

A group of children's hands are reaching towards a central black board on a wooden table. The hands are of various skin tones and are positioned around the edges of the board, suggesting a collaborative or participatory activity. The background is a rustic wooden table with visible grain and some shadows from overhead lighting.

North Eastern Ontario Family & Children's Services

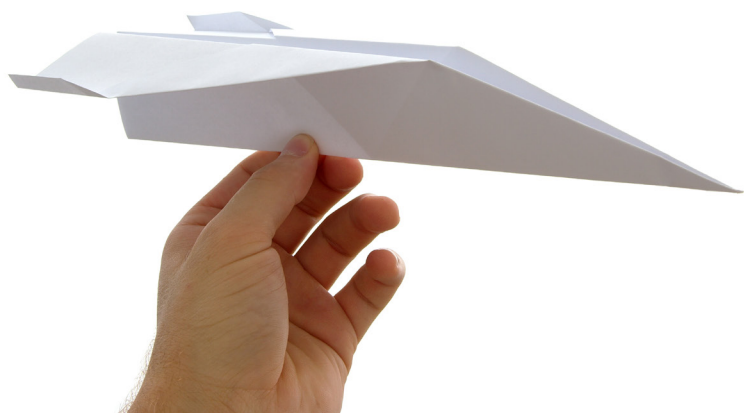
ANNUAL REPORT 2016-2017



North Eastern Ontario
Family and Children's Services
Services à la famille et à l'enfance
du Nord-Est de l'Ontario

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North Eastern Ontario
Family and Children's Services
Services à la famille et à l'enfance
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2016-2017 BOARD EXECUTIVE COMMITTEE

Don Anderson (Englehart) President
Réjeanne Demeules (Smooth Rock Falls) Vice-President
Robert Perrault (Timmins) Treasurer
Barry Gaunt (Hearst) Secretary

2016-2017 BOARD MEMBERS

Dennis Draves (Cochrane)
Émilien Charlebois (Ramore)
Gerry Demeules (Smooth Rock Falls)
Lianne Gagné (New Liskeard)
Lorraine Gauthier (Earlton)
Sherwin Knight (New Liskeard)
Sylvie Petroski (Timmins)
Ted Assad (Kirkland Lake)

VISION, MISSION, VALUES & CODE OF ETHICS

Vision

Strong, healthy and safe communities where children, youth and families thrive.

Mission

Working together for the well-being and safety of children, youth and families.

Values

North Eastern Ontario Family and Children's Services is guided by the following values that influence the way we act and the decisions we make:

- Accountability
- Caring
- Client-focus
- Collaboration
- Innovation
- Integrity
- Respect

NEOFACS is committed to providing programs and services in both official languages and according to the French Language Services Act.

We are committed to respecting the ethnic, language and cultural diversity of our clientele.

Code of Ethics

Board members, staff, foster parents, and volunteers of the Agency shall adhere to the Mission Statement and Value statements in accordance with the following Code of Ethics.

1. We will fulfill our duties with honesty and integrity.
2. We will protect the right to privacy and confidentiality of all individuals.
3. We will respect the intrinsic worth and dignity of individuals and their right to self-determination.
4. Our interaction with others will be founded on objectivity, empathy and professional regard for their views.
5. We will promote consultation, teamwork and collaboration in recognition that all individuals are valuable resources.
6. We will be qualified and accountable in the performance of our duties.
7. We accept responsibility for self-evaluation and self-development.

KATELYNN'S PRINCIPLE

The following principles, collectively known as Katelynn's Principle, shall be applied in making any decision affecting a child:

1. The child must be at the centre, where they are the subject of or receiving services through the child welfare, justice and education systems.
2. A child is an individual with rights:
 - a) who must always be seen;
 - b) whose voice must be heard; and
 - c) who must be listened to and respected.
3. A child's cultural heritage must be taken into consideration and respected, particularly in blended families. Actions must be taken to ensure the child who is capable of forming his or her own views is able to express those views freely and safely about matters affecting them.
4. A child's view must be given due weight in accordance with the age and maturity of the child.
5. A child should be at the forefront of all service-related decision-making.
6. According to their age or maturity, each child should be given the opportunity to participate directly or through a support person or representative before any decisions affecting them are made.
7. According to their age or maturity, each child should be engaged through an honest and respectful dialogue about how/why decisions were or will be made.
8. Everyone who provides services to children or services that affect children are child advocates. Advocacy may potentially be a child's lifeline. It must occur from the point of first contact and on a continual/continuous basis thereafter.

