

RÉSEAU COMMUNAUTAIRE POUR ENFANTS

## CHILDREN'S COMMUNITY NETWORK

BINOOJIINH NAADMAAGEWZOWIN



# ANNUAL REPORT



2014-2015

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# MESSAGE FROM THE EXECUTIVE DIRECTOR AND BOARD PRESIDENT

Welcome to the Children's Community Network's 13<sup>th</sup> Annual General Meeting.

The Board welcomed new Director Karine Erven to the board over the past year and saw the departure of Director Stephanie Brazeau and Elyse Lamontagne, United Way Young Leader on Board. Director Jeremy Cormier assumed the position of Vice President/Vice Chair upon Stephanie Brazeau's resignation.

During the 2014- 2015 year the Board completed a review of Board Policies initiated in 2013- 2014

Last year's report referenced the multiple transformation initiatives that were at various stages of implementation across the districts of Sudbury and Manitoulin and the potential impact these initiatives held for CCN as an organization. Certainly, the past year has seen many of these initiatives progress and the organizational impacts become clearer for CCN.

In particular the launch of the Ontario Special Needs Strategy has very specific implications for CCN. As required by the ministries, district planning tables were convened across the province to engage in community wide planning to improve the services provided to children and youth with special needs and their families. This initiative stems from a review conducted by the Ministry of Children and Youth services which found that families of children with multiple and complex special needs experienced multiple barriers and stressors in accessing services for their children. The lived experiences of these families demonstrated that much could be improved in the delivery of integrated, seamless and family centered services across the province. In response, the Special Needs Strategy was launched in 2014.

The Special Needs Strategy required two outcomes of the province wide planning tables. Firstly, they required that each district develop a model for "Coordinated Service Planning" for children, youth and families with special needs, and that they identify an organization within their catchment area to host the Coordinated Service Planning positions. Over the course of our local planning table deliberations, and over the last year, community stakeholders recommended Children's Community Network as the host agency for the Coordinated Service Planning function and staff positions. Children's Community Network completed the required submission to the Ministry which was endorsed by all stakeholders in June 2015. We await feedback from the ministries on CCN's proposal and anticipate implementation to begin in the latter part of this year.

The second required outcome for local planning tables is the development of a model for integrated and seamless services for the delivery of rehabilitation services (speech and language/ occupational therapy/physiotherapy services) for children from birth to school completion. Our planning table is currently addressing this second required outcome which has multiple complexities due to the number of current providers and organizations involved in the delivery of these services. This proposal is due to the ministries in October 2015.

While the challenges have been many and the timelines short, the collaboration, and child centered focus of stakeholders and participants to planning has been remarkable and is a testament to our community's commitment to quality service.

The second transformation initiative that has implications for Children's Community Network is "Moving on Mental Health". This strategy which will affect the delivery of children's mental health services across the province aims to create a more seamless and responsive system of mental health services for children and youth across ministries and sectors. Children's Community Network is working actively with our

partner agency, the Child and Family Center, to address the multiple and systemic changes that will be required as we address access issues, wait times, and brief services going forward.

Change in the scale of these initiatives can be unsettling and a test of an organization's resilience. Children's Community Network was born of a need for change in 2013 and we have the required skills and assets to meet the new demands for the changes of 2015.

*Jane Bauer & Beverly Castonguay*



## SERVICE REPORTS

### CENTRAL ACCESS & SERVICE COORDINATION

Statistics indicate that the number of referrals, and referral sources, remain quite consistent with those for the 2013-2014 year.

One notable increase in referrals is the increase in referrals received from education. Referrals have increased for two consecutive years with this year's increase being an additional 51 referrals.

With the increased momentum of the Transitioned Aged Youth Protocol locally, the referrals from education may be attributed to the work done by the local Transition Aged Youth Implementation Committee. This committee's focus in this fiscal was developing a formal process to connect schools with the appropriate children's services partners for the purposes of transitional planning.

### 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 available within the community. The children and youth who are presented to these community tables remain highly complex and require a significant amount of collaboration between all the partnering children's services agencies that make up our system. Over the 2014-2015 fiscal year, the system responded to five new cases which were presented to the case resolution process.

