

2018 - 2019 ANNUAL REPORT

Celebrating our Accomplishments

Executive Director's Message

There is much for our Staff, Foster Parents, Volunteers and Board Members to be proud of as we reflect on the accomplishments of 2018/19.

This was a year of continuous learning and quality improvement as we launched a new program – Inclusion for Children with Additional Needs (I-CAN). The basis for this program is to ensure that all children have equitable opportunities for success and inclusion within licensed child care centres; and this has allowed us opportunities to provide supportive services to families at an earlier stage with a goal consistent to that of one element in our strategic plan: ensure a continuous commitment to diversity, equity and inclusion – looking after each other in our communities so that no one is left behind.

We were also pleased to launch a system-wide position related to Fetal Alcohol Spectrum Disorder. There have been community mobilization events related to this that have already had a positive impact on the perception of FASD in our community and demonstrate great promise for the future.

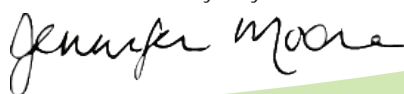
We prepared for both Accreditation through the Canadian Centre for Accreditation, as well as for the implementation of the Child Protection Information Network (CPIN). Both of these projects were quite significant in nature and held complexities to them that required a strong team approach. I hold a deep appreciation and respect for each of our team members who worked tirelessly to ensure these two important projects were successful – thank you!

Numerous other initiatives and projects also took place, including a continued focus on supporting those with multiple and complex needs to have a coordinated service plan amongst providers, and improving our internal referral processes to ensure we are taking on the system navigation issues that can be experienced as barriers by our service recipients. We want our community to be able to access the many services we provide with ease.

We have been challenged in this past fiscal year and tasked to respond flexibly and nimbly to changes in both the Ontario Autism Program; throughout the various phases of implementation of the new Child, Youth and Family Services Act and other areas of change. As we look forward into fiscal 19/20, we know we are in a time of austerity that will challenge us to think differently about how we are working together to best meet the needs of our community.

We look forward to continued partnerships and to expanding access to our service to include a site in Shelburne.

Sincere thanks to everyone who contributes towards us achieving our strategic goals and puts forth their best every day in the interest of serving this wonderful community of Dufferin County.



Thank you.

Board President's Message

This year has seen significant accomplishments at Dufferin Child and Family Services as we advance our strategic plan and our vision of building hopeful children, youth, adults and families in our community.

It is the commitment of our exceptional staff, foster parents, volunteers and board members who make this important work possible. We are pleased to present this year's annual report highlighting the successes and accomplishments of 2018-19.

Child and Youth Mental Health achieved their third successful accreditation through the Canadian Centre for Accreditation. The accreditation was granted in 2019-20, however the efforts to achieve it were made in 2018-19. This in-depth process reviews and recognizes best practices in governance, leadership, management, and in-program services for child and youth mental health. A full accreditation was awarded to the agency with the accreditation team speaking highly of the quality of services provided by the CYMH team, management and corporate services. Accreditation confirms what excellent services are provided by DCAFS, and that continued quality improvement efforts are at the forefront of our work and that we provide to our community. Again, staff's determination and efforts to achieve such high accolades achievement is greatly appreciated, and is celebrated.

Child Protection has achieved a significant accomplishment with the implementation of the Child Protection Information Network (CPIN) in May of 2019. Again, the implementation came to fruition in 2019-20, however the prior year was focused on preparing for the "Go Live" date. CPIN is the Ministry's child welfare database that integrates provincial reporting systems. The CPIN launch represents a two-year commitment, resource investment and change management process across the agency. Staff remained dedicated to the completion of CPIN implementation and managed this endeavor with utmost competencies and professionalism, all while carrying on their regular case carrying duties and upholding exceptional quality improvement plan results. It is also noteworthy to speak about the continued positive Quality Improvement Plan results received during the year from the team. Accomplishing CPIN implementation while achieving QIP results was due to outstanding efforts by staff and management and comes with sincere appreciation for everyone's contributions.

Continuing the realization of our strategic plan, DCAFS remains committed to advancing our multi-service delivery model to enable greater access to service, timeliness and inclusivity. This service model has served our community well, ensuring access to seamless service. We value and advocate for service integration because it is what we need to do in our community to ensure equitable approaches with shared resources and efficiencies. At DCAFS, we are one and every door is the right door.

As a Board, we remain committed to recognizing and responding to diversity within our community. We are actively working to realize cultural openness as we have a genuine curiosity to learn and understand all of the people we serve. This year we have continued to focus on strengthening our governance structures, enhancing our mentorship program and revising our by-laws to reflect current practices and systems.

