

TOTAL #KMS OF **VOLUNTEER DRIVES:**

TOTAL # OF CLIENTS SERVED TOTAL # OF VOLUNTEER HOURS (drivers and headwaters):

(drivers and headwaters): l4h

,236 INFANT CHILD DEVELOPMENT PROGRAM

was involved in the collaborative community response to the tradic death of a local woman and her two young sons - sessions were held at the **Ontario Early Years** Centre and DCAFS.

CYMH PRESENTATIONS TO THE COMMUNITY

presentations at The Early Years 3 Centre: topics- anxiety, ages & stages & managing challenging behaviour.

3 presentations at St. Benedict Elementary School: topics-anxiety, fostering self-esteem & depression.

2 presentations - working with Trans youth - adolescent unit staff at William **Osler & DCAFS**

STAFF YEARS OF SERVICE RECOGNITION

5 Years Jacqueline Eade Gloria Cooper

10 Years Sue Fudge Carrie Jenks Jeannette Main Denise Dawe Carol McFachern 15 Years Liane Westlake Carrie Agar Tina Hinsperger Jacqueline Moore Lynne Fadden Elizabeth Butcher Bill Moroz Tara Leskey

25 Years Wendy Mobbs

DCAFS on ROGERS CABLE TV



7 Shows hosted on **Rogers** featuring DCAFS Programs & **Community Connections**

CYMH@DCAFS facebook

Since its launch in October the Children's Mental Health at DCAFS page has attracted over **200 followers**, **launched 3 promotions** with community partners and created over 100 posts sharing tips and resources - some of which have reached over 1000 people - all designed to decrease stigma around mental health issues and increase awareness and education. One page follower sent the following message "I just found your FB page, and I could cry. **Thank you** to whoever is posting here. The links will certainly help my family. Keep it up. It matters.



מוע

2 Feelings After Birth *'couples* evenings' held in the spring of 2015, one for the Orangeville group and one in Shelburne. They were well attended and quite successful. We offered a brief description of what **Post Partum Mood** Disorder looks like and how to help. A male public health nurse spoke about the male perspective and how couples can work together through this challenging time.



STRUCTURAL CHANGE - CLINICAL SERVICES

As an effort to strive to ensure we are seamless, providing effective and efficient service to our community which is aligned with provincial and local initiatives, structural changes were made to align both our Child and Youth Mental Health services as well as our **Developmental Support Service programs** into a **'Clinical** new program team Services'.

CORPORATE SERVICES ACCOMPLISHMENTS

RESPs for children in care: opened 23 Value of RESP'S open: \$85,005.68 Holding additional \$44,400 for CIC Transferred 5 to adoptive homes Hosted 4 lunch n learns about topics such as help desk requests, hotpots, benefits, etc.

Implemented the new chart of accounts for April 1, 2015

Implemented new financial reporting format

Prepared an IT plan, budget and security audit

Capital project - parking lot resurfaced. Renovated the public washrooms to include a gender neutral/family washroom

Increased safety through review of sirens and lights (AODA) and exterior lighting Implemented new financial software

SHED THE LIGHT HAS BEEN BUSY!

Shed the Light ODSS - 2 presentations Appeared on **DCAFS Rogers Show** Westside SS - 2 presentations Parkinson, Elementary - 1 presentation ODSS Mental Health Conference

1 presentation

YouthTalk in Fergus - 2 presentations Presented Silken Laumann during Child & Youth Mental Health Week

Over this fiscal year we have done numerous presentations to over 1000 youth One of our members will be a Youth Appren-

DCAFS IS ON TWITTER

CHILD PROTECTION - SNAPSHOT STATS

Investigations Completed	376
Ongoing Services	51
Children in Care (avg.)	53
Foster Homes	22
Total Days Care	18,156
Adoptions Completed	2
Community Presentations	10

SPECIAL NEEDS STRATEGY - LEAD AGENCY

The Special Needs Strategy has been developed and implemented by the ministries of Children & Youth, Education, Health and Community & Social Services. The overarching goals of the strategy include identifying kids' needs earlier and connecting them to the right help sooner; coordinating service planning and making the delivery of rehabilitation services seamless. Our service area for this strategy includes Dufferin-Wellington. We have been working diligently with our partner service providers and stakeholders since November 2014 to assess our current state and develop a system that works well for the children, youth and families of our service area. We were very pleased to be selected as the Lead Coordinating Agency for this strategy and look forward to continuing our collaborative work in this regard.

tice at the next New Mentality Retreat One of our members has joined the Youth Action Committee of the New Mentality 3 of our members are going on to postsecondary in the fall