## ALTERNATE DISPUTE RESOLUTION

### FAMILY GROUP DECISION MAKING

During the fiscal year the program received 20 new referrals for Family group Decision making and 7 cases were carried over from the previous year. Eight Family Group Conferences were completed and 10 matters were declined or found other solutions.

Overall families express a sense of empowerment with the process and value having a strong voice in deciding a plan for their child in conjunction with the Child Welfare system. Many families expressed that they would definitely recommend the program to other families.

*"Having Family come together after years to make plans on how to reconnect"*

### CHILD PROTECTION MEDIATION

CCN received 10 new referrals for the child protection mediation program and 5 cases were carried over from 2013-2014. At year end 5 were completed.

## RESPITE SERVICES

During the 2014-2015 fiscal year, CCN's Direct Funded Respite Program served 375 clients. As of April 1, 2014, 329 clients were allocated funding. Clients who requested respite funding after April 1<sup>st</sup> were served based on priority and available funding. The Direct Funded Respite program experienced an increase in the number of clients as well as an overall increase to client need compared to last year. This has been a recurring theme over the past several years. A pressure of \$86,834.00 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. By the end of the fiscal year, the majority of funds were utilized with only \$960.00 remaining after March 31<sup>st</sup>.

*"Our respite workers and funding have been a true blessing. Thank you!"*

Throughout the 14/15 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, 23 clients received a transfer from CCR to CCN totaling \$34,759.90. One client received a transfer from CCN to CCR in the amount of \$1,655.00.

Through the mental health respite program, 16 clients were served. A pressure of \$2,800.00 was assumed throughout the year. At the end of the fiscal year, \$1,537.00 was remaining from the total 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.

*"This program is Indispensible"*

CCN completed a review of the respite system over the latter part of the fiscal year. The report included a literature review on best practice, the ways in which families have been using their respite funding (i.e. respite workers, camps, activities), a data analysis on client level of need, requests for respite support and child diagnosis, as well as a comparison with other areas in the province. This review was done to inform the respite planning tables and to stimulate discussions about the current system and enhancements that may be needed or possible.

Lastly, CCN has maintained its involvement in the Provincial Respite Services Network (PRSN). The PRSN completed work on updating the [respireservices.com](http://respireservices.com) website to make it more user-friendly and modern. The redesign of the website was launched in July 2015.

The network has committed an ongoing investment in 2015 for improved access to [respireservices.com](http://respireservices.com) that will result in the connection between families and workers to be more efficient. CCN continues to support the work of the PRSN by participating in the leadership committee and the policy and procedure working group for the network.

*"Receiving respite allows for a more harmonious family life, reduces stress, and allows time to reboot."*

## TRIPLE P PARENTING PROGRAM

Total inquiries for Triple P were **185** (15.41/month) which is a slight increase from last year (15/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, 2014 to March 31, 2015.**

### CALLS TO CCN

The monthly average for the period of April 1, 2014 to March 31, 2015 was **190** calls. This number remains consistent in comparison to last year's average of 191 calls per month.

### SERVICE REQUESTS INITIATED BY CCN

Over the period of April 1, 2014 to March 31, 2015 CCN initiated **1942** requests for services on behalf of children and families. This is an increase of 69 from the last fiscal year.

## CLIENTS

|                                          | <u>Total</u> |
|------------------------------------------|--------------|
| Clients Carried Over from March 31, 2014 | 1820         |
| Referrals                                | 1539         |
| Closed Cases                             | 1543         |
| Total Amount of Clients being Served     | 1816         |

## LANGUAGE (at home)

## % of Total Clients

|                |      |
|----------------|------|
| English        | 82 % |
| English/French | 7 %  |
| French         | 6 %  |
| French/English | 4 %  |
| Native/English | 1 %  |

## Avg. Client Age

|                |       |
|----------------|-------|
| English        | 9.34  |
| English/French | 9.32  |
| French         | 10.23 |
| French/English | 9.00  |
| Native/English | 11.25 |