“Overall, the review team found NEOFACS to be a healthy, effective organization that is delivering needed programs and services to its clients, and leadership within its community.”

“Across its operations, program and services areas, and throughout the range of change management processes which have been under way, NEOFACS has cultivated a culture of learning and growth, and a diligence among staff and teams to place persons served at the centre and as a partner in their respective service journey.”



Dr. Anderson



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du Nord-Est de l'Ontario

PRESIDENT AND EXECUTIVE DIRECTOR'S ANNUAL REPORT

Welcome to North Eastern Ontario Family and Children's Services' fifth annual general meeting. Today is an opportunity to look back at our successes and our challenges over the last fiscal year and to look forward to the opportunities that lie on the horizon.

The pace and breadth of change has been intense at times over the last year. Our lived experience for the first four years of amalgamation resulted in valuable lessons learned. The last fiscal year was one of implementing change and reengineering our organizational structure with a view to improving the quality of services that we are entrusted to provide to the children and families of the Cochrane and Timiskaming districts. We have successfully bolstered our capacity to provide frontline services and invested in our continuous improvement department to ensure that all planning, strategic decisions, and organisational changes are based on solid evidence, all while operating within our existing funding allocation.

In March of 2017, NEOFACS received full accreditation status from the Canadian Centre for Accreditation. A great deal of work and preparation have gone into this initiative which ensures that we have the tools, resources, people, and policies at every level of the organisation to meet all service and organisational standards. The final report concludes:

“Overall, the review team found NEOFACS to be a healthy, effective organization that is delivering needed programs and services to its clients, and leadership within its community.”

“Across its operations, program and services areas, and throughout the range of change management processes which have been under way, NEOFACS has cultivated a culture of learning and growth, and a diligence among staff and teams to place persons served at the centre and as a partner in their respective service journey.”

We developed an in-house legal department this year, boosting our ability to access timely and efficient legal consultation and representation throughout our service area. We will also be entering into a shared service agreement with at least one other northern child welfare agency and expanding our legal department in the very near future.

In January of this year, we made the difficult decision to close one of our mental health residential programs as the occupancy rate had been declining steadily over the course of the last few years and the facility was no longer fiscally sustainable. With the support of the Ministry, NEOFACS developed a new family-based service delivery model to replace the bed capacity that was previously offered by the Pavillon Jeanne Sauvé. Although the Therapeutic Family Home Program is its infancy, we are confident that this reallocation of resources will ensure that children and youth continue to have access to effective intensive mental health services within or close to their home community.

Our Annual General Membership meeting is purposely being held in Kirkland Lake this year to mark the official opening of our new children's services community hub. With the support of the provincial government, our Best Start network partners, and the Timiskaming District Social Service Administration Board, we have assembled under one roof most of the community based social services offered to children and families. This venture is much more than mere bricks and mortar. It is a coming together of agencies to facilitate access to services by families and ensuring collaboration and sharing of resources and expertise among community partners to ultimately enhance the experience of service recipients.



NEOFACS became an early adopter of the new Pathway to Authorization training regime for new child welfare workers in Ontario earlier this year. We have taken a leadership role in northern Ontario to ensure that all newly hired child protection workers are trained and tested using the new evidence informed curriculum developed by the Ontario Association of Children's Aid Societies, in consultation with its member agencies.

The introduction of the Child Protection Information Network, commonly known as CPIN, will be a major change initiative for NEOFACS this year. We will also be participating in a provincial shared service agreement led by the OACAS. In addition, we will be entering into local shared service agreements for back office processes with local community partners.

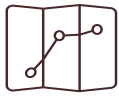
Legislative changes are expected to bring about fundamental changes to the way we deliver services. Later this fall, the age of protection will be expanded from the current sixteen years of age to eighteen. The new legislation also gives much more explicit powers to the Minister over agency boards and the authority to reconfigure the child welfare system by merging agencies, among several other sweeping changes. We also expect that there will be an announcement regarding Moving on Mental Health and the naming of a lead agency in the very near future. Changes in other programs may also arise as oversight and accountability shift from the Ministry of Children and Youth Services to the Ministry of Education.



The NEOFACS Board of Governors will be developing its second strategic plan in the coming weeks with a view to ensuring that the agency continues to deliver quality integrated services in an efficient and sustainable manner by well supported and competent employees within a cultural environment where children are at the core of all decisions.

