



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

ANNUAL REPORT

2025-2026



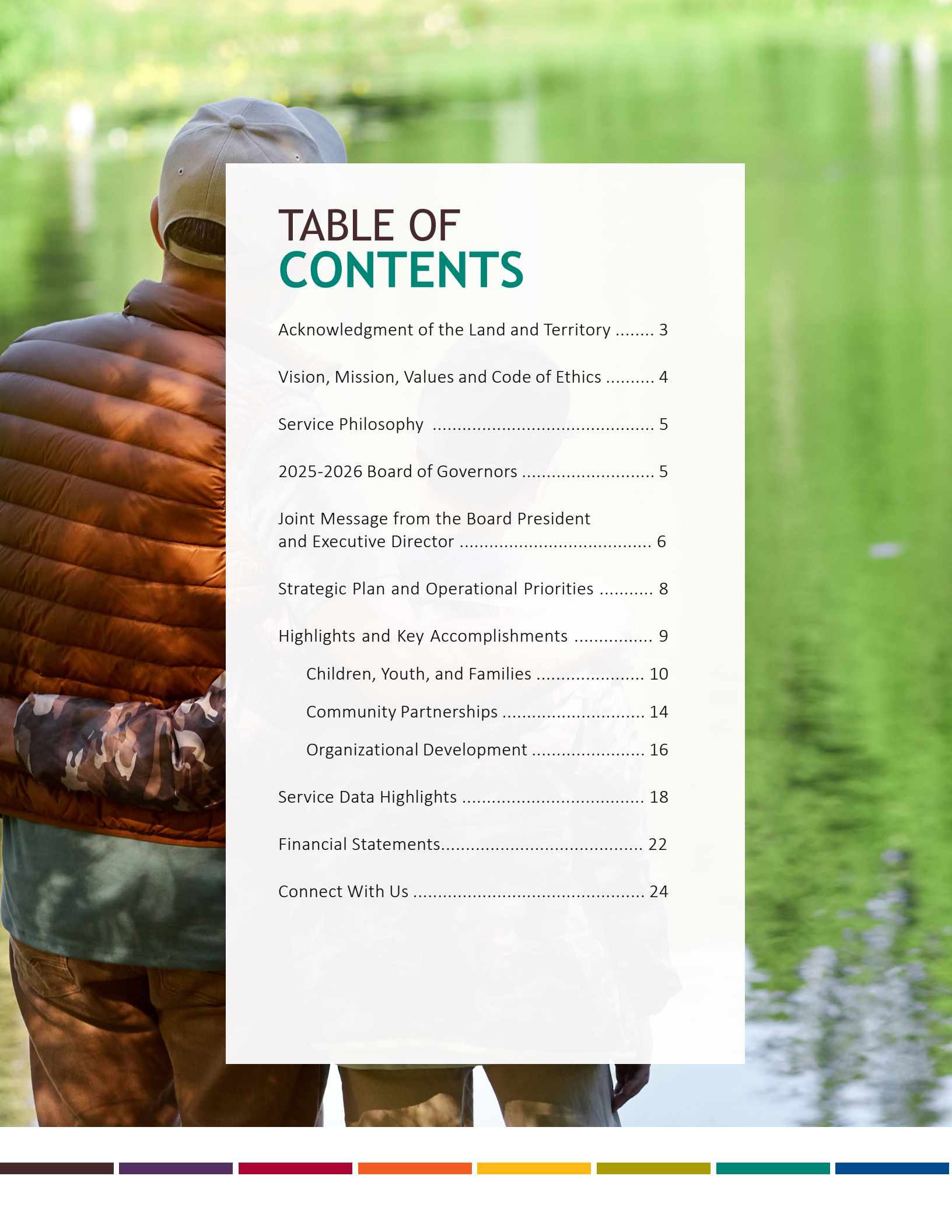


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ACKNOWLEDGMENT OF THE LAND & TERRITORY

