



North Eastern Ontario

Family and Children's Services

Services à la famille et à l'enfance

du Nord-Est de l'Ontario

Annual Report 2014-2015

CONTENTS

03	MISSION, VISION, VALUES AND CODE OF ETHICS
05	JOINT BOARD CHAIR AND EXECUTIVE DIRECTOR'S REPORT
09	SERVICES SUMMARY
11	INDEPENDENT AUDITOR'S REPORT
12	STATEMENT OF REVENUES AND EXPENSES
13	NOTES TO FINANCIAL STATEMENTS
14	SERVICE LOCATIONS
15	NOTES

MISSION

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

VISION

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

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

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.

North Eastern Ontario Family and Children's Services is committed to providing programs and services in both official languages in accordance with the French Language Services Act. The Agency is further committed to respecting the ethnic, language and cultural diversity of its clientele.

2014-2015 BOARD EXECUTIVE COMMITTEE

Garry Dent (Kapuskasing) President
Don Anderson (Englehart) Vice-President
Robert Perrault (Timmins) Treasurer
Réjeanne Demeules (Smooth Rock Falls) Secretary

2014-2015 BOARD MEMBERS

Ted Assad (Kirkland Lake)
Don Bazeley (Timmins)
Émilien Charlebois (Ramore)
Dennis Draves (Cochrane)
Barry Gaunt (Hearst)
Donna Legros (Kirkland Lake)
Terry Martin (Kapuskasing)
Dianne Merrell (Kirkland Lake)
Lianne Parent (New Liskeard)
Sylvie Petroski (Timmins)

JOINT BOARD CHAIR & EXECUTIVE DIRECTOR'S REPORT

The past year has been fiscally challenging for our young organization. Despite financial pressures, we have been able to seize opportunities to strengthen and streamline services for children, youth and families throughout our vast jurisdiction.

The introduction of a new funding model for child welfare in 2013, along with an attached accountability agreement, has been counterproductive in our efforts to complete the work involved in amalgamating three legacy organizations into one new agency. The accountability agreement requires agencies to balance their child welfare budget within their budget eligibility as defined by the funding formula. For NEOFACS, the inequity of the funding formula magnifies the challenges of providing accessible and equitable services in a vast geographic area where population densities are lower than provincial average yet social determinants such as poverty levels, teen pregnancy, and substance abuse, are above provincial averages.

In collaborating with our Ministry's Regional Office, we have implemented a number of measures to contain controllable costs and subsequently reduce forecasted deficits in our child welfare programs by half. As noted in our audited financial statements, all other service streams ended the fiscal year with a balanced budget.

Let us for a moment highlight some of our accomplishments in the past year. For one, we established an internal process to develop a Strategic Plan. The process involved the contribution of both frontline and management staff along with Board participation. Seven strategic directions were identified through a series of engagement sessions which were then aligned within one of the seven directions. The Strategic Plan will provide guidance and direction as our Agency continues to evolve.

Strategic Operating Plan Pillars



On the labour front, a first collective agreement was negotiated through an open and transparent process that occurred over several months. The agreement is fair and equitable for all of our employees while outlining a consistent process for the employer to manage the organization. The end result lies in promoting stable labour relations and harmonious workplace relationships between our unionized and management staff.



It seems that every year, some James Bay coastal communities are evacuated because of natural disasters such as flooding or forest fires or other crises such as contaminated drinking water or a lack of adequate housing. A number of our local communities welcome these evacuees in their time of need. 2014 was an especially difficult year for the community of Kashechewan. Flooding caused major damage to many homes, resulting in a multi-year displacement of approximately 400 individuals to Kapuskasing. In the spring of 2015, an additional 1200 persons were evacuated as a result of flooding. Approximately half of these families were re-located to communities within the NEOFACS catchment with Kapuskasing being the main host community. These evacuations placed a heavy burden on the communities and our Agency; however, we were able to respond with support from Payukotayno Child and Family Services, Kunuwanimano Child and Family Services, and other collateral agencies as well as federal and provincial supports. We extend our sincere gratitude to all of our staff with a special note to our Kapuskasing employees who rose to the challenge and were able to manage a sharp increase in demand for service to support these displaced families.

