

2019-2020 ANNUAL REPORT



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

www.neofacs.org



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VISION, MISSION, VALUES AND 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

NEOFACS is guided by the following values that influence the way we act and the decisions we make:

- Child-Centred
- Accountable
- Caring
- Collaboration
- Innovation
- Integrity
- Respect

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.

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.

2019-2020 BOARD OF GOVERNORS

Executive Committee

President, Don Anderson (Larder Lake)
Vice-President, Lorraine Gauthier (Earlton)
Treasurer, Sherwin Knight (New Liskeard)
Secretary, Barry Gaunt (Hearst)

Board Members

Dennis Draves (Cochrane)
Dianne Denault (Cochrane)
Émilien Charlebois (Ramore)
Ted Assad (Kirkland Lake)
Tiphonie Hartling (Timmins)
Paul Jalbert (Timmins)
Denis Beaulac (Kapusksing)
Joel McCartney (Timmins)
Kristin Murray (Timmins)
Holly Guenette (Kapusksing)



JOINT BOARD PRESIDENT AND EXECUTIVE DIRECTOR'S REPORT

We are pleased to present the eighth annual report of North Eastern Ontario Family and Children's Services.

It is customary at the end of a fiscal year to look back at our accomplishments over the last twelve months and the challenges and opportunities on the horizon. This year began like many others but ended in a way that no one could have predicted. During the year, we responded and adapted to legislative, regulatory, and systemic changes. We faced and addressed financial and recruitment challenges. We restructured our organization to be more efficient. We received positive licencing reviews and service accolades. We forged new partnerships and alliances. We led local and regional efforts to bring about systemic changes within the sectors we are entrusted to work as well as intersecting sectors. We worked with our provincial counterparts and funders to map out the modernization and redesign of services to children, youth and families to ensure better outcomes for all. This included a plan to break down barriers within and across public sectors, a renewed focus and investment in prevention, and broad collaboration with and among community partners.

Although we are proud of our accomplishments and the challenges that we overcame on several fronts, some have tested our capacity and resilience, causing us to reflect on our practice, values, and beliefs. We have long known and accepted that Black and Indigenous families and children, and other marginalized groups were disproportionately represented on child welfare caseloads and had poorer health outcomes and educational achievement. Increasingly, over the last decade, the tides have begun to change. No longer do we accept that a person's race, ancestry, sexual orientation, socioeconomic status, or postal code cause them to pose a greater or lesser risk to children or be a



predictor of their overall potential and well-being. Rather, we now recognize that the very systems that were created to help children, youth and families were often racist and oppressive toward marginalized groups. The pace of systemic reform and enlightenment has grown exponentially this year, following blatant examples of racial injustice throughout the world. As Martin Luther King said: "Injustice anywhere is a threat to justice everywhere." We have, and will continue to review our data, policies, outcomes, and internal practices to reflect and ensure that we apply an equity lens at all levels of our organization.

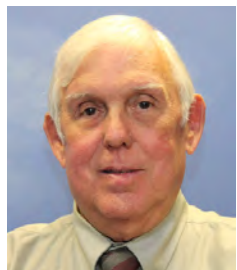
The other transformative event that has caused us to make substantial changes to our operations has been the worldwide pandemic that we now know as COVID-19. This global health crisis has had a devastating impact on the economy and life, as we knew it. Despite this new reality, we continue to provide services. We have temporarily adapted to provide a combination of virtual and in-person services. We have made extensive use of technology to minimize the risk of infection to our clients, staff, volunteers and foster parents. Some of these interim measures have proven to be quite efficient and may become part of our new normal going forward.

We want to take this opportunity to recognize our governors, staff, management team, kin and foster caregivers, volunteers, funders, community partners, OPSEU, and provincial associations for their unwavering commitment to working together for the well-being and safety of all children, youth, and families. Though these are unprecedented times, we must remember that even the darkest night will pass and the sun will rise.

