



ANNUAL REPORT 2015-2016



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

TABLE OF CONTENTS

Vision, Mission, Values and Code of Ethics..... 3

2015-2016 Board Executive Committee 4

2015-2016 Board Members 4

Joint Board President and Executive Director’s Report 5

Services Summary Narrative 6-11

Services Summary 12-13



Vision, Mission, Values & Code of Ethics

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
Caring
Client-focus
Collaboration
Innovation
Integrity
Respect

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.

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.

2015-2016 BOARD EXECUTIVE COMMITTEE

Don Anderson (Englehart) President
Réjeanne Demeules (Kapuskasing) Vice-President
Robert Perrault (Timmins) Treasurer
Barry Gaunt (Hearst) Secretary

2015-2016 BOARD MEMBERS

Ted Assad (Kirkland Lake)
Don Bazeley (Timmins)
Émilien Charlebois (Ramore)
Dennis Draves (Cochrane)
Gerry Demeules (Kapuskasing)
Terry Martin (Kapuskasing)
Lianne Parent (New Liskeard)
Sherwin Knight (New Liskeard)
Sylvie Petroski (Timmins)

JOINT BOARD PRESIDENT & EXECUTIVE DIRECTOR'S REPORT

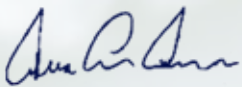
As a collective voice for the wellbeing and safety of our children, youth and families, we take pride in reviewing both our accomplishments as well the challenges that lie ahead for our Agency.

We mark the fourth anniversary of North Eastern Ontario Family and Children's Services with the realization we are no longer an amalgamated organization but rather a vibrant, dynamic, responsive, innovative and harmonious Agency. NEOFACS is dedicated to providing a spectrum of quality services, programs and interventions that, in whole or in part, serve to promote the well-being and safety of children, youth and families.

In 2015-16, we experienced an increased emphasis on accountability. Our Agency, along with all other child welfare organizations in the province, publically reported performance indicators in five key areas that reflect the safety, permanency and well-being of children and youth. In addition, the Agency embarked on the development of a comprehensive file audit and standards compliance monitoring system specific to our child welfare services. We are pleased to report that we were in full compliance following licencing reviews in our residential and foster care programs.

In our desire to be transparent in all of our communications with our stakeholders, clients and the public as a whole, we have posted on our website numerous reports. These reports include various licensing reviews, annual crown ward reviews, performance indicators as mentioned above, annual summaries of serious occurrences as reported to the Ministry, Ministry financial and audited reviews, and Agency compliance and/or responses/plans.

In our child and youth mental health programs, the Agency was part of a provincial initiative that saw the introduction of significant enhancements to our Client Information Management System (CIMS). These changes have resulted in improved usability for our workers and access to more accurate data for planning purposes.



Richard Lambert-Bélanger
Executive Director



Don Anderson
Board President

During the past year, we continued our efforts in engaging our communities in meaningful ways while at the same time promoting our services. To this end, the Agency planned and implemented a number of campaigns all focused on raising awareness and promoting public engagement. Specifically, the events and campaigns developed and implemented were: Children's Mental Health Week, Autism Awareness Campaign, National Volunteer Week, Community Picnics, and Child Abuse Prevention Month, recognized as the Purple Ribbon Campaign. In many instances, the campaigns were developed with community and provincial partners to maximize and mobilize the use of municipal and/or provincial branding and messaging. Committees came together to work collectively in the design of the campaigns as well to develop partnerships with the Agency and the communities.