Over the course of the last fiscal year, we have worked closely with our Ministry, Anishinaabe Abinoojii Family Services and Kunuwanimano Child and Family Services to support the designation of Kunuwanimano as a child protection agency. Service protocols between our respective agencies are in place to guide the process on a go forward basis. The official designation was made by the Minister on May 1, 2015. The majority of our Aboriginal families receiving child welfare services from NEOFACS and children in our care have since been transferred to Kunuwanimano Child and Family Services. Going forward, all new or reopened eligible Aboriginal child welfare cases will be serviced by Kunuwanimano Child and Family Services.

We are entering a new era of ever increasing accountability, including public reporting of performance indicators.

Beginning this year, Ontario is reporting aggregate information on the performance of CASs in five key areas that reflect the safety, permanency and well-being of children and youth. During this first year of reporting, data is from a sample of CASs to help us better understand how children and youth receiving child welfare services in the province are doing. Going forward, individual agency's performance indicators will also be reported.

In our desire to be transparent in all of our communications with our stakeholders, clients and the public at large, we will begin to post on our website a number of reports. These will include various licensing reviews, our annual crown ward review, performance indicators as mentioned in the previous paragraph, annual summaries of serious occurrences as reported to the Ministry, Ministry financial and audited reviews as well as Agency compliance and/or responses, when requested.



This fiscal year, NEOFACS committed resources to revisit the previous Residential Framework report, with a view to enhancing the continuum of care and supports to children and families involved with our Agency. The report culminated with over twenty recommendations to enhance our spectrum of services. Together, this report and its recommendations, combined with our Strategic Plan will help guide our quest toward service excellence.

Our Agency has been selected to act as the Service Coordination Agency for the Districts of Cochrane and Timiskaming as part of the government's Special Needs Strategy. The Strategy has 3 components:

- 1 A Standardized Development Screen for preschool children (currently being drafted);
- 2 Coordinated family-centred service planning for children and youth with multiple and/or complex special needs; and,
- 3 An integrated approach to the delivery of rehabilitation services.

We acknowledge the support of our community agencies within our two districts that led to our selection as the lead agency. The purpose is to simplify the pathway to services for children, youth and their families by establishing one coordinated service plan. This plan for each child/youth takes into account all of his/her goals, strengths, and needs, as well as all of the services that the child/youth is and will be receiving within the scope of coordinated service planning.

Service demands for our core children's mental health programs have resulted in longer wait times. In order to address service pressures, we have implemented a Brief Service Model across the catchment area to provide quicker access to children and youth mental health services. This initiative has proven successful in managing our resources effectively to better serve the emerging needs of our children and youth accessing these services.




In 2014, Camp Cadanac celebrated its 40th year by providing a quality camping experience to over 300 children and youth.




The majority of these campers were recipients of services from our Agency. Like any facility of its sort, the Camp is beginning to show its age. The Board of Directors hired the services of a consultant to review the current facility and to provide recommendations to the Board to improve the structures to better meet long term needs as well as ensuring the sustainability of the facility for years to come. The North Eastern Ontario Children's Foundation is a logical partner and will be formally approached to assist the Agency in its efforts to develop a capital fundraising plan.

We have reached the three year milestone of our Agency's birth. We are still young in age, but in retrospect, we have accomplished much in such a short time span, some of which we have highlighted in this report. Most of our policies and procedures for our service and administration have been approved by our Board of Directors. This process has quickened our ability to harmonize practices throughout our sites, thus standardizing our provision of responsive and equitable services in all of our communities. It will also prepare our Agency for an accreditation on site review by the Canadian Centre for Accreditation in late May 2016. Being an accredited agency via a third party is a commitment we make to all of our stakeholders as we strive for excellence in providing quality services and administrative supports.

