



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

2024-2025 ANNUAL REPORT





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ACKNOWLEDGMENT OF THE LAND & TERRITORY

North Eastern Ontario Family and Children's Services (NEOFACS) recognizes and honours the ancestral and unceded land of all the First Nations, Inuit, and Métis Peoples that call this nation home.

NEOFACS is located on James Bay Treaty 9 territory and Robinson-Huron Treaty 61 territory; the traditional Territory of the Ojibway, Cree, Oji-Cree, Algonquin, and Métis Peoples. We are grateful to have the opportunity to live and work on this territory and we thank all the generations of people who have taken care of the Land.

By honouring the Land, we are acknowledging Indigenous Peoples' relationship to the Land. In addition to recognizing and deeply appreciating the historic connection to the Land, we must also honour the many contributions that Métis, Inuit, and First Nations Peoples have made; both in shaping and strengthening our communities.

This recognition of the contributions and historic importance of Indigenous Peoples is connected to our collective commitment to make the promise of Truth and Reconciliation real in our communities. We must do better and continue to address the Calls to Action.

We also acknowledge that, for those who are settlers, we have benefitted from this land and Canada's colonial history. We commit to our end of the treaties by respecting the Land, centering Indigenous self-determination, and working with Indigenous communities to repair the harm that has been done when settlers have not upheld their treaty agreements.

We are especially mindful of the impacts the child welfare system's historic legacy and ongoing role has on Indigenous children, youth, families and communities.





VISION, MISSION, VALUES & CODE OF ETHICS

Our Vision

Strong partnerships. Safe Communities.
Healthy children, youth, and families.

Our Mission

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

Our 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:

- Family Focused
- Child/Youth Centred
- Accountable
- Caring
- Collaborative
- Truthful
- Respectful

Our Code of Ethics

Board members, staff, foster caregivers, adoptive 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.

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.

SERVICE PHILOSOPHY

The Agency provides a spectrum of services that support the safety and well-being of children, youth and families.

We believe that every child and youth is unique and that their needs are best met within the context of their family and the community where they live. Our programs and services acknowledge and support the rights, autonomy and dignity of all children, youth and families served.

We further recognize and respect the family constellations of those we serve, inclusive of their cultural and linguistic diversity, race, religion, gender, sexual identity, physical ability, and/or economic status. Families, children and youth have access to services without prejudice.

We provide a welcoming, child-centred, family-focused, safe, non-judgmental environment for clients, staff, the general public, and community partners. We use a strength-based and collaborative approach in the delivery of our services to ensure that client needs are met in the most helpful way possible. We employ highly skilled staff with the necessary knowledge and skills to deliver high-quality services and who uphold the values of the Agency.

We are accountable to our clients, the communities we serve, and many key partners.



2024-2025

BOARD OF GOVERNORS

Executive Committee

President, Don Anderson (Larder Lake)
Vice-President, Joel McCartney (Timmins)
Treasurer, Gail Waghorn (Matheson)
Secretary, Paul Jalbert (Timmins)

Board Members

Catherine Simunovic (Timmins)
Chantal Benson (Timmins)
Dean Lessard (Timmins)
Denis Beaulac (Kapuskasung)
Linda Kirwin (Englehart)
Lindsay Cumming (Timmins)
Eugene St Jean (Timmins)
Mike Petrina (Iroquois Falls)
Ted Assad (Kirkland Lake)
Tiphonie Hartling (Timmins)



JOINT MESSAGE FROM THE BOARD PRESIDENT & EXECUTIVE DIRECTOR

We are delighted to present the North Eastern Ontario Family and Children’s Services Annual Report for the 2024-2025 fiscal year.

This past year, North Eastern Ontario Family and Children’s Services (NEOFACS) has once again demonstrated resilience, adaptability, and unwavering commitment in service to our region’s children, youth, and families. As we reflect on the accomplishments and challenges of 2024–2025, we are profoundly grateful for the trust and partnership of those we serve and collaborate with—staff, families, volunteers, funders, and community partners—who make our work possible across northeastern Ontario.

Meeting Growing Needs with Compassion and Innovation

The social and economic landscape in our communities remains complex, with ongoing needs for mental health, child welfare, youth justice, and prevention services. This year, demand for children’s mental health and family support continued to display greater complexity, acuity, and vulnerability—trends echoed by our provincial partners and confirmed in the most recent Auditor General’s report.