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

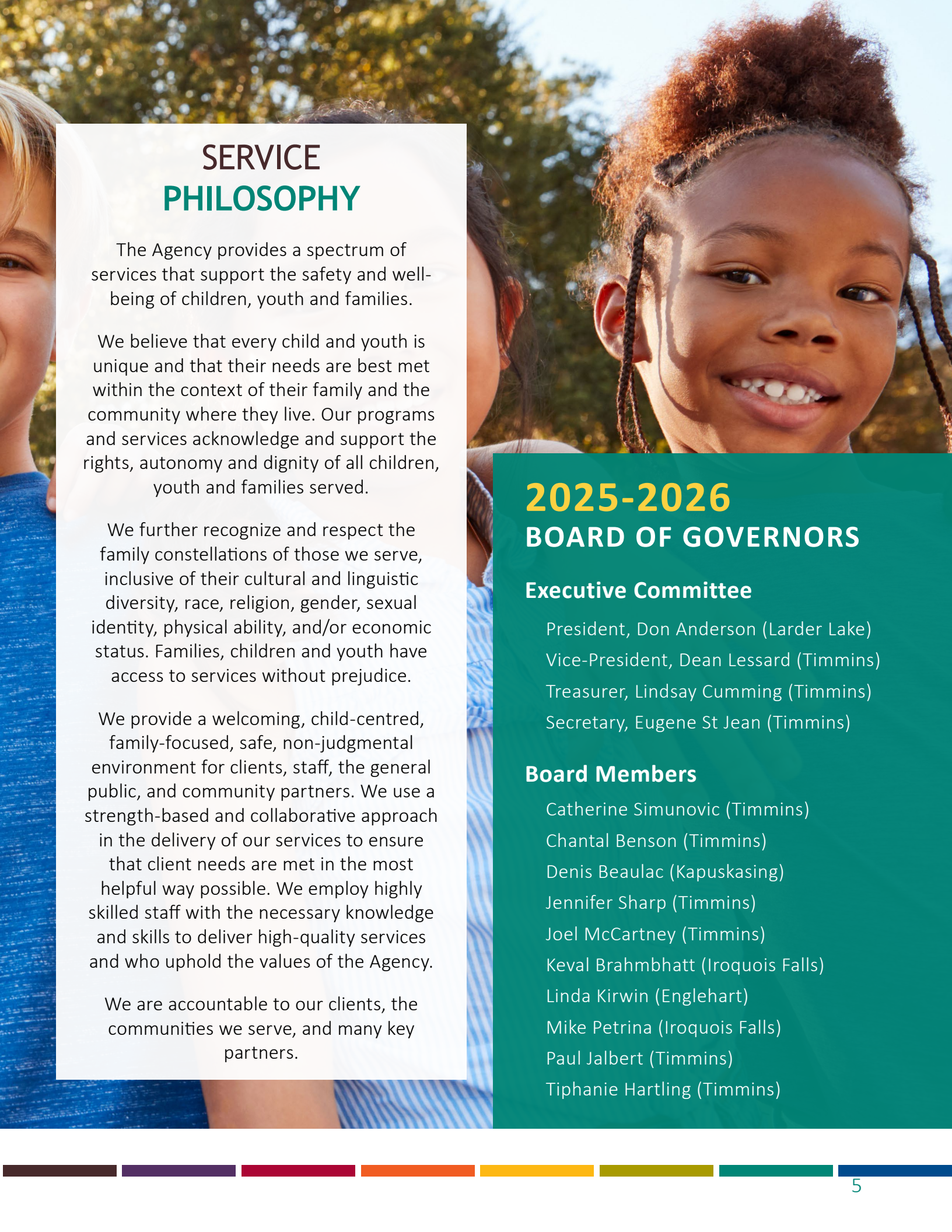
Our Code of Ethics

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.

The background of the page features a close-up, slightly out-of-focus photograph of the faces of several children. On the left, a young boy with light hair is partially visible. In the center, a young girl with dark hair is looking towards the camera. On the right, a young girl with dark skin and braided hair is smiling. The background is filled with green foliage, suggesting an outdoor setting.

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.

2025-2026 BOARD OF GOVERNORS

Executive Committee

President, Don Anderson (Larder Lake)
Vice-President, Dean Lessard (Timmins)
Treasurer, Lindsay Cumming (Timmins)
Secretary, Eugene St Jean (Timmins)

Board Members

Catherine Simunovic (Timmins)
Chantal Benson (Timmins)
Denis Beaulac (Kapuskasing)
Jennifer Sharp (Timmins)
Joel McCartney (Timmins)
Keval Brahmabhatt (Iroquois Falls)
Linda Kirwin (Englehart)
Mike Petrina (Iroquois Falls)
Paul Jalbert (Timmins)
Tiphonie Hartling (Timmins)

JOINT MESSAGE FROM THE BOARD PRESIDENT & EXECUTIVE DIRECTOR

We are delighted to present our Annual Report for the 2025-2026 fiscal year.

This past year has tested North Eastern Ontario Family and Children's Services (NEOFACS) and the broader children's services sector in ways that are not new, but that have grown sharper. Our work across child welfare, children's mental health, youth justice, prevention, and community-based programs has always been complex; today it unfolds amid rising complexity in needs, sustained financial pressure across the sector and persistent gaps in the systems families rely on. Meeting this moment demands clarity of purpose, tighter coordination across our programs, and intentional choices in how we use our resources.

Amid these pressures, the resilience of our employees has remained NEOFACS's defining strength. Our staff bring professionalism, compassion, sound judgment, and steady dedication to children, youth, and families every day, often in the hardest moments of their lives. That strength is what makes our shared purpose possible: helping children, youth, and families feel safe, supported, respected, and connected to their communities.

We are equally grateful to the many others who make our work possible — our Board of Governors, Youth Advisory Committee, foster caregivers, adoptive parents, kin care providers, volunteers, and community partners. In a region as vast, rural, remote, and geographically dispersed as Northeastern Ontario, this work takes determination, creativity, collaboration, and a deep belief in the strengths of the children, youth, families, and communities we serve.