## PRIMARY REFERRAL SOURCES

|                                                                  |       |
|------------------------------------------------------------------|-------|
| Parent Guardian                                                  | 45 %  |
| Pediatrician                                                     | 9 %   |
| Education                                                        | 15 %  |
| Health Specialty (ICDS, NBRHC)                                   | 5.3 % |
| Children's Aid Society                                           | 4 %   |
| Physician                                                        | 4.2%  |
| Self                                                             | 2 %   |
| Wordplay                                                         | 2 %   |
| HSN Crisis Intervention Services                                 | 4 %   |
| Other (Native Services, Police, Public Health and Professionals) | 4.2 % |
| Hospital                                                         | 2 %   |
| Daycare/ Early Years Centre's                                    | .3 %  |

# CHILDREN'S COMMUNITY NETWORK FINANCIALS

## CHILDREN'S COMMUNITY NETWORK

### Statement of Financial Position

March 31, 2015, with comparative information for 2014

|                                                         | Operating<br>Fund | Capital<br>Fund | 2015<br>Total | 2014<br>Total |
|---------------------------------------------------------|-------------------|-----------------|---------------|---------------|
| <b>Assets</b>                                           |                   |                 |               |               |
| Current assets:                                         |                   |                 |               |               |
| Cash                                                    | \$ 146,177        | -               | 146,177       | 138,703       |
| Accounts receivable                                     | 22,767            | -               | 22,767        | 21,686        |
| Prepaid expenses                                        | 10,930            | -               | 10,930        | 12,943        |
|                                                         | 179,874           | -               | 179,874       | 173,332       |
| Capital assets (note 2)                                 |                   | 66,516          | 66,516        | 96,288        |
|                                                         | \$ 179,874        | 66,516          | 246,390       | 269,620       |
| <b>Liabilities and Fund Balances</b>                    |                   |                 |               |               |
| Current liabilities:                                    |                   |                 |               |               |
| Accounts payable and accrued liabilities (note 3)       | \$ 150,536        | -               | 150,536       | 161,048       |
| Due to the Ministry of Community<br>and Social Services | 50,234            | -               | 50,234        | 42,017        |
| Due to Thunder Bay Counselling Centre                   | 3,615             | -               | 3,615         | 227           |
| Deferred contributions (note 4)                         | 8,599             | -               | 8,599         | 7,999         |
|                                                         | 212,984           | -               | 212,984       | 211,291       |
| Fund balances                                           | (33,110)          | 66,516          | 33,406        | 58,329        |
| Commitments (note 5)                                    |                   |                 |               |               |
|                                                         | \$ 179,874        | 66,516          | 246,390       | 269,620       |



# CHILDREN'S COMMUNITY NETWORK

## Statement of Operations and Changes in Fund Balances

Year ended March 31, 2015, with comparative information for 2014

|                                                              | Operating Fund |           | Capital Fund | 2015 Total | 2014 Total |
|--------------------------------------------------------------|----------------|-----------|--------------|------------|------------|
|                                                              | Network        | Programs  |              |            |            |
| <b>Revenue:</b>                                              |                |           |              |            |            |
| Ministry of Community and Social Services                    |                |           |              |            |            |
| - Operating                                                  | \$ -           | 2,174,101 | -            | 2,174,101  | 2,174,101  |
| - One-time funding                                           |                | -         | -            | -          | 48,000     |
| Thunder Bay Counselling Centre                               |                | 135,000   | -            | 135,000    | 135,000    |
| Other                                                        | 4,850          | 23,364    | -            | 28,214     | 91,777     |
|                                                              | 4,850          | 2,332,465 | -            | 2,337,315  | 2,448,878  |
| <b>Expenses:</b>                                             |                |           |              |            |            |
| Salaries and benefits                                        | -              | 1,582,909 | -            | 1,582,909  | 1,575,594  |
| Building occupancy                                           | -              | 97,703    | -            | 97,703     | 96,323     |
| Office and administration                                    | -              | 46,352    | -            | 46,352     | 61,519     |
| Travel and vehicle                                           | -              | 31,713    | -            | 31,713     | 36,050     |
| Professional services - non-client                           | -              | 35,627    | -            | 35,627     | 34,382     |
| Staff recruitment, training and conference                   | -              | 11,728    | -            | 11,728     | 9,607      |
| Miscellaneous                                                | -              | 10,761    | -            | 10,761     | 17,151     |
| Insurance                                                    | -              | 15,906    | -            | 15,906     | 16,001     |
| Purchase of service - client related                         | -              | 396,205   | -            | 396,205    | 500,596    |
| Standardized Intake, Assessment, Instrument                  | -              | 3,141     | -            | 3,141      | 3,114      |
| Respite Event                                                | -              | -         | -            | -          | 6,275      |
|                                                              | -              | 2,232,045 | -            | 2,232,045  | 2,356,612  |
| <b>Excess of revenue over expenses before the undnotated</b> | 4,850          | 100,420   | -            | 105,270    | 92,266     |
| <b>Other:</b>                                                |                |           |              |            |            |
| Amortization of capital assets                               | -              | -         | (41,396)     | (41,396)   | (40,156)   |
| Transfer of capital assets                                   |                | -         | (6,176)      | (6,176)    | -          |
| Due to the Ministry of Community and Social Services         | -              | (50,234)  | -            | (50,234)   | (42,017)   |
| Due to Thunder Bay Counselling Centre                        | -              | (3,387)   | -            | (3,387)    | (16)       |
| Paid to Ministry of Finance                                  | -              | (29,000)  | -            | (29,000)   | (7,514)    |
| <b>Excess (deficiency) of revenue over expenses</b>          | 4,850          | 17,799    | (47,572)     | (24,923)   | 2,563      |
| Fund balances, beginning of year                             | 45,878         | (83,837)  | 96,288       | 58,329     | 55,766     |
| Transfers for capital additions                              | -              | (17,800)  | 17,800       | -          | -          |
| <b>Fund balances, end of year</b>                            | \$ 50,728      | (83,838)  | 66,516       | 33,406     | 58,329     |

