



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

ANNUAL REPORT 2018-2019





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2018-2019 BOARD EXECUTIVE COMMITTEE

President, Don Anderson (Englehart)
Vice-President, Réjeanne Demeules (Smooth Rock Falls)
Treasurer, Sherwin Knight (New Liskeard)
Secretary, Barry Gaunt (Hearst)

2018-2019 BOARD MEMBERS

Dennis Draves (Cochrane)
Dianne Denault (Cochrane)
Émilien Charlebois (Ramore)
Lorraine Gauthier (Earlton)
Micheal Miller (Timmins)
Sylvie Petroski (Timmins)
Ted Assad (Kirkland Lake)
Tiphonie Hartling (Timmins)

VISION, MISSION, VALUES & CODE OF ETHICS

Vision

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

Mission

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

Values

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

- 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.

We will fulfill our duties with honesty and integrity.

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.



Don Anderson

Don Anderson
Board President



John Raymond

John Raymond
Executive Director



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JOINT BOARD PRESIDENT AND EXECUTIVE DIRECTOR'S REPORT

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

Looking at our accomplishments over the last year and the challenges and opportunities on the horizon, we thought it would be quite apropos to heed guidance from the famous children's author, Dr. Seuss, who left us on September 24, 1991. Included below are a few relatable quotes from some books written by Dr. Seuss.

Why fit in when you were born to stand out?

As a multi-service child and family serving organization, we are an outlier in the province. There are a number of children's mental health service providers and lead agencies in the province as well as children's aid societies. There are a host of youth justice organizations, early learning and prevention service providers. Although these organizations provide evidence-informed practices that produce positive results for users of their services, few can offer the range of complementary services offered by NEOFACS.

Sometimes the questions are complicated and the answers are simple.

Our integrated service model allows children, youth, and families to benefit from a seamless one-stop multidisciplinary approach in times of need. Families are complex but accessing help does not need to be.

Oh the things you can find, if you don't stay behind!

We pride ourselves on being innovative thinkers in our mission to help our service users achieve the best possible outcomes. Recent examples of this include the expansion of our Youth Transitional Program and the development of a Therapeutic Family Home Program. We remain committed to building and nurturing our relationships with community partners, sister agencies, and funders to look at new ways to improve outcomes for children, youth, and families and maximize efficiency.



The fiscal year 2018-19 was challenging for NEOFACS. We went live with the Child Protection Information Network (CPIN). This was a resource-intensive investment, requiring extensive preparation in the months ahead of our go-live date in October of 2018. We invested a great deal of time, financial and human resources to adapt our business practices and other internal processes. We provided extensive training to our staff to learn to navigate and use this new information system as well as learning a new vocabulary, while maintaining services and meeting service standards. We were one of few remaining agencies left to migrate to CPIN. We are pleased to report that every non-Indigenous child protection agency in Ontario is now on CPIN. This will ultimately improve the safety of children and lead to more accessible data and better outcomes for families.

NEOFACS ended its partnerships with HANDS the Family Help Network and ONE Kids Place at the end of this fiscal year, winding down the autism services that we had been providing on behalf of these two organizations for a number of years. This was a difficult decision made by our Board and management team, but the programs were no longer financially sustainable. Service delivery for autism programs has reverted to HANDS and ONE Kids Place. This year, we maintained our shared service agreements with Payukotayno Family Services and Community Living – Timiskaming South, expanded our partnership with the Cochrane and District Social Service Administration Board and entered into a new shared service agreement with Living Space in Timmins.

In June of 2018, Ontarians chose a new government. This brought about a number of changes to publicly funded services, including our own. Some changes have been executed while others will be phased in. One such change that may affect our agency is the creation of Ontario Health Teams. Oversight and funding for our children’s mental health programs have transferred from the newly minted Ministry of Children, Community, and Social Services to the Ministry of Health and Long Term Care (MOHLTC). The provincial government is in the early stages of creating Ontario Health Teams across the province. All services funded under the MOHLTC will eventually be accountable to local Ontario Health Teams. The long-term vision of the provincial government is an accessible, connected, easily navigable, and comprehensive health care system that is integrated and includes primary care, hospitals, home and community care, palliative care, residential long-term care, and lifespan mental health and addictions services. Given our organization’s children’s mental health programs and our vast geographical territory, we are in the preliminary planning stages with two potential Ontario Health Teams.