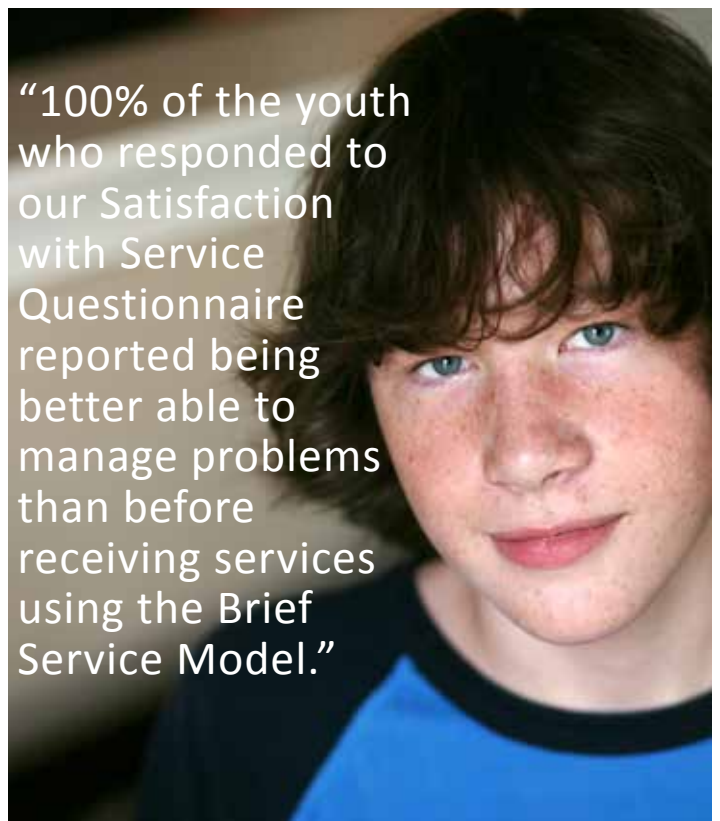
“We continued our efforts in engaging our communities in meaningful ways”



The Agency's website continues to evolve with the posting of documentation that supports our efforts to be transparent as the website serves as a key communication tool between the Agency and its users. Required policies are also available on the Agency's website to ensure compliance with directives and regulations. Additional communication tools are also used within the Agency to keep all employees abreast of relevant, meaningful and timely information required for their day to day work.

In our quest to become responsive to client needs, in our Children's Mental Health programs we implemented a Brief Service Model across all of our service sites. The model provides for up to six sessions to children and youth over a two month period. With the implementation of this model, as well as Ministry financial investment, there has been a significant decrease in wait list pressures. In our Central Campus alone, wait times were reduced by 74%. In addition, 100% of the youth who responded to our Satisfaction with Service Questionnaire reported being better able to manage problems than before receiving services using the Brief Service Model.

“100% of the youth who responded to our Satisfaction with Service Questionnaire reported being better able to manage problems than before receiving services using the Brief Service Model.”





NEOFACS was chosen as a pilot site in our North Campus for the Mood Walks program. Mood Walks incorporates walking and/or hiking in nature in conjunction with therapeutic approaches that increase the mental and physical wellness of participating youth while reducing stigma associated with mental illness. This innovative program will strengthen community based partnerships across education and health service sectors, with local, regional and provincial associations like Hike Ontario, Conservation Ontario and with local community groups who share the Agency's vision. We will be extending the Mood Walk program to our residential programs in 2016-17.

As part of our commitment towards excellence, the Agency embarked on a process over the past year to prepare for an accreditation designation under a third party body, The Canadian Centre for Accreditation. The on-site accreditation review of standards in child and youth mental health, child protection, youth justice and organizational will be conducted in two phases. The first phase took place in early June 2016 with the review of the organizational and child and youth mental health standards. This review also included a series of interviews with staff, Board, stakeholders and service users as well as file and documentation reviews and site tours and observations. A second phase will occur in mid- November 2016 with the review of our child protection and youth justice sectors. We look forward to achieving a full accreditation status with The Canadian Centre for Accreditation. Accomplishing this in such a short life span as the Agency has had is a positive step towards our journey in creating a true center of excellence within our Agency as well as fulfilling a commitment made on behalf of all our staff and board members.