A modest increase in government investment, particularly in mental health and children’s services, offered some stability for our agency and sector. However, we remain acutely aware that resources do not always keep pace with demand. Our dedicated team—more than 300

strong—has met these challenges with creativity, determination, and a relentless focus on strengthening service access, supporting those with the most complex needs, and deepening local partnerships.

Service Excellence, Prevention, and Community-Centered Care

At the heart of NEOFACS’ work is the belief that all children and youth should have access to safe, high-quality, community-based care—when and where they need it. Across our broad mandate, we strive to prevent family breakdown, intervene as early as possible, and use the least intrusive approaches. We continue to prioritize a ‘help first’ approach, supporting families to remain together safely in their communities and honouring the voices and choices of those we serve.

This philosophy is evident in our spectrum of programs, including our live-in treatment facility for youth aged 12–15, which provides vital intensive supports, and in our prevention and outreach efforts, such as our annual Back-to-School Supply Drive. Yet waitlists and service delays continue to be a reality. Advocacy—both locally and provincially—remains central to our mandate, with a focus on secured, sustainable investment and the expansion of early intervention supports.



Advancing Equity, Inclusion, and Reconciliation

NEOFACS is deeply committed to building an organization and system rooted in equity, inclusion, and cultural safety. Acting on our responsibilities under the French Language Services Act, we continually strive to ensure that services are accessible in both official languages across our territory.

Our values also compel us to sustain and grow authentic partnerships with Indigenous, Francophone, Black, and other equity-deserving communities. This year, we took further steps to strengthen reconciliation efforts, learn from local Indigenous partners, address systemic barriers, and align with sector-wide calls for anti-racism and anti-oppression.

Governance, Accountability, and Organizational Wellness

Our Board of Governors and senior leadership have worked diligently to provide transparent, thoughtful oversight during a time of change. This spirit of accountability is visible in every board meeting, in our continuous quality improvement initiatives, and in our ongoing commitment to learning, reflection, and adaptation. We have invested in Board and staff training, prioritized organizational wellness, and taken steps to ensure that staff voices are heard and valued—recognizing that the well-being of our people is essential to delivering on our mission.

NEOFACS is also preparing for the future. We have begun laying the groundwork for new strategic priorities aimed at reducing service delays,

enhancing staff development, and deepening collaboration with regional and provincial partners. Our vision remains focused on building a safer, healthier, and more hopeful future for all children, youth, and families in northeastern Ontario.

Looking Forward: The Power of Partnership and Collective Hope

This year has reminded us that our greatest strength lies in collaboration. We never do this work alone—true progress depends on the trust, initiative, and generosity of our staff, foster caregivers, Board members, volunteers, community organizations, Indigenous partners, and those with lived experience.

On behalf of our Board, leadership, and all at NEOFACS, we extend our deepest thanks for your partnership, commitment, and belief in our shared mission. Together, we continue to build a responsive, inclusive, and resilient system of care—one that puts children, youth, and their families first, even in the face of adversity.

With appreciation and optimism,

Don Anderson
Board President



Cléo Charlebois
Executive Director





STRATEGIC PLAN 2022-2027

Our Strategic Plan continues to guide our work through to 2027, serving as a critical framework that ensures our initiatives remain aligned with our mission, vision, and values.

Rooted in reconciliation, equity, partnership, and innovation, this plan guides us toward meaningful and lasting change.

Each year, we strive to achieve impactful milestones while laying the groundwork for long-term success.

Our Strategic Directions are:



1. Children, Youth and Families: Ensure personalized and innovative services to meet the unique and distinct needs of all children, youth, and families.



2. Community Partnerships: Build reciprocal relationships to create integrated and seamless services that leverage the full capacity of the diverse communities we serve.



3. Organizational Development: Ensure that the power of equity, diversity, and inclusion (EDI) nurtures a consistent culture of caring.

For a detailed look at the goals within our Strategic Plan, please visit neofacs.org/strategic-plan.



OPERATIONAL PLAN 2024-2025

As we pass the midpoint of our five-year journey under the 2022–2027 Strategic Plan, we are proud to share the progress made in Year 3 through the successful mobilization of our 2024–2025 Operational Plan.