Meaningful progress is never achieved alone. We are sincerely grateful for our partners across education, health, social services, emergency services, municipalities, and government, as well as our Indigenous and Francophone partner organizations — collaboration with all of you strengthens the systems on which families depend. As an agency, we remain committed to advancing equity, diversity, inclusion, and belonging across all areas of our work, ensuring that individuals of all backgrounds and identities feel seen, respected, valued, and welcomed.

Families across Northeastern Ontario continue to navigate real and compounding pressures: mental health needs, housing insecurity, poverty, substance use, limited access to services, and the added challenges of northern and rural life. Children and youth deserve services that respond to their individual identities, cultures, relationships, strengths, and aspirations. Our responsibility extends beyond responding in crisis; it is to walk alongside families and partners to build safety, belonging, wellbeing, and lasting connection.

This year, NEOFACS continued to strengthen an integrated continuum of care, recognizing that the needs of children, youth, and families rarely fit within a single program or ministry. Through our Intensive Services Program, we advanced cross-sector supports for youth facing complex, interconnected needs such as mental health, housing instability, and substance use — work that also reflects our continued advocacy for dedicated northern funding to close a service gap that leaves too many youth without an intensive

treatment live-in option close to home. We also welcomed Dr. Bravina Kuni as a Service Manager in the new role of Clinical Lead, Moving on Mental Health, strengthening evidence-based, measurement-informed practice across our Child and Youth Mental Health and Live-In programs, and formed a new space-sharing partnership with Hands TheFamilyHelpNetwork.ca in Kirkland Lake that deepens regional collaboration while supporting our financial sustainability.

Our work continues to be guided by clear commitments: delivering quality services; supporting children and youth to remain connected to family and community whenever safely possible; strengthening partnerships; advancing equity, inclusion, and cultural responsiveness and ensuring that the voices and experiences of those we serve inform our learning and improvement.

This year, we also launched a new strategic planning process to guide NEOFACS into its next phase. Through focus groups, town halls, and interviews with staff, partners, and community members this fall, we will identify clear priorities, incorporate lessons learned, and align our resources with our mission and the evolving needs of the communities we serve.

Throughout the year, the Board of Governors provided thoughtful stewardship, oversight, and strategic guidance, remaining attentive to NEOFACS's fiduciary responsibilities, organizational sustainability, service quality, risk management, and strategic priorities. We are proud of the diligence with which our Board members carry out these responsibilities, and of the constructive, respectful relationship between governance and management that allows us to face difficult decisions together.

In an environment of sustained resource pressure across child welfare, children's mental

health, and related human services, responsible financial management remains essential. NEOFACS continued to manage its resources with care, focused on protecting the services and supports children, youth, and families need most. Organizational sustainability is not an end in itself; it is the foundation that allows us to remain present, responsive, and reliable for the communities we serve.

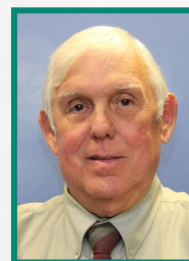
As we move forward, we do so with humility, openness, and a commitment to continuous improvement. We will continue to learn from children, youth, families, Indigenous and Francophone communities, staff, caregivers, and partners. We will continue to examine how our services can be more accessible, equitable, culturally responsive, and connected. And we will continue to advocate for the conditions that enable children, youth, and families throughout Northeastern Ontario to thrive.

We are deeply grateful to everyone who places their trust in NEOFACS. Together, we remain committed to a future in which children and youth are safe, families are supported, and every person has the opportunity to experience belonging, hope, and wellbeing.

Thank you for your continued trust, partnership, and support.



Don Anderson
Board President



Cléo Charlebois
Executive Director





STRATEGIC PLAN AND OPERATIONAL PRIORITIES

Our Strategic Plan 2022-2027 continued to guide the Agency's efforts to strengthen services, foster meaningful partnerships, and support organizational growth. Grounded in the principles of reconciliation, equity, partnership, and innovation, the plan remains a vital framework for guiding decision-making and achieving positive outcomes for children, youth, and families.

Our work remains focused on three Strategic Directions:



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.

We continued to make meaningful progress during the fourth year of implementation of our five-year plan with the priorities outlined in our 2025-2026 Operational Plan.

A total of 31 priorities were identified to advance our strategic goals, with the following results:

100 %

23 fully completed

75 %+

6 mostly completed

50 %+

2 partially completed

Key accomplishments included investments in employee training and development, strengthened Indigenous partnerships, enhanced staff engagement initiatives, and improvements to service delivery models and organizational processes.

These achievements reflect the dedication of our staff, the strength of our community partnerships, and our commitment to continuous improvement.

As we continue advancing our current Strategic Plan, we are also beginning our next strategic planning cycle. This work will help ensure we remain responsive to emerging needs and well positioned to strengthen services through 2027 and beyond.



For more information about our Strategic Plan, please visit:
www.neofacs.org/strategic-plan

HIGHLIGHTS AND KEY ACCOMPLISHMENTS

The following section highlights key achievements, innovative initiatives, service enhancements, and partnership successes realized between April 1, 2025, and March 31, 2026.

