



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

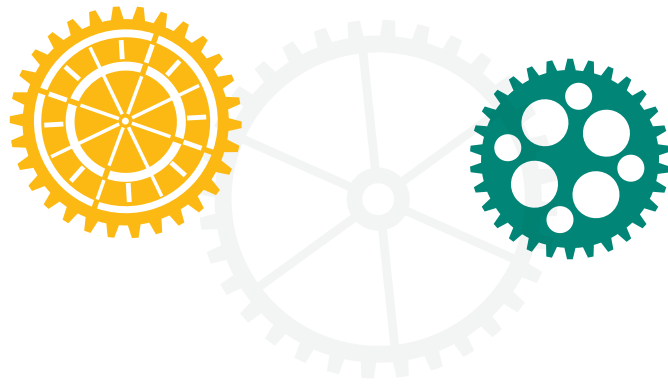
*ANNUAL REPORT*  
**2012-2013**  
*RAPPORT ANNUEL*





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## Mission / La mission

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

Travailler ensemble pour le bien-être et la sécurité des enfants, des adolescents et des familles.

## Vision / La vision

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

Des communautés solides, saines et sécuritaires où les enfants, les adolescents et les familles se développent.

## Values / Les valeurs

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

Les Services à la famille et à l'enfance du Nord-Est de l'Ontario sont guidés par les valeurs suivantes qui influent sur la façon dont ils agissent et sur les décisions qu'ils prennent:

- la reddition des comptes
- la bienveillance
- l'approche axée sur la clientèle
- la collaboration
- l'innovation
- l'intégrité
- le respect

# Service Area



## Offices/Bureaux

### Cochrane

451 Chalmers Avenue, P.O. Box 1450  
 Cochrane, ON P0L 1C0  
 ☎ 705-272-2449  
 📠 705-272-3491

### Englehart

40 Third Street, P.O. Box 607  
 Englehart, ON P0J 1H0  
 ☎ 705-544-5437  
 📠 705-544-2555

### Hearst

909, rue George, C.P. 1630  
 Hearst, ON P0L 1N0  
 ☎ 705-372-2445  
 📠 705-362-7687

### Iroquois Falls

457 Zealand Avenue  
 Iroquois Falls, ON P0K 1G0  
 ☎ 705-232-7000  
 📠 705-232-6089

### Kapuskasing

29 Kolb Avenue  
 Kapuskasing, ON P5N 1G2  
 ☎ 705-335-2445  
 📠 705-335-4391

### Kirkland Lake

6 Tweedsmuir Road  
 Kirkland Lake, ON P2N 1H9  
 ☎ 705-567-9201  
 📠 705-568-8787

### New Liskeard

25 Paget Street, P.O. Box 68  
 New Liskeard, ON P0J 1P0  
 ☎ 705-647-1200  
 📠 705-647-7467

### Smooth Rock Falls

105 2nd Avenue, P.O. Box 808  
 Smooth Rock Falls, ON P0L 2B0  
 ☎ 705-338-2366  
 📠 705-338-4511

### Timmins

707 Ross Avenue East  
 Timmins, ON P4N 8R1  
 ☎ 705-360-7100  
 📠 705-360-7200

### Timmins Wilcox

457 Wilcox Street  
 Timmins, ON P4N 3M1  
 ☎ 705-360-7100  
 📠 705-267-3089





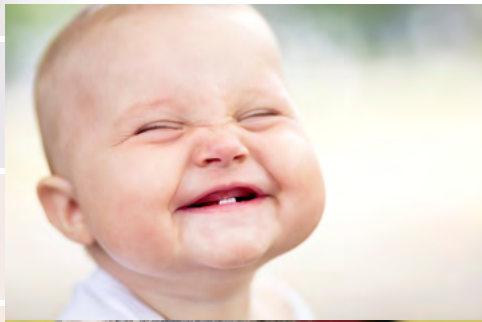
## Board President and Executive Director's *2012-2013 Report*

Our Annual Report, our first, marks the beginning of a bright and bold new future for North Eastern Ontario Family and Children's Services known widely as NEOFACS. We are honoured and privileged to provide and share with you the successes of our first year as well as highlighting the challenges and opportunities that lie ahead as we begin to build a vibrant and caring agency.