We would like to acknowledge and thank the Ministry of Children and Youth Services, the Ministry of Education, the Ministry of the Attorney General, the Social Service Administration Boards of the Cochrane and Timiskaming Districts, the Ontario Association of Children's Aid Societies, Children's Mental Health Ontario, the League of Foster Families, the Motherisk Commission, our many community partners, our Board of Governors, the Ontario Public Service Employees Union, and our dedicated staff for their support and tireless effort in striving to fulfill our mission and vision every day.





Service Area:

Districts: of Cochrane and Timiskaming
Geographic Area: 154,550 square kilometres
Population: 113,756 (2011 Census)
Population Density: 0.7 persons per square kilometre

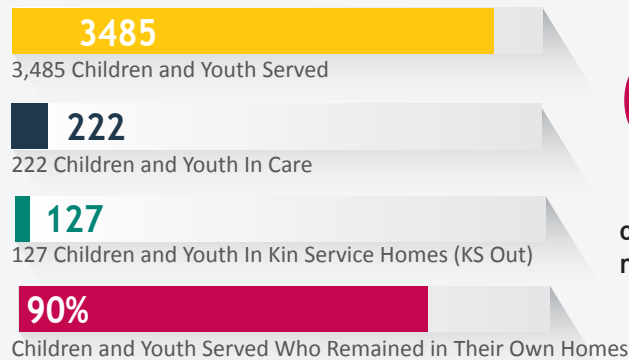


Demographics:

Language: 38% Francophone (Provincial average 4%)
First Nations: 10% (Provincial average 2%)



CHILD WELFARE

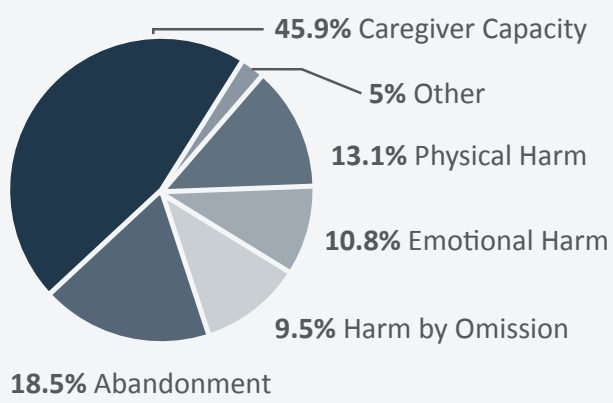


90%
 of children and youth served remained in their own homes

CALLS RECEIVED CONCERNING CHILD AND YOUTH SAFETY | **3372**
 AFTER HOURS CALLS RECEIVED | **1004**
 INVESTIGATIONS COMPLETED | **1117**



REASONS FOR ADMISSION TO CARE



1610 FAMILIES SERVED
869 RECEIVED ONGOING SERVICES

81
 Kin Service Homes

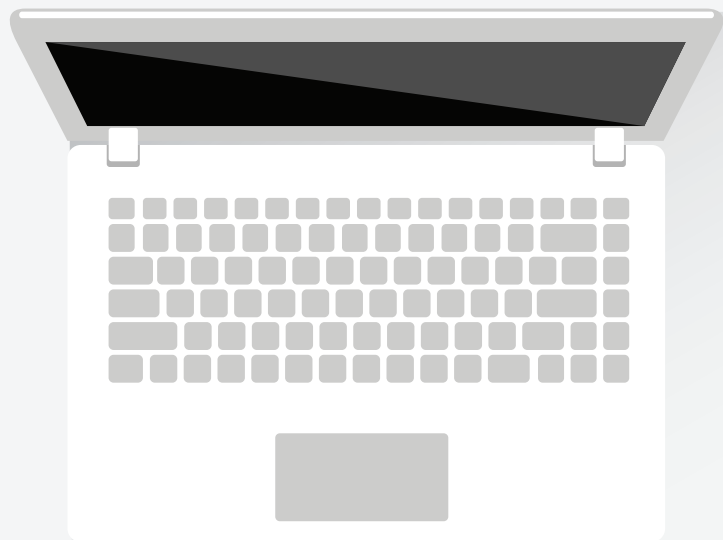
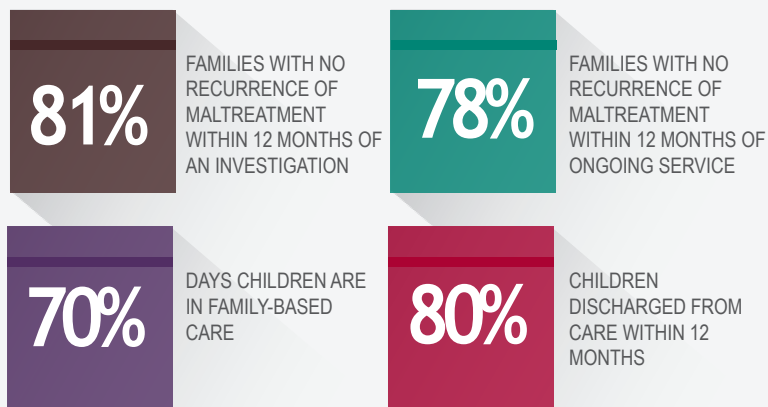
9
 Kin in Care Homes