One of our major undertakings this fiscal year and moving forward is the operationalization of the Northern Strategy document entitled *Maintaining Services Worth Maintaining*. The development of this strategic report was a collaborative effort of the six northern child welfare agencies, Barnes Management Group, and the Ontario Association of Children's Aid Societies. Community partners and stakeholders from across the entire north were consulted and invited to share information about their successes, challenges, and willingness to explore collaborative solutions to ensure sustainable service delivery across multiple sectors. Organizations overwhelmingly confirmed their interest in working together to look at shared opportunities that would lead to increased efficiency and better client outcomes. Barnes Management Group, on behalf of the six agencies and the OACAS, conducted a literature review to examine successful collaborative models in other jurisdictions across the globe. Their findings and the summary of the stakeholder engagement survey was shared with our funder and with the stakeholders that had indicated an interest in exploring collaboration opportunities. This culminated in six engagement sessions in each of the northern jurisdictions. A Leaders' Table was struck in the NEOFACS catchment area following the engagement session. A number of organizations are now involved in joint planning on several levels with converging and complementary points of intersection, leading to increased capacity and better outcomes for service users.

We would like to acknowledge three Board governors who have left us this year and welcome new governors to the NEOFACS family. Rejeanne Demeules of Smooth Rock Falls, Micheal Miller of Timmins, and Sylvie Petroski of Timmins have stepped down from the Board. We thank them for their tireless dedication and advocacy and for their role in the strategic leadership of our organization over a number of years. We welcome Paul Jalbert of Timmins and Denis Beaulac of Kapuskasing to the Board of Governors and look forward to their insight and contributions as we chart our collective path forward, guided by our mission, vision, and values.

We would also like to thank our Federal and Provincial Program Supervisors, Managers, and Directors as well as officials at the Social Service Administration Boards of the districts of Cochrane and Timiskaming for their ongoing support, guidance, and advocacy. We would also like to recognize our provincial and federal Members of Parliament, the Ontario Association of Children's Aid Societies, and Children's Mental Health Ontario, for their support.

We also want to thank our volunteers, foster parents, staff, management team and governors for their unrelenting dedication to the children, youth, and families of the Cochrane and Timiskaming districts.



Service Area:

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



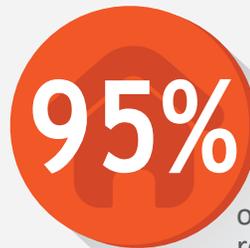
Demographics:

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

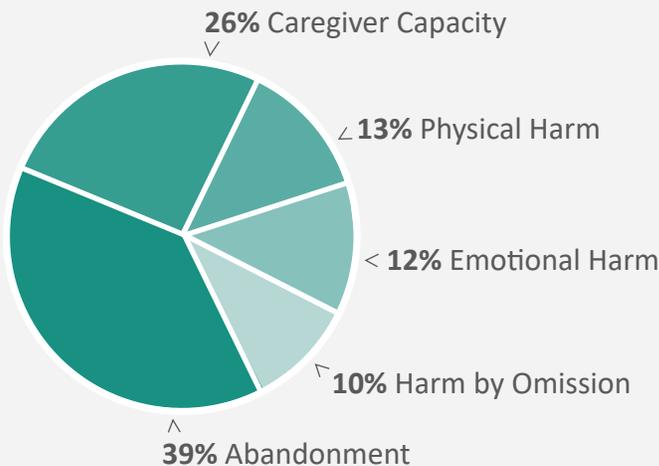
CHILD WELFARE



CALLS RECEIVED CONCERNING CHILD AND YOUTH SAFETY | **3,308**
 AFTER HOURS CALLS RECEIVED | **1,308**
 INVESTIGATIONS COMPLETED | **1,355**