The bringing together of our three former and respected legacy agencies, while challenging and at times overwhelming due in large part to tight timelines, was made possible by adopting a governance model representative of the experiences, practices and wisdom of our Board members. Our former agencies each nominated five members to sit on the Board of our new organization. Even though board members came from geographic configurations, their shared will to break down boundaries coupled with their deep loyalty to our collective community values, provided the leadership required in addressing the challenges that lay inherent in amalgamating three agencies representative of a geographic boundary that is greater than the combined land mass of New Brunswick, Nova Scotia and Prince Edward Island.

The amalgamation of Services Familiaux Jeanne Sauvé Family Services, Child and Family Services of Timmins and District and Timiskaming Child and Family Services took effect April 1st, 2012. In the eyes of many looking in, the task is complete. If only that was true.

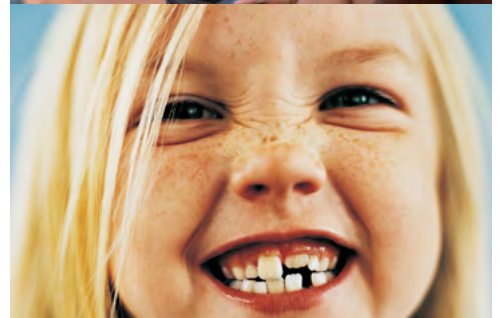




What we can say, is that we have concentrated our energies in the past year in building strong foundational pillars that will support our efforts to solidify our agency in the years to come.

- A Service Delivery Model dedicated to providing equitable, measurable and responsive services to all children, youth and families requiring our services.
- An administrative structure to provide the necessary financial, human resource, technical and physical plant supports for staff, foster parents, volunteers and clients.
- Quality Improvement mechanisms to allow for measurable performance outcomes in all of our programs. A strong data analysis component to provide guidance in allocating appropriate resources to service needs and to implement service strategies to better address evolving needs emerging from our communities.
- Governance structure that is not only representative of the communities we serve but also representative of our linguistic and cultural realities.

In just over one year of operation it surprises even those of us intimately involved in managing the change process, how much has been accomplished in such a short period of time. Let us review a few of them from our foundational pillars.



# Foundation Pillars

## Services

- Implementing a Central Intake screening team to triage all service requests to appropriate service streams across all Districts within our catchment area.
- Harmonized our Mobile Crisis definitions and practices across our entire region.
- Collaborated with the Timmins District Hospital and the Hospital for Sick Children in the development of an acute and tertiary care program for children and youth at risk. This is an initiative under the Children’s Mental Health Program. This innovative program will be presented to the Children’s Mental Health Ontario Conference in the fall of 2013.
- Partnering with Abinoojii Family Services through a formal Service Agreement whereby Abinoojii has agreed to provide child protection services on our behalf to four First Nation communities with our District.
- Expanding our volunteer services in the northern part of our District.
- Implemented an Autism Diagnostic Clinic in collaboration with a local Health Unit, our four school boards, the Children’s Treatment Centre and the Infant Development Program.
- Camp Cadanac provided a wonderful camping experience to 241 children with the support of North Eastern Ontario Children’s Foundation, our agency, our community sponsors and parents.
- We were successful in our application to be the sponsoring agency to provide a Youth Justice Restorative Program for South Temiskaming.
- Developed an Aboriginal Services Standing Committee of the Board with representation from our aboriginal communities to implement culturally appropriate programs and services and to strengthen our partnerships with our aboriginal community service providers.
- Development of a French Language Services Ad Hoc Committee of the Board to ensure compliance to the French Language Services Act but more importantly to bring forward recommendations to further strengthen our capacity to offer quality services to our francophone clients.





## Administration

- Consolidated all of our legacy service contracts into one integrated format.
- Implemented an Immersive Telepresence solution for video conferencing in three main sites – Kapuskasing, Timmins and Kirkland Lake. A fourth site – Temiskaming Shores will be operational shortly. The Telepresence solution has played a critical role in reducing our travel for staff and Board members with no reduction in productivity or in quality.
- Entered into shared service agreements with local service agencies for the provision of information technology supports.
- Enhanced Human Resource personnel supports to our three Districts to manage three collective agreements while providing support and guidance to managers and staff.
- Oversaw the purchase and renovations to our new Kapuskasing Campus office. This new facility provides state of the art meeting rooms for clients and staff while bringing all of our services to one site thus providing one access site for all services.
- Purchased and renovated the former Louis Rhéaume School in Timmins to accommodate programming for our Autism programs, our Intensive Service Coordination team as well as our Supervised Access Program in the central campus.