67
 Foster Homes

27
 Adoption Completions
 40 Adoption Homes

CHILD WELFARE PERFORMANCE INDICATORS

Data is representative of the 2014-2015 fiscal year.



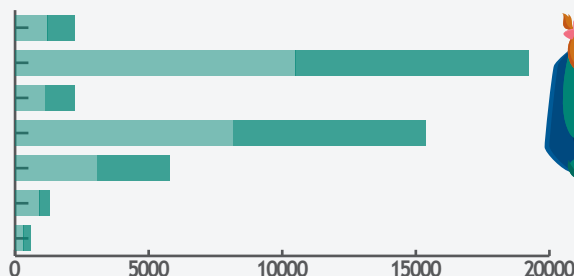
CAMP CADANAC

257

NUMBER OF CHILDREN AND YOUTH ATTENDING CAMP
80% OCCUPANCY RATE

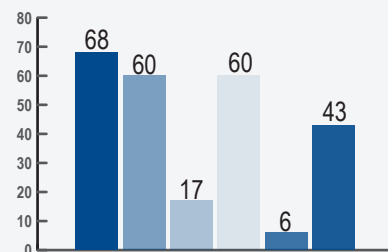
ONTARIO EARLY YEARS CENTRE & BRIGHTER FUTURES

Indicator	Early Years Number	Brighter Futures Number
Children Served	1202	1017
Visits by Children	10491	8729
Parents/Caregivers Served	1120	1107
Visits by Parents/Caregivers	8154	7214
Total Hours of Service Provided	3059.75	2716.75
Participants in Workshops	905	377
Total Hours of Workshops	324.5	276



YOUTH JUSTICE

- Attendance Centre
- Restorative Justice
- Sexual Offender Program
- Community Support Team
- Youth Mental Health Court Worker
- Pineger Youth Centre

