

CHILDREN'S COMMUNITY NETWORK



ANNUAL REPORT

2016-2017



MESSAGE FROM THE BOARD PRESIDENT

Welcome to the Children Community Network's (CCN) 15th Annual General Meeting. 2016-2017 has been a year of transition for our agency, in terms of our leadership, and CCN's priorities. This transition is not yet complete, and it was not without its share of challenges, but we do believe it is necessary to ensure that CCN continues to add value to the sector so that our community's most vulnerable members get the services and supports they need.

When we hired Mary-Katherine, we told her that the Board was most concerned with ensuring CCN did what was best for children and families. We understood that as a board we have an obligation to protect the agency, but we wanted to be explicit that we would not protect the agency at the expense of children and families. We also wanted to ensure that our partners knew that CCN was willing to listen, and do what was necessary to support their business. We are very proud of the progress we have made on several fronts, both as an agency, and as a Board.

We would like to thank our Executive Director, staff, and our partners for working together over the last year. We are very pleased that our leadership team has strengthened relationships with partners and focused on staff morale and professional development. We are also grateful for the work staff have done to prepare for shifting priorities, and we hope that our partners see and understand the value that our organization brings to the sector.

CCN is uniquely positioned to provide leadership on several fronts. We believe we can provide objective and neutral advice to help to mediate competing interests of partner agencies, so that policies are made with children and families as the number one priority. We also believe that we serve a crucial role in coordinating care for children and families with complex needs. These are cases that do not fit into a need or service box. From a pure numbers perspective these cases are thankfully relatively few. However, from a system resource perspective, and from a sector and client risk perspective, they are very important. We are good at coordinating these cases, there will always be a need for this function in the system, and we look forward to continuing in this role.

The Board also underwent a number of changes this year. We knew we needed to strengthen our strategic capacity, which is why we adopted a consent agenda format for our meetings. In order to do that, we ensured our Directors had proper governance training. We have identified a number of strategic priorities for the coming year, including strengthening and diversifying our Board membership, and ensuring the agency has strategic communications, outreach, and succession plans. We have already begun implementing our board recruitment strategy, and I am excited to continue to work on our other key priorities.

At this time last year, CCN was concerned about the threat of change. I am very pleased to say that we are now focused on the opportunities that change brings with it. There is still much work for CCN to do, but the Board is very optimistic that we are well positioned to meet the challenges ahead.

Jeremy Cormier

Chair/President

MESSAGE FROM THE EXECUTIVE DIRECTOR

This Annual General Meeting marks my one-year anniversary at CCN. I started in this role in a time of uncertainty for the agency. There were many challenges to overcome associated with shifting agency priorities, as well as uncertainty in general for the sector. It was not clear how government policy and the decisions of other agencies would impact the future of CCN, but it was clear that our future would depend on changing.

CCN's Board of Directors gave me one overarching priority: do what was best for children and families. There were a number of factors we could not control. The Special Needs Strategy that was first submitted in June 2015 stalled for much of 2016-2017, and there was uncertainty around what CCN's future role in the sector would be. Continued funding pressures for the sector meant that other agencies were also looking at different ways to best serve clients, and we did not know how our services might be impacted, particularly our intake functions. With so many fundamental aspects of CCN's business uncertain, our agency focused on changing things within our control.

In order to develop a roadmap for the future, it was critical to understand where CCN was now. In January 2017, we worked with Integrity Management Consulting to conduct a community consultation to obtain insight on current services, and to identify opportunities to improve and diversify services. We wanted to know what our partners and clients felt we did well, and what they felt we needed to do better. This consultation was pivotal to the development of priorities for the upcoming year. CCN has identified multiple organizational priorities including service improvements, staff training and wellness initiatives in preparation for the implementation of Coordinated Service Planning, and strengthening community partnerships.

Uncertainty within the sector, and changing priorities for the agency, also had an impact on staff morale, and required a focus on staff training. In order to best serve children and families, we knew that addressing morale and professional development had to be a priority. Our initiative was two-fold. First, we have worked with New Day Wellness to provide wellness workshops and activities to promote a healthy workplace culture. The wellness initiatives have been well received by staff, and have had a positive impact on staff morale. Second, we implemented ongoing and individualized professional development plans. Training has been designed to enhance skills in preparation for the agency's shifting role to Coordinated Service Planning.