This past year’s achievements reflect our agency’s unwavering commitment to enhancing the well-being and safety of children, youth, and families across our communities. By aligning our daily operations with long-term strategic priorities, we have made meaningful strides toward our goals and objectives, ensuring that our services remain responsive, impactful, and rooted in excellence.

Our strategic goals continue to serve as a vital compass, guiding our efforts to create lasting, positive change in the lives of those we serve. Their importance cannot be overstated, as they guide our decisions, strengthen our partnerships, and inspire innovation across all areas of our work.

Strategic Actions Overview

In 2024-2025, there were **32 actions identified** to advance our Strategic Directions and related goals.

The 32 Strategic Actions Include:

- Clearly defined responsibility and timelines
- Multiple related tasks and activities
- 28 actions that build on initiatives from Year 1 and/or Year 2

Strategic Alignment of the Actions:

- **13 actions** support all 3 Strategic Directions



- **14 actions** support 2 Strategic Directions



- **5 actions** support only 1 Strategic Direction



Completion Status of the Actions:

100%

- **22 actions** were fully completed (100%)

70%+

- **7 actions** were mostly completed (75%+)

50%+

- **3 actions** were partially completed (50%+)





HIGHLIGHTS AND KEY ACCOMPLISHMENTS

The following section of this report provides an overview of notable accomplishments and highlights the successful completion of key initiatives from April 1, 2024, to March 31, 2025.



Children, Youth and Families

Empowering Youth Through Education, Skill-Building, and Community Involvement

We continue to make meaningful progress in improving educational outcomes and employment readiness for youth in care through the Ontario Education Championship Team (OECT) program.

Over the past year, youth participated in a range of activities designed to build confidence, life skills, and future aspirations. Highlights include:

- **Campus Tours** to explore post-secondary options and inspire future planning.
- **Budgeting Workshop** where youth applied financial skills by organizing a staff BBQ.
- **Holiday Celebration** featuring a guest speaker who shared their journey of addiction and recovery, followed by a workforce readiness workshop.
- **Annual Recognition Event** celebrating youth resilience and achievements, with a keynote speaker with lived experience in the foster care system who spoke of their journey, the challenges they experienced, and how they persevered.



Youth Engagement

We continue to prioritize youth engagement through meaningful initiatives and activities co-led by members of The New Mentality groups in partnership with their adult allies.

These groups in Kapuskasing, Kirkland Lake, and Timmins work towards creating change in the mental health system by creating spaces where individuality, diversity, and radical inclusion are celebrated.

FWS Intensive Services Program

In response to the increasing demand for services that support children and youth with complex needs, we developed a community-based live-in program that was licensed in May 2024. The FWS Intensive Services Program (ISP) aims to provide care, housing, and support, as well as life and social skills development, for up to five children/youth aged 8-17 whose needs cannot be met in their home environment.

The program reflects our commitment to supporting young people in their home communities by providing a fulsome continuum of care.

Quality Assurance

We implemented a robust file content audit process for Child and Youth Mental Health and Youth Justice programs to ensure quality in service provision.

Foster Caregiver Recruitment

In June 2024, we launched the provincial 'There to Care' Campaign locally to address the steady decline in foster care placement availability for children and youth in out-of-home care. The campaign assets were utilized throughout the year in targeted recruitment advertisements, community events, and information sessions. The campaign aims to raise awareness about the crucial role foster caregivers play in providing stable and nurturing homes for children and youth, while dispelling misconceptions about foster care and highlighting success stories and the transformative power of fostering.

**there
to care**

CAMPAIGN

theretocare.ca

Youth-Led Office Space Makeovers

In response to youth feedback calling for more welcoming environments for mental health services, youth volunteers and adult allies transformed office spaces across seven locations. Led by our Youth and Family Engagement Core Team, this initiative expanded on the success of our 2023 pilot in Kapuskasing, Kirkland Lake, and Timmins.

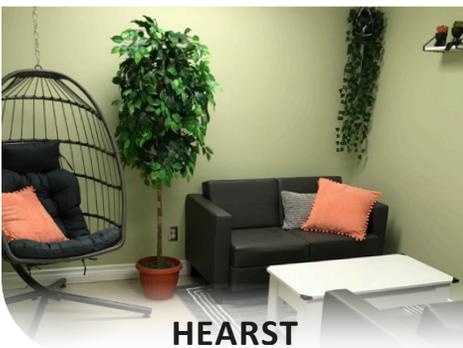
Thanks to the creativity of youth and the support of staff, vibrant, youth-friendly spaces were completed in Cochrane, Iroquois Falls, Smooth Rock Falls, F.W. Schumacher Live-In Treatment, Englehart, Hearst, and New Liskeard.