Respectfully,



DON ANDERSON
Board President



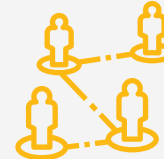
JOHN RAYMOND
Executive Director





Service Area:

Districts: of Cochrane and Timiskaming
Geographic Area: 154,572 square kilometers
Population: 111,933 (2016 Census)
Population Density: 0.7 persons per square kilometre



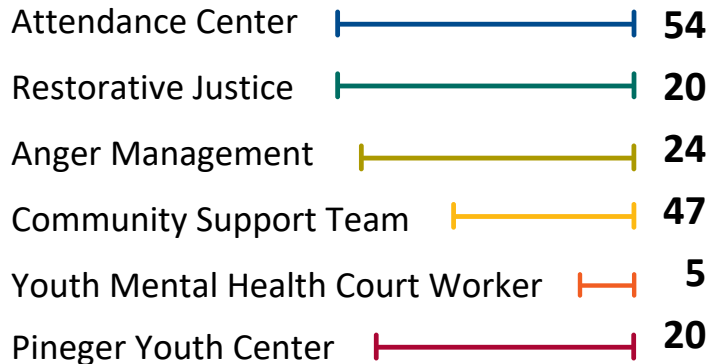
Demographics:

Language: 33% Francophone (Provincial average 4%)
First Nations: 12% (Provincial average 3%)



YOUTH JUSTICE

Indicator Number of Clients Served



• Days of Direct Services: **906**

Hours of Direct Service



VOLUNTEER SERVICES

120,753

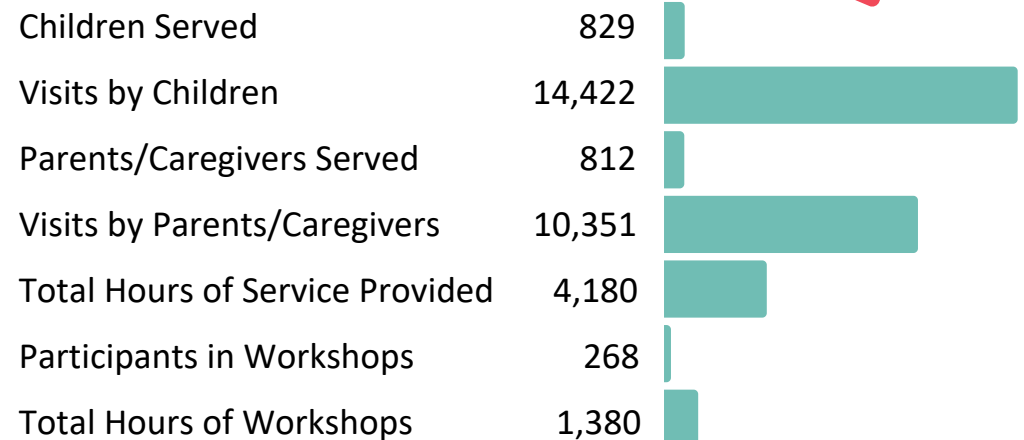
TOTAL KM'S DRIVEN
BY VOLUNTEERS



BRIGHTER FUTURES

Indicator

Number





CHILD WELFARE



2,556 Calls received concerning child and youth safety

750 After-hours calls received

1,433 Investigations completed

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

A key change is the availability of a new Voluntary Youth Services Agreement (VYSA) 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.

1,529

Families Served

664 Families Received Ongoing Services

3,338

Children and Youth Served

191 Children and Youth in Care

85 Children in Kin Service Homes

98 Children Discharged from Care

11 Child Welfare Community Presentations

125

Investigations
16- and 17-year-olds

40

Ongoing Services
16- and 17-year-olds

18

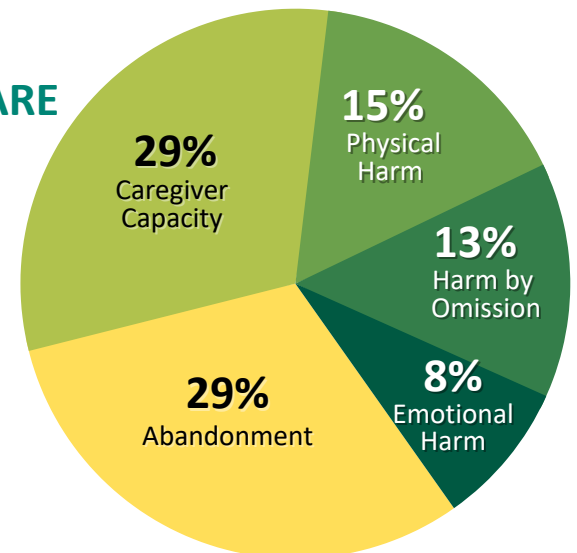
Voluntary Youth Service Agreements (VYSA)

92.5%

of children and youth served remain in their own homes

REASONS FOR ADMISSION TO CARE

- Abandonment
- Caregiver Capacity
- Physical Harm
- Harm by Omission
- Emotional Harm