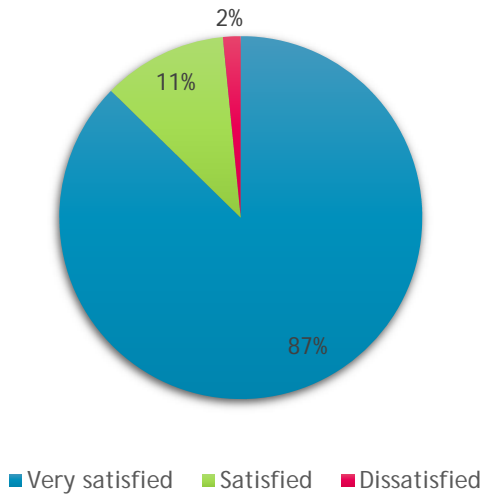
The evolution of any agency is pivotal to its existence. In the upcoming year, CCN will continue to focus on service improvements, as we shift our focus to the provision of Coordinated Service Planning. Professional development and wellness activities will be ongoing priorities, as will continued work on stakeholder outreach and engagement. Finally, CCN will implement more rigorous data collection methods in order to track the results of these initiatives. We look forward to a successful year of providing the best services to families and our partner agencies, and ensuring we are prepared for the change ahead.

Mary-Katherine Howe

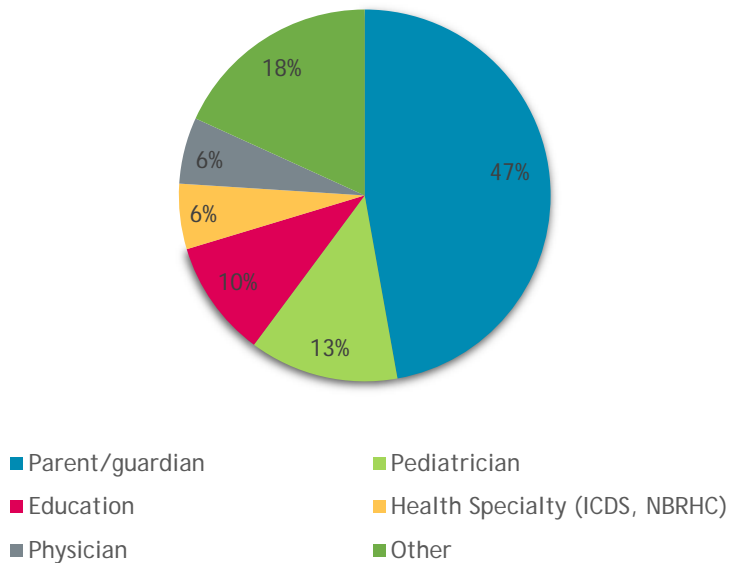
Executive Director

CCN BY THE NUMBERS – 2016-2017

Overall Client Satisfaction



Referral Sources



1318 referrals to CCN

1545 intakes completed

1746 service requests made on behalf of families

163 Triple P inquiries

331 respite clients

14 Child Protection Mediation clients

11 Family Group Decision Making clients

6 Complex Special Needs and Case Resolution clients

COMMUNITY CONSULTATION

In March 2017, CCN conducted a consultation with community stakeholders, which included families, partner agencies, board members and staff. The main goals of the consultation were to obtain information on service satisfaction and to identify areas for improvement. The responses highlighted that clients are very satisfied with CCN's services and that CCN's staff are knowledgeable, friendly and strong advocates for families. The consultation also identified some opportunities for improvement including, enhancing communication and collaboration and, reducing service barriers. The CCN team has implemented internal changes to address some of these challenges and will focus on continuous service improvement over the next year.

"Meeting these people changed my life! Made me feel welcome and not alone."

-CCN Client

"CCN is instrumental in assisting the community with systems navigation."

-CCN Partner Organization

"You are providing an excellent service in advocating for this child and keeping the planning on track."

-CCN Partner Organization

"I would be overwhelmed without CCN's help."