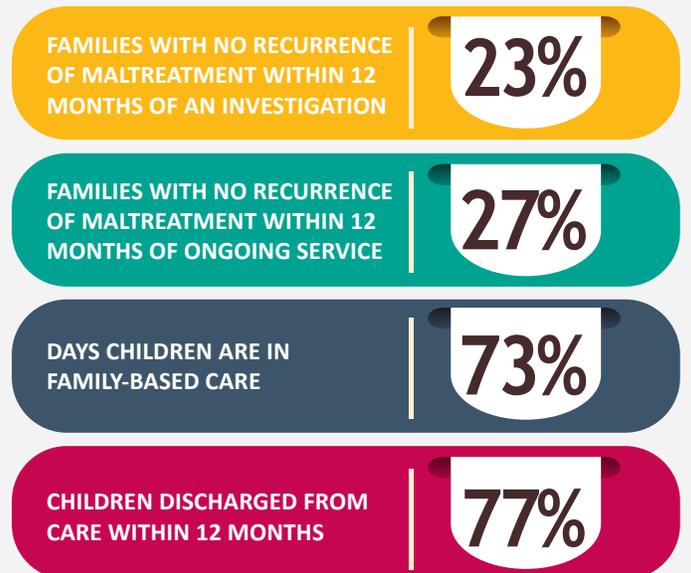
REASONS FOR ADMISSION TO CARE



1,653 FAMILIES SERVED
765 RECEIVED ONGOING SERVICES

CHILD WELFARE PERFORMANCE INDICATORS

Data is representative of the 2016-2017 fiscal year.