Kin Service Homes



Kin in Care Homes



Foster Homes



Adoption Homes



Adoption Completions



CHILD AND YOUTH MENTAL HEALTH

Number of Clients Served

2,141 Unique Clients Receiving a Core Child and Youth Mental Health Service

1,452 Brief Service
• 4,672 Hours of Direct Service

659 Counselling & Therapy Service
• 6,226 Hours of Direct Service

614 Crisis Support Services
• 1,054 Hours of Direct Service

302 Family Preservation Program
• 3,935 Hours of Direct Service

109 Intensive Service Coordination (Rural)

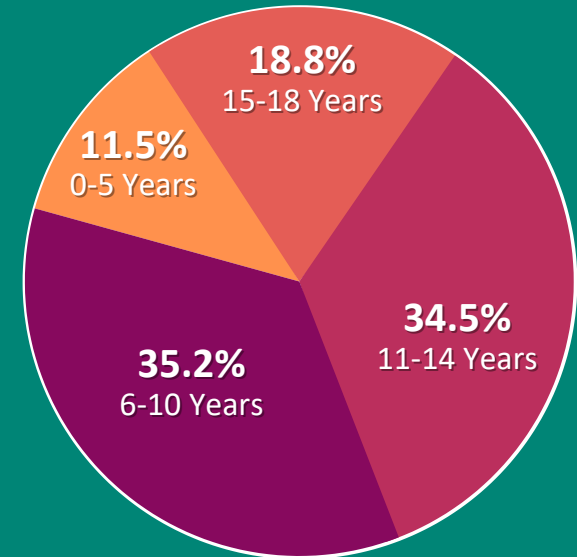
33 Psychological Services
• 7 Hours of Direct Service

32 Intensive Service Coordination (Urban)

17 F.W. Schumacher



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



AVERAGE WAIT TIME

36 DAYS

Counselling and Therapy Services (CTS)

77 DAYS

Family Preservation Program (FPP)

34 DAYS

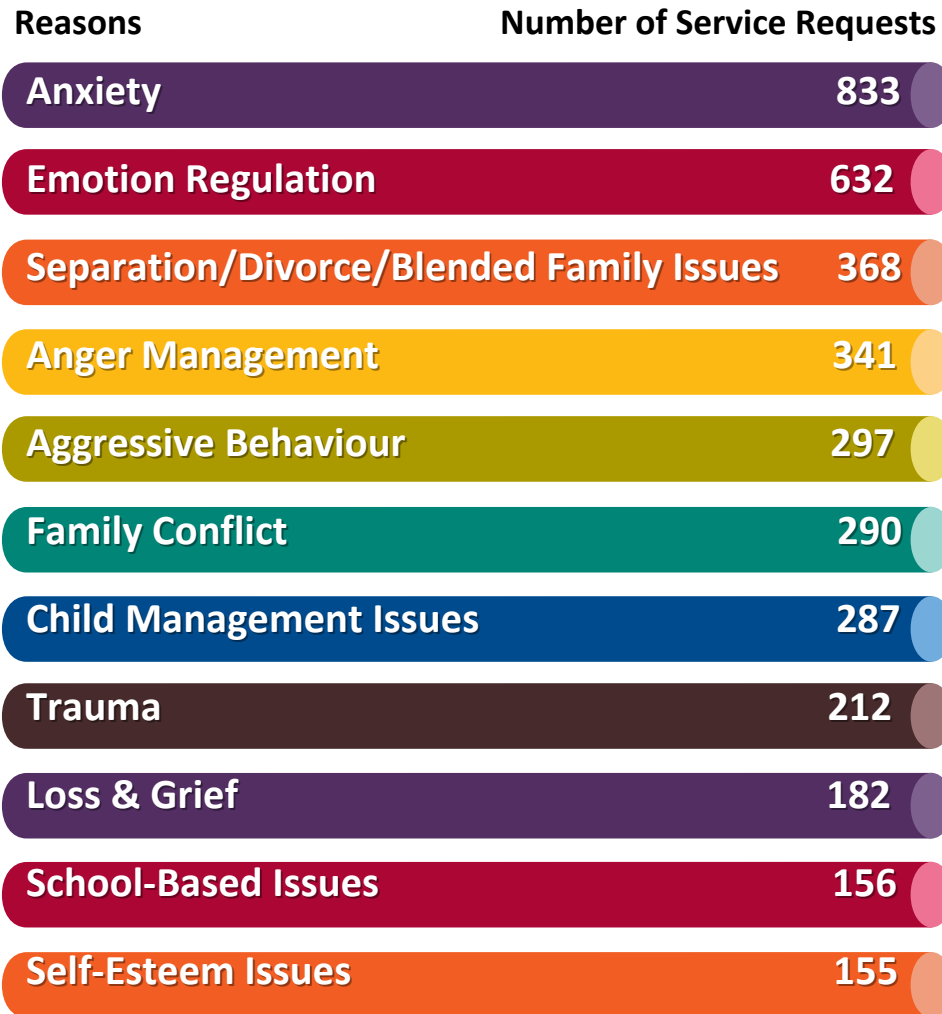
F.W Schumacher Residence (FWS)





