

RÉSEAU COMMUNAUTAIRE POUR ENFANTS

CHILDREN'S COMMUNITY NETWORK

BINOOJIIH NAADMAAGEWZOWIN



ANNUAL REPORT



2015-2016

October 3, 2016

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RURAL OFFICES

90 Gray Street, Unit 1
Espanola, ON P5E 1G1

Tel 705 869 1564

Fax 705 869 5631

15 Manitowaning Rd., Unit 1, Box 269

Little Current, ON P0P 1K0

Tel 705 368 2002

Fax 705 368 2032

34 Birch Street East, Box 728

Side Entrance

Chapleau, ON P0M 1K0

Tel 705 864 0860

Fax 705 864 0488

URBAN OFFICE

319 Lasalle Boulevard, Unit 2
Sudbury ON P3A 1W7

Tel 705 566 3416

Fax 705 521 7376

Toll free 1 877 272 4336

www.ccnsudbury.on.ca

info@ccnsudbury.on.ca



MESSAGE FROM THE BOARD PRESIDENT

I am pleased to provide an update on behalf of the Board of Directors for the Children's Community Network (CCN). It has been a busy year for our board and for our organization, and I am proud of the work we have accomplished. This is undoubtedly a time of change and transition for CCN, and I believe we are well positioned to meet the challenges ahead.

We welcomed Kylie Klym as a new director after serving as an intern through the United Way's Young Leaders On Board Program (YLOB). Kylie has provided our board with a new perspective, and we are very happy she decided to remain as a director. We are fortunate to have a steady stream of potential new board members through YLOB, and will continue our involvement in the program again this year.

We are also saying goodbye to board members Charles Searle and Diana St. Pierre. Charles and Diana were very valued members of our team and we wish them all the best in their future endeavours. The board is committed to developing and implementing a board succession plan to fill its current vacancies that will focus on ensuring the composition of our board represents the community we serve.

We are also saying goodbye to our current Executive Director Jane Bauer who has served in that role for 13 years. Jane was the first Executive Director of CCN, and her fingerprints are on every facet of the organization. I would like to thank Jane for her sage advice, strategic vision, steady hand, and most of all for her years of service to this community. Jane will be sorely missed and has big shoes to fill.

Finally, I would like to welcome CCN's new Executive Director Mary-Katherine Howe. Mary-Katherine has extensive qualifications, both educationally and in the sector. She is a skilled manager who understands the system, and is fundamentally committed to putting the needs of families and children first – a goal shared by the Board of Directors. We are very excited to have her on board, particularly through what is expected to be a time of change for CCN.

CCN is committed to serving this community, and to putting the needs of families and children first. We are also committed to working with our partners in the community, and with the government, to ensure we remain valuable contributors to the sector.

Sincerely,

Jeremy Cormier

MESSAGE FROM THE EXECUTIVE DIRECTOR

Welcome to the Children's Community Network's 14th Annual General Meeting.

This AGM marks the end of my 13th year with the Children's Community Network and the imminent commencement of my retirement. These two auspicious events afford me the opportunity to both reflect and to look forward.

Thirteen years ago this organization was borne of an identified need in the community to centralize and simplify access to children's services, and to better coordinate the services they received. With our partner agencies we developed protocols, and pathways to centralize access and we crafted joint understandings for better coordination of services in accordance with the Northern framework.

Were we successful? I think the honest answer to that would be, "for a time" and "to some extent". Clearly there were things that we did very well and we have the feedback of families to support this claim. Over the past ten years we assisted thousands of families in navigating the complex service system and connecting to the services that they needed. We assisted families and youth in transitioning to adult services and for children and youth with multiple and complex needs we helped families navigate across systems of care.

But Central access, in the absence of a legislated mandate was always a precarious function, dependent on stakeholder and partner consensus. In a dynamic system these conditions were difficult to negotiate and maintain. As sectoral transformations in Children's Mental Health, Autism, Child Welfare, gained speed and force, it became next to impossible to apply a fixed model of central access that had relevance to all services – despite everyone's best intentions. Often times the sheer pace of change experienced, even within any one sector's transformation, outstripped the capacity of the agencies affected by it directly to stay ahead of the curve.