Kin Service Homes

10



Kin in Care Homes



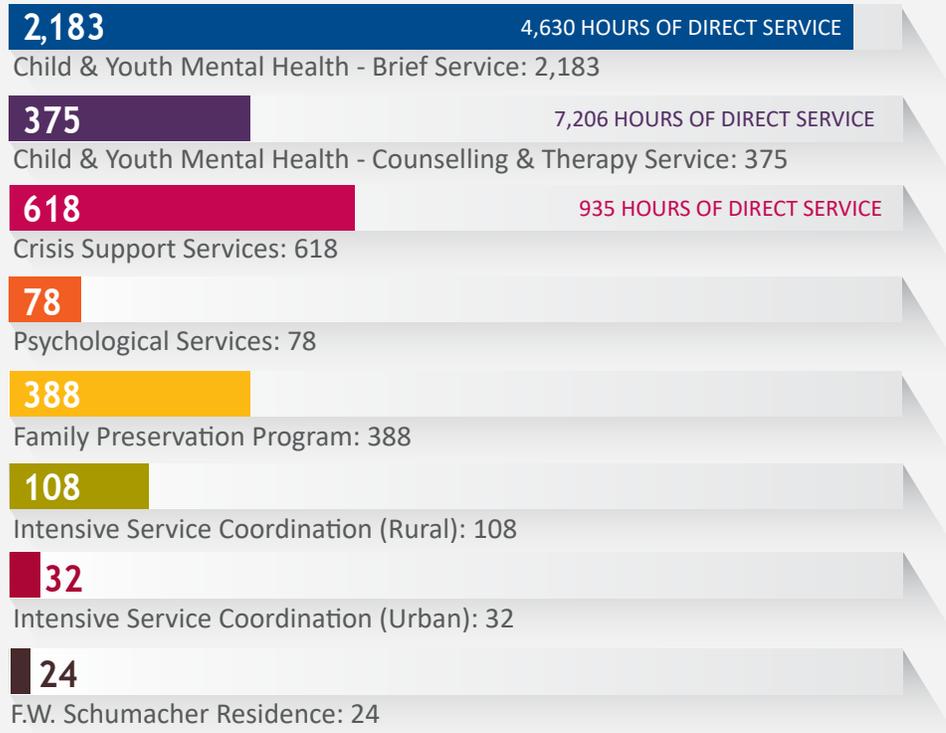
Foster Homes



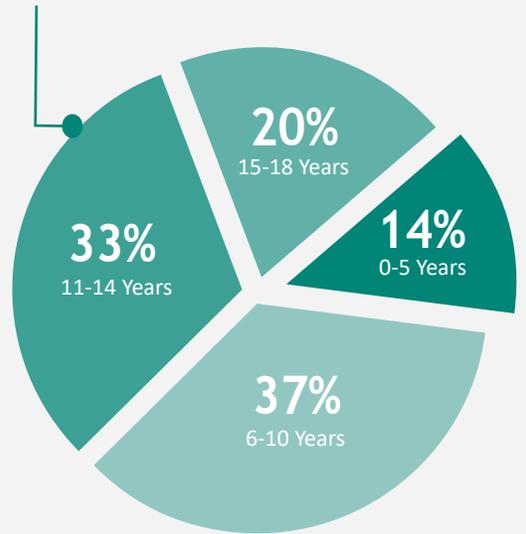
Adoption Homes
 16 Adoption Completions

CHILD AND YOUTH MENTAL HEALTH

Number of Clients Served



Unique Clients Receiving a Core Child and Youth Mental Health Service



AVERAGE WAIT TIME



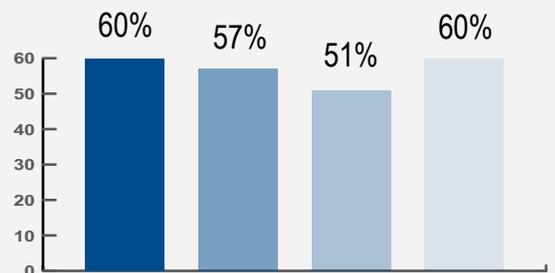
TOP IDENTIFIED REASONS FOR SERVICE REQUEST



CHILD AND YOUTH MENTAL HEALTH OUTCOMES

Indicator

- 60% Improvement on one or more Outcome Indications
- 57% Meaningful and reliable improvement ⁱ
- 51% Severe Impairments ⁱⁱ
- 60% Pervasive Behavioural Impairment ⁱⁱⁱ



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).

VOLUNTEER SERVICES

125,590

TOTAL KM'S DRIVEN
BY VOLUNTEERS

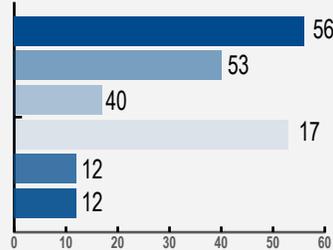


YOUTH JUSTICE

Indicator

- Attendance Centre
- Restorative Justice
- Anger Management
- Community Support Team
- Youth Mental Health Court Worker
- Pineger Youth Centre

Number of Clients Served

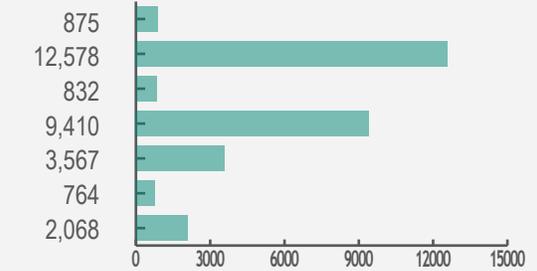


BRIGHTER FUTURES PROGRAM

Indicator

- Children Served
- Visits by Children
- Parents/Caregivers Served
- Visits by Parents/Caregivers
- Total Hours of Service Provided
- Participants in Workshops
- Total Hours of Workshops

Number



Hours of Direct Service

Restorative Justice **138**

Anger Management **277**

Community Support Team **970**

PEOPLE AND PARTNERSHIPS

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

- Service agreement with regional partner Payukotayno James & Hudson Bay Family Services for Shared Legal Services that enhance service delivery and operational efficiency.
- Partnerships with district school boards for the delivery of Mental Health Walk-in Clinics in several schools throughout the region.
- Partnership with Université de Hearst – Le Groupe InnovaNor to provide psychological services to the agency via their *Centre d'évaluation et d'intervention psychosociale* (CÉIPS).
- NEOFACS facilitates New Mentality Groups in Timmins, Kirkland Lake and Kapuskasing, with the goal of engaging youth to have an open dialogue about mental health while reducing the stigma surrounding mental illness and raising awareness.
- The 25th anniversary of the Community Action Program for Children (CAPC) was celebrated, and NEOFACS programs have been renewed for an additional four years (i.e. until 2023).
- The EarlyON Centres are embracing and implementing the 'How Does Learning Happen?' pedagogy and partnerships are developing with daycare centres who are acting as leaders in the implementation of the approach.
- NEOFACS is actively involved with the Moving on Mental Health (MOMH) provincial committees and Northeast region groups. As the lead agency for the Cochrane and Timiskaming Districts, we have regular contact with our community partners, and have a focus on community awareness, youth involvement, restructuring brief services and evaluation of services.
- NEOFACS partnered with the United Way North East Ontario 50/50 Electronic Raffle during the 2018 Stars and Thunder Festival to raise \$8,049 for the North Eastern Ontario Children's Foundation, which provided summer camp subsidies for nine children/youth and bursaries for four youth pursuing post-secondary education or training.
- Partnership with key agencies in the community to provide vital services to Living Space, to coordinate and secure services to end homelessness in Timmins and the Cochrane District.
- Collaborated with community partners to launch the Youth Wellness Hub in Timmins, a youth-led initiative providing spaces with youth programming that supports well-being, such as counselling services and peer support.
- Partnership with the Centre de Santé de Communautaire de Kapuskasing et Region to form a coalition addressing Food Insecurity within the community.
- Collaboration with First Nations communities and local service providers to provide individuals impacted by the Sixties Scoop with their record disclosures.
- Protocol agreements with Indigenous partners such as Kunuwanimano Child and Family Services.
- Renewed protocol with the Timmins Police Service and the Ministry of the Attorney General Crown Attorney's Office that ensures ongoing partnership and collaboration to further promote child safety and well-being.