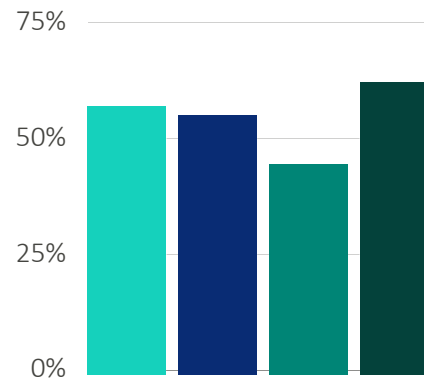
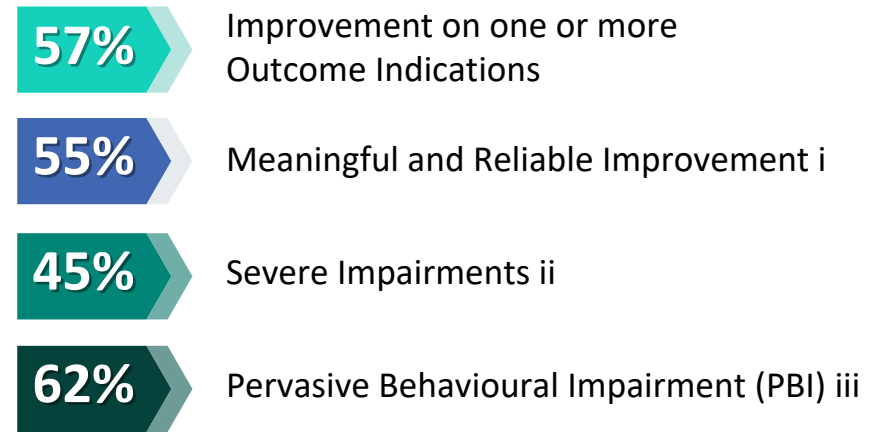
CHILD AND YOUTH MENTAL HEALTH

Top Identified Reasons for Service Request



Child and Youth Mental Health Outcomes

Percent (%) of Cases whose CAFAS Reassessment Showed Improvement



Definitions:

- I. Meaningful and Reliable Improvement: improvement in total score of 20 points or more
- II. Severe Impairment: sub-scale score of 30 or more (issues in school, home, community, behaviour toward others, moods, self-harm, substance use, thinking)
- III. Pervasive Behavioural Impairment: moderate to severe impairment in all 3 areas (home, school and behaviour toward others)

PEOPLE AND PARTNERSHPS

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

- The Northern Strategy aims to assist the northern Children's Aid Societies (CASs) to facilitate community partner discussions regarding developing a more sustainable human services spectrum across Northern Ontario.
- Following the release of the Northern Strategy document, the Northern Leaders' Table was formed to look for options that will assist regional organizations to remain or to become more sustainable and to explore opportunities to more closely align and coordinate services.
- Discussions are taking place regarding collaborative efforts to align our Intensive Service Coordination program and the Cochrane Temiskaming Children's Treatment Centre's (CTC) Coordinated Service Planning program to ensure an efficient and clear navigation process for families.
- The Ministry of Health and Long-Term Care (MOHLTC) is forming Ontario Health Teams (OHT) to ensure an integrated service model comprised of all health programs, including Child and Youth Mental Health Services, that is more easily accessible and navigable. We are actively participating in two regional OHT planning tables, one in the Cochrane District and the other in the Timiskaming District.
- We are working with the Cochrane Timiskaming Canadian Mental Health Agency (CMHA) to explore opportunities to work collaboratively to better serve the individuals and families that we mutually serve.
- We reached out to a number of First Nations communities to facilitate the application process to join the Sixties' Scoop class action claim.
- We are actively engaged in discussions with the Cochrane District Social Services Administration Board (CDSSAB) in partnering on a number of projects that will help prevent youth homelessness and enhance the range of residential options for vulnerable youth.
 - We have been running a similar program in the Timiskaming region for almost a decade that has been providing transitional housing units for young people transitioning from the child welfare system to independence and adulthood in a supportive and semi-structured environment. This program has attested to reducing the out-migration of young people to out-of-catchment Outside Paid Resource (OPR) settings and facilitated the repatriation of others.