While not an exhaustive account of all activities undertaken during the year, these accomplishments showcase the significant progress made toward our operational priorities and demonstrate our ongoing commitment to delivering responsive and high-quality services in alignment with our strategic goals.





Improving Family-Centred Services

The Agency continued to improve access and responsiveness across several programs, including Child and Youth Mental Health, Family Preservation, Supervised Access, and Intensive Service Coordination. Program enhancements, new referral processes, parenting supports, and ongoing partnerships helped ensure families received timely, coordinated, and evidence-informed services.

Staff consultation and feedback processes helped identify opportunities for enhancement while ensuring programs remain responsive to the changing needs of children, youth, families, and communities.



Strengthening Volunteer Services

Our Volunteer Services program underwent significant modernization and renewal throughout the year. New onboarding manuals were developed for various volunteer roles, forms and administrative processes were updated, and a comprehensive policy review was initiated to strengthen volunteer engagement and program consistency. The Agency also celebrated the contributions of our dedicated volunteers through an annual recognition event, acknowledging the important role volunteers play in supporting our programs and services.

Empowering Youth Through Pathways to Education and Employment

Through the Ontario Education Championship Team (OECT) program, NEOFACS continued to support youth in care in achieving their educational, career, and personal goals. Over the past year, youth demonstrated exceptional resilience and determination, overcoming barriers to educational success and taking important steps toward independence.

Several youth who experienced significant educational disruptions, including challenges resulting from the COVID-19 pandemic, successfully re-engaged in school, completed graduation requirements, and earned their high school diplomas. Many of these graduates moved on to post-secondary education and skilled trades training in fields such as carpentry, esthetics, dental assisting, and personal support work.

The program also fostered entrepreneurship and leadership, as several young people successfully launched and operated their own small business ventures, demonstrating initiative, confidence, and strong employment skills. Youth received individualized support with career exploration, college campus tours, post-secondary applications, OSAP funding, residence applications, budgeting, and transition planning.

These accomplishments highlight the determination and potential of youth in care across the Cochrane-Timiskaming Districts. Through education, employment, entrepreneurship, and career development opportunities, the OECT program continues to help youth build the skills, confidence, and supports needed to succeed.



Promoting Youth and Family Engagement

Youth and family engagement remained a priority throughout the year and played an active role in shaping services through our Youth Advisory Committee, The New Mentality groups, client feedback initiatives, youth engagement events, and program improvement projects.

Children's Mental Health Week activities, community outreach initiatives, and opportunities for youth leadership and volunteerism further supported well-being, resilience, and community connection. Various engagement events throughout the year further strengthened opportunities for meaningful participation and feedback in service delivery.

Strengthening Mental Health Services and Crisis Supports

Significant enhancements were made to our Child and Youth Mental Health intake, crisis, and community-based services throughout the year.

The full implementation of updated policies and procedures for Crisis Support Services strengthened consistency in service delivery and received positive feedback from both families and staff.

To improve access and responsiveness, a Brief Clinician and Crisis Worker were added to support the Mental Health Intake Team. The Agency also enhanced referral follow-up processes, improving communication and continuity of care for children, youth, and families receiving services.

Supporting Early Years and Maternal Wellness

The Agency continued to promote maternal wellness through the Maternal Mental Health Workshop Series and the annual Flora's Walk initiative with the Brighter Futures program, which raises awareness of perinatal mental health and supports families during the critical early years of child development.



Advancing Live-In and Intensive Treatment Services

Our FWS Live-In Treatment (LIT) Program and Intensive Services Program (ISP) continued to evolve through ongoing program review and development aligned with Ontario's Intensive Treatment Pathway (OITP) model.

Program improvements included enhancements to residential environments to create more welcoming and therapeutic spaces for youth, the successful piloting of occupational therapy supports within treatment services, maintenance of all licensing requirements, and achievement of full staffing complements across both programs.

Agency leadership also continued to advocate for enhanced treatment-readiness services to provide critical support to children and youth with complex mental health needs, as well as those affected by homelessness, addiction, and human trafficking.

Enhancing Assessment and Measurement-Based Care

We introduced two important tools to our Child and Youth Mental Health Services to strengthen assessment, service planning, and outcome measurement.

- **HEADS-ED** provides a standardized screening process that helps identify mental health and addictions needs in children, youth, and transitional-aged youth.
- **Greenspace** supports measurement-based care by enabling clients to actively participate in monitoring their progress while providing clinicians with real-time data to inform treatment decisions, adjust care plans, and improve outcomes.

Together, these tools have enhanced assessment processes, strengthened service planning, and supported more responsive and effective care.

