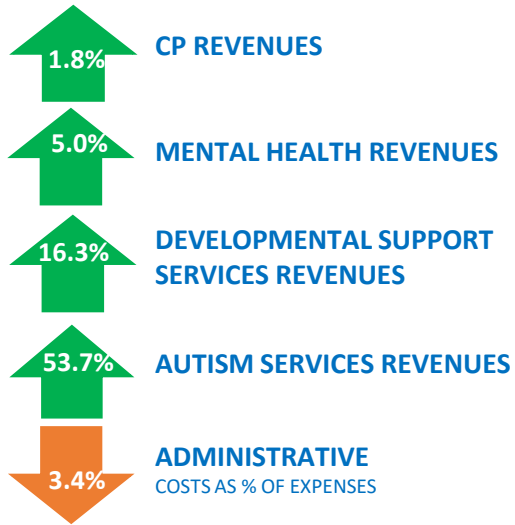


## FINANCES 2021-2022



## ANNUAL REPORT 2021-2022 A YEAR IN REVIEW

**GLOW (Gay, Lesbian or Whatever) LGBTQ2S+ Youth Group** operating out of DCAFS was the successful recipient of a community grant by the Dufferin Community Fund and Royal Bank of Canada for the Crystal Queer youth-led speaking project. This project provided education and awareness to help community members better understand how to support and celebrate diverse experiences of gender and sexual identities. The youth involved in the Crystal Queer Project are leaders in our community - they have bravely shared their stories to help others feel increased inclusion and acceptance.



### 2021-2022 Board of Directors

<b>Board Chair:</b> Lana Palmer	Carley Robinson	Karen Vandenberg
<b>Board Vice Chair:</b> Elizabeth Scott	Jill Milrose	Rapinder Kaur
<b>Treasurer:</b> Aimee Raves	Jennifer Murphy-Novak	Sergo Rica
Paul Comi (resigned September 2021)	Nicole Hand (resigned March 2022)	

### Special thanks to:

Paul Comi for serving 4 years, Jill Milrose for serving 3 years and Nicole Hand for serving 2 years on the Board of Directors

968 Twitter Followers  
4,557 Tweets  
710 In 2021-2022

826 Facebook Page Followers  
225 Posts in 2021-2022

The 2021/22 year continued to be another year where our team members absolutely shone and put the needs of our service recipients at the forefront. Throughout the pandemic we have continued to provide in person supports across all agency services in order to ensure that children, youth and families; along with the very special adults we support; had every opportunity we could assist with, to thrive and meet their goals. It's been another very challenging year with many complexities. The pandemic has impacted everyone in different ways, including our staff. On behalf of the Leadership Team and Board of Directors we want to extend a very sincere thank you for the work each of you have done this year under some very extenuating circumstances.

This past year has encompassed some very energizing work that we believe will result in better outcomes for our community. These include the enhancement of various services and additional programs related to Autism; enhanced Crisis Supports and continued collaborative efforts related to Integrated Crisis Service Delivery; launching an Eating Disorders Bridge Program in partnership with Dufferin Area Family Health Team; various initiatives related to Child Welfare Redesign; embarked on a new Strategic Planning process; initiation of an Equity Champion Team; creative engagement processes with our Developmental and Early Years services given various pandemic-related restrictions and much more. All of this work has been undertaken with Equity and Anti-Racism as core underpinnings. We have a journey ahead of us in this regard, however there are shifts and changes beyond only the performative that are occurring and we look forward to the continued implementation of our Equity Plan.

Within all of those service related initiatives, administrative-based supports have been key in supporting our front-line and management team members to do their jobs as optimally and efficiently as possible, and ultimately impact service recipients in a positive way.

This was the final year for our current Strategic Plan and together, we have accomplished significant key deliverables within our enabling directions over the past five years. Each team member at our agency has been key to collective successes. We look forward to working with our team and the community within the context of a new strategic plan being launched at our AGM.

None of this would be possible without the incredible group of individuals who make up our Board of Directors. These folks volunteer their expertise, skill and time - they are critical to the functioning of our organization and betterment of our community.

