

Family & Children's Services of St. Thomas and Elgin ANNUAL GENERAL MEETING

June 16, 2016

President's and Executive Director's Annual Report for 2015 / 2016

Like many other years in child welfare, 2015-16 has been a year of change, progress and challenges. Through all of this we at Elgin CAS can be justly proud of how well we have pulled together to maintain our usual high standards for service outcomes and quality.

About 10 years ago, an Elgin CAS youth in care by the name of Ben attended an OACAS-organized event that had Justin Trudeau as a key note speaker. Ben, among the group of youths, challenged the Executive Directors of child welfare in Ontario to judge the value of their services by asking: ***"What would a good parent do?"*** Little did we know at that time how profound and insightful that challenge would be? A CAS may not be able to replace the parent that is lost when a child is removed from a home, but that does not relieve the responsibility of the CAS from trying. A CAS should be held accountable to keep children safe, enhance their well-being, provide a consistent and dependable permanent family and do this all in a way that is both good value for money and sustainable. By adopting this challenging mantra, one may determine how a CAS is performing in serving the children, youth and families in its community, by looking at key outcome indicators in **Safety, Wellbeing, Permanence, Accountability and Sustainability**. On the inside pages of this report we share our results with you.

Share the Responsibility for the Welfare of Children and Youth with Families and the Community

We are grateful for the commitment of our community partners who work in collaboration with us to protect children and youth from abuse and neglect in Elgin County. These special relationships with our community partners allow us to fulfill this key strategic direction set for us by the Board of Directors, and contributes significantly to helping achieve these good service outcomes at Elgin CAS.

We salute the Staff, Managers, Foster Parents, Volunteers and Board of Directors for the excellent work provided during this year. It is only through your hard work, commitment and dedication that these positive outcomes could have been possible. It has been our privilege to serve during this year as your Executive Director and President of the Board.



Jennifer Paul-O'Donnell
President of the Board



Rod Potgieter
Executive Director

The Board of Directors Appoints New Executive Director

Derrick Drouillard brings nearly 24 years of child welfare experience with him to this role. Over the course of his career Mr. Drouillard has worked at various roles within three different Children's Aid Societies in Ontario and is well known for his passion and enthusiasm for child welfare work. He is a strong advocate for children, youth and families and cares deeply about the St. Thomas and Elgin community.

For the past 4 years, the agency has been fortunate to have Mr. Drouillard's leadership as the Director of Service for our agency. As a member of the Senior Management Team he has been instrumental in a number of key initiatives related to children, youth and families.

Derrick is an exceptional leader who has demonstrated his ability to engage people in improving services for children youth and families both in our community and on a provincial level. The FACS Elgin Board of Directors is looking forward to Derrick's continued energy and enthusiasm in this new role.



Child Welfare = Safety + Wellbeing + Permanence + Accountability + Sustainability

In March 2016, child welfare in Ontario publically reported on 5 Key Performance Indicators (KPIs) for the first time for each CAS in the province. These 5 KPIs are referred to in the accompanying info-graph.

Safety:

A Safe and Permanent Family with Life-Long Connections

There are 2 publically reported KPIs that measure safety. Children are considered to be “safe” when their case does not re-open for another child abuse investigation within 12 months of its closure, after the investigation or after ongoing services are completed. A lower score on this indicator can suggest that the agency is applying the correct criteria to determine the need for ongoing services.

Outcomes:

At both intake and ongoing services Elgin CAS is doing very well and achieving outcomes below the provincial aggregate, particularly at point of intake.

Well-Being:

Authentic Engagement

There is one publically reported KPI for well-being. This is the quality of the caregiver relationship, i.e. the average score out of 8 for all youth (ages 10-17) who have been in care for more than a year, rated on a 4 question scale. A youth’s score has been shown to be an accurate predictor of placement stability, which has a well-established positive correlation to a youth’s well-being.

Outcomes:

While below the provincial aggregate of 6.5 for 2013-14, the Elgin CAS score of 5.6 (ages 10-15 years) and 6.0 (ages 16+) is still indicative of positive scores in these key relationships. These scores reflect the impact on the results of two youth within these cohorts who were close to being returned home and rated their caregiver relationships significantly less positively, during this transitioning period.



Accountability:

A key outcome indicator in this category is the CASs performance on what was called a “Cyclical Review” and is now referred to as an “End to End Review”. This review sets out to answer two key questions: How is this CAS serving the children youth and families in its community and what is that CAS’s capacity to improve?

Outcomes:

Elgin CAS volunteered to be the second CAS to pilot this review process and we are pleased to report that we achieved 100% compliance in meeting all 78 of the required performance expectations.

Permanence:

A Safe and Permanent Family with Life-Long Connections.

There are 2 publically reported KPIs that measure permanency. When a child cannot remain with their family, placement is preferred in another family, optimally with kin (relatives) rather than a placement in a group home. This measure captures the days of care provided in each fiscal year and compares family based care, group care and “other” (independent living and treatment facility).