So what does that mean for CCN as an organization going forward in this temporal context? It means that to remain relevant the organization will need to adjust its primary focus from one of providing intake to services to one of providing value added service coordination. This community identified our organization as the one most suited to providing the Coordinated Service Planning function for children with complex multiple needs under the Special Needs Strategy. But that endorsement alone will not be sufficient. The coming years will be key to developing the internal organizational capacity and creativity to execute this dynamic function to the expectations and standards of families, community partners and our funding ministries. It is a significant challenge.

This is also a time when we need to be at our “relationship” best as service partners and providers in children’s services. While there are opportunities in systems change, for those of us who have lived such changes in the past we know there are often unintended consequences, including gaps, reduced services and discontinuity of the service experience for some of the most vulnerable families. Mitigating these consequences and risks has to be our shared commitment as service providers and it is in the context of strong relationships at every level of service and organization that this can be safeguarded.

Hopefully the construct of parallel process can be at the forefront of our thinking through these reforms as we individually and collectively move forward in the children’s system. Parallel process tells us that in the business of change how we relate to each other is important because it gets mirrored in the relationships that happen between staff and ultimately in the relationships our staff has with clients. Let’s make the common thread in our relationships during these times of change be one of shared enterprise in a spirit of humanism.

It has been my pleasure to have served this organization over the past 13 years and to be part of the community of children’s services. As I reflect back on my time here, I am pleased to have worked with many talented and dedicated people. I thank CCN staff, colleagues and present and past board members for making this such a remarkable experience.

Jane Bauer



SERVICE REPORTS

SPECIAL COMPLEX NEEDS & CASE RESOLUTION

Coordination of the Case Resolution mechanism remains an ongoing function of CCN. More specifically, CCN continues to facilitate and coordinate the case resolution process for complex cases that require services beyond the normal range of services, or funding that is currently unavailable within the community. Over the 2015-2016 fiscal year, CCN facilitated four case presentations and ministry submissions in conjunction with partner agencies.

ALTERNATE DISPUTE RESOLUTION

FAMILY GROUP DECISION MAKING

During the fiscal year the program received 4 new referrals for Family Group Decision Making and 9 cases were carried over from the previous year. Five Family Group Conferences were completed and 8 matters found other solutions prior to conference or declined.

Overall feedback from families remains very positive and many expressed satisfaction with the open communication. Family members reported on the feedback questionnaires that they would definitely recommend the process to other families and one commented “Family Group is very helpful to bring broken families together to have a say in the plan for the child. I felt my voice was heard.” Strategies have been put in place to reduce the waitlist for referrals and it is anticipated that referrals will increase within the next year.

CHILD PROTECTION MEDIATION

CCN received 6 new referrals for the Child Protection Mediation program and 7 cases were carried over from 2014-2015. At year end 9 were in process, 1 matter was completed and 3 referrals did not reach a resolution.

RESPIRE SERVICES

During the 2015-2016 fiscal year, CCN’s Direct Funded Respite Program served 334 clients. As of April 1, 2015, 327 clients were allocated funding. Clients who requested respite funding after April 1st were served based on priority and available funding. A pressure of \$98,230.00 was assumed at the beginning of the fiscal year to help avoid significant decreases in client allocations and to provide enhanced funding plans to two families with complex needs. All Respite Eligibility Tools were completed in full during the renewal process in order to re-define priorities and cut-off scores. Based on a normal distribution of scores, it was evident that the overall level of need for caregivers has

continued to increase. The cut off score for eligibility was re-determined and is based on the bottom 5th percentile of the distribution of scores.

Throughout the 15/16 fiscal year, clients residing in rural areas and eligible for the Out of Home Respite Service, received a transfer of funds to CCN to be used as Direct Funded Respite. Transfers were also approved from Child and Community Resources (CCR) to CCN (and vice versa) in situations where significant barriers to service existed. Overall, 6 clients received a transfer from CCR to CCN totaling \$9,067.00. One client received a transfer from CCN to CCR in the amount of \$1,800.00.