WHAT'S NEW AT NEOFACS

Grand Opening of our Smooth Rock Falls Office

On December 5, 2019, we officially opened our new service location in the town of Smooth Rock Falls, located within a school. Being immersed within a school, surrounded by children daily, is a constant reminder of our mission and purpose.

This site is dedicated in honour of Réjeanne Demeules, a former Board Governor and longstanding advocate for children, families, and communities of Northern Ontario.

Foster Parent Recruitment

During the STATO's Haunted Hustle event in Haileybury, our Resource Team raised approximately \$1,102 to go towards our fundraising efforts for Kinship Families and Christmas Angel Campaign while promoting the need for new foster parents.

During the second Annual Foster Parent Recruitment "Fill the Fire Truck" event, our Resource Team in Timmins partnered with Dailey's Your Independent Grocer and the Timmins Fire Department to fundraise for the Timmins Food Bank. A total of \$1,474 in cash donations and a truck full of non-perishable food items were collected to help support families in need.

Youth Education Conference & Recognition Event

The Cochrane-Temiskaming Ontario Education Championship Team (OECT) hosted its second Annual Youth Education Conference and Recognition Event in Timmins to highlight some of the important milestones youth in care have made towards their education, employment and resiliency. Over 23 youth who are in our Extended Care participated in the event, accompanied by Child Care Workers, foster parents, friends, and family.

SERVICE STANDARD COMPLIANCE

Service excellence is a priority for NEOFACS. Our service standards keep us focused on providing our clients with quality programs and services. We are dedicated to continuous quality improvement in both service provision as well as our organizational systems and structures.

We completed and passed the following annual inspections:

- Extended Society Ward Review
- Foster Care Licencing Review
- F.W. Schumacher Residence Licensing Review
- Pineger Youth Centre Licensing Review

We have been fully re-accredited by the Canadian Centre for Accreditation (CCA).



OUR AFFILIATED ACTIVITIES



North Eastern Ontario Children's Foundation

The Foundation provided a total of \$6,477 to support 22 children from low-income families to attend an overnight or day summer camp in 2019.

**\$6,477
Summer Camp
Subsidies**

North Eastern Ontario Family and Children's Services, along with the North Eastern Ontario Children's Foundation, awarded a total of \$8,900 in awards, bursaries and endowments to 10 deserving youth as part of the 2019 Bursary Awards Program. The program provides much deserved recognition, fosters confidence and assists youth in pursuing their goals, in most cases, through post-secondary education or training.

**\$8,900
Awards &
Bursaries**

Christmas Angel Campaign

The Christmas Angel Campaign is about more than gifts under the tree; it's about providing families with support and hope during the holidays.

With the help of our generous community of donors and diligent work of our volunteers and staff, we are able to make the holiday season a little brighter for our children, youth and families throughout the Districts of Cochrane and Timiskaming. The funds for this activity are raised through various fundraising events throughout the year and donated by private donors, businesses, service clubs, schools and agency supporters.

**More than
\$20,000 raised
in cash & gift
cards**

**300 families
& independent
youth received
gifts**

**Collected
countless toys
& gifts from
toy drives**

**Including nearly 1,000
children & youth**



INDEPENDENT AUDITOR'S REPORT

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

Opinion

We have audited the accompanying financial statements of North Eastern Ontario Family and Children's Services, (the "Organization"), which comprise the statement of financial position as at March 31, 2020, and the statements of operations, changes in net assets and cash flows for the year then ended, and a summary of significant accounting policies and other explanatory information.

In our opinion, these financial statements present fairly, in all material respects, the financial position of the Organization as at March 31, 2020, and the results of its operations and its cash flows for the year then ended in accordance with Canadian public sector accounting standards.