As part of our commitment to improving the client experience, the reception area at our head office in Timmins also received a youth-informed makeover in spring 2024. Members of The New Mentality group helped shape the design, selecting colours, layout, and resources to ensure the space is welcoming for children, youth, and families.

New features include a calming accent wall, a charging station for electronics, comfortable and modular seating, colourful artwork, and an interactive children's area with activity wall panels.



We extend our heartfelt appreciation to everyone who contributed to making these transformations possible!





Enhancing Services Through Foundation-Led Initiatives

In partnership with the North Eastern Ontario Children's Foundation, we continue to support children, youth and families through selected initiatives such as the Bursary Awards Program, Back-to-School Campaign, Community Angel Campaign, and Camp and Extracurricular Activities Program.

The Foundation plays a vital role in funding innovative and urgently needed programs that are not government-funded, helping NEOFACS respond to emerging needs in our communities.

Thanks to generous contributions from private donors, businesses, service clubs, schools, sports teams, and agency supporters, these initiatives are made possible.

We also extend our heartfelt appreciation to agency staff and volunteers, whose dedication to fundraising and coordinating campaign activities ensures the success of these efforts.



Some of the support provided to children, youth and their families:



Summer Camp Experiences:

In the summer of 2024, **24 children and youth** throughout the region attended a day or overnight camp of their choice.



Back to School Campaign:

236 children and youth throughout the region received new backpacks and school supplies for the 2024-2025 school year, helping to reduce some of the added stress or anxiety that the back-to-school transition can cause.



Bursary Awards Program:

In 2024, a total of **\$11,050** in awards, bursaries and endowments were awarded to **13** deserving youth.



Community Angel Campaign:

In 2024, **nearly 1,500 children and youth from over 600 families** across the region received hope for the holidays in the form of gifts.

Contributions to the Foundation make a significant difference in the lives of the children, youth, and families we work with.

To be a part of the community that generously donates, please visit neofacs.org/foundation.

(Charitable Registration Number: 890061062 RR 0001)



Community Partnerships

Strengthened collaboration and active participation with key partners, including:

- Timmins Youth Wellness Hub and Planet Youth Timiskaming
- Regional Ontario Health Teams (OHTs) (Équipe Santé Ontario Cochrane District Ontario Health Team (ÉSOCDOHT) and Timiskaming Ontario Health Team (TAOHT))
- Violence Against Women (VAW) sector committees and planning tables
- Timmins Community Safety and Well-being Plan – Youth Action Table
- Timmins Wellness Centre of Excellence (WCE) proposal with the Cochrane District Services Board (CDSB)
- Timiskaming Drug and Alcohol Strategy and Timmins Drug Strategy
- Canadian Mental Health Association – Cochrane Timiskaming Branch (CMHA-CT) on various initiatives to enhance services for children, youth and families.

Advocacy

We engaged with funders to support strategic priorities, including renovations for the Intensive Services Program (ISP) and Child Welfare funding



Grand Opening of the Transition Home Program in Timmins

On April 4, 2024, we celebrated the grand opening of a second Transition Home Program location at the Wilcox site in Timmins. This housing-first initiative supports youth aged 16-23 who are leaving care or receiving other services from NEOFACS, offering safe, affordable housing with on-site support from House Parents and Youth Transition Workers.

The success of this project was made possible through strong community partnerships and nearly \$2 million in funding from the Government of Canada and the Province of Ontario, which enabled us to retrofit our building to include six new housing units. Our collaborations with local community partners, including the Cochrane District Services Board (CDSB), have been crucial and continue to be instrumental to the program's success.





Accreditation

We successfully completed our most recent Accreditation review cycle, with full Accreditation status granted from June 2024 to June 2028. This achievement reflects our ongoing commitment to quality improvement in both service delivery and organizational practices. The accreditation process involved a comprehensive review of governance, financial management, human resources, community engagement, and program standards specific to Child and Youth Mental Health Services.