Earlier in our report, we mentioned the heightened accountability in our sectors. Compliance to Provincial Child Protection Standards was identified by the Auditor General following audits of several child protection agencies in our Province. As a result, the Ministry implemented a process to address standards compliance while working on revisions to the current Child Protection Standards and the accompanying Eligibility Spectrum. Every child protection agency in the province submitted a Quality Improvement Plan to the Ministry for their approval prior to developing and implementing plans at the local agency level. All plans included regular reporting to agencies' Boards of Directors and to the Ministry. NEOFACS developed a process that involves an Agency wide audit of all child welfare cases, not only measuring compliance, but also reviewing the quality of planning and service response to clients. Results from our review will be shared with our Board of Directors along with an implementation plan to address shortcomings.



As reported in our 2014-15 Annual Report, Kunuwanimano Child & Family Services obtained their official designation as a child protection agency on May 1st, 2015. Through collaboration and a close working relationship with Kunuwanimano staff, NEOFACS supported their capacity for development resulting in a comprehensive case transfer planning process. Following the transfer of cases, we were required to implement a staffing reduction in our child welfare sector proportional to the cases transferred. This staff rightsizing exercise, while necessary, did create increased anxiety among all staff and more specifically to staff directly impacted by staffing reductions.

The Ministry introduced a different funding mechanism for newly designated agencies as well as to agencies impacted by the designation and as a result, the current funding model no longer applied. In its place, a three-year transition budget process has been utilised to allow both newly designated agencies and impacted agencies to properly transition and re-examine service data in preparation to revert back to the use of the provincial funding model. We have submitted a needs budget based on our current staffing and service volumes and are anxiously awaiting Ministry approval to support our planning.



“We have been successful in our efforts to balance our budgets and, in the case of our child welfare budget, we ended the year in a surplus position...”

You will have noted from our audited financial statements that we have been successful in our efforts to balance our budgets and, in the case of our child welfare budget, we ended the year in a surplus position. A number of factors have contributed to our favourable financial position; specifically, a decrease in child admissions, a reduction in the number of youth placed in Outside Paid Residential facilities and an aggressive cost containment plan all played a role in reducing our child welfare expenditures.

We continue to collaborate with our Regional Office of the Ministry of Children & Youth Services to address historical debt incurred from 2012-13 and 2014-15, and we look forward to taking on this challenge with Ministry support and guidance.

Given our fiscal challenges from the past, the Regional Office conducted an Operational Review of our Agency in January 2016. The Board of Directors along with our senior management team looks forward to working with the Ministry in reviewing and implementing recommendations stemming from the review in the months to come.

The Board of Directors continues to hold annual retreats that serve as a forum for Board development and focus on identified training stemming from the Board’s work plan. The next retreat is slated for early September 2016. The Board has also reviewed and renewed the Orientation Manual for Board members and reviewed Agency By-Laws and Letters Patent. All these efforts are intent on bringing forward amendments to reflect current realities as they relate to Board composition, the designation of French-speaking Board members and in support of a statement in our Letters Patent to enshrine NEOFACS’s commitment to the French Language Services Act.





Board Committees continue to be very active. Our Aboriginal Committee has focused its efforts to oversee mandatory cultural sensitivity training for all staff. In the course of the coming year, the Committee will implement more focused Indigenous cultural training for our front line staff and work alongside our Aboriginal community partners to establish a localized framework for implementing a truth and reconciliation process that includes a public apology to our First Nation children, youth, families and communities.

Our French Language Services Committee has reviewed recommendations from the Ministry with respect to our compliance with the French Language Services (FLS) Act. The Committee has endorsed a work plan to implement recommendations from the Ministry review with the resolve of being 100% compliant to the FLS Act.

Our Quality Improvement, Governance and Risk & Audit committees of the Board dealt with numerous and complex agenda items over the past year; these include, but are not limited to, policy approvals, program reviews and financial, property and personnel oversight.