MOVING ON MENTAL HEALTH

Moving on Mental Health is an important part Ontario's Mental Health and Addictions Strategy. The plan ensures children, youth and families are able to get mental health services in their communities that are accessible, responsive and meet their needs. Strengthening the community-based system for delivering mental health services brings people and organizations closer together locally and benefits everyone. All children and youth with mental health problems in Ontario, and their families will know: what mental health services are available in their communities; and how to access the mental health services and supports that meet their needs. While numerous CYMH service providers such as DCAFS continue to provide service, lead agencies have been identified by MCYS across 33 service areas on Ontario whose role it is to develop and ponitor a community plan for aquitable across to core service areas on Ontario whose role it is to develop and monitor a community plan for equitable access to core mental health services within a service area. Our service area is Dufferin-Wellington. CMHA-WWD, the primary child and youth mental health provider in Guelph-Wellington, was identified as the lead agency for our service area. They have been working diligently and inclusively to engage with stakeholders to assess the current state and develop a plan that will ensure children and youth across our service area have access to equitable core mental health services. We look forward to our continued work together, and wish to thank CMHA-WWD for their thoughtful approach to this work.

MORE ANNUAL REPORT

EXECUTIVE DIRECTOR'S REPORT

2015/16 was an exciting year, ripe with opportunity for change, growth, quality improvement and celebrating accomplishments. We had two valued and long term employees retire after many years of dedicated service to our agency and community. Dorothy McLachlan and Gloria Campbell are very missed here and we wish them the best in retirement! With their retirements came the opportunity to restructure our Developmental Service and Child & Youth Mental Health teams to better align with local service eleivery needs and provincial strategies, including the Special Needs Strategy and Moving on Mental Health. As such, we have combined the two teams to create a Clinical Services team, which is led by Brenda Courtney. We are pleased to welcome Brenda back to our organization!

We have very much been enjoying working with community partners across Dufferin and Wellington as we have engaged in significant systems change with the Special Needs Strategy and Moving on Mental Health. While there remains much work to be done, we are proud to be part of the enhancement and development of a service system that meets the needs of our community and will be easier to access and navigate.

With respect to Child Protection, there has been significant work done with regarding quality improvement over the past year. Included in this report are our publicly reported Performance Indicators which we are proud to present. We have also been actively involved with a provincial Call To Action, a plan that is in place to help reduce undue variability and fragmentation that can exist in our provincial system. Further to that, we have undergone some new data tracking measures related to compliance and are proud to report being in a continually stronger position regarding compliance to provincial standards. A great example of continuous quality improvement!

The systemic planning and strategizing that has taken place across our three sectors this past year, has been significant. Simultaneous to this, we have our staff who are working diligently to provide high quality service and assist our service recipients in their quest to achieve the best outcomes possible. I wish to extend a very sincere thank you to our Staff for your day to day efforts – I see many of you going above and beyond what is expected of you on a regular basis, and your dedication to those we serve does not go unnoticed. A sincere thank you as well to our Board of Directors, Foster Parents and Volunteers – without people like yourselves, willing to give in unbelievable ways, we could not provide the service that we do. Like a tapestry, our richness is in our ability to weave together our uniqueness and create something beautiful and impressive. Each of you has contributed to the successes we have experienced this year, and I thank you. Kind regards,

Jennifer Moore

Jennifer Moore, Executive Director

PRESIDENT'S REPORT

The past twelve months marked the 101st year in which Dufferin Child and Family Services has served the children and families of Dufferin County, providing leadership and services related to child welfare, developmental support services and children's mental health program services. We have a rich history in Dufferin, not only in leading in the areas noted above, but also in terms of our partnership with and support of many other community agencies and groups that assist the citizens of Dufferin.

Financially, in an environment of declining government funding, we ended 2015/2016 in a surplus position. This surplus will be added to our balanced-budget fund and will be available for future use. The management and staff of DCAFS have done a terrific job in operating effectively and efficiently while ensuring that the level and availability of services has not diminished. They are to be commended for their diligence in regard to their management of these resources.

As a board, we have continued to focus on enhancing our governance processes through ongoing board education as well as taking advantage of resources provided through our sector partners including the Ontario Association of Children's Aid Societies. The Quality Committee has worked closely with management on providing the board and the Ministry with performance indicators that ensure that DCAFS' services and programs are meeting the needs of the families and children that we serve. The Finance and Audit committee along with the finance team at DCAFS have made tremendous strides over the past year in terms of our financial reporting practices and keeping the board apprised of the financial state of the agency. These efforts are ongoing These efforts are ongoing.

