

ANNUAL GENERAL MEETING

Talbot Teen Centre, June 16, 2014 6:30pm



President's and Executive Director's Annual Report 2013/2014

2013/14 has been an exceptional year. We were faced with enormous financial challenges when the details of the new funding allocation were announced. Elgin County received \$900,000 less for child protection than our expenditures for the previous year of 2012/2013.

What made the year exceptional were not the financial challenges, we have had those before, but how the whole Agency responded to those financial challenges. Everybody rolled up their sleeves, consulted our Strategic Plan, scoped our core services on a chart along with their associated risks if they were cut and started exploring options. These options needed to focus on improving client services by targeting higher-priced, intensive and intrusive child welfare services while at the same time minimizing the impact of service cuts and protecting jobs.

A plan was devised with input from Staff, Managers and the Board of Directors to aim for a target of zero youth in Outside Paid Resource (OPR) Group Homes, evolve Supervised Access into a new Family Visitation Program and to reduce travel expenditures. Service volume reductions in the past year also helped to mitigate circumstances and reduce pressures. However, we still had to lay off 10 people, the equivalent of 7.3 full-time positions.

This meant that the Agency experienced a very tough year; saying goodbye to valued staff members, accelerating change management to cope with the new service structure, increased tasks cascading down onto caseworkers, reduced travel options and keeping OPR Group Homes at zero.

While we all continue to cope with the stresses of significant change, we have been very successful in restructuring our services to become more effective and more efficient with better outcomes while demonstrating increased value for money. We have been able to turn a \$900,000 deficit at the beginning of the year to a small surplus of \$30,608 being returned to the Ministry at year end.

FAMILY & CHILDREN'S SERVICES STATEMENT OF OPERATIONS YEAR ENDED MARCH 31, 2014

REVENUES

Ministry subsidies	\$13,132,919	94.0%
Maintenance - other societies	370,833	2.7%
Children's special allowance	297,354	2.1%
Other income and recoveries	167,910	1.2%
Maintenance agreements	3,665	0.0%

Total Revenues	\$13,972,681	100.0%
-----------------------	---------------------	---------------

EXPENSES

Direct Service Expenses

Salaries and wages	\$6,670,047	47.8%
Boarding rate payments	2,472,210	17.7%
Employee benefits	1,836,686	13.2%
Clients' personal needs	616,919	4.4%
Travel	473,831	3.4%
Health related expenses	227,696	1.6%
Purchased services - client related	178,584	1.3%
Training and recruitment	86,661	0.6%
Program expense	14,787	0.1%

Direct Service Expenses	\$12,577,421	90.2%
--------------------------------	---------------------	--------------

Administrative Expenses

Building occupancy	519,883	3.7%
Office administration	306,629	2.2%
Technology	257,168	1.8%
Purchased services - non-client related	158,970	1.1%
Miscellaneous	113,014	0.8%
Promotion and publicity	8,988	0.1%

Administrative Expenses	\$1,364,652	9.8%
--------------------------------	--------------------	-------------

Total Expenses	\$13,942,073	100.0%
-----------------------	---------------------	---------------

Surplus Year Ended March 31, 2014	\$30,608
--	-----------------

Annual Report 2013/2014 Continued

Receiving \$222,000 from the Ministry to assist with the costs of restructuring our services was a big help.

Alongside our Staff we are fortunate to have 46 volunteers, including Board members, who provided 6,700 hours of volunteer work and transported children a total of 275,000 kilometers throughout the year.

We continue to actively engage our youth who are graduating from CAS care to provide them with the supports, education and abilities to ensure that their real life stories are as successful and meaningful as possible. We strive always to provide them with a better life than they were given. We support the initiatives to increase the age of protection from 16 to age 18, to allow youth to stay in their foster homes beyond age 18 and to permit CASs to continue to support our previous crown wards beyond age 21 and to at least age 25. We were pleased when the Ministry announced some additional funding this year to support youth who are enrolled in an approved college or university program beyond the age of 21 as well as funding for extended health care benefits.

This has been a difficult year for Family and Children Services of St. Thomas and Elgin and 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.

At the beginning of the year, we could not imagine how we would cope, and we take our hats off to the Staff, Foster Parents, Volunteers and Board of Directors for the excellent work that has been undertaken. We not only survived but we thrived by improving the quality of our services, while saving money at the same time.

It has been our privilege and delight to serve you during this last year.



Jennifer Paul-O'Donnell
President of the Board



Rod Potgieter
Executive Director

So, what is the Elgin CAS model we have been developing over the last 10 years? Key elements are:

Admission to Care prevention. Can we protect children and youth without moving them from their family of origin?

Keep children and youth with families when possible and not in group homes.