## Quality Improvement

- Database Consolidation – The QI Team has lead the Agency’s efforts in merging the various data systems for child welfare and children’s mental health. The result has been more reliable data to inform and improve our service delivery; as well as, the consolidation of related processes resulting in increased efficiency.
- Data-informed Decision Making – With improvements to data integrity and access, the QI Team has experienced a significant increase in requests for data to inform all aspects of service delivery and administration.

## Communications

- The development of brand for NEOFACS – This visual identity has been inspired by the Agency’s vision statement; “Strong, healthy and safe communities where children, youth and families thrive.” The people-focused brand represents diversity and longevity while communicating vibrancy, hope and change.



	Times New Roman	Trebuchet MS	Calibri
REGULAR	ABCDEFGHIJKLMNOPQRSTUVWXYZ abcdefghijklmnopqrstuvwxyz 0123456789	ABCDEFGHIJKLMNOPQRSTUVWXYZ abcdefghijklmnopqrstuvwxyz 0123456789	ABCDEFGHIJKLMNOPQRSTUVWXYZ abcdefghijklmnopqrstuvwxyz 0123456789
BOLD	ABCDEFGHIJKLMNOPQRSTUVWXYZ abcdefghijklmnopqrstuvwxyz 0123456789	ABCDEFGHIJKLMNOPQRSTUVWXYZ abcdefghijklmnopqrstuvwxyz 0123456789	ABCDEFGHIJKLMNOPQRSTUVWXYZ abcdefghijklmnopqrstuvwxyz 0123456789
ITALIC	ABCDEFGHIJKLMNOPQRSTUVWXYZ abcdefghijklmnopqrstuvwxyz 0123456789	ABCDEFGHIJKLMNOPQRSTUVWXYZ abcdefghijklmnopqrstuvwxyz 0123456789	ABCDEFGHIJKLMNOPQRSTUVWXYZ abcdefghijklmnopqrstuvwxyz 0123456789
BOLD ITALIC	ABCDEFGHIJKLMNOPQRSTUVWXYZ abcdefghijklmnopqrstuvwxyz 0123456789	ABCDEFGHIJKLMNOPQRSTUVWXYZ abcdefghijklmnopqrstuvwxyz 0123456789	ABCDEFGHIJKLMNOPQRSTUVWXYZ abcdefghijklmnopqrstuvwxyz 0123456789
LIGHT			ABCDEFGHIJKLMNOPQRSTUVWXYZ abcdefghijklmnopqrstuvwxyz 0123456789
LIGHT ITALIC			ABCDEFGHIJKLMNOPQRSTUVWXYZ abcdefghijklmnopqrstuvwxyz 0123456789



## Governance

- Developed standing committees of the Board to better govern the operations of our new organization. The Risk and Audit Committee has oversight over the following areas: financial, personnel and property. Our Quality Improvement Committee has oversight to all service obligations in all program streams as well as to our Quality Improvement and Assurance initiatives and to our Public Relations efforts. The Governance Committee has oversight on Board recruitment, board performance and board development.

We are proud of our achievements in our first year of operation. Clearly there is much more work that is required to solidify our organization. Nevertheless the foundational pillars we have built are secure. The successes of the past year will provide us with the confidence in working through emerging challenges that lie ahead.

These include but are not limited to:

- In our Human Resources Sector, we will be negotiating a first Collective Agreement for our unionized staff, re-enacting a pay equity process and implementing recruitment and retention strategies.
- In our Service Delivery stream we will be negotiating a mentorship agreement with Kuuwanimano Child and Family Services, a pre mandated agency. The mentorship agreement will be mutually beneficial to both organizations and should serve to harness a collaborative approach to the provision of services to our aboriginal population.
- Implementation of a revised funding model for child protection and its future impact on our organization as we set out to sail on our own.
- The impact, if any, on our organization regarding Ministry directed transformation initiatives in children's mental health once rolled out.

In the course of the next year we will initiate an agency strategic plan to provide us with several strategic directions that will act as our roadmap to achieving the best results for our children, youth and families as well as embarking on a series of public relation initiatives and functions to further promote our agency in each and every one of our communities and in all of our 22 service sites.