We would like to thank Carey Allen and Simon Atkins for their service over the past several years. Both brought a great deal of experience and expertise to the Board and we will miss their contributions greatly.

Finally, we would like to express our gratitude to the staff and management of DCAFS. We recognize that the work that you do is, in many case, very difficult but also very important to the citizens of Dufferin and you do it with tremendous empathy and compassion.

We look forward to another successful year in 2016/2017, serving the members of our community.

Sincerely, XXX Steve Scott, Board President



Revenue Subsidies & Donations Expenses Other Income Excess (deficiency) of Revenue Before Prior Year Expenses **Capital Assets Total Assets** Long Term Debt **Total Liabilities** Net Assets, Closing

Total Liabilities and Net Assets

\$10,770,335 \$10,536,338 \$(409,319) \$643,316

\$6,042,099

DUFFERIN CHILDREN'S FUND \$6,423

Program Expenses Youth Futures Child & Youth Development Health & Wellness

7043,310	Camp	\$10,955
\$4,735,272	Unsolicited Donations - Tax Receipt	\$17,789
\$6,042,099	Unsolicited Donations - Non Tax Receipt	\$1,104
\$2,753,310	Wellies to Wishes - Gross Revenue	\$40,053
\$4,118,560		
\$1,923,539	** Audited Financial Statements YE March available upon request	31st 2015-16

Audited Financial Statements YE March 31st 2015-16 available upon request

BOARD OF DIRECTORS

President: Steve Scott Vice President: Jennifer Meeker Treasurer: Jan McCutcheon

Simon Atkins Rapinder Kaur Bernadette Hardaker Shelley Doney Mehul Dholakia

Directors: Wendy MacIntosh-Clodd John Murray Brian MacNamara Carey Allen

\$18,000

\$7,417

\$6,526

DCAFS PUBLICLY REPORTED PERFORMANCE INDICATORS

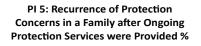
Child Welfare Data and Results Overview In 2009, the Ontario Minister of Child and Youth Services established a Commission to Promote Sustainable Child Welfare. One of the commission's recommendations was to "implement a new approach to accountability and system management." Performance indicators were one of the mechanisms put forward by the commission to measure service performance in the outcomes of safety, permanency, and well-being of children, youth, and families on a provincial level. Provincial performance indicators were also suggested as a way to measure organizational capacity and novemance effectiveness. youth, and families on a governance effectiveness.

The performance indicators are designed to assist Children's Aid Societies with answering these key questions:

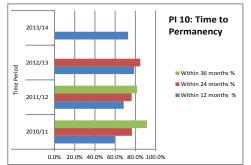
The performance inducators are designed to assist of motor's and obvious and expressing interacting interacting and a specific designed and assist of motor's and accelety des? How can we better understand the impact services are having on children, youth, and families we serve? What is the agency's capacity to improve? The Ontario Association of Children's Aid Societies was given leadership of the Performance Indicators Measurement and Management Project. The project is a multivear process involving: performance indicator development, data collection, data analysis, and public reporting. Leading the project project is a n has involved:

Building capacity within Children's Aid Societies to extract their data from six different legacy case management systems and upload into OCANDS (the Ontario Child Abuse and Neglect Data System based at the University of Toronto) - Developing tools to validate and interpret the data - Developing new governance, aboriginal, and policy performance indicators - Creating mechanisms to report performance indicators to agency boards, the Ministry, and the public

PI 4: Recurrence of Protection Concerns in a Family after an Investigation % 2013/14 2012/13 Period PI 4: Recurrence of Protection Concerns in Time 2011/12 a Family after an Investigation % 2010/11 0.0% 5.0% 10.0% 15.0%







What is next in performance measurement?

The performance indicators project is a long-term initiative whose goal is to improve the delivery of services and to increase accountability. Establishing a performance measurement and management system takes years of development and requires a significant time and resource investment from every stakeholder. The project has recently finished its first phase. Many agencies have collected and migrated their data to the provincial system and five service performance indicators were publicly reported in March of 2015.

In the second phase of the project the work of migrating data from all Children's Aid Societies to the provincial system will continue. In the coming year data extraction will begin for 2013 and 2014 as well as for additional performance indicators. As this project moves forward the number of performance indicators reported publicly will continue to grow. The second phase of the project will also focus on understanding the data. In some cases it is not yet clear what an "improved" indicator score might be. Work has already begun with academic partners to develop this understanding. In the coming years there will be continuin performance indicators. he Is for continuing