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, 2019, 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, 2019, 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 25, 2019

MNP LLP
Chartered Professional Accountants
Licensed Public Accountants

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

AS AT MARCH 31	2019	2018
ASSETS		
CURRENT ASSETS		
Cash	\$ 293,712	\$ -
Accounts receivable	576,546	3,006,100
Prepaid expenses	6,884	14,383
Due from related parties (Note 6)	1,338	2,204
	878,480	3,022,687
Capital assests (Note 2)	23,343,456	24,092,521
Restricted cash (Note 16)	1,210,829	1,265,011
	\$ 25,432,765	\$ 28,380,219
LIABILITIES		
CURRENT LIABILITIES		
Bank overdraft (Note 14)	\$ -	\$ 1,752,022
Accounts payable and accrued liabilities	3,659,686	3,606,804
Due to Ministry	780,785	780,785
Deferred revenue (Note 3)	172,372	169,19
Current portion of long term debt (Note 7)	600,007	583,344
	5,212,850	6,892,150
Deferred contributions related to capital assets (Note 4)	5,389,221	5,671,059
Long term debt (Note 7)	5,482,778	6,071,67
Trust accounts - restricted (Note 16)	1,210,829	1,265,011
	\$ 17,295,678	\$ 19,899,890
Contingencies (Note 11)		
NET ASSETS		
UNRESTRICTED NET DEFICIT	(3,734,363)	(3,286,119)
EQUITY IN CAPITAL ASSETS (Note 15)	11,871,450	11,766,448
	8,137,087	8,480 329
	\$ 25,432,765	\$ 28,380,219

North Eastern Ontario Family and Children's Services Statement of Operations

YEAR ENDED MARCH 31

	BUDGET 2019 (UNAUDITED)	ACTUAL 2019	ACTUAL 2018
REVENUE			
Grants and other	\$ 34,041,991	\$ 34,042,009	\$ 34,139,767
Transfer to deferred capital contributions	-	(166,172)	(804,544)
Amortization of deferred capital contributions	-	448,009	345,315
	\$ 34,041,991	\$ 34,323,846	\$ 33,680,538

EXPENSES (Note 13)			
Child Welfare / CPIN	17,561,154	17,514,974	17,018,337
Children's Mental Health	10,243,073	10,080,472	9,867,705
Youth Justice	3,953,906	3,937,044	4,231,556
Brighter Futures	683,747	683,747	677,116
Ontario Early Years	-	-	420,502
EarlyON	496,110	513,697	91,111
Other Programs	1,104,001	1,060,896	1,218,010
Amortization of capital assets	-	915,237	815,179
Adjustment to accrued wage liabilities	-	38,952	(78,619)
Transfer to capital assets	-	(166,172)	(804,544)
	34,041,991	34,578,847	33,573,285
EXCESS (DEFICIENCY) OF REVENUE OVER EXPENSES FOR A YEAR	-	(255,001)	107,253

North Eastern Ontario Family and Children's Services Statement of Changes in Net Assets

YEAR ENDED MARCH 31

	EQUITY IN CAPITAL ASSETS	UNRESTRICTED	2019 TOTAL	2018 TOTAL
Balance, beginning of year	\$ 11,766,448	\$ (3,286,119)	\$ 8,480,329	\$ 8,312,690
Excess (deficiency) of revenue over expenses (Note 15)	(467,228)	212,227	(255,001)	107,253
ADD (DEDUCT):				
Net change in capital assets (Note 15)	572,230	(572,230)	-	-
Settlement of prior year funding	-	(88,241)	(88,241)	60,386
Balance, end of year	\$ 11,871,450	\$ (3,734,363)	\$ 8,137,087	\$ 8,480,329

To view North Eastern Ontario Family and Children's Services' Financial Statements and Financial Statements Notes for the year ending March 31st, 2019 please send an email with your request to info@neofacs.org.



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