In closing, we wish to acknowledge the many contributions of our staff, volunteers, foster parents, students and Board of Directors. Our collective devotion and dedication to our mission and vision by working together for the well-being and safety of children, youth and families creates strong, safe and healthy communities where they can thrive.


Garry Dent
Board President


Richard Lambert-Bélanger
Executive Director

SERVICES SUMMARY



Founded April 2012:

Formed through the amalgamation of Jeanne Sauvé Family Services, Child and Family Services of Timmins and District and Timiskaming Child and Family Services.



Service Area:

Districts: Cochrane and Timiskaming

Geographic Area: 154,550 square kilometers

Population: 113,756 (2011 Census)

Population Density: 0.7 persons per square kilometer



Demographics:

Language: 38% Francophone (Provincial average 4%)

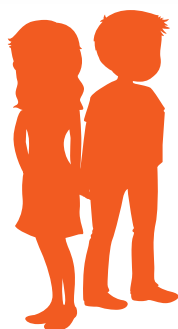
First Nations: 10% (Provincial average 2%)



YOUTH JUSTICE

Number of clients served by program.

Attendance Centres: 120
Restorative Justice: 83
Anger Management: 11
Pineger Youth Centre: 38
Community Support Team: 78



COMMUNITY-BASED SERVICES

Ontario Early Years Centre & Brighter Futures

Number of parents/caregivers served:

Ontario Early Years Centre: 1,223

Brighter Futures: 1,661

Number of parent/caregiver visits:

Ontario Early Years Centre: 8,436

Brighter Futures: 6,715



Number of children served:

Ontario Early Years Centre: 1,403

Brighter Futures: 1,883

Number of child visits:

Ontario Early Years Centre: 11,566

Brighter Futures: 8,045



Brighter Futures Number of hours of direct service: 3,395

Supervised Access Program

Total number of visits/exchanges arranged: 698



Number of hours of direct service:

Restorative Justice: 251.56
Anger Management: 263.75
Community Support Team: 1,672

Number of days of direct service:

Pineger Youth Centre: 1,157

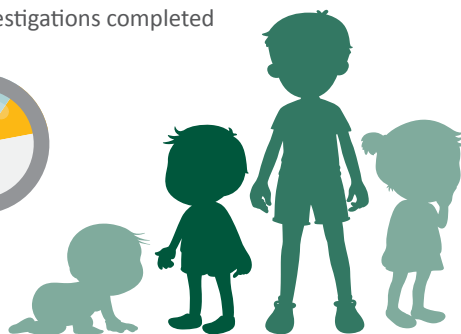
CHILD WELFARE Investigations

1,747 Reports received, full investigation not required
201 Investigations open at beginning of year

Number of investigation cases:

- opened during the year 1,065
- re-opened during the year 395
- served during the year 1,661