Outcomes:

Elgin CAS does very well, scoring above the provincial aggregate for family based care. Elgin CAS is steadily bringing down the ratio of youth placed in group homes from 14.5% in 2011-12 down to 0.3% in 2013-14.

The second publically reported KPI is Time to Permanency and measures what percentage of children admitted to care during the previous year are discharged within 12 months. Lasting reunification with their family or with kin is the goal for most children placed in out-of-home care.

Outcomes:

In 2013-14, Elgin CAS got very good results, scoring well above the provincial aggregate of 62% with a score of 68.5% and this was a full 10 percentage points above the Elgin CAS score from the previous year.

Sustainability:

Changes to CFSA Reg. 70 in 2013 required each CAS to balance their budget according to the funds allocated under a newly designed funding model.

Outcomes:

Each year since then, Elgin CAS has balanced its budget and generated surpluses. While achieving this, Elgin CAS received the second lowest per capita funding rate of all 8 CASs in the South West Region, thereby demonstrating not only good service outcomes but also good value for money and sustainability.

BOARD OF DIRECTORS 2015-2016



Seated, Left to Right: Cathy Grondin (Vice President), Rod Potgieter (Executive Director), Jennifer Paul-O'Donnell (President)
 Standing, Left to Right: Dan Weagant (Past President), Tracy Grant (Secretary), Tonya Sheldon (Treasurer), Sylvia Thomas, Geoff Gosse, Cheryl Fish, , Katharine Enns. *Not in photograph: Cherie Hall*

With the Annual General Meeting bringing the 2015 – 16 year to an end it also marks the end of an era for Rod Potgieter, our Executive Director. Rod retires from Elgin CAS as of June 17th. These thirteen years he has spent as ED have moved the agency forward in a way that demonstrates Rod's concern for the children in our county and ensures that this agency is doing Child Welfare right. We thank him and invite you to stay for his retirement celebration immediately following this meeting.

Youth In Care Executive

The Youth in Care Executive Committee is typically comprised of 4-6 members, plus two agency Youth in Transition workers. The youth are either recommended by a worker or volunteer themselves. The group meets once a month at the agency and their role involves things such as networking, planning activities for other youth in care, distributing communications, attending provincial events and advocating.

The Elgin Youth In Care Executive Committee (YICEC) continues to be an active participant in the South West Zone events, operating under the umbrella of the Youth CAN. Recent events include a Canada's Wonderland Leadership Conference and a Lightening Basketball Game.

Some of the most popular Youth in Care (YIC) events over the past year, organized by the Executive, have been horseback riding, laser tag and bowling.

We also celebrated Child and Youth in Care Day at Queens Park on May 10th. We look forward to attending this event again next year.

This years' annual Youth CAN conference will be held at McMaster University on August 8, 9 and 10. This is a favorite event of the Executive where youth have an opportunity to network and attend workshops with other youth across the province.

The L.O.M.E. Committee, consisting of staff and youth from London, Oxford and Elgin (LOME) CASs, is an education-driven committee. Some of the unique workshops the youth attended include a Skilled Trade Event, and College and University Presentations.

We are looking forward to kicking off our Annual Summer Youth Employment Program. This trademark activity continues to be popular with our youth We anticipate the Co-Coordinator will start early June with hopes that the youth will be registered, trained and ready to start their placements in early July. Please watch for flyers in the mail.

The dedication and hard work of the Youth in Care Executive Committee is appreciated by all.

The Executive would like to thank the agency, Elgin Children's Foundation and our Community Partners for their ongoing support.

FAMILY & CHILDREN'S SERVICES STATEMENT OF OPERATIONS YEAR ENDED MARCH 31, 2016

REVENUES

Ministry subsidies	\$12 546 519	93 0%
Maintenance - other societies	350 591	2 6%
Other income and recoveries	252 984	1 9%
Children's special allowance	233 707	1 7%
Rental Income	100 000	0 7%
Maintenance agreements	1 305	0 0%
TOTAL REVENUES	\$13,485,106	100 0%

EXPENSES

Direct Service Expenses		
Salaries and wages	\$ 6 487 917	49 8%
Boarding rate payments	2 405 612	18 5%
Employee benefits	1 631 709	12 5%
Clients' personal needs	559 622	4 3%
Travel	400 541	3 1%
Health related expenses	170 477	1 3%
Purchased services - client related	78 387	0 6%
Training and recruitment	73 642	0 6%
Program expense	10 659	0 1%
Total Direct Service Expenses	11 818 566	90 6%

Administrative Expenses

Building occupancy	515 599	4 0%
Technology	276 107	2 1%
Office administration	230 100	1 8%
Miscellaneous	104 367	0 8%
Purchased services - non-client related	80 181	0 6%
Promotion and publicity	13 272	0 1%
Total Administrative Expenses	1 219 626	9 4%

TOTAL EXPENSES	\$ 13 038 192	100 0%
-----------------------	----------------------	---------------

Surplus Year Ended March 31, 2016	\$446,914	
--	------------------	--