Through the mental health respite program, 17 clients were served. A pressure of \$3,600.00 was assumed throughout the year. The end of the fiscal year finished with a \$304.00 surplus in the mental health respite budget. CCN continues to work with its partner (Child and Family Center) for this program to ensure that funds are dispersed equitably to clients in need.

Lastly, CCN has maintained its involvement in the Provincial Respite Services Network (PRSN). The PRSN has completed a rebrand of the respiteservices.com website. The new brand is SupportYourWay.ca. This new brand will allow the site to branch off and provide the service to other populations. Respiteservices.com will remain an integral part of the website. CCN has assumed a significant leadership role for the network through the initiative of Stephanie Gilchrist who is currently serving as the Vice-Chair of the PRSN.

TRIPLE P PARENTING PROGRAM

Total inquiries for Triple P were **123** (10.25/month) which is a decrease from last year (15.41/month).

CCN continues to maintain the central access function for the Triple P Parenting Program and the community practice model continues to support the delivery of this program across the districts.

SERVICE STATISTICS

Service statistics drawn from the Client Information Management System (CIMS) for the period of April 1, 2015 to March 31, 2016.

CALLS TO CCN

The monthly average for the period of April 1, 2015 to March 31, 2016 was **170** calls. This represents a decrease of 20 calls per month compared to 2014/2015.

SERVICE REQUESTS INITIATED BY CCN

Over the period of April 1, 2015 to March 31, 2016 CCN initiated **1737** requests for services on behalf of children and families. This represents a decrease of 200 from our 2014/2015 volume. The context for this decline is the increased number of alternate pathways that have opened over the past year to accessing services (i.e. walk-in services). In terms of the age of clients at referral, the current year statistics are consistent with previous years.

Referral source data is essentially unchanged from last year with parent/guardian being the primary referral source followed by education.

Clients

Total

Clients Carried Over from March 31, 2015	1816
Referrals	1383
Closed Cases	1706
Total Amount of Clients being Served	1756

Language (At Home)

% of Total Clients

English	81 %
English/French	9 %
French	3 %
French/English	7 %

Average Client Age

English	9.49
English/French	10.20
French	8.44
French/English	10.85
Native/English	15.50



Primary Referral Sources

Parent Guardian	51.9 %
Pediatrician	8.4 %
Education	10.0 %
Health Specialty (ICDS, NBRHC)	7.2 %
Children's Aid Society	3.4 %
Physician	4.0 %
Self	1.6 %
Wordplay	2.6 %
HSN Crisis Intervention Services	4.3 %
Other (Native Services, Police, Public Health and Professionals)	4.5 %
Hospital	1.0 %
Daycare/ Early Years Centre's	0.3 %
Children's Mental Health	0.5 %
Family Member	0.3 %

Family Structure

Both Biological Parents	40.3 %
Single Parent	32.7 %
Blended Family	14.0 %
Grandparent	3.6 %
Foster parent	3.7 %
Joint Custody	2.3 %
Adoptive Parent	1.8 %
Extended Family	0.91 %
Group Home	0.17 %
Self	0.52 %

CHILDREN'S COMMUNITY NETWORK FINANCIALS

CHILDREN'S COMMUNITY NETWORK

Statement of Financial Position

March 31, 2016, with comparative information for 2015

	Operating Fund	Capital Fund	2016 Total	2015 Total
Assets				
Current assets:				
Cash	\$ 124,547	-	124,547	146,177
Accounts receivable	41,604	-	41,604	22,767
Prepaid expenses	25,463	-	25,463	10,930
	191,614	-	191,614	179,874
Capital assets:	-	75,594	75,594	66,516
	\$ 191,614	75,594	267,208	246,390
Liabilities and Fund Balances				
Current liabilities:				
Accounts payable and accrued liabilities	\$ 136,694	-	136,694	150,536
Due to the Ministry of Community and Social Services	79,014	-	79,014	50,234
Due to Thunder Bay Counselling Centre	41	-	41	3,615
Deferred contributions	-	-	-	8,599
	215,749	-	215,749	212,984
Fund balances:	(24,135)	75,594	51,459	33,406
Commitments:				
	\$ 191,614	75,594	267,208	246,390

