

2019 - 2020 ANNUAL REPORT

Celebrating our Accomplishments

Executive Director's Message

There is much for our agency to be proud of over the past year as we faced numerous significant and complex challenges, renewed our commitment to equity and revitalized our path forward with Signs of Safety/Success.

The fiscal year of 19/20 began with a highly successful accreditation site review through the Canadian Centre for Accreditation. Through the significant efforts of the accreditation preparation team and the staff group as a whole, we received extremely positive feedback on our policies and procedures as well as on the practical samples of our work that we were given the opportunity to showcase. I want to thank everyone involved in the process – each of you are pivotal to us meeting the 200+ required standards. Your dedication to excellent service provision shone through – thank you for all you did to contribute to our collective success!

While preparing for accreditation was happening, we were simultaneously preparing to implement CPIN – the Child Protection Information Network. This provincial enterprise system required significant changes to our documentation processes and workflow, as well as our reporting mechanisms. Preparation included significant data validity exercises to ensure information transferred accurately from our legacy system, and involved lengthy training processes. Just as we were set to go live with CPIN, our agency was hit with a ransom malware attack. This resulted in our network being compromised and an entire system shut down for three days, followed by incremental stages of rebuilding our servers and making enhancements to our security processes. While we did go live in May as anticipated, this could not have been possible without the incredible efforts of our CPIN preparation team, our IT team and all of the staff in child protection and finance who transitioned their work into CPIN. I am grateful to each of you involved for the time and effort you put into ensuring a smooth transition to CPIN and to the recovery work required for our network. These two events required a number of our team members to go above and beyond in many ways – thank you for stepping up the way you did – it was noticed and appreciated.

We have been proud to be members of our local Ontario Health Team – the Hills of Headwaters Collaborative. This past year saw us come together and complete the application process, and be one of the first OHT's in the province. The opportunities within this collaborative have been extensive, including striking unlikely/less traditional partnerships to better serve our community; working with service users to co-create systems; along with sharing knowledge and resources across many sectors.

In the fall we renewed our focus on implementation of Signs of Safety/Success which is a service delivery model and philosophical approach that supports a strengths based approach to service. We also renewed our agency work related to Equity, reviewing all that we have done over the past decade and beginning to define the path forward. We have reignited our internal committee, Collective Voices for Equity, and were proud to host our first ever Black History Month event. Equity work is an on-going process requiring much more than training in the traditional sense. It requires self-reflection, vulnerability, courageous conversations and a commitment to act. I am grateful for our staff who have demonstrated their commitment to equity through allyship and of course, remain extremely humbled by the courage and generosity of our staff who are members of a marginalized group be it racialized, LGBTQ+, Indigenous and more – you have offered lessons and insights that cannot be taught from any textbook.

As everyone will be aware, our fiscal year was coming to an end as our province entered into a state of emergency measures due to the global pandemic of COVID-19. This has required significant flexibility and nimbleness on the part of everyone from a service delivery perspective, but also in each of our personal lives. We quickly changed course and amended our service delivery amidst many unknowns. We head into 20/21 knowing that the way things were will likely never be exactly the same again. I look forward to walking this path with our staff, Board, resource families, community partners and service recipients – I am confident we will get through this challenging time even stronger.

With thanks,
Jennifer Moore
Executive Director



Over the past twelve months, Dufferin Child and Family Services has continued to serve 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 through a number of extraordinary events. With the difficult implementation of CPIN, our accreditation review, a sudden cyber-attack, autism funding reductions by the Province and the Covid-19 pandemic, we have had our share of adversity this year. Through all these events, DCAFS staff and the management team were able to work together collaboratively to continue the service levels for the citizens of Dufferin which was no easy task.

On behalf of the Board, I would like to express our sincere thanks and gratitude to the staff and management team 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, especially in the face of adversity this past year. I would especially like to thank our Executive Director, Jennifer Moore for all the unsung work she has done this year through her ongoing efforts to keep staff and the Board updated on all of the ongoing issues, which I highlighted earlier. She has done an exceptional job adapting to the various hurdles that presented themselves this year and continuing to keep DCAFS moving forward serving the citizens in Dufferin.

