

**TOTAL # OF VOLUNTEER DRIVES:** **704**



**TOTAL #KMS OF VOLUNTEER DRIVES:** **104,744**

**TOTAL # OF CLIENTS SERVED (drivers and headwaters):** **1,236**

**TOTAL # OF VOLUNTEER HOURS (drivers and headwaters):** **1,946**

**INFANT CHILD DEVELOPMENT PROGRAM** was involved in the collaborative community response to the tragic 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**  
**3 presentations** at The Early Years 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 McEachern

**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.**"

**Wellies To Wishes**



**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 to this strategy and look forward to continuing our collaborative work in this regard.


**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 delivery 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, Executive Director

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 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.

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 cases, 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,  
  
 Steve Scott, Board President

## KEY FINANCIALS

Revenue Subsidies & Donations	\$10,770,335
Expenses	\$10,536,338
Other Income	\$(409,319)
Excess (deficiency) of Revenue Before Prior Year Expenses	\$643,316
Capital Assets	\$4,735,272
Total Assets	\$6,042,099
Long Term Debt	\$2,753,310
Total Liabilities	\$4,118,560
Net Assets, Closing	\$1,923,539
Total Liabilities and Net Assets	\$6,042,099

**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 work perspective and how **couples can work together through this challenging time.**

**7 TALK-IN CLINIC TURNS 7!**

**2 PROGRAM MANAGERS**  
 DSS - DOROTHY MCLACHLAN  
 CYMH - GLORIA CAMPBELL

**RETIREMENTS**


**STRUCTURAL CHANGE - CLINICAL SERVICES**

As an effort to strive to ensure we are providing seamless, 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 new program team '**Clinical 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 wash-room**  
**Increased safety** through review of sirens and lights (**AODA**) and exterior lighting  
 Implemented **new financial software**

**SHED THE LIGHT HAS BEEN BUSY!**



**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 Apprentice 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 post-secondary in the fall**

**MOVING ON MENTAL HEALTH**

Moving on Mental Health is an important part of 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 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**

**PRESIDENT'S REPORT**

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 continuing work on developing more indicators including Aboriginal specific performance indicators.

**What is next in performance measurement?**

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## BOARD OF DIRECTORS

**President:** Steve Scott  
**Vice President:** Jennifer Meeker  
**Treasurer:** Janet McCutcheon

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 Wendy MacIntosh-Clodd  
 John Murray  
 Brian MacNamara  
 Carey Allen

Simon Atkins  
 Rapinder Kaur  
 Bernadette Hardaker  
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## 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 governance effectiveness.

The performance indicators are designed to assist Children's Aid Societies with answering these key questions:  
 What is important about work a Children's Aid Society does?  
 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 multi-year process involving: performance indicator development, data collection, data analysis, and public reporting. Leading the project 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