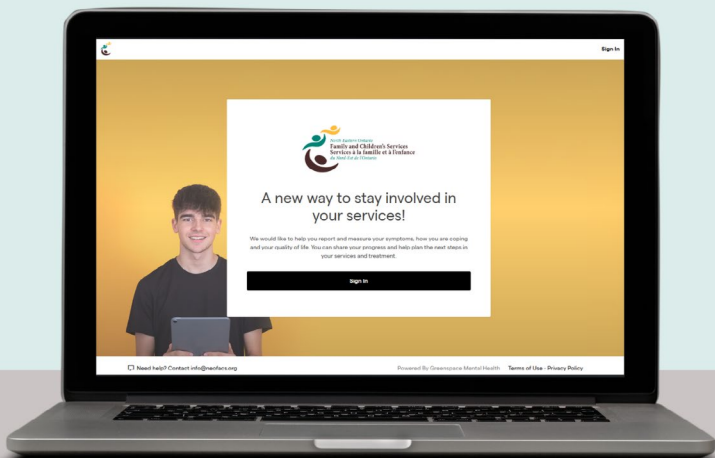


Building Confidence and Connections Through Student Engagement

The Section 23 Classroom in New Liskeard had a highly successful year, helping youth overcome barriers to education, achieve academic milestones, and strengthen their connections to the community. Two students successfully transitioned to adult learning programs and earned their high school diplomas, while two others re-engaged in their education after more than a year of non-attendance. Both students are now attending regularly and earned perfect attendance awards for their commitment and progress.

Throughout the year, students participated in a variety of educational and recreational activities and outings with the assistance of Education Support Workers. Opportunities to give back to the community were also an important part of the program. During the holiday season, students visited a local long-term care home, where they distributed Christmas cards to seniors. Students also volunteered weekly at an animal shelter, earning community service hours while contributing to the care and safety of animals in the community.

These achievements reflect the positive impact of the Section 23 Classroom in fostering school engagement, promoting personal growth, and helping youth build the skills and confidence needed for future success.



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 enhance services by responding to emerging needs in the community.

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

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



Bursary Awards Program:

- For the 2025-2026 academic year, a total of **\$10,300** in awards, bursaries and endowments were awarded to **11 deserving youth**.

“ I am very thankful for this award. It will help me pursue my goals and I hope to make a difference in my community... Thanks to this award, I will be even closer to achieving them, as a Social Service Worker. Thank you! ”
— Alana M., 2025 Bursary Recipient



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.

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:
www.neofacs.org/foundation



Summer Camp Experiences:

- In the summer of 2025, **13 children and youth** attended a day or overnight camp of their choice throughout the region.



Back to School Campaign:

- 235 students** from junior kindergarten to high school and beyond received new backpacks and school supplies for the 2025-2026 academic year.



Community Angel Campaign:

- In 2025, **1,089 children and youth from 511 families** across the region received hope for the holidays in the form of gifts.

(Charitable Registration Number: 890061062 RR 0001)



Revised Protocol Agreement with Kunuwanimano

On May 22, 2025, NEOFACS and Kunuwanimano Child and Family Services signed an updated protocol agreement to strengthen collaboration in delivering Child Welfare and Children's Mental Health services across the Districts of Cochrane and Timiskaming.

Grounded in the principles of child safety, reconciliation, Jordan's Principle, and Katelynn's Principle, the protocol supports seamless, child-centred service delivery, while ensuring culturally appropriate services for First Nations children, youth, and families.

This enhanced collaboration model will facilitate ongoing communication, shared learning, and coordinated service planning that directly benefits the diverse communities we serve.



Property Transfer to Keepers of the Circle

In fall 2025, NEOFACS completed the transfer of its former Pineger Youth Centre property in Kirkland Lake, located in Robinson-Huron Treaty territory, to Keepers of the Circle, an Indigenous organization that fills a service gap for Indigenous women and 2SLGBTQ+ community members.

This transfer represents a meaningful step towards ReconciliACTION to address historical and ongoing injustices of the youth justice and child welfare systems on Indigenous children, youth, families and communities.

The property now supports employment training programs and serves as a place of growth, healing, and connection that will benefit generations to come.



OITP Symposium

On November 17-18, 2025, five staff attended the Ontario Intensive Treatment Pathway (OITP) Symposium in Ottawa.

The Symposium brought together senior system leaders, clinical experts, and service planners in child and youth mental health from across Ontario, to build awareness, share learning, and shaping further development of the OITP model and regional intensive treatment networks.

NEOFACS co-delivered the Francophone service development and system transformation discussions, supporting the next phase of intensive youth mental health treatment.

Expanding Community-Based Mental Health Access

We continued to strengthen partnerships with schools, Family Health Teams, hospitals, and Indigenous communities to increase access to mental health services.

Walk-in clinics were offered in schools in the Timiskaming region and through the Kapuskasing and Area Family Health Team, while strengthened collaboration with Constance Lake First Nation improved access to mental health services within the community.

Presentations and outreach activities with regional hospitals and Family Health Teams increased awareness of mental health services and strengthened referral pathways across the region.

We also enhanced continuity of care through referral follow-up letters shared with partners within the client's circle of care.





Updated Service and Support Model

In 2025, we reviewed our Service and Support Model to strengthen collaboration and enhance service delivery. Following extensive planning and consultation, a revised model was developed and shared with staff. As part of this work, the Agency transitioned employees in direct service and key support roles back to full-time in-office work, effective September 2, 2025.