Financially, in an environment of declining government funding, we unfortunately ended 2019/2020 in a deficit position. This was the first deficit experienced by DCAFS; however, it was anticipated due to the financial pressures of CPIN implementation and reduced funding allocation from the Province. I'm happy to report that the forecasted deficit and actual deficit was much less than predicted by the end of year. DCAFS management team and staff have done a terrific job in operating effectively and efficiently and finding a number of areas where we were able to find further cost savings while ensuring that the level and availability of services has not diminished. They are to be commended and thanked for their diligence in regard to their management of these resources and budgets.

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 Governance and Nominations Committee were busy this past year reviewing our Letters Patent, By-laws and policies and procedures. Much advancement was done this year bringing these important documents up to date and relevant to today's work environment. 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 continued over the past year to refine the budget reporting format, our financial reporting practices and methods to keep the board apprised of the financial state of the agency. I would like to thank and acknowledge all the Committee chairs and the board members on these various committees for their time, commitment and dedication this year and for the work they accomplished.

This year, DCAFS joined a number of community partners in the submission of a new Ontario Health Team (OHT) application for Dufferin Caledon. Our OHT submission was accepted by the Province as one of the many pilots throughout the province and we continue to have meetings with our community partners moving forward in an effort to provide improved community based wraparound healthcare services to the residents of Dufferin Caledon in a collaborative way. We continue to move forward with our community partners in the coming year and will continue the dialogue and working towards the establishment of the OHT in the near future.

I would also like to acknowledge and thank Wendy McIntosh-Clodd, our past Vice Chair and a longstanding member of the Quality Committee who is leaving the Board after six years of service. We owe you a debt of gratitude, because you have contributed so much over your two terms. The Board has benefited from your experience, commitment and sage advice. The Board is much stronger on quality and governance issues now than when you first joined the Board. We will miss your contributions greatly!

And finally, the Board would again like to thank the staff of DCAFS for their continued dedication to the health and well-being of the residents of Dufferin. The efforts of all staff to continuously improve and enhance our multi service model is acknowledged and greatly appreciated. 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 would also like to extend our gratitude to our many volunteers, resource families and community partners, without whom it would not be possible to do the important work that is done at DCAFS.

David Martin
Chair,
DCAFS Board of Directors



Thank you.

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 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

Support for Individuals Across the Agency

Child Protection: 428

Mental Health: 745

Developmental Services: 628

* these numbers do not include all family members and other close connections who receive service alongside the primary client *

FINANCES 2019-2020



CP REVENUES
CLINICAL SERVICES REVENUES
ADMINISTRATIVE
cost as % of expenses

complete audited financial statements can be found on our website



897 Twitter Followers

3,278 Tweets - 452 in 2019-2020



560 Facebook Page Followers

507 Posts - 142 posts in 2019-2020

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



CPIN
CHILD PROTECTION
INFORMATION NETWORK

DATA MIGRATION • DATA VALIDATION • TRAINING

Successful GO LIVE in Q1 2019-2020



JR & SR

GLOW

GAY - LESBIAN or Whatever

an LGBTQ+ Support Group

JR - AGES 11 - 14

SR - AGES 15 - 18

Community Participation & Events

Special Olympics Torch Run
Autism Speaks Walk
Polar Dip for Special Olympics
Unveiling of DCCRC Medicine Garden
Heidi Ferguson Memorial Walk
Building Better Tomorrows

Alzheimer's Coffee Break
World Suicide Prevention Day
FASD Awareness Day
Overdose Awareness Day
Dairy Queen Miracle Treat Day
Black History Month at MOD

Shelburne's Multicultural Day
Autism Awareness Day
Bell Lets Talk Day
Petals Flowers Have a 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



inclusion for children with additional needs



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



Parenting Group program delivered by Staff across all 3 Program areas

2019-20 BOARD OF DIRECTORS

CHAIR: David Martin
VICE CHAIR: Lana Palmer
TREASURER: Aimee Raves

Wendy McIntosh-Clodd
Paul Comi
Karen Vandenberg

Rapinder Kaur
John Murray
Jill Milrose

Jennie Bradley
Nicole Hand
Jennifer Murphy-Novak

STAFF YEARS OF SERVICE RECOGNITION

15 YEARS ALLISON FINCH & JENNIFER TAYLOR

10 YEARS WANDA GAUTHIER