Place children and youth with relatives when they are unable to remain with their birth parents - **invest in kinship service.**

Permanency for children - Family based care and Foster to Adopt. If we must move a child or youth from their birth home, move them only once.

One child - only one placement.

Use community resources where they exist - if they don't exist and a child/family needs them, build them.

Normalize and reduce the reliance on Supervised Access and evolve to a Family Visitation model.

Strongly pursue **Alternative Dispute Resolution (ADR)** instead of the courts.

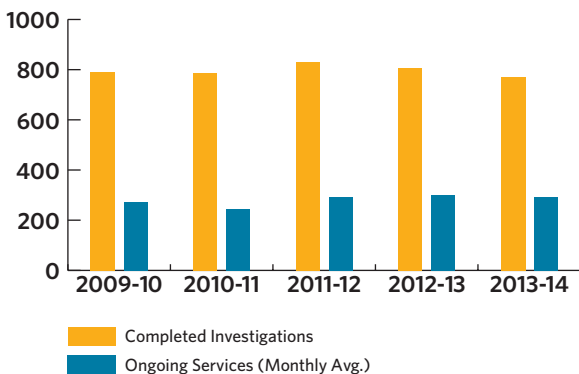
This Elgin CAS model has brought Outcomes of significance:

Reduced the number of youth in **OPR group care** from **38** in 2005/2006 to **0** in 2013/14.

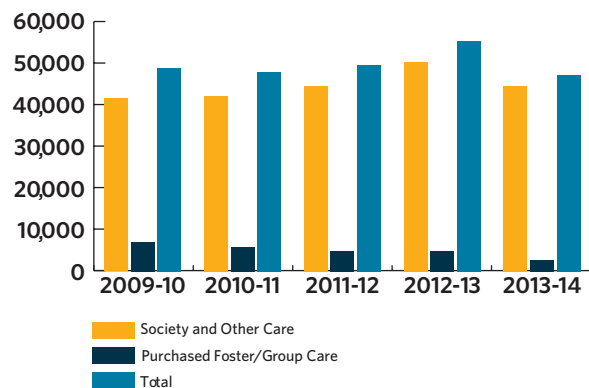
The number of **children in care** has been reduced from a high of **190** in 2005/2006 down to **134**.

Crown Wards who are reviewed by the Ministry after more than two years in care: 64 wards reviewed in 2007/2006 and only 5 eligible for review in 2013/2014.

CHILDREN PROTECTION 2009-2014



RESIDENTIAL DAYS CARE: 2009-2014



FACS 2014 STRATEGIC PLAN



OUR VISION

All children and youth are safe and have increased wellbeing.

OUR MISSION

We protect children and youth from abuse and neglect by ensuring their safety in a permanent and nurturing environment in partnership with families and the community.

FORMULA FOR CHILD WELFARE: Safety, Wellbeing, Performance, Accountability, and Sustainability

ELGIN CAS BOARD STRATEGIC DIRECTIONS

Share the responsibility for the welfare of children and youth with families and the community

A safe and permanent family with life-long connections

Authentic engagement

OUR VALUES

Child & Youth Centred

Family Focused

Diversity & Anti-Oppression

Partnerships

Safety

Excellence

Integrity



Elgin Children's Foundation Report

The Elgin Children's Foundation is pleased to report on its activities in the past year. Now having been in existence for 20 years as an incorporated body, the Foundation continues to support services and programs at Family and Children's Services where government funding is not available or insufficient. In 2013, the Foundation provided over \$35,000 to support a number of clients and services at F&CS.

The Foundation has revitalized its website recently. We urge you to visit us at www.childrensfoundation.on.ca. We are currently in the midst of a strategic planning process to seek out areas where we can be of greater assistance to F&CS in future years. The Foundation remains a proud partner with Family and Children's Services in promoting stronger families and safer children and youth in Elgin County.

An Investment in the future of our community

www.childrensfoundation.on.ca

97 children and youth were sent to summer camp.

2 former youth in care attending college and university received bursaries.

50 youth in extended care received funds to help them in independent living.

10 youth in care were presented with achievement awards.

1 youth in care was presented with a youth leadership award.

Many families in Elgin have or will receive a parenting booklet promoting non-physical approaches to child-rearing published with Foundation funding.

I AM YOUR CHILDREN'S AID

Family and Children's Services of St. Thomas and Elgin

410 Sunset Drive, St. Thomas, Ontario N5R 3C7
Tel: (519) 631-1492 Fax: (519) 631-0596
www.casegln.on.ca



BOARD OF DIRECTORS 2013 -2014

Left to Right: Tracy Grant – **Secretary**, Gord Bryant, Sylvia Thomas, Sandra Di Meo, Katharine Enns, Tonya Sheldon – **Treasurer**, Jennifer Paul-O'Donnell – **President**, Jeff Addley – **Past President**, and Rod Potgieter – **Executive Director**.