“In 2015-16, our volunteers drove enough kilometers to travel around the world almost 4.5 times, and volunteered the same number of hours as 2.5 full-time positions.”

The value of the Agency’s volunteers does not go unnoticed. This past year, a number of recognition events took place in April to recognize and honour our volunteers. Volunteers make substantial contributions to the day to day work of the Agency and have made a significant impact on the lives of children and youth in our communities.

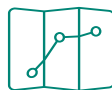
In 2015-16, our volunteers drove enough kilometers to travel around the world almost 4.5 times, and volunteered the same number of hours as 2.5 full-time positions.

The landscape as it relates to serving children, youth, and families continues to unfold in the midst of a number of sector transformations currently underway. Child and Youth Mental Health, Child Protection, Youth Justice and child centred resource programs such as the Ontario Early Years Centres are all in the forefront of enacting transformational changes within their sectors. Each of these sectors has a home in NEOFACS. Managing transformational change will be critical for our Agency moving forward. Given our past opportunities, we feel confident in our abilities and previous successes in implementing change management strategies that will manage and mitigate the impact of change internally.

NEOFACS is a collective. It is formed by dedicated and professional staff, devoted board members, nurturing foster families and loyal volunteers generous of heart. Each and every one, no one more or less important than the other, works together to promote the well-being and safety of our children, youth and families. We are blessed by their collective will and desire to make a difference in our little corner of the world.



2015-16 SERVICE HIGHLIGHTS



Service Area:

Districts: of 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%)

COMMUNITY-BASED SERVICES

Ontario Early Years Centre & Brighter Futures

Number of parents/caregivers served:

Ontario Early Years Centre: 1,110

Brighter Futures: 1,171

Number of parent/caregiver visits:

Ontario Early Years Centre: 8,199

Brighter Futures: 6,651

Brighter Futures Number of hours of direct service: 2,781

Number of children served:

Ontario Early Years Centre: 1,372

Brighter Futures: 1,039

Number of child visits:

Ontario Early Years Centre: 10,929

Brighter Futures: 7,429



Supervised Access Program

Total number of visits/exchanges arranged: 726

Youth Justice

Number of clients served by program:

Attendance Centres: 83

Restorative Justice: 94

Anger Management: 13

Pineger Youth Centre: 19

Community Support Team: 80

Mental Health Worker: 5

Number of hours of direct service:

Restorative Justice: 354

Anger Management: 200

Community Support Team: 1352

Number of days of direct service:

Pineger Youth Centre: 533



CHILD WELFARE

Investigations

1,831 Reports received, full investigation not required

201 Investigations open at beginning of year

Number of investigation cases:

- opened during the year **925**
- re-opened during the year **316**
- served during the year **1,442**

1,296 investigations completed

Ongoing Service

585 Ongoing service cases open at beginning of the year

454 Ongoing service cases opened during the year

Number of ongoing service cases:

- closed during the year **607**
- open at year end **432**

Children in Care

207 Children in care beginning the year

95 Children in care admitted/readmitted during the year

173 Children in care discharged during the year

129 Children in care at year end

CHILDREN'S MENTAL HEALTH

Number of clients served by program.

3,444 Days of Care F.W. Schumacher & Pavillon Residences

793 Child & Youth Mental Health - Brief Services

789 Child & Youth Mental Health - Counselling and Therapy Services

545 Crisis Support Services

431 Psychological Services

275 Family Preservation

108 (Rural) Intensive Service Coordination

63 Autism Resource Program

39 (Urban) Intensive Service Coordination

29 F.W. Schumacher & Pavillon Residences



FOSTER CARE

Foster Homes

72 Foster homes available at beginning of year

10 New approved foster homes during year

25 Foster homes closed during year

57 Foster homes available at year end

Kinship Care

7 Kinship care homes available at beginning of year

4 New approved kinship care homes during year

8 Kinship care homes closed during year

3 Kinship care homes available at year end

Adoption

8 adoptions completed