Accredited by
Canadian Centre
for Accreditation



Agréé par
Centre canadien
de l'agrément

Trauma-Informed Care Training

As part of the Provincial Training Initiative, NEOFACS has registered several staff and managers from Child and Youth Mental Health and Youth Justice Programs to participate in Attachment, Regulation, Competency (ARC) training in the Fall of 2024. ARC is a framework that can be used at an individual or organizational level (including live-in treatment and kin/foster care settings) and was developed to support children and youth with complex trauma needs.



Regulatory Compliance

Full implementation of regulation changes under the Child, Youth and Family Services Act (CYFSA) for Broad Record Checks (BRC) with police for all relevant personnel and care providers (employees, students, board members, volunteers, foster/kin/kinship caregivers and adoptive parents). These new requirements are intended to improve the safety of children and youth who are in care or receiving services.



Innovation

We formed an internal Artificial Intelligence (AI) Committee to work towards the safe implementation of AI solutions that can create efficiencies in our collective work. A select group of employees piloted an AI tool designed to improve documentation efficiency during meetings and sessions with clients. The pilot results, combined with insights from a staff survey, have guided the development of agency-wide policies and procedures to ensure consistent, safe, and effective use of AI technologies.



Leadership Development

In June 2024, a professional development session focused on leadership and accountability was delivered to all management employees.

Equity, Diversity, and Inclusion

We launched an updated Equity, Diversity, and Inclusion (EDI) Work Plan to guide our efforts in embedding EDI principles across all services and administrative functions. Highlights from the EDI Committee's activities include:

Celebrating Pride and National Indigenous History Month

A virtual staff event was held on June 6, 2024, to kick off Pride Month and National Indigenous History Month, sharing 2SLGBTQ+ and Indigenous resources. Pride stations were set up in all office receptions with educational materials, details of local events, an artistic expression challenge, and themed stickers.

Building Belonging Through Visibility

To foster inclusive and welcoming spaces, all office entrances now feature window decals with the Progress Pride flag and the message 'Everyone is welcome here', serving as a visible affirmation of support for 2SLGBTQ+ children, youth, and families. In recognition of Truth and Reconciliation, 'Every Child Matters' decals were also installed to honour Indigenous children and reflect our ongoing commitment to reconciliation.





SERVICE DATA HIGHLIGHTS

Year in Review

Service Data is for the 2024-2025 Fiscal Year unless otherwise noted.

PREVENTION SERVICES

Brighter Futures:

Indicator	Number
Children Served	454
Visits by Children	5,671
Parents/Caregivers Served	645
Visits by Parents/Caregivers	4,892
Total Hours of Service Provided	2,283
Participants in Workshops	100
Total Hours of Workshops	137.5

EarlyON Child and Family Centres:

(Timmins, Kapuskasing & Smooth Rock Falls)

Indicator	Number
Children Served	521
Visits by Children	4,540
Parents/Caregivers Served	468
Visits by Parents/Caregivers	3,529

Supervised Access Program (SAP):

Indicator	Number
Families Served	19
Children Served	19
Total Visits	58
Total Exchanges	0

VOLUNTEER SERVICES

Service Data for the 2024 Calendar Year



YOUTH JUSTICE

Indicator	Number of Clients Served
Non-Residential Attendance Centres	66
Restorative Justice	21
Anger Management Program	21
Community Support Team	51
Youth Mental Health Court Program	0

Indicator	Hours of Direct Service
Non-Residential Attendance Centres	729.32
Restorative Justice	76.41
Anger Management Program	386.78
Community Support Team	506.83
Youth Mental Health Court Program	0



CHILD WELFARE

3,043

Children and Youth Served

2,197

Calls received concerning the safety and well-being of a child or youth

1,184

Investigations Completed

711

After-Hours Referrals Received

387

Families who received Ongoing Services

113

Children and Youth in Care

68

Children Discharged from Care

22

Children in Kin Service Homes (KS Out)

Age of Protection:

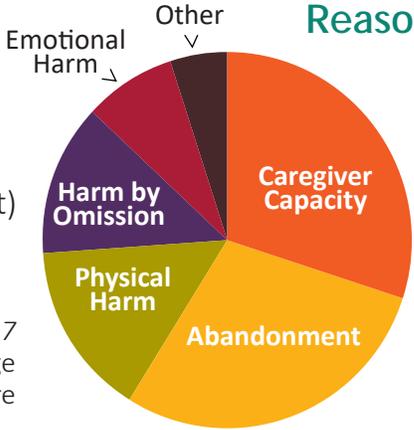
The *Child, Youth and Family Services Act, 2017* (CYFSA) ensures that all children under the age of 18 years who are in need of protection are eligible to receive child welfare services.