Sincerely,

Lana Palmer, Chair of the Board of Directors & Jennifer Moore, CEO



## MOVING ALONG OUR 2021-2022 EQUITY PATHWAY



## Staff Years of Service Recognition

- 20 YEARS** Rob Newton, Doug Mason, Tara Britt, Marj Both
- 15 YEARS** Kristy Dayer
- 5 YEARS** Colten Ura, Andy Carroll, Shawna Biber, Tara Cardozo, Beryl Saayman, Anita Ramsarup, Kim Smith

**Support for Individuals across the Agency**  
**Child Welfare: 402**  
**Children & Youth Mental Health: 767**  
**Developmental Support Services: 546**

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

- In support of the 2S+LGBTQ community we raised the Pride Flag and the Transgender Flag recognizing both Pride month celebrations and the Trans Day of Remembrance
- We raised the Dufferin County Cultural Circle Flag to mark National Indigenous Day
- We raised the Pan African Flag to Black History Month
- Performance Evaluations for all staff expanded to include an equity related goal
- Equity Champions Working Group created
- We held 10 Collective Voices for Equity Meetings with presentations and subsequent conversations on a variety of topics effecting Racialized & Marginalized Communities
- Staff attended several events around the County of Dufferin including: National Day of Awareness for MMIWG, Diversity Walk – Orangeville, Multicultural Day – MOD, Indigenous Peoples Day – DCCRC, Pride events, Anti-Islamophobia Walk with Dufferin Muslim Community, Crystal Queer Project, Emancipation Day talk with DCCBA, International Overdose Awareness Day, FASD Awareness, Autism Speaks Dufferin Walk on Wheels, Truth & Reconciliation Day - Staff Event, Team Meetings and DCCRC, National Day of Action for MMIWG hosted by DCCRC, Transgender Day of Remembrance online event, National Day of Remembrance and Action on Violence against Women - FTP, Black History Month Virtual Event - Hosted by DCCBA & MOD, Pan-African Flag Raising - Hosted by DCCBA at Town of Shelburne, MOD Transgender Day of Visibility, Holi Celebration in Orangeville - EDI Committee of Orangeville, Coldest Night of the Year - in support of the Orangeville Foodbank

### Clinical Services – Snapshot Stats

Families served through Foundational Family Services	96
Individuals served through Talk-In Service	363
Families served through FASD	19

### Autism Behaviour Solutions Fee for Service

Autism services in Ontario is now a Needs-Based program available to all families on the OAP waitlist. When families receive their funds following their needs assessment they can purchase Core-Services which include:

- Applied Behavior Analysis
- Speech Language Pathology
- Occupational Therapy
- Mental Health Services

At DCAFS the following services are available for purchase and are implemented under the direction of a Board Certified Behavioural Analyst and behaviour therapists with a broad range of expertise. These services are also available for any family with a child with Autism who has not received funding from OAP but would wish to purchase services while waiting.

### People and Culture – Snapshot Stats

- 5 Retirements
- 25 New Hires
- 12 New Positions:
  - CYMH Service Coordinator
  - BCBA
  - Urgent Response Coordinator
  - Manager, Clinical Services
  - OAP Service Navigator
  - Youth Success Worker
  - Director of People & Culture
  - Help Desk Coordinator
  - HR Generalist
  - Program Assistant
  - Lead, Privacy and CPIN Sustainment

### Child Welfare – Snapshot Stats

Investigations Completed	353
Ongoing Services	50
Children in Care (avg.)	56
Placed into Kinship Home	2
Placed into Foster Home	1

### TALK-IN CLINIC TURNS 13!



Over two years into the pandemic, we are still facing more loss, loneliness, and hardship than we ever could have predicted. The COVID-19 pandemic has had an impact on every aspect of our community, our country, and our globe. No one is exempt, particularly those most vulnerable. Since the start of the COVID-19 pandemic, the staff at DCAFS have worked tirelessly to deliver vital in person support to children, youth and families across Dufferin County. We are deeply grateful to you for your strength, courage, and dedication in keeping our most vulnerable children, youth and families safe. Thank you to our staff, our unsung heroes

Jody Sadinsky, Director of Service  
 Jennifer Proctor, Director of People & Culture

Bonnie De Paul, Director of Service  
 Nancy Buchanan, CFO