1,460 investigations completed



Ongoing Service

666 Ongoing service cases open at beginning of the year

589 Ongoing service cases opened during the year

671 Ongoing service cases closed during the year

584 Ongoing service cases open at year end

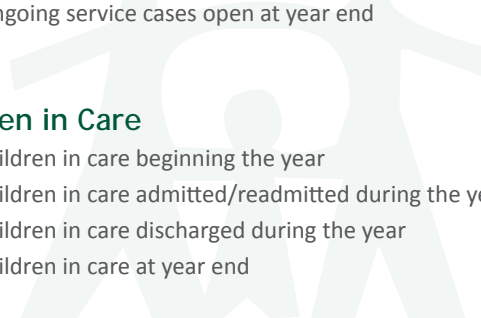
Children in Care

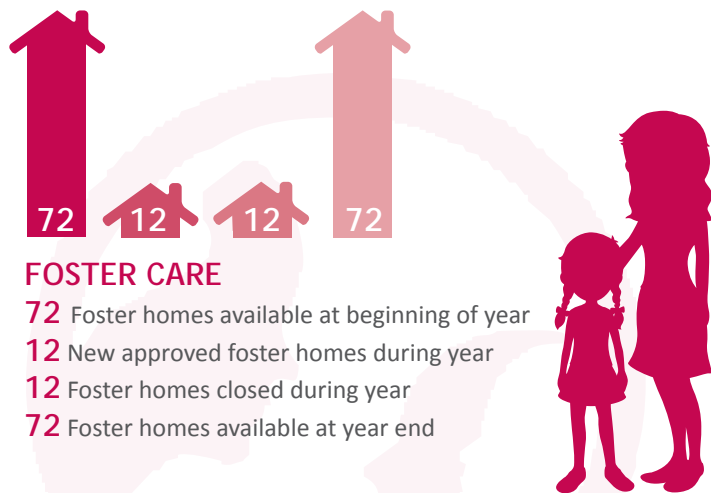
260 Children in care beginning the year

161 Children in care admitted/readmitted during the year

214 Children in care discharged during the year

207 Children in care at year end

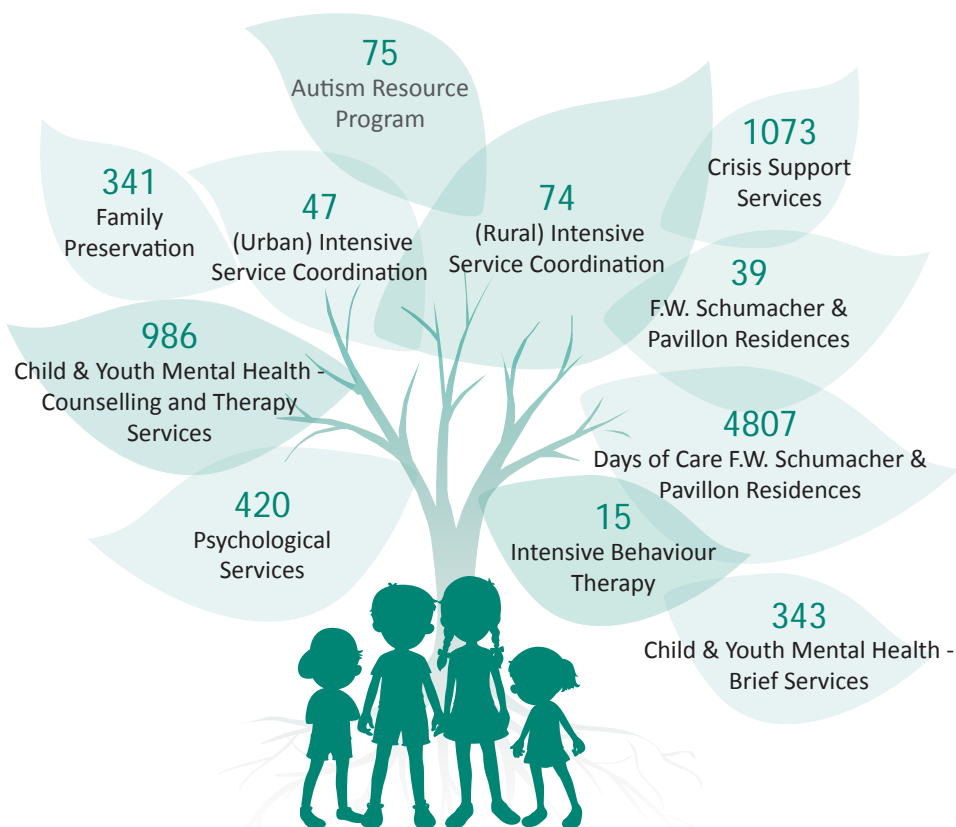




Kinship Care

- 8 Kinship care homes available at beginning of year
- 6 New approved kinship care homes during year
- 7 Kinship care homes closed during year
- 7 Kinship care homes available at year end

Adoption
29 adoptions completed



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, 2015, 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 of these financial statements in accordance with the annual service contract agreements with the Ministry of Community and Social Services, 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 the 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 of North Eastern Ontario Family and Children's Services for the year ended March 31, 2015 are prepared, in all material respects, in accordance with the annual service contract agreements with the Ministry of Community and Social Services.