Not in Photograph: Cheryl Fish – **Vice President**, Cathy Grondin, Robbi Howlett, and Tracey Lang.

STAFF 2013–2014

Executive Director	Rod Potgieter
Director of Services	Derrick Drouillard
Manager, Finance & Administration	Barry Westman
Manager, Human Resources	Donna King
Manager, Senior Legal Counsel	Joyce Dittrich
Manager, Resources	Brian Flint
Manager, County Investigations Services	Karl Flegel / Gordana Cvetkovic
Manager, City Family Services	Shelley West
Manager, County Family Services	Adri Hewitt
Manager City Investigations Services	Monica Szikszay
Manager, Children's Services	Dori Brauer
Manager, Family Services	Julie Meyers
Manager, Support Services	Susan Dawe / Amy Adams
Manager, Information Systems	Tom Timbrell
Manager, Administrative Support Services	Neil Hubert
Manager, Quality Assurance Projects	Deb Ellison
HR/Quality Assurance Coordinator	Dhar Sandhu
Legal Counsel	Liz Wilson, Bethany Howell, Karen Veenstra
Legal Assistants	Lorri Parkins, Michelle Clark
Receptionist	Hetty Findlay
Administrative Assistants	Julie Agius, Lana Allen, Tammy Boyer, Wendy Evans, Nancy Loeters, Chantelle Lowes, Paula Mooney, Sherri Quinlan, Terri Struthers
Bookkeeper	Amanda Luyks
Payroll and Benefits Administrator	April Murray
IT Coordinator	Dan Bridge
Volunteer Coordinator	Lorri Donaldson
Transportation & Access Coordinator	Jamesie Blackwell / Lana Allen
Early Years Intervention	Kari Wyse
Foster Support Worker	Sharon Bogart, Wynie Dearlove, Jen Peters,
Students	Jacob Dearlove, Brock Donaldson, Nikolina Wallis
After Hours Duty Workers	Kate Reid, Patty Warren, Jacqueline Wilson, Lynita Wilson, Dawn Winegarden
Foster Care Recruiter	Debbie Dawdy
President, Foster Parent Association	Marlene Verhulst

CHILD PROTECTION WORKERS

Kristy Baker, Deb Barnes, Patricia Boadi, Kallie Boudreau, Jennifer Chamberlain, Lisa Couchman, Tricia Creed, Silvia Cuevas, Gordana Cvetkovic, Jamie Darling, Erin Driver, Rob Fellows, Lana Fleming, Julie Gillard, Natalie Goodyear, Helena Guenther, Jodie Henry, Suzanne Hines, Taylor Jack, Christina Jolliffe, Terri Keith, Steve Kippen, Nicole Kuipers, Sandra Lake, Jennifer Lewis, Kate Low, Natalie McLachlan, Krista Palma, Cheryl Pasma, Kelsie Percival, Rhonda Phillips, Kate Reid, Julie Ritchie, Krista Rohrer, Lucy Shaw, Ann Suderman, Pamela Thomson, Tracy Trainor, April Tyndale, Anne Wall, Patty Warren, Lora Wilkie, Jacqueline Wilson, Dawn Winegarden, and Melanie Wuytenburg.

CHILDREN'S SERVICES WORKERS

Marcia Andkilde, Kayla Gowdy, Anne MacKinnon, Amanda McCooye, Janice Oldham, Myles Proulx, Michelle Rickard, and Lynita Wilson.

Adoption Worker – Marilyn Provenzano.

Child and Youth Worker – Tabitha MacArthur, Heather Snow.

CHILDREN'S RESOURCE WORKERS

Paul Ballantyne, Tracey Hedges, Marnie Merritt, Susan Nichol, and Deb Vint.

Family Finder – Danielle Russell and Anne Wall.

Kinship Services Workers – Carol Feddema, Maria Gubbles, Jennifer Lester, Josie Loewen, and Wilma van der Woerd.

CHILD PROTECTION SUPPORT WORKERS

Patty Dunn, Marija Forget, Cara Gogan, Sue Hiebert, Barbara Newell, Sam Rempel, Todd Rowley, Lisa Vandenbor, and Becky Vaughan.

FAMILY VISITATION WORKERS

Casual – Lana Allen, Jade Allen, Tammy Boyer, Franca D'Oria, Jocelyn Gellatly, Dawn Goodman, Helena Guenther, April Hevey, Sue Hiebert, Kelsie Percival, Marija Jurcic, Chantelle Lowes, Tabitha MacArthur, Paula Mooney, Sam Rempel, Kerri Shannon, and Kari Wyse.