CHILDREN'S COMMUNITY NETWORK

Statement of Operations and Changes in Fund Balances

Year ended March 31, 2016, with comparative information for 2015

	Operating Fund		Capital Fund	2016 Total	2015 Total
	Network	Programs			
Revenue:					
Ministry of Community and Social Services					
- Operating	\$ -	2,174,101	-	2,174,101	2,174,101
- One-time funding	-	-	-	-	-
Thunder Bay Counselling Centre	-	135,000	-	135,000	135,000
Other	8,975	8,370	-	17,345	28,214
	8,975	2,317,471	-	2,326,446	2,337,315
Expenses:					
Salaries and benefits	-	1,566,374	-	1,566,374	1,582,909
Building occupancy	-	104,655	-	104,655	97,703
Office and administration	-	51,891	-	51,891	46,352
Travel and vehicle	-	30,551	-	30,551	31,713
Professional services - non-client	-	48,335	-	48,335	35,627
Staff recruitment, training and conference	-	19,345	-	19,345	11,728
Miscellaneous	-	11,621	-	11,621	10,761
Insurance	-	16,240	-	16,240	15,906
Purchase of service - client related	-	382,076	-	382,076	396,205
Standardized Intake, Assessment, Instrument	-	3,138	-	3,138	3,141
	-	2,234,226	-	2,234,226	2,232,045
Excess of revenue over expenses before the undernoted	8,975	83,245	-	92,220	105,270
Other:					
Amortization of capital assets	-	-	(44,181)	(44,181)	(41,396)
Transfer of capital assets	-	-	(1,166)	(1,166)	(6,176)
Due to the Ministry of Community and Social Services	-	(28,779)	-	(28,779)	(50,234)
Due to Thunder Bay Counselling Centre	-	(41)	-	(41)	(3,387)
Paid to Ministry of Finance	-	-	-	-	(29,000)
Excess (deficiency) of revenue over expenses	8,975	54,425	(45,347)	18,053	(24,923)
Fund balances, beginning of year	50,728	(83,838)	66,516	33,406	58,329
Transfers for capital additions	-	(54,425)	54,425	-	-
Fund balances, end of year	\$ 59,703	(83,838)	75,594	51,459	33,406

BOARD EXECUTIVE AND DIRECTORS

Jeremy Cormier
President & Chair

Jennifer Clement
Vice-president & Vice-chair

Blair Healy
Secretary & Treasurer

Lesley Cook
Director

Mauro Di Cosmo
Director

Kylie Klym
Director

Karine Erven
Director

September 2016

MANAGEMENT AND STAFF

Jane Bauer
Executive Director

Sue St. Onge
Director of Finance and
Administration

Annamarie Grant
Executive Assistant

Angèle Lefebvre
Administrative Assistant

Andrea Lentir
Administrative Assistant

Heather Phillips
Administrative Assistant

Chris Carver
IT System Officer

Armand Bellefeuille
ADR & FGDM Coordinator,
Service Coordinator

Tanya Debassige
Service Coordinator

Patty Chapman
Service Coordinator

Isabelle Chaussé
Service Coordinator

Stephanie Gilchrist
Respite Resource Coordinator

Monia Hachez
Service Coordinator

Tammy MacGregor
Service Coordinator

Dana McGuire
Service Coordinator

Nicki Paventi
Service Coordinator

Denise Perrin-Henrie
Service Coordinator

Kirk Tassé
Service Coordinator

Marisa Yanta
Service Coordinator

September 2016

BOARD AND STAFF RECOGNITION

Board Members:

Charles Searle – 5 years of service

Mauro Di Cosmo – 5 years of service

Staff Members:

Armand Bellefeuille – 10 years of service

Kirk Tassé – 10 years of service

Stephanie Gilchrist – 10 years of service

Tammy MacGregor – 5 years of service

Thank you for your continued dedication!