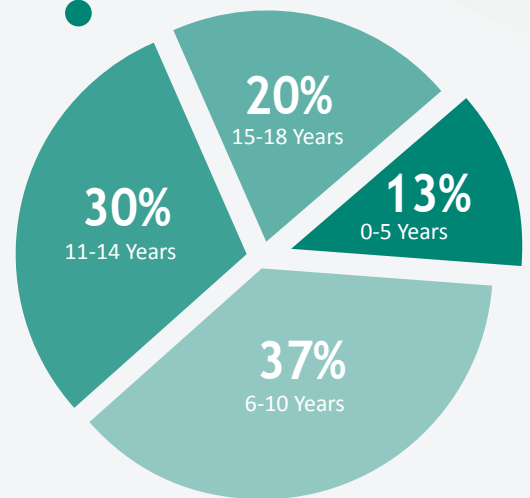
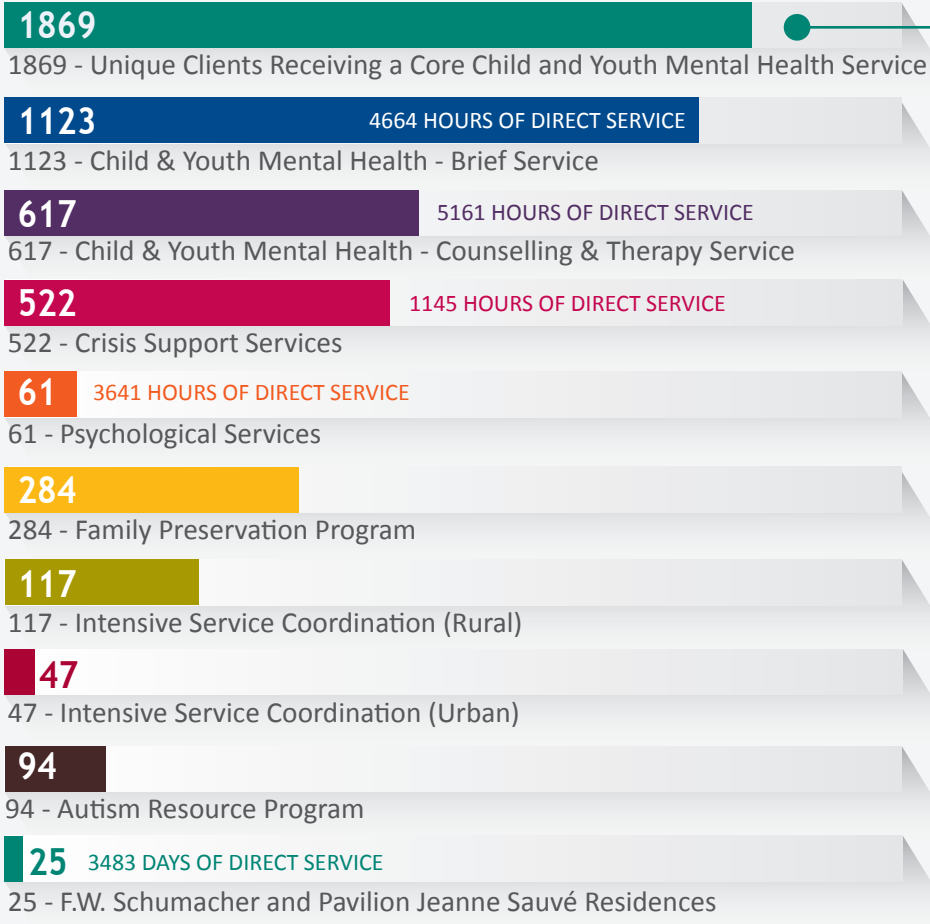


Hours of Direct Service

- 194 Restorative Justice
- 436 Sexual Offender Program
- 1375 Community Support Team



CHILD AND YOUTH MENTAL HEALTH



PEOPLE AND PARTNERSHIPS

Partnerships agreements ensure service gaps are minimized and service recipients have optimum access to coordinated services and supports. Partnership agreements are in place for a number of NEOFACS programs that cover a number of stand-alone services, complementary services as well as use of space, materials and other resources necessary to deliver a diverse spectrum of services.

- NEOFACS has established narrow partnerships with Health Units that ensure the coordination of complementary services.
- Use of space agreements with local school boards allows for early learning and prevention programs to operate locally and in areas with ease of access to service users.
- Service agreements with district school boards grant access to students who require their education needs be met outside of the regular school structure and be delivered in alternative settings.
- Protocols and coordination of mental health services for children and youth including; intensive mental health services (via admission to hospital) for acute care or tertiary care, counseling services, addiction services, mobile services, brief walk-in clinics, Telepsychiatry, Psychiatric and Psychological Services and more.
- Protocol agreements with Indigenous partners such as Kuuwanimano Child and Family Services.
- The new Ontario Autism Program (OAP) is offered alongside strong community partners including Hands (TheFamilyHelpNetwork.ca) and One Kids Place Children's Treatment Centre and provides autism services for children and youth across North Eastern Ontario (NEOFACS).
- NEOFACS along with the Phase One Probation Officers in the Districts of Cochrane and Timiskaming co-offer Community Support Team (CST) program. The CST program provides support and counseling services to high-risk youth who have been in conflict with the law and are between the ages of 12-15 years.