This change supported stronger teamwork, increased collaboration, and timelier and coordinated responses to client and organizational needs. Recognizing the value of flexibility, the revised model allows for limited remote work, approved by supervisors, where service delivery and team collaboration are not affected. These changes reinforce our commitment to delivering high-quality services while maintaining a supportive and effective workplace.



Enhancing Technology and Cyber Security Awareness

NEOFACS strengthened its digital infrastructure through the implementation of a new service management platform for Information Technology (IT) and Continuous Improvement and Standards (CIS) services, improving service request tracking, efficiency, and user experience. The Agency also participated in Ontario's Cyber Security Awareness Month (CAM) campaign for the first time, demonstrating a strong commitment to digital safety and cyber wellness.



Supporting Staff Engagement and Wellness

In spring 2025, NEOFACS hosted in-person staff meetings held in Kapuskasing, Iroquois Falls, Timmins, and Englehart. A total of 130 staff members participated in the all-staff meetings, which provided opportunities for engagement, feedback, and discussion on key organizational priorities, including financial sustainability, staff wellness, and the Agency's revised Service and Support Model. Staff highlighted the importance of transparent communication, wellness supports, and meaningful involvement in decision-making.

Staff engagement remained a key organizational priority throughout the year with initiatives such as Crisis Huddles, Greenspace Touch Points, Signs of Safety mapping sessions, mentorship program development, team consultations, wellness activities, and leadership engagement opportunities.

The Agency remains committed to fostering staff engagement and will continue hosting opportunities for staff engagement to support collaboration, communication, and a positive workplace culture.

Launching and Advancing Our Organizational Training Plan 2025-2027

To support employee development and advance the goals of the Agency's Strategic Plan 2022-2027, the Agency implemented an updated Organizational Training Plan for 2025-2027. The plan provides a structured framework for professional learning, ensuring staff and management have access to the knowledge, skills, and resources needed to effectively carry out the Agency's mission.

By 2027, the Agency will have focused training efforts in 8 key priority areas: Equity, Diversity and Inclusion; Signs of Safety and Signs of Success; Indigenous Training and Learning Opportunities; Francophone Training; Organizational Development; Training for Administrative Staff and Management; Mandatory Training Requirements; and Provincial Training Initiative.

This comprehensive training strategy strengthens organizational capacity, supports a culturally responsive and inclusive workforce, and promotes service excellence across all Agency programs and services.

Over the past year, we invested in the following learning opportunities to strengthen staff knowledge and leadership capacity:



Employee Wellness and Organizational Development:

To support employee well-being, NEOFACS provided Burnout and Resilience Training, with separate sessions for management and unionized staff. The training focused on recognizing stress, burnout, and compassion fatigue, while equipping employees with practical strategies to build resilience and maintain personal well-being.



Indigenous Learning and Reconciliation:

In recognition of the National Day for Truth and Reconciliation, NEOFACS partnered with CultureAlly to deliver an Indigenous-led learning session attended by more than 140 staff. The training explored the legacy of residential schools, intergenerational trauma, and opportunities for meaningful allyship, supporting the Agency's ongoing commitment to reconciliation and culturally responsive services.



Equity, Diversity and Inclusion:

Staff participated in Unconscious Bias Training through CultureAlly, gaining practical tools to recognize bias and foster more inclusive workplaces and services. Additional learning opportunities included a presentation by the Northeastern Ontario Multicultural Centre (NEOMC) on changing community demographics, immigration, and human rights, as well as a Human Trafficking Awareness Training with advocate Karly Church.



Expanding Mental Health Supports and Clinical Excellence:

Staff participated in extensive professional development opportunities, including training in Dialectical Behaviour Therapy (DBT), Circle of Security Parenting (COSP), Attachment, Regulation and Competency (ARC), Theraplay, Trauma-Focused Cognitive Behavioural Therapy (TF-CBT), Incredible Years, and Triple P Positive Parenting.



Leadership Development:

The Agency continued to strengthen equity-informed leadership and decision-making. The Executive Director participated in sector training focused on advancing equity and reducing disparities in outcomes, while the Board of Directors explored opportunities to embed an equity placemat framework into governance practices and organizational decision-making.



SERVICE DATA HIGHLIGHTS

Year in Review

Service Data is for the 2025-2026 Fiscal Year unless otherwise noted.