It has been an honour to chair the Board over the past two years. With acknowledgement of the need to plan for succession on the Board, I am stepping down as chair for my last year of service with DCAFS to afford another individual the opportunity to lead DCAFS' Board of Directors into the future. I will remain on the Board to provide support to the executive through this transition until my retirement from service in June 2020. I would like to take this opportunity to thank and express my sincere appreciation to our community partners, staff, foster parents and volunteers who so openly support, strengthen and enrich Dufferin Child and Family Services.



Accredited by
Canadian Centre
for Accreditation



Agréé par
Centre canadien
de l'agrément

Efforts in 2018-2019 Allowed DCAFS to Achieve Exemplary Accreditation Results 4 Year Accreditation Awarded in Q1 2019-2020

DCAFS met 100 out of 104 standards and 436 of 447 indicators included in Organizational Standards and Child and Youth Mental Health Standards

CONTINUED QUALITY IMPROVEMENTS CONFIRMED



CPIN
CHILD PROTECTION
INFORMATION NETWORK

CPIN IMPLEMENTED

DATA MIGRATION • DATA VALIDATION • TRAINING

Collaborative efforts from Staff and Managers in 2018-2019 resulted in a successful GO LIVE in Q1 2019-2020



839 Twitter Followers

2826 Tweets - 224 in 2018-19



394 CYMH Facebook Page Followers

258 Dufferin Children's Fund Facebook Page Followers



322 Instagram Followers - 97 posts



HRIS

SYSTEM IMPLEMENTED

Extended Society Care Review (formerly Crown Ward Review)

GOLD STAR RESULTS with high compliance achieved and strong outcomes on child safety, well-being and permanence



FINANCES 2018-2019

1.7% CP REVENUES

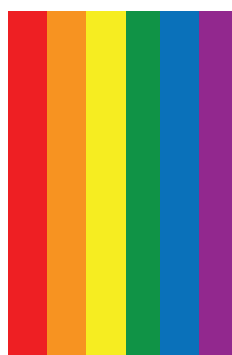
32.8% CLINICAL SERVICES REVENUES

1.1% ADMINISTRATIVE COSTS AS % OF EXPENSES

*Complete audited financial statements can be found on our website



Parenting Group program delivered by Staff across all 3 Program areas



JR & SR

GLOW

GAY - LESBIAN or Whatever an LGBTQ+ Support Group

JR - AGES 11 - 14

SR - AGES 15 - 22

Community Participation & Events

Special Olympics Torch Run
Autism Speaks Walk
Polar Dip for Special Olympics
Celebrate Your Awesome
Indigenous Day Celebrations
Unveiling of DCCRC Medicine Garden
Heidi Ferguson Memorial Walk
Building Better Tomorrows

Natasha Paterson Memorial Car Show
Alzheimer's Coffee Break
World Suicide Prevention Day
FASD Awareness Day
Overdose Awareness Day
Dairy Queen Miracle Treat Day

Tim Hortons Camp Day
Shelburne's Multicultural Day
Autism Awareness Day
Bell Lets Talk Day
Petals Flowers Have a Heart Campaign
Boston Pizza Valentine's Day
Paper Heart Campaign
Trans Day of Remembrance
Orange Shirt Day

Dufferin Women in Business Networking
100 Women Who Care Dufferin
Kushindokai Karate Kick-a-thon
Chase the Coyote Trail Race
Friends of Rainbow Ridge Fundraising Event

Unveiling & Delivery of



inclusion for children with additional needs

in Licensed Child Care Centres



Advancing our multi- service delivery model to enable greater access to service, timeliness and inclusivity

LAUNCHED



Summer Inclusion Program

serving children with additional needs in summer camps

2018-19 BOARD OF DIRECTORS

CHAIR: John Murray
VICE CHAIR: Wendy McIntosh-Clodd
TREASURER: David Martin

Lana Palmer
Paul Comi
Karen Vandenberg

Jennie Bradley
Aimee Raves
Jennifer Murphy-Novak

Staff Years of Service Recognition

20 YEARS Wendy Anderson ☞ Sue Douglas

15 YEARS Kim Fitzpatrick ☞ Kathy O'Grady

10 YEARS Karen Running-Selby

5 YEARS Andrea Gorman ☞ Christine Bloye ☞ Priscilla Quarshie ☞ Stacey Wilton ☞ Lynne Bradford ☞ Celeste Dunford