96%
of children and youth served remained in their own homes

6
Child Welfare presentations made to the community

- 31** Foster Homes
- 19** Kin in Care Homes
- 50** Kin Service Homes
- 17** Adoption Homes
- 8** Adoption Completions

Reasons for Admission to Care:



- Caregiver Capacity: 30%**
- Abandonment: 29%**
- Physical Harm: 15%**
- Harm by Omission: 13%**
- Emotional Harm: 8%**
- Other: 5%**

VYSA 20 Youth

- The Voluntary Youth Services Agreement (VYSA)** is available for 16- and 17-year-olds who require an out-of-home placement, which gives them a better opportunity to get the support they need, and have better outcomes as they transition to adulthood.

RSG 66 Youth

- The Ready, Set, Go (RSG)** program is available for youth who are between the ages of 18 and their 23rd birthday. The RSG program connects youth in the child welfare system with additional life skills and supports they need to prepare for and succeed after leaving care.



CHILD AND YOUTH MENTAL HEALTH

Number of Clients Served

1,798

Unique Clients Receiving a Core Child and Youth Mental Health Service

1,165

Brief Services | **4,343 hours** of direct service

596

Counselling and Therapy Services | **6,550 hours** of direct service

434

Crisis Support Services | **721 hours** of direct service

116

Family Preservation Program | **2,230 hours** of direct service

77

Youth Transition Program | **1,214 hours** of direct service

65

Intensive Service Coordination (Rural)

37

Psychological Services | **90 hours** of direct service

20

Intensive Service Coordination (Urban)

18

F.W. Schumacher Live-In Treatment Program | **2,256 days** of direct service

13

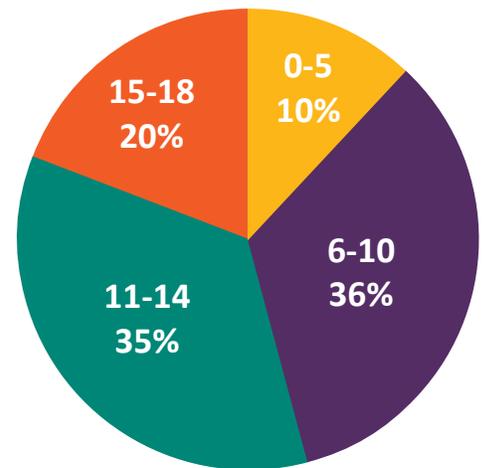
F.W. Schumacher Intensive Services Program (ISP) | **1,492 days** of direct service

5

Therapeutic Family Home Program | **671 days** of direct service

Age of Unique Clients Receiving a Core Child and Youth Mental Health Service:

- 0-5 Years: **10%**
- 6-10 Years: **36%**
- 11-14 Years: **35%**
- 15-18 Years: **20%**





Child and Youth Mental Health Outcomes:

Percent (%) of Cases whose CAFAS Reassessment Showed Improvement

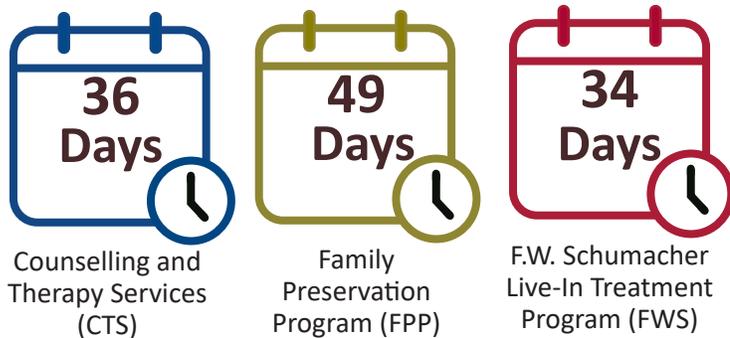


***Definition:**
 Meaningful and Reliable Improvement: improvement in total score of 20 points or more.

Top Identified Reasons for Service Request (Percentage of Service Requests):