Our accomplishments and successes of our first year reflect the hard work of many. The passion, commitment and dedication of our Board, staff, foster parents and volunteers have given us the necessary thrust to move forward. For if not, our successes would be far and few and our challenges would be many.

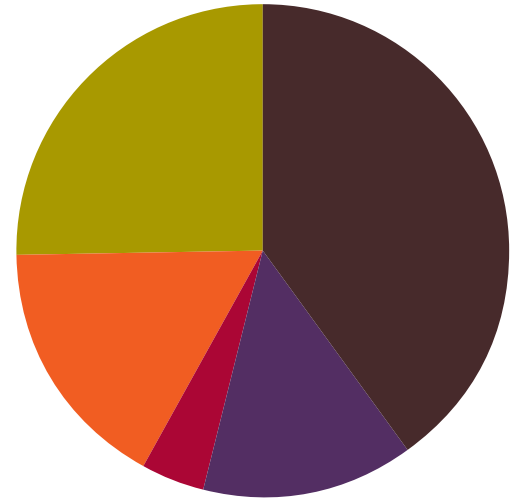
Our evolution will continue. Our destination as to what our future will look like may be unknown but in our efforts to define it, we are confident the journey we have embarked on will strengthen our capacity to work together for the well-being and safety of our children, youth and families.

Garry Dent, Board President  
Richard Lambert-Bélanger, Executive Director

# Services Summary

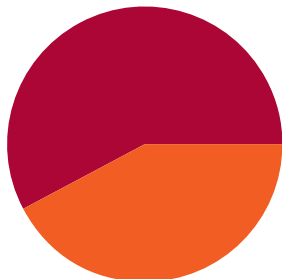
## Youth Justice Number Of Clients Served

● Attendance Centres.....	137
● Restorative Justice.....	47
<i>Number of hours of direct service .....</i>	<i>132.5</i>
● Anger Management .....	14
<i>Number of hours of direct service .....</i>	<i>336.75</i>
● Pineger Youth Centre .....	57
<i>Number of hours of direct service .....</i>	<i>2247</i>
● Community Support Team .....	86
<i>Number of hours of direct service .....</i>	<i>1117</i>



### Community-based Services - Ontario Early Years Centre

● Number of parents/caregivers served .....	1291
● Number of children served .....	1508



● Number of parent/caregiver visits .....	8549
● Number of child visits .....	11599

<i>Number of hours of direct service .....</i>	<i>3094.5</i>
<i>Number of hours of workshops .....</i>	<i>280.5</i>
<i>Number of participants in workshops .....</i>	<i>1150</i>



### Community-based Services - Brighter Futures

● Number parents/caregivers served.....	265
● Number children served .....	283



● Number child visits .....	3270
● Number Parent/caregivers visits.....	1976

<i>Number of hours direct service .....</i>	<i>409</i>
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### Community-based Services - Supervised Access Program

Number of visits and exchanges arranged .....	499
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## Children's Mental Health Number Of Clients Served

Child & Family Intervention (CFI).....	1957
<i>Number of Mobile Crises</i> .....	530
Mental Health Workers in Schools .....	159
Family Preservation .....	246
F.W. Schumacher Residence & Pavillon .....	42
<i>Number of Days Care F.W. Schumacher Residence &amp; Pavillon</i> .....	4533
Autism Behaviour Consultation .....	161
Intensive Behaviour Therapy .....	57
Intensive Service Coordination.....	91
Psychological Services .....	333

## Child Welfare Investigation

Number of reports received, full investigation not required.....	1675
Number of investigations open at beginning of year .....	148
Number of investigation cases:	
● opened during the year.....	1022
● re-opened during the year .....	424
● served during the year .....	1594
Total number of investigations completed .....	1417

## Ongoing Service

Number of ongoing service cases open at beginning of year.....	589
Number of ongoing service cases opened during the year .....	560
Number of ongoing service cases	
● closed during the year.....	534
● open at year end .....	615

## Children in Care

Number of children in care beginning the year.....	252
Number of children in care admitted/readmitted during the year .....	213
Number of children in care discharged during the year .....	196
Number of children in care at year end.....	269

## Foster Care

Number of foster homes available at beginning of year .....	88
Number of new approved foster homes during year .....	10
Number of foster homes closed during year .....	24
Number of foster homes available at year end .....	74