VOLUNTEER & COMMUNITY SERVICES

57 APPROVED VOLUNTEERS
Average number of volunteers from the 2016 Calendar Year

2835 TOTAL HOURS OF VOLUNTEER TIME
That is roughly 412 days of volunteer time in 2016!

91,935 TOTAL KM'S DRIVEN BY VOLUNTEERS
Kilometres driven by volunteers in 2016 🚗

10 HOURS VOLUNTEERS SPENT AS SPECIAL FRIENDS

43 HIGHSCHOOL STUDENT VOLUNTEER HOURS

103 HOURS VOLUNTEERS SPENT PROVIDING CHILDCARE

149 HOURS VOLUNTEERS SUPPORTING EVENTS & ADVOCACY

Christmas Angel Campaign - Children Served

335 Central (Timmins) Wish Lists

144 North (Kapuskasing, Smooth Rock, Hearst)

203 South (Timiskaming) Roughly 96 families

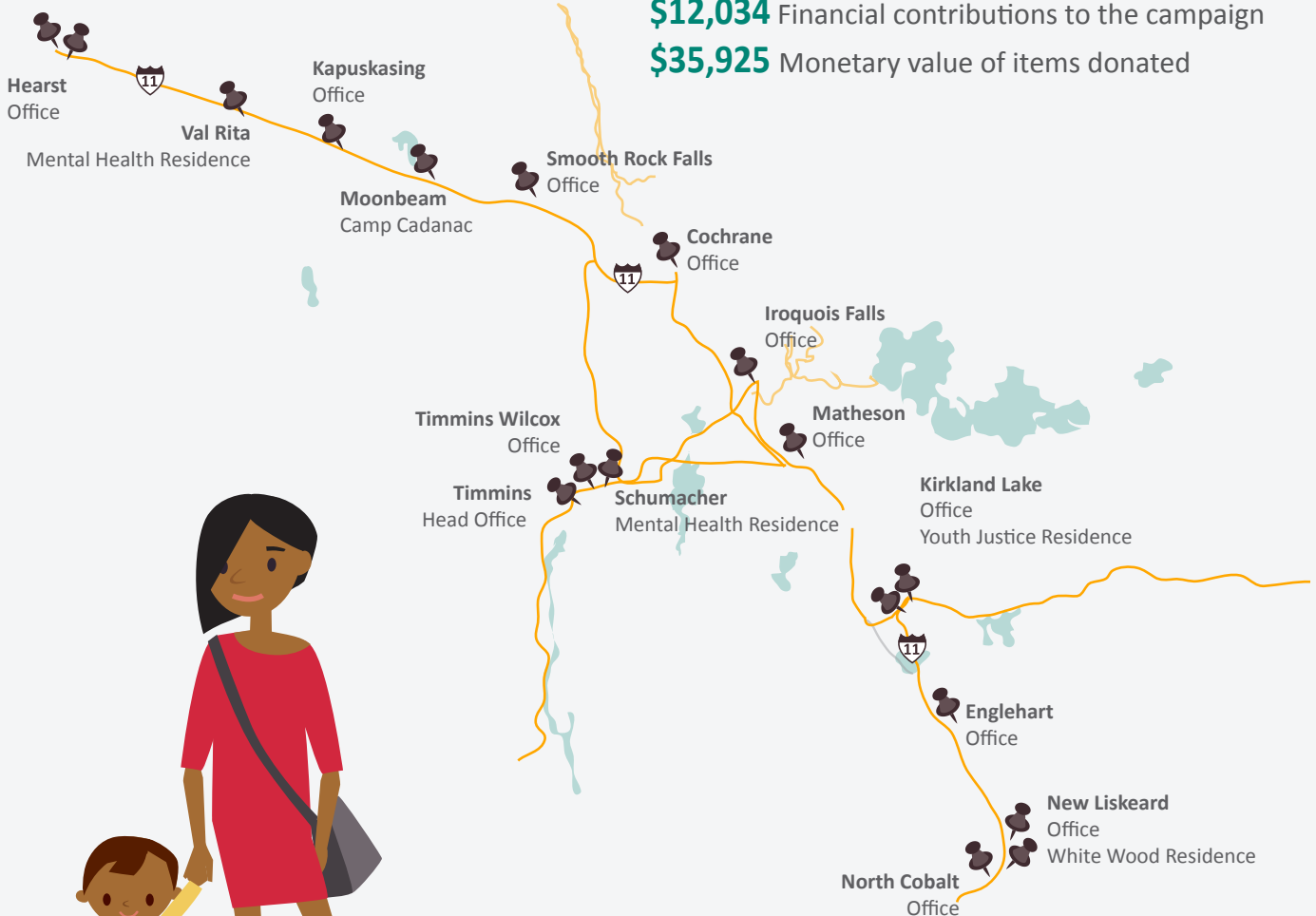
Christmas Angel Campaign raised over **\$47,000**

In monetary donations and donations of new items for children and youth in the Timmins and Kapuskasing area.