PREVENTION SERVICES

EarlyON Child and Family Centres:

(Timmins, Kapuskasing & Smooth Rock Falls)

Indicator	Number
Children Served	757
Visits by Children	5,679
Parents/Caregivers Served	687
Visits by Parents/Caregivers	4,308

Supervised Access Program (SAP):

Indicator	Number
Families Served	17
Children Served	21
Total Visits	66
Total Exchanges	1

Brighter Futures:

Indicator	Number
Children Served	513
Visits by Children	460
Parents/Caregivers Served	362
Visits by Parents/Caregivers	552
Total Hours of Service Provided	1,889.2
Participants in Workshops	40
Total Hours of Workshops	142.45

YOUTH JUSTICE SERVICES

Indicator	Number of Clients Served	Hours of Direct Service
Non-Residential Attendance Centres (NRAC)	74	975.46
Restorative Justice	26	115.05
Anger Management Program	18	295.30
Community Support Team	64	616.86
Youth Mental Health Court Program	0	0

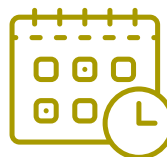
VOLUNTEER SERVICES

Service Data for the 2025 Calendar Year



25

Active Volunteers



1,886.25

Completed Volunteer Hours



104,304.9

Total KMs Driven



CHILD WELFARE SERVICES



2,158

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



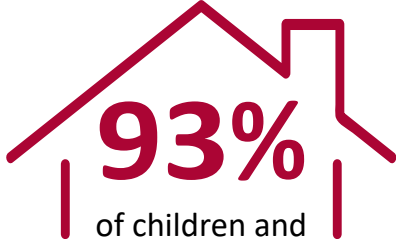
580

After-Hours Referrals Received



2,878

Children and Youth Served



93% of children and youth served remained in their own homes



893

Investigations Completed



410

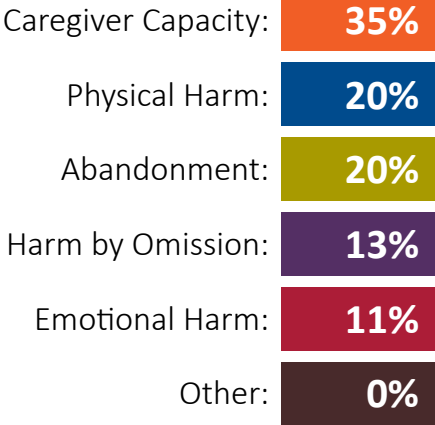
Families who received Ongoing Services



122

Children and Youth in Care

Reasons for Admission to Care:



60

Children and Youth Discharged from Care



84

Children in Kin Service Homes (KS Out)



34

Foster Homes



19

Kin in Care Homes



68

Kin Service Homes



10

Adoption Homes

2 Adoption Completions



2 Child Welfare presentations made to the community

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.

VYSA

25 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.



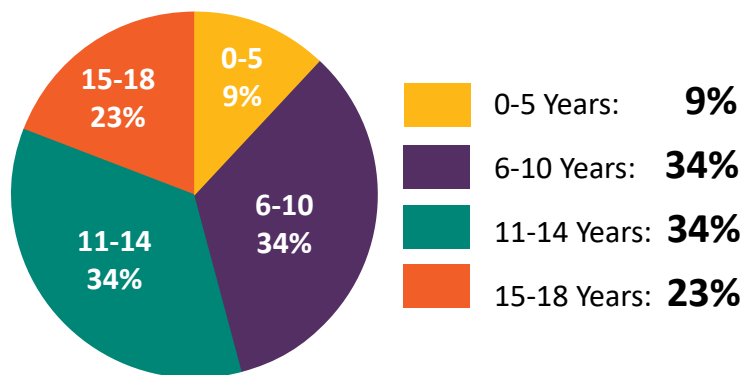
CHILD AND YOUTH MENTAL HEALTH SERVICES

Indicator	Number of Clients Served	
Unique Clients Receiving a Core Child and Youth Mental Health Service		1,600
Brief Services		975 3,311 hours of direct service
Counselling and Therapy Services (CTS)		530 5,874 hours of direct service
Crisis Support Services		161 300 hours of direct service
Family Preservation Program (FPP)		75 1,878 hours of direct service
Youth Transition Program		80 1,347.17 hours of direct service
Intensive Service Coordination (Rural)		63
Psychological Services		45 76 hours of direct service
Live-In Treatment Program (LIT)		19 2,402 days of direct service
Intensive Services Program (ISP)		18 1,617 days of direct service
Intensive Service Coordination (Urban)		17
Therapeutic Family Home Program		3 1,318 days of direct service



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

Child and Youth Mental Health Brief Intervention (BI) Outcomes:



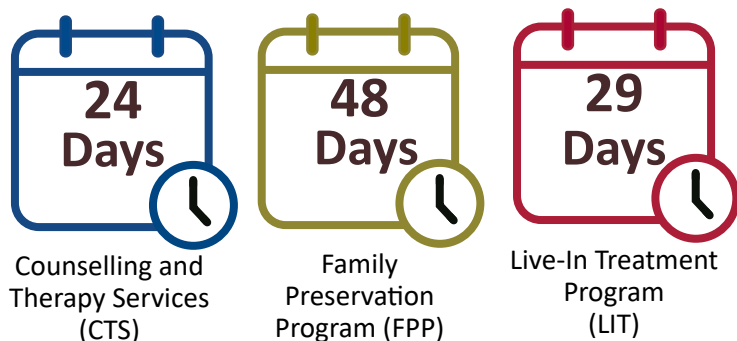
95 %

of Youth Discharged from the Agency with Positive Outcomes

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

Counselling and Therapy Services (CTS)		Family Preservation Program (FPP)		Live-In Treatment Program (LIT)	
Presenting Issues	Percentage	Presenting Issues	Percentage	Presenting Issues	Percentage
Emotional Regulation/ Mood Fluctuations	13%	Parenting Issues	13%	Emotional Regulation/ Mood Fluctuations	7%
Anxiety Issues	11%	Child Management Issues	11%	Depression Issues	6%
Anger Management	7%	Parent/Child Conflict	8%	Family Violence/ Conflict/Issues	5%
Trauma	6%	Aggressive Behaviour	7%	Sibling Issues	5%
Attention/ Concentration/ Hyperactivity	6%	School-Based Issues	5%	Suicide ideations/ threats/gestures/ attempts	5%

Average Wait Time (In Days):



Maison Anderson Home – Transition Home Program:

Location	Number of Clients	Occupancy Percentage
Timmins*	10	75%
New Liskeard	7	82%

*Occupancy includes 4 one-to-one placements totalling 339 days.

North Eastern Ontario Family and Children's Services

Statement of Financial Position

As at March 31, 2026	2026	2025
Assets		
Current		
Cash	-	1,737,424
Accounts receivable	342,960	402,427
Prepaid expenses	42,394	17,950
Advances to related party	-	165
	385,354	2,157,966
Tangible capital assets	19,247,731	19,631,879
	19,633,085	21,789,845
Liabilities		
Current		
Bank indebtedness	619,807	-
Accounts payable and accruals	2,966,584	2,923,639
Due to Ministry	-	458,366
Deferred revenue	322,736	247,322
Advances from related party	2,254	-
Current portion of long-term debt	1,027,784	1,094,451
Current portion of capital lease obligations	207,495	149,008
	5,146,660	4,872,786
Long-term debt	854,954	1,388,294
Capital lease obligations	182,369	78,695
Deferred contributions related to capital assets	5,827,686	6,039,173
Asset retirement obligation	47,000	47,000
	12,058,669	12,425,948
Contingencies		
Net Assets		
Equity in capital assets	11,147,442	10,882,259
Unrestricted net deficit	(3,573,026)	(1,518,362)
	7,574,416	9,363,897
	19,633,085	21,789,845

Statement of Operations

For the year ended March 31, 2026

	2026	2025
Revenue		
Grants revenue	35,009,841	35,273,825
Amortization of deferred contributions	327,513	316,063
Recoveries	1,095,564	907,227
Non-retainable revenue	784,226	745,767
	37,217,144	37,242,882
Expenses		
Amortization	905,313	896,190
Benefits	5,330,036	5,456,719
Boarding rates	7,468,417	4,499,407
Building occupancy	1,729,751	1,619,068
Financial assistance	757,734	805,306
Food	29,392	27,789
Health and related	158,801	160,279
Minor capital costs	-	25,452
Miscellaneous	791,838	784,117
Office administration	316,116	283,394
Personal needs	401,094	358,881
Professional fees - client	386,166	273,803
Professional fees - non-client	150,916	608,531
Program expenses	149,461	122,125
Promotion and publicity	25,056	23,339
Salaries	18,902,243	20,394,669
Technology	464,462	709,251
Training and recruitment	167,585	110,335
Travel	733,890	763,515
	38,868,271	37,922,170
Deficiency of revenue over expenses	(1,651,127)	(679,288)

Statement of Changes in Net Assets

For the year ended March 31, 2026

	Equity in tangible capital assets	Unrestricted	2026	2025
Net assets, beginning of year	10,882,259	(1,518,362)	9,363,897	10,171,659
Deficiency of revenue over expenses	(577,800)	(1,073,327)	(1,651,127)	(679,288)
Net change in capital assets	842,983	(842,983)	-	-
Settlement of prior year funding	-	(138,354)	(138,354)	(128,474)
Net assets, end of year	11,147,442	(3,573,026)	7,574,416	9,363,897

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, 2026, please visit our website at www.neofacs.org/reports.

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

Contact us 24/7 by phone

1-705-360-7100 | Toll-Free: 1-866-229-KIDS (5437)

Crisis support is available 24/7 including evenings, weekends and public holidays.

Appointments and group services are also available outside of our regular hours of operation, as needed.



**Timmins
(Head Office):**
707 Ross Avenue East
Timmins, ON P4N 8R1
Phone: 705-360-7100
Fax: 705-360-7200

**Kapuskasing
(District Office):**
29 Kolb Avenue
Kapuskasing, ON P5N 1G2
Phone: 705-335-2445
Fax: 705-335-4391

**Kirkland Lake
(District Office):**
6 Tweedsmuir Road
Kirkland Lake, ON P2N 1H9
Phone: 705-567-9201
Fax: 705-568-8787

Regional Offices:

Cochrane, Englehart, Hearst, Iroquois Falls, Matheson, New Liskeard,
North Cobalt, and Smooth Rock Falls

General Inquiries:
info@neofacs.org

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Ce document est également disponible en français.