano  
Loretta Cutbush  
Lorraine Hurd  
Jari & Liisa Lahtinen

#### Catherine Levis

Ann Marie Maillette  
Michael & Tuula Maunula  
Tuija Puiras  
Mona & Sakke Vantola

#### Bertha Niemi

*Donation(s) made by:*  
Michael & Tuula Maunula

#### Doug O'Connor

*Donation(s) made by:*  
Wendy Wilen-O'Connor

#### Peter Palo

*Donation(s) made by:*  
Eino & Eila Langen

#### Annikki Peritalo

*Donation(s) made by:*  
Julie & Charles Johnson

#### Carl Rogers

*Donation(s) made by:*  
Doreen Rogers

#### Velva Roininen

*Donation(s) made by:*  
Jari & Liisa Lahtinen  
Paul & Doris Lempiala

Memorial Gift  
packets are  
available at the Care  
Centre office in  
Thunder Bay and  
contain a sympathy  
card to send to  
the bereaved  
and a remittance  
envelope to send  
your donation.

## THANK YOU VOLUNTEERS

To our wonderful volunteers: thank  
you for supporting LCC's good works  
throughout the year.

LCC's volunteers provide in-person  
assistance to our Pastoral Care and Street  
Reach programs, and help out at events  
raising funds to support these programs.

The Board of Directors leads the  
governance function of the organization  
and ensures fiscal responsibility, makes  
sure that our policies and structures are  
in place, and develops and maintains our  
mission and strategic plan. The Board is  
made up of representatives from LCC's  
member churches and stakeholders from  
districts throughout Northern Ontario.



*Vi Peternelj provides the music for hymns during Pastoral  
Care worship services, pictured here in the chapel of  
Hogarh Riverview Manor.*



*Doreen Rogers, Heather Kuivila, and Carol Sainio keep the  
welcome sign on and the coffee pot full at Street Reach.*



*Pastoral Care volunteers porter residents to worship  
services. Pictured here are Elaine Main, Liisa Luoma,  
Sharon Doran and Kathleen Koivu, with Pastoral Care  
Worker Liisa Lahtinen at Hogarh Riverview Manor.*



# DONATIONS & FUNDERS

Donations made to Lutheran Community Care support our Pastoral Care, Social Services, and Street Reach Ministries programs.

Donors can make their monetary donation a one-time gift, a quarterly or monthly allocation, or a legacy gift. They can also be dedicated as a Good News gift, in celebration of a milestone event such as a birthday or anniversary, or as a Memorial gift, in honour or memory of a departed loved one.

## MONETARY DONATIONS CAN BE MADE:



Online  
[www.lccare.ca](http://www.lccare.ca)



Interac  
e-transfer



By Phone  
1 (855) 376-6673



By Mail  
245B Bay Street,  
Thunder Bay, ON  
P7B 6P2

Donations to LCC's Endowment Fund, where earnings on the principal are granted to Lutheran Community Care for operational needs, can be made at the Thunder Bay Community Foundation website at [www.tbcf.org](http://www.tbcf.org).

LCC is a registered charitable organization and receipts are issued for income tax purposes for monetary donations.







Head Office | Siège Social:

245B Bay St. | 245B, rue Bay Thunder Bay, ON  
P7B 6P2

Toll Free | Sans Frais:

1 (855) 376-6673

Telephone | Téléphone:

(807) 345-6062

TTY | ATS:

1 (866) 752-5427

Fax | Télécopieur:

(807) 343-7954

Email | Courriel:

info@lccare.ca

[www.lccare.ca](http://www.lccare.ca)

Funded by:



THE DISTRICT OF THUNDER BAY  
SOCIAL SERVICES ADMINISTRATION BOARD