108 Corporate sponsors, plus many community sponsors

\$12,034 Financial contributions to the campaign

\$35,925 Monetary value of items donated



INDEPENDENT AUDITOR'S REPORT

To the Board of Directors of North Eastern Ontario Family and Children's Services

We have audited the accompanying financial statements of North Eastern Ontario Family and Children's Services, which comprise the statement of financial position as at March 31, 2017, and the statements of revenues and expenses, changes in net assets and cash flows for the year then ended, and a summary of significant accounting policies and other explanatory information.

Management's Responsibility for the Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with Canadian public sector accounting standards, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with Canadian auditing standards. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Opinion

In our opinion, the financial statements present fairly, in all material respects the financial position of North Eastern Ontario Family and Children's Services as at March 31, 2017 and the results of its operations, changes in net assets and its cash flow for the year ended in accordance with Canadian public sector accounting standards.

Timmins Ontario
June 27, 2017

MNP LLP
Chartered Professional Accountants
Licensed Public Accountants

101 Cedar St S. Timmins Ontario P4N 2G7 Phone (705) 264-9484



North Eastern Ontario Family and Children's Services Statement of Financial Position

AS AT MARCH 31	2017	2016
ASSETS		
CURRENT ASSETS		
Cash	\$ -	\$ 1,963,019
Restricted cash	1,406,719	1,292,309
Accounts receivable	2,692,303	565,312
Prepaid expenses	59,893	19,092
Due from related parties	-	5,784
	4,158,915	3,845,516
Capital assets	22,508,079	20,621,496
	\$ 26,666,994	\$ 24,467,012
LIABILITIES		
CURRENT LIABILITIES		
Bank overdraft	\$ 1,458,438	\$ -
Accounts payable and accrued liabilities	4,219,248	3,589,323
Trust accounts - restricted	1,406,719	1,292,309
Due to Ministry	780,785	780,785
Due to related parties	1,334	-
Deferred revenue	151,596	170,268
Current portion of long term debt	533,340	533,340
	8,551,460	6,366,025
Deferred contributions related to capital assets	4,147,830	3,711,753
Long term debt	5,655,014	6,188,354
	18,354,304	16,266,132
NET ASSETS		
UNRESTRICTED NET DEFICIT	(3,859,205)	(1,987,169)
EQUITY IN CAPITAL ASSETS	12,171,895	10,188,049
	8,312,690	8,200,880
	\$ 26,666,994	24,467,012

Contingencies

North Eastern Ontario Family and Children's Services Statement of Revenue and Expenses

YEAR ENDED MARCH 31

	BUDGET 2017	ACTUAL 2017	ACTUAL 2016
REVENUE			
Grants and other	\$ 33,841,364	\$34,788,475	\$ 35,401,465
Transfer to deferred capital contributions		(694,891)	(1,336,168)
Amortization of deferred capital contributions		258,814	103,003
	33,841,364	34,352,398	34,168,300

EXPENSES	SCHEDULE			
Child Welfare	A	18,101,186	17,804,848	17,293,282
Children's Mental Health	B-S	9,675,467	10,520,733	10,005,276
Youth Justice	T-AB	4,048,906	4,043,923	4,500,384
Brighter Futures	AC-AD	677,094	627,568	839,798
Ontario Early Years	AE-AF	650,336	633,697	644,980
Other Programs	AG-AM	1,222,426	1,164,883	1,370,019
Building Fund (recovery)	AN	-	1,350,888	(539,758)
Amortization of capital assets		-	728,678	572,867
Adjustment to accrued wage liabilities		-	16,702	85,801
Transfer to capital assets		-	(2,615,261)	(1,482,121)
		34,375,415	34,276,659	33,290,528

EXCESS (DEFICIENCY) OF REVENUE OVER EXPENSES FOR A YEAR	\$ (534,051)	\$ 75,739	\$ 877,772
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North Eastern Ontario Family and Children's Services Statement of Changes in Net Assets

YEAR ENDED MARCH 31

	2017	2016
UNRESTRICTED		
Balance, beginning of year	\$ 8,200,880	8,030,315
Surplus of revenue over expenses	75,739	877,772
ADD (DEDUCT):		
Return of unrestricted surplus to Ministry	-	(780,785)
Settlement of prior year funding	(274,715)	19,785
Use of (contribution to) unrestricted surplus	(50,000)	54,100
Structural debt funding	360,786	
Balance, end of year	\$ 8,312,690	\$ 8,200,880

To view North Eastern Ontario Family and Children's Services' Financial Statements and Financial Statements Notes for the year ending March 31st 2017 please send an email with your request to info@neofacs.org.