Basis for Opinion

We conducted our audit in accordance with Canadian generally accepted auditing standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Statements section of our report. We are independent of the Organization in accordance with the ethical requirements that are relevant to our audit of the financial statements in Canada, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Other Matter

The supplementary information contained in schedules is presented for the purposes of additional analysis and is not part of the basic audited financial statements. The information in schedules was derived from the accounting records tested in forming an opinion on the financial statements as a whole.

Responsibilities of Management and Those Charged with Governance for the Financial Statements

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

In preparing the financial statements, management is responsible for assessing the Organization's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the Organization or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Organization's financial reporting process.

Auditor's Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Canadian generally accepted auditing standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with Canadian generally accepted auditing standards, we exercise professional judgment and maintain professional skepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit 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 Organization's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Organization's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Organization to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Timmins, Ontario
June 23, 2020

The logo for MNP LLP, featuring the letters 'MNP' in a large, stylized, handwritten font, followed by 'LLP' in a smaller, simpler font.

Chartered Professional Accountants
Licensed Public Accountants

STATEMENT OF FINANCIAL POSITION

AS AT MARCH 31	2020	2019
ASSETS		
CURRENT ASSETS		
Cash	-	293,712
Accounts receivable	606,209	576,546
Prepaid expenses	1,100	6,884
Due from related party (Note 2)	-	1,338
	607,309	878,480
Capital assets (Note 4)	23,027,904	23,343,456
Restricted cash (Note 3)	1,289,367	1,210,829
	24,924,580	25,432,765
LIABILITIES		
CURRENT LIABILITIES		
Bank overdraft (Note 5)	19,193	-
Accounts payable and accrued liabilities	3,332,430	3,659,685
Due to Ministry	780,785	780,785
Due to related party (Note 2)	4,435	-
Deferred revenue (Note 6)	170,691	172,372
Current portion of long term debt (Note 8)	600,007	600,007
Current portion of capital lease obligation (Note 9)	102,910	-
	5,010,451	5,212,849
Deferred contributions related to capital assets (Note 7)	5,226,525	5,389,221
Long term debt (Note 8)	4,882,772	5,482,779
Capital lease obligation (Note 9)	189,082	-
Trust accounts - restricted (Note 3)	1,289,367	1,210,829
	16,598,197	17,295,678
Contingencies (Note 10)		
NET ASSETS		
UNRESTRICTED NET DEFICIT	(3,700,225)	(3,734,363)
EQUITY IN CAPITAL ASSETS (Note 11)	12,026,608	11,871,450
	8,326,383	8,137,087
	24,924,580	25,432,765

STATEMENT OF OPERATIONS

YEAR ENDED MARCH 31

	BUDGET 2020 (UNAUDITED)	ACTUAL 2020	ACTUAL 2019
REVENUE			
Grants and other	34,926,415	33,118,340	34,042,009
Transfer to deferred capital contributions	-	(317,048)	(166,172)
Amortization of deferred capital contributions	-	479,745	448,009
	34,926,415	33,281,037	34,323,846
EXPENSES (Note 12)			
Child Welfare / CPIN	18,785,785	18,829,201	17,514,974
Children's Mental Health	10,613,911	10,056,077	10,080,472
Youth Justice	4,041,281	4,014,651	3,937,044
Brighter Futures	677,094	681,149	683,747
EarlyON	497,500	504,184	513,697
Other Programs	310,844	18,187	1,060,896
Amortization of capital assets	-	963,225	915,237
Adjustment to accrued wage liabilities	-	9,155	38,952
Transfer to capital assets	-	(317,048)	(166,172)
	34,926,415	34,758,781	34,578,847
DEFICIENCY OF REVENUE OVER EXPENSES FOR YEAR	-	(1,477,744)	(255,001)

STATEMENT OF CHANGES IN NET ASSETS

YEAR ENDED MARCH 31

	EQUITY IN CAPITAL ASSETS	UNRESTRICTED	2020 TOTAL	2019 TOTAL
Balance, beginning of year	11,871,450	(3,734,363)	8,137,087	8,480,329
Deficiency of revenue over expenses (Note 11)	(483,480)	(994,264)	(1,477,744)	(255,001)
ADD (DEDUCT):				
Net change in capital assets (Note 11)	638,638	(638,638)	-	-
Settlement of prior year funding	-	1,667,040	1,667,040	(88,241)
Balance, end of year	12,026,608	(3,700,225)	8,326,383	8,137,087

To view North Eastern Ontario Family and Children's Services' Financial Statements and Financial Statements Notes for the year ending March 31st, 2020, please visit neofacs.org or send an email with your request to info@neofacs.org.



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