

## Mission Statement:

# Strengthening Children and Families for a Better Future

## Aspiration Statement:

CKCS is an accredited multi-service agency that responds to the unique dynamics of our families.

We support the well being and safety of our children and their families through evidence-based practices and collaboration with community partners.

Together, CKCS' employees strive to foster an environment that encourages positive growth, professional development and progressive change.

## Together with our community, CKCS **CREATES:**

Collaboration

Respect

Equality

Accountability

Trust

Empowerment of families

Support



Chatham-Kent  
Children's Services

Services pour les enfants  
de Chatham-Kent

## Board of Directors

President	Mary Alice Searles
Vice President	Tricia Khan
Secretary/ Treasurer	Eryn Smit
Director at Large	Mike Packer
Director	Lisa Demers
Director	Chief Greg Peters
Director	Hal Bushey
Director	Kelly Farrugia
Director	Robin Greenall
Director	Brian Knowler
Director	Nicole Dupuis
Director	Tracy VanDenBossche



## Annual General Report 2015-2016





# Report from the Board President and Executive Director

This past year Chatham-Kent Children's Services managed a tremendous amount of operational and organizational change for both our children's mental health and our child welfare services. Those changes were in concert with MCYS initiatives regarding Moving on Mental Health, the child protection provincial data system (CPIN) and several provincial Directives related to improving services for children and their families. As an integrated children's mental health and child protection agency, our staff works together to strengthen the relationship between these two service streams thereby promoting the agency's mission of strengthening children and families for a better future.

CKCS was named as the children's mental health Lead Agency for our service area as well as being a key partner in the establishment of the ACCESS Open Minds single point of access program that officially opened its doors in Chatham on May of 2016. We also launched a formal Drop-In Clinic to assist families awaiting mental health services and partnered with Chatham Kent Health Alliance to provide a mental health counsellor in their Emergency Department at the hospital to respond to youth presenting at CKHA emergency department with serious mental health challenges.

The agency volunteered to participate in the second wave of Children's Aid Societies moving onto the provincial CPIN enterprise data system. Chatham-Kent Children's Services went "live" on the Child Protection information Network in late April of 2016, joining ten other agencies on this system. CPIN is a province wide information system that will eventually link all of Ontario's CAS data bases. Our CPIN project team worked tirelessly through many months to ensure a smooth deployment to this new data management system.

As an example of our strategic direction on accountability and transparency, the Board and senior leadership team support the development and implementation of child welfare performance indicators for child safety, wellbeing and permanence. These indicators will provide important data for the Board and staff, informing policy development, budgeting and planning.

The Board of Directors have completed a successful recruitment of new members while implementing improved governance practices consistent with recommendations from OACAS and CMHO. The Board has demonstrated excellent fiscal management by ensuring that we have maintained a Balanced Budget year over year in spite of restraints as a result of child welfare funding reductions of 2% per year since 2013. The Board is awaiting the Ministry's development of a new funding formula for children's mental health to assess that impact on the overall operating budget.

Lastly, it is important for us all to remember that the work of CKCS could not be done without the assistance of community partners, the support of our volunteers and foster families, the incredible dedication of our staff who perform difficult work every day, and for the commitment of our Board of Directors in keeping the children and families in Chatham -Kent safe and healthy.

Mary Alice Searles, Board President  
Stephen Doig, Executive Director

## Financial Statistics

REVENUE	2015/2016	2014/2015
Province of Ontario	\$ 23,954,781	\$ 24,065,343
Municipality of Chatham-Kent	2,552,328	2,737,537
Hope Housing	78,327	78,327
Catholic School Board	15,374	16,404
United Way	38,525	37,240
Chatham-Kent Health Alliance	100,000	-
Other	13,638	4,825
Expenditure Recoveries, Rebates, Interest	1,070,473	1,193,050
	<u>27,823,446</u>	<u>28,132,727</u>
EXPENSES BY PROGRAM		
Child Welfare	20,560,907	21,119,076
Ontario Early Years and Best Start	1,068,636	1,135,921
SCS-Infant Development and Other;		
Special Needs	2,895,762	3,028,062
Resourcing and Autism Classroom Child & Family Intervention,		
Children's Mental Health 0-6 and	2,857,724	2,511,941
Youth Criminal Justice Act		
Other Programs	440,417	337,696
	<u>27,823,446</u>	<u>28,132,695</u>
Operating Surplus (Deficit) for the Year	\$ <u>0</u>	\$ <u>31</u>

# Child Protection Services

Chatham-Kent Children's Services - Child Protection services have had a very busy and successful year full of challenges and opportunities. In April of this year, our agency joined the ranks of a handful of child welfare organizations that have fully transitioned to CPIN (Child Protection Information System). Go Live in April was the culmination of many months of intense work and training by staff at all levels in IT, QA, Service functions and Finance. Staff are to be commended for their tireless efforts to have a successful launch that was supported by Ministry staff and touted as an example of great partnership and collaboration.