-CCN Client

STAFF WELLNESS

In January 2017, CCN held a Wellness Day for all staff. The workshop focused on stress and time management. With the success of this initial workshop, CCN worked with New Day Wellness to develop a wellness plan for the 2017-2018 fiscal year, which includes workshops, activities and staff challenges. Improving staff wellness and providing the foundation for a healthy work-life balance remain priorities for CCN in the upcoming year.

"I now understand that if I take good care of myself, I am a better service coordinator to my clients."

-CCN Staff

"The wellness program makes me feel safe to discuss past mental health experiences without being judged."

-CCN Staff

"The wellness program has been great. I'm enjoying the challenges as well as the health and wellness sessions. Much of it has been eye opening and it has allowed me to look at life from a different angle. I think all workplaces should participate in a program like this."

-CCN Staff

STATEMENT OF OPERATIONS AND CHANGES IN FUND BALANCES

Year ended March 31, 2017, with comparative information for 2016

	Operating Fund		Capital Fund	2017 Total	2016 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	50	15,595	-	15,645	17,345
	50	2,324,696	-	2,324,746	2,326,446
Expenses:					
Salaries and benefits	-	1,464,183	-	1,464,183	1,566,374
Building occupancy	-	104,217	-	104,217	104,655
Office and administration	-	49,880	-	49,880	51,891
Travel and vehicle	-	24,740	-	24,740	30,551
Professional services - non-client	-	71,689	-	71,689	48,335
Staff recruitment, training and conference	-	23,727	-	23,727	19,345
Miscellaneous	-	6,941	-	6,941	11,621
Insurance	-	17,539	-	17,539	16,240
Purchase of service - client related	-	378,746	-	378,746	382,076
Standardized Intake, Assessment, Instrument	-	2,854	-	2,854	3,138
	-	2,144,517	-	2,144,517	2,234,226
Excess of revenue over expenses before the undernoted	50	180,179	-	180,229	92,220
Other:					
Amortization of capital assets	-	-	(39,444)	(39,444)	(44,181)
Transfer of capital assets	-	-	(4,294)	(4,294)	(1,166)
Due to the Ministry of Community and Social Services	-	(79,313)	-	(79,313)	(28,779)
Due to Thunder Bay Counselling Centre	-	(9,365)	-	(9,365)	(41)
Paid to Ministry of Finance	-	(50,000)	-	(50,000)	-
Excess (deficiency) of revenue over expenses	50	41,502	(43,738)	(2,186)	18,053
Fund balances, beginning of year	59,703	(83,838)	75,594	51,459	33,406
Transfers for capital additions	-	(41,503)	41,503	-	-
Fund balances, end of year	\$ 59,753	(83,839)	73,359	49,273	51,459

BOARD OF DIRECTORS

Jeremy Cormier
President & Chair

Jennifer Clement
Vice-president & Vice-chair
Celebrating 5 years of service!

Blair Healy
Secretary & Treasurer

Mauro Di Cosmo
Director

Karine Erven
Director

Kylie Klym
Director

Miranda Mckenzie
Director

Joy Rybiak
Director

Yolanda Thibeault
Director

STAFF

Armand Bellefeuille
Service Coordinator

Monia Hachez
Service Coordinator

Nicki Paventi
Service Coordinator
Celebrating 5 years of service!

Patty Chapman
Service Coordinator

Mary-Katherine Howe
Executive Director

Denise Perrin-Henrie
Service Coordinator

Tanya Debassige
Service Coordinator

Isabelle Laflamme
Respite Resource
Coordinator

Cereena Rows
Service Coordinator

Stephanie Gilchrist
Director of Client Services

Angèle Lefebvre
Administrative Assistant

Sue St. Onge
Director of Finance &
Administration
Celebrating 10 years of service!

Annamarie Grant
Executive Assistant

Tammy MacGregor
Service Coordinator

Kirk Tassé
Service Coordinator

Corine Groulx
ADR & FGDM Coordinator

Dana McGuire
Service Coordinator
Celebrating 10 years of service!

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Children's Community Network

*Partnering to provide the best services for
children and their families.*