Basis of Accounting and Restrictions on Use and Distribution

These financial statements, which have not been, and were not intended to be, prepared in accordance with Canadian accounting standards for not-for profit organizations, are solely for the information and use of the Board and the Funder. These financial statements are not intended to be and should not be used by anyone other than the specified users or for any other purpose.

Emphasis of Matter

Without qualifying our opinion, we draw attention to Note 2 in the financial statements which indicates that the Organization incurred a deficiency of revenue over expenses of \$589,278 during the year ended March 31, 2015 and, as of that date, the Organization's current liabilities exceeded its total assets by \$3,065,351. These conditions, along with other matters as set forth in Note 2, indicate the existence of material uncertainty that may cast significant doubt about the Organization's ability to continue as a going concern.

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

YEAR END MARCH 31	Budget 2015	Actual 2015
REVENUE (Grants and other)	\$38,278,114	\$ 37,777,144
Expenses by Program		
Child Welfare	21,065,741	21,103,216
Ontario Early Years	583,257	583,257
Data Analysis Coordinator	67,079	67,079
CYMH Brief Services	672,791	672,791
CYMH Counselling/Therapy Services	2,108,332	2,108,332
Crisis Services	185,214	185,214
Family/Caregiver Supports	1,255,263	1,255,263
Access Intake Service Planning	189,707	189,707
Intensive Treatment Services	2,093,211	2,093,211
Service Coordination Process	1,011,025	1,011,024
Specialized Consultation/Assessment	815,437	815,437
Targeted Prevention	149,668	149,669
Complex Special Needs - DW	116,077	116,077
ISC-URBAN	261,188	261,188
Tele-Psychiatry Program	40,800	40,800
C&FI Operating Non-Residential	418,635	418,635
Other ASD Supports	96,450	96,450
ASD Respite Services	100,650	100,650
Community Capacity Building	119,004	119,000
Early Literacy Specialists	67,079	67,079
Partner Facility Renewal	506,037	506,037
Non-Residential Attendance Centre (Pilot)	937,392	937,392
Restorative Justice Demo Project	68,674	68,674
Anger Management/Violence	123,934	123,934
Community Support Team	458,457	458,457
Youth Mental Health Court Worker Z	44,100	44,100
Secure Detention - Secure Custody - Pinegar	2,063,958	2,063,958
Partner Facility Renewal - Youth Justice	5,000	5,000
MAG Restorative Justice	110,145	110,145
CAMPH - Acute Care Beds	182,500	182,500
Intensive Autism Program	862,943	862,943
Supervised Access Program	350,130	350,130
Timmins Family Health Team	130,000	130,008
Autism Behaviour Analyst - One Kid's Place	145,869	144,848
Crown Ward Education Champion	75,000	75,000
Family Resource Centre Program	94,173	93,364
Brighter Futures - CAPC	89,094	89,094
Brighter Futures - Timiskaming and Cochrane District	604,100	604,100
Early Learning Program - TDSSAB	0	51,414
Camp Cope A Lot - Bell Let's Talk	10,000	10,000
	38,278,114	38,365,177
EXCESS (DEFICIENCY) OF REVENUE OVER EXPENSES FOR YEAR	-	588,033
*Unaudited. See accompanying notes.		

North Eastern Ontario Family and Children's Services
Notes to Financial Statements

Current Excess (Deficiency) of Revenue Over Expenses by Program	2015
Child Welfare - Combined	\$ (588,033)
	\$ (588,033)





OFFICES

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)

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Cochrane

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Englehart

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Hearst

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Iroquois Falls

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New Liskeard

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Smooth Rock Falls

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Timmins Wilcox

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Timmins, ON P4N 3M1
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Fax: (705) 360-4099



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