## Kinship Care

Number of kinship care homes available at beginning of year .....	7
Number of new approved kinship care homes during year .....	10
Number of kinship care homes closed during year .....	6
Number of kinship care homes available at year end .....	11

## Adoption

Number of adoptions completed .....	9
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## North Eastern Ontario Family and Children's Services Statement of Revenue And Expenses

YEAR END MARCH 31	Budget 2013	Actual 2013
REVENUE (Grants and other)	\$38,572,186	\$38,932,714
<b>Expenses by Program</b>		
Child Welfare	20,109,897	20,113,557
Ontario Early Years	583,257	659,123
Early Literacy Specialists	67,079	67,079
Data Analysis	67,079	67,079
Targeted Increases-New Workers	225,000	225,000
Mental Health Workers in Schools	225,000	225,000
Child and Family Intervention Operating Residential	2,056,600	2,056,600
Child and Family Intervention Operating Non-Residential	4,581,564	4,581,116
Intensive Child and Family Services	482,620	480,824
Mobile Crisis	132,048	132,049
Tele-Psychiatry Program	30,000	30,000
Children's Mental Health 0-6	434,830	434,830
Intensive Service Coordination	1,036,658	1,036,658
Other ASD Supports	93,450	93,450
ASD Respite Services	100,650	100,649
Community Capacity Building	119,004	119,004
Alternative Dispute Resolution	38,717	38,717
Partner Facility Renewal	69,962	69,962
Child Protection Transformation Fund	77,800	87,889
Non-Residential Attendance Center – Pilot	937,392	937,392
Restorative Justice Demo Project	53,674	53,674
Restorative Justice Demo – Other	15,000	15,000
Anger Management / Violence	123,934	123,934
Community Support Team	458,457	458,457
Youth Mental Health Court Worker	44,100	44,100
Secure Detention – Secure Custody – Pinegar	1,984,594	1,985,191
Open Custody Contract – Nick Kuzmich Residence	255,440	255,440
MAG Restorative Justice	0	54,863
CAMPH-Acute Care Beds	202,411	202,411
Supervised Access Program Timmins	862,943	862,943
Supervised Access Program Timiskaming	175,066	175,065
Tri-Agency Merger	175,065	175,065
Brighter Futures – Timiskaming and Cochrane District	1,277,134	1,419,799
Timmins Family Health Team	130,000	139,703
Autism Behaviour Analyst – One Kid's Place	71,857	71,856
Crown Ward Education Champion	75,000	75,000
Family Resource Centre Program	94,173	119,960
School's Cool – CDSSAB	101,000	101,194
Early Learning Program – TDSSAB		170,866
Recovery Accounts		6,540
0-6 TDSSAB	73,904	73,904
FASD		16,371
Transportation – TDSSAB	10,980	10,980
Triple P – Trillium Fund	96,752	96,752
Community Capacity Building – TDSSAB	71,358	71,358
Passport		1,421
	38,461,099	39,086,424
<b>EXCESS (DEFICIENCY) OF REVENUE OVER EXPENSES FOR YEAR</b>	<b>111,087</b>	<b>153,710</b>
*Unaudited. See accompanying notes.		

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

<i>Current Excess (Deficiency) of Revenue Over Expenses by Program</i>	2013
Excess (deficiency) of revenue over expenses consists of:	
Child Welfare Combined	(1,504)
Child and Family Intervention	449
Intensive Child and Family Services	1,796
Alternative Dispute Resolution	100
Child Protection Transformation Fund	(10,089)
Secure Detention – Secure Custody – Pinegar	(597)
Tri-Agency Transition Cost	(142,666)
Brighter Futures	(1,447)
Family Resource Centre Program – CDSSAB	2,903
School's Cool – CDSSAB	(194)
Recovery Accounts	(3,882)
Passports	1,421
	153,710





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](http://www.neofacs.org)

**Head Office/Siège social:**  
 707, avenue Ross est/707 Ross Avenue East,  
 Timmins, ON P4N 8R1  
 Telephone/Téléphone: (705) 360.7100  
 Fax/Télécopieur: (705) 360-7200

**District Office/Bureau du district:**  
 29, avenue Kolb/29 Kolb Avenue  
 Kapuskasing, ON P5N 1R1  
 Telephone/Téléphone: (705) 335-2445  
 Fax/Télécopieur: (705) 335-4391

**District Office/Bureau du district:**  
 6, chemin Tweedsmuir /Tweedsmuir Road  
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