In the spring of this year, the child welfare sector reported aggregate information on the performance of CASs with five metrics intended to reflect safety, permanency and well-being of children and youth. MCYS is working with the CASs of Ontario to improve outcomes for children and youth who are receiving services and to strengthen accountability across the child welfare sector. In the spring of 2016, MCYS also introduced Quality Improvement Plan (QIP) expectations for CAS's in partnership with the Ministry as another opportunity to ensure consistent application of the Child Protection standards and reduce service variability amongst CAS's.

Our Foster Care Licensing and Child in Care Reviews were exceptional again this year. We received a full license and there were no directives issued. Our Crown Ward review was also extremely successful and accolades were given to the agency by the reviewers specifically commenting on our permanency planning for children and the work done on 'family finding' and the efforts made to locate family. We completed 40 adoptions in 2015-2016, a testament to our commitment to finding permanency options for children including kin placements and legal custody.

Also in the spring 2016, the Joint Protocol for Student Achievement (JPSA) was signed by Lambton Kent District School Board, St. Clair Catholic District School Board, Conseil Scolaire Catholique Providence, Conseil scolaire Viamonde and Sarnia-Lambton Children's Aid Society and Chatham-Kent Children's Services. It details the commitment to partnering CASs and school boards to assist JK to grade 12 students who are in the care of CAS to benefit from learning opportunities and supports available in schools to achieve academic success. The next phase of the protocol includes French translation of documents and Board and CAS staff training.

As we begin this fiscal year, we are excited to embark upon a new approach to service delivery by introducing Signs of Safety as a complement to our child protection service. This approach recognizes early help and strength based strategies in working collaboratively with families. While just in the early stages, we have a well-rounded SOS Implementation team that is excited and encouraged by the opportunities ahead to enhance our service delivery.

Bonnie Wightman  
Senior Director of Protection Services

### A note from grandparents to a foster parent

'.....Just a note to say thank you so very, very much from the bottom of our hearts for taking the time out of your life to not only just shelter and assist, but to share such love to our kids, has been such a comfort through the worst days we have ever experienced in our lives. The kids are so happy that you're so kind to them, they are not afraid or feel insecure with you and that in itself says a lot, there is a very special place in heaven for you and for those who reach out in times like this to help these kids! I could live a thousand lives and still be unable to thank you enough for the hugs and kisses and reassurance you have provided to the kids while Gram and Papa eagerly await for them to return to us. Thanks again'

# Mental Health, Developmental and Prevention Services

It has been an exciting year and there is cause for celebration for Children's Mental Health, Developmental and Prevention programs at CKCS. Focussing on our foundational values and mission while adapting to the ever changing environment in children's mental health, special needs and the family support programs, CKCS has continued to be a leader in enhancing the service system in Chatham-Kent. Our dedication to seeking better ways to deliver care to our children and youth is particularly evident in the review of our accomplishments that exemplify our success.

In August, the Ministry of Children and Youth identified CKCS as the lead for Children's Mental Health Services for Chatham-Kent. This year also saw significant enhancement of services through partnerships with health and education. CKCS reaffirmed our commitment with our Education partners by hiring staff for the Section 23 classrooms in September. In February, CKCS started to offer mental health assessments in the Chatham-Kent Health Alliance Emergency Department through our partnership with health to begin to address the increased rates of emergency department visits and inpatient hospitalizations. CKCS has been very involved in creating youth-friendly spaces through ACCESS Open Minds Chatham-Kent.

In addition, CKCS changed the intake process for Children's Mental Health and Developmental services. New referrals to the agency hear an automated message that gives them the choice of making a protection (children's aid) referral, a mental health and developmental referral or other inquiries. CKCS also launched the "Walk in Clinics" in December, an essential core mental health service ensuring children and youth would have access to services at the right time.

CKCS has remained a leader in enhancing the service system's capacity through education by obtaining a grant for Suicide Prevention Community Funding Supports. Suicide Prevention training occurred in January and February allowing for CKCS staff, as well as our agency partners the opportunity to obtain additional training on evidence informed interventions. Parents were also offered Safe Talk training in February so they could learn about the signs of suicide and how to approach their children around this difficult topic.

Over the last year, CKCS has also been very involved in the Chatham-Kent Special Needs Strategy and the recent presentation to the Ministry of Children and Youth on the current and new state for special needs services. Our focus of enhancing the service experience for children and youth with complex developmental challenges continues to be one of our primary goals.

Transformation of Children's Mental Health and Special Needs is in the early stages of development and CKCS has focussed on strengthening services through engagement with community partners. By working with our partners and striving to meet the strategic goals, the agency is able to make the best use of our resources and find ways to improve services.

**JoDee Anderson**  
*Director of Mental Health,  
Developmental and Prevention Services*

Parent's survey response when asked 'what did you find most helpful about the services you/your child received from a Mental Health caseworker

"...having someone to talk to that understands what my child is going through, who can also offer her tip/tools to help her cope."