## BOARD EXECUTIVE AND DIRECTORS

|                                                |                                         |                                             |
|------------------------------------------------|-----------------------------------------|---------------------------------------------|
| <b>BEVERLY CASTONGUAY</b><br>PRESIDENT & CHAIR | <b>JEREMY CORMIER</b><br>VICE PRESIDENT | <b>BLAIR HEALY</b><br>SECRETARY & TREASURER |
| Lesley Cook                                    | Mauro Di Cosmo                          | Charles Searle                              |
| Karine Erven                                   | Jennifer Clement                        | Diana St. Pierre                            |

August 2015

## MANAGEMENT AND STAFF

| SUDBURY OFFICE                          |                                                     |                                                   |
|-----------------------------------------|-----------------------------------------------------|---------------------------------------------------|
| Jane Bauer<br>Executive Director        | Ray Hannah<br>Director of Client Services           | Sue St. Onge<br>Finance Officer                   |
| Darquise Henri<br>Executive Assistant   | Angele Lefebvre<br>Receptionist                     | Armand Bellefeuille<br>FGDM & Service Coordinator |
| Mandy Flores<br>Service Coordinator     | Dana McGuire<br>Service Coordinator                 | Denise Perrin-Henrie<br>Service Coordinator       |
| Kirk Tasse<br>Service Coordinator       | Marisa Yanta<br>Service Coordinator                 | Monia Hachez<br>Service Coordinator               |
| Nicki Paventi<br>Service Coordinator    | Stephanie Gilchrist<br>Respite Resource Coordinator | Tanya Debassige<br>Service Coordinator            |
| Gary Boudreau<br>IT Support             |                                                     | Alain Noiseux<br>IT Support                       |
| ESPAÑOLA OFFICE                         |                                                     | CHAPLEAU OFFICE                                   |
| Tammy MacGregor<br>Service Coordinator  | Doriane Jones<br>Service Coordinator                | Patty Chapman<br>Service Coordinator              |
| Dana McGuire<br>Service Coordinator     | Irene Yanta<br>Secretary/Receptionist               | Nancy West-Cranston<br>FGDM & Service Coordinator |
| Andrea Lentir<br>Secretary/Receptionist |                                                     | Heather Phillips<br>Secretary/Receptionist        |
| MANITOULIN OFFICE                       |                                                     |                                                   |

August 2015



# CHILDREN'S COMMUNITY NETWORK

BINOOJIINH NAADMAAGEWZOWIN

## BOARD AND STAFF RECOGNITION

**Beverly Castonguay**

*Board President/ Chair*

Thank you for your continued dedication!

