

Family & Children's Service of St. Thomas and Elgin Board of Directors Dashboard 2023-24

Working with First Nations to facilitate the transfer of member data, building relationships and supporting inherent rights to their information. Partner with Nations when their families become involved with Society, including open sharing of documentation; involving Nations as active participants and decision makers in CW process starting at intake; staff volunteered/participated at Solidarity Day event, pow wows and Indigenous celebrations.

Provided a Letter of Support to government for Mnaasged funding and designation; members of senior and mid-management staff sitting on steering committees to support designation process; Attended Indigenous led regional gathering; active internal FNIM committee; developing relationships and attending Indigenous led events/trainings.

Staff active on community network and collaboration tables, including chairing several; co-sponsored two-day community training/symposium on human trafficking with the city of St T, including development of an action plan; focused on supporting food and housing security and poverty coalition initiatives with community partners; partnered with Doug Tarry Homes and the Children's Foundation for community fund raising event; Initiated key community partnerships to address gaps in services with a local response (RSA/CLE).

Full compliance/implementation of Quality Standards Framework (QSF) Directive and Standards within designated timelines; obtained full Residential License with high compliance on coordinated ESCR / Licensing audit; reported 96% average compliance on both SQIP requirements; submitted all required compliance, financial, budget, and other Ministry reports and submissions within required timeframes and fully met compliance measures.



Journey Together



Be Accountable



Do the Right Thing



Legend

 Exceeding Expectations	 Within Expectations
 Not Meeting Expectations	 N/A

Advocacy to MCCSS, OACAS and locally for access to mental health and other essential services for families; sufficient funding and access to safe and responsive residential placements to meet the needs of children and youth; Engaging community partners to help find solutions and address service gaps.

Increased focus on educational supports and achievement—expanded REACH team meetings, JYPSA and Education Success Plans, supporting children and youth from JK to post secondary; provided in-home supports and training for high needs families; education bursaries; maintained local night school; provided Y passes for families; connected families with access to food, transportation and other supports.

Revised service user feedback process to better collect and understand stakeholder experience and improve services; utilized family networks to inform and support file trajectory, meet service user driven goals, and achieve positive outcomes; positioning families as the experts in their lives and the needs of their children;

Contracted RSA to deliver in home developmental/behavioral assessments, training and services; community partnership with CLE and RSA to develop community-based residence to keep complex needs children close to home; Engaged Inclusive Communities and Community Central to provide residential opportunities in Elgin County for high needs youth; referred service users for counselling and other services, including accessing for fee services where no funded services are available or facing wait times.