# Service Highlights

	2015/2016	2014/2015
Intake/Family Services		
Total Reports Received	2,226	2,224
Total New Investigations	894	1,039
Investigations Not Required	810	902
Cases Opened	312	356
Cases Open At End of Year	421	469
Children in Care		
Children Admitted to Care	78	120
Children Discharged From Care	118	157
Children in Care At End of Year	177	217
Total # of Children Served in Care	295	374
Total Days Care Provided	72,081	85,810
Total Adoptions Completed	40	20
Total New Foster Homes Opened	2	6
Total Foster Homes at End of Year	72	86
New Kinship Service Homes Opened	37	61
# of Kinship Service Homes at End of Year	38	40
Adoption Disclosures Completed	10	13
Children's Mental Health		
Intake Referrals	574	492
Short Term Assessment & Treatment	216	222
#Served - Treatment Services	542	524
Psychological Assessment	242	221
Young Offenders Served	6	4
Psychiatric Consults	224	238
Telepsychiatry Consults	60	57
Telepsychiatry Educational seminars	18	16
Child Development		
Children's Special Needs Resourcing	260	255
Community Services		
Hope Housng - Resident Contacts	1442	1,366
Total # of Volunteers	90	101
Volunteer Hours	804	*314.7
Kms Driven by Volunteers	722,778.72	857,846.81
Early Years - Children Served	3,880	3,644
Early Years - Parents/Caregivers Served	4,866	2,745

\*data obtained from October 2014 – March 2015



# Strategic Plan--Annual Report Card Highlights for 2015 -16

## Strategic Direction #1

### Services to Empower & Strengthen Children and Families

- ✓ 2015 MCYS Crown Ward review results demonstrating excellent outcomes for safety, permanence and wellbeing of the children in our care
- ✓ CKCS volunteered for the second wave of CPIN deployment with a 'go live' date of April 2016
- ✓ CKCs continues to participate in the provincial Lead Agency Consortium to strengthen overall children's mental health services
- ✓ Participation in an Education Data sharing agreement with MCYS, Ministry of Education to assist with better support for academic success for children in care
- ✓ United Way continued funding of the Autism treatment Classroom

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## Strategic Direction #3

### Provide Inclusive & Accessible Services through an Accountable & Transparent System

- ✓ Funding from the LHIN for Child & Adolescent Crisis Intervention at Chatham- Kent Health Alliance to provide early access to mental health services for children/adolescents presenting at the Emergency department experiencing emotional/mental health issues.
- ✓ First formal Customary Care Protocol signed with Delaware Nation providing extended family and kin placements for Delaware Nation children
- ✓ CKCS files reviewed by the Motherisk Commission reflected that court decisions were made without undue dependence on any substance abuse testing
- ✓ Internal communications through quarterly Town Hall meetings, Staff meetings and an agency newsletter.

**Mission:**  
**Strengthening**  
**Children and Families**  
**for a Better Future**

## Strategic Direction #2

### Maintain, Strengthen and Develop Community Partnerships

- ✓ CKCS was confirmed as the Lead Agency for Chatham-Kent as part of the ministry's *Moving on Mental Health* initiative
- ✓ Assisted with organizing the *You, Him, Her, and Me Mental Health Affects Everyone* symposium along with Making Children Better now.
- ✓ CKCS regularly participates in the Chatham-Kent Leaders Cabinet providing a networking opportunity with our community partners.
- ✓ Involved in the development of the Fast Intervention Risk Specific Team (FIRST) to address situations of acutely elevated risk as part of community safety and wellbeing
- ✓ Updated Police-Schools-CAS protocol with the public, separate and French language school boards
- ✓ CKCS a key partner in the ACCESS Open Minds single point of access for child and youth mental health services
- ✓ CKCS hosted training to community partners; SAFE-Talk (parents and community partners), ASK (Assessing Suicide in Kids)
- ✓ Hosted two separate VTRA training (Violence Threat Risk Assessment) for CKCS staff and community partners for early identification of possible threat/risk assessments in the community and schools

## Strategic Direction #5

### Maintain, Strengthen and Develop Governance and Financial Acuity

- ✓ MCYS Child Welfare funding continues to reflect a 2% reduction year over year with the Board of Directors maintaining a Balanced Budget
- ✓ The Board of Directors participate in the OACAS Good Governance survey which reflects improved understanding of agency governance and financial management
- ✓ The Board has initiated a new Board orientation process for both new and existing Board members.
- ✓ Participation in the OACAS 2<sup>nd</sup> Annual Forum on Governance sharing best practices, tools and ideas amongst all CAS's.
- ✓ Development of a Quality improvement Plan and quarterly reporting to MCYS along with the publicly posted key Performance Indicators

## Strategic Direction #4

### Be an Employer of Choice with a Supportive Environment & Promote Professional Excellence

- ✓ Renovations at the Grand avenue campus creating additional private meeting and conference rooms for client services
- ✓ Opening of our Drop In Clinic "Door of Hope" to provide short term counseling support to families and their children
- ✓ MCYS Foster Licensing Reviews reflected exceptional plans for children in care
- ✓ Volunteer recognition events celebrating that "Volunteers are the roots of strong communities> just like roots are essential for trees to bloom, volunteers are essential for communities to bloom"

**Collaboration** **Respect** **Equality** **Accountability** **Trust** **Empowerment of families** **Support**