Counselling and Therapy Services (CTS)		Family Preservation Program (FPP)		F.W Schumacher Live-In Treatment Program (FWS)	
Presenting Issues	Percentage	Presenting Issues	Percentage	Presenting Issues	Percentage
Emotional Regulation/ Mood Fluctuations	12%	Child Management Issues	15%	Parent/Child Conflict	6%
Anxiety Issues	10%	Parenting Issues	14%	Aggressive Behaviour	5%
Anger Management	6%	Aggressive Behaviour	8%	Suicide ideations/threats/ gestures/attempts	5%
Trauma	6%	Parent/Child Conflict	6%	School-Based Issues	4%
Attention/Concentration/ Hyperactivity	6%	Attention/ Concentration/ Hyperactivity	5%	Emotional Regulation/ Mood Fluctuations	4%

Average Wait Time:



Transition Home Program:

Service data is from May 15, 2024 to March 31, 2025

Location	Number of Clients	Occupancy Percentage
Timmins*	7	79%
New Liskeard	7	72%

**One youth housed as emergency crisis placement, not a client admitted to the program.*

North Eastern Ontario Family and Children's Services

Statement of Financial Position

AS AT MARCH 31, 2025	2025	2024
ASSETS		
CURRENT		
Cash	1,737,424	3,127,312
Accounts receivable	402,427	511,744
Prepaid expenses	17,950	25,675
Advances to related party	165	2,577
	2,157,966	3,667,308
Tangible capital assets	19,631,880	19,749,220
	21,789,846	23,416,528
LIABILITIES		
CURRENT		
Accounts payable and accruals	2,923,640	3,096,336
Due to Ministry	458,366	458,366
Deferred revenue	247,322	537,360
Current portion of long-term debt	1,094,451	600,007
Current portion of capital lease obligations	149,008	218,954
	4,872,787	4,911,025
Long-term debt	1,388,294	2,482,744
Capital lease obligations	78,695	227,713
Deferred contributions related to capital assets	6,039,173	5,576,387
Asset retirement obligation	47,000	47,000
	12,425,949	13,244,869
Contingencies		
NET ASSETS		
Equity in capital assets	10,882,259	10,643,415
Unrestricted net deficit	(1,518,362)	(471,756)
	9,363,897	10,171,659
	21,789,846	23,416,528

Statement of Operations

FOR THE YEAR ENDED MARCH 31, 2025

	ACTUAL 2025	ACTUAL 2024
REVENUE		
Grants revenue	35,273,825	34,481,787
Amortization of deferred contributions	316,063	373,438
Recoveries	907,227	724,248
Non-retainable revenue	745,767	1,098,496
	37,242,882	36,677,969
EXPENSES		
Amortization	896,190	911,517
Benefits	5,456,719	5,160,159
Boarding rates	4,499,407	3,635,257
Building occupancy	1,619,068	1,822,896
Financial assistance	805,306	871,090
Food	27,789	34,463
Health and related	160,279	93,120
Minor capital costs	25,452	8,765
Miscellaneous	784,117	767,299
Office administration	283,394	322,912
Personal needs	358,881	368,393
Professional fees - client	273,803	282,889
Professional fees - non-client	608,531	256,206
Program expenses	122,125	186,629
Promotion and publicity	23,339	32,804
Salaries	20,394,669	20,047,986
Technology	709,251	612,908
Training and recruitment	110,335	198,881
Travel	763,515	737,555
	37,922,170	36,351,729
EXCESS (DEFICIENCY) OF REVENUE OVER EXPENSES	(679,288)	326,240

Statement of Changes in Net Assets

FOR THE YEAR ENDED MARCH 31, 2025

	EQUITY IN CAPITAL ASSETS	UNRESTRICTED	2025	2024
Net assets, beginning of year	10,643,415	(471,756)	10,171,659	9,959,646
Excess (deficiency) of revenue over expenses	(580,127)	(99,161)	(679,288)	326,240
Net change in capital assets	818,971	(818,971)	-	-
Settlement of prior year funding	-	(128,474)	(128,474)	(114,227)
Net assets, end of year	10,882,259	(1,518,362)	9,363,897	10,171,659

The financial information presented here is a summary of the audited financial statements.

To view North Eastern Ontario Family and Children's Services' full financial statements and financial statements notes for the year ending March 31, 2025, please visit our website at www.neofacs.org/reports.

Contact us 24/7 by phone

1-705-360-7100 | Toll-Free: 1-888-229-5437(KIDS)

Crisis support is available nights, weekends and holidays.

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**Inquiries about becoming
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