

2016-17 ANNUAL REPORT

a year in review...



New Service Delivery Model for CYMH



2 Youth in Care receive Children's Aid Foundation Post Secondary Awards



Clinical Services aligned supports



Expanded Autism Services

Staff Years of Service

25 Year
Nina Little

15 Year
Rob Newton
Doug Mason
Tara Britt
Silia Paulozza
Marj Both
Suzanne Fitzgibbon
Sarah McTaggart
Sandy Shand

10 Year
Nadia Watt
Kristy Dayler

5 Year
Lynn Walbourne
Melissa Norman
Carol Ann Shimes

Board of Directors

President: Steve Scott
Vice President: John Murray
Treasurer: Jan McCutcheon
Directors:
Jennifer Meeker
Bernadette Hardaker
Rapinder Kaur
Shelley Doney
Wendy McIntosh-Clodd
Brian MacNamara
David Martin

Message from the Executive Director

2016-17 has been marked with some incredible accomplishments to celebrate! As an agency, we launched Signs of Safety, a service delivery, safety planning and decision making framework that is applicable across the entire organization. We are very excited to be in the initial stages of this implementation journey and have been very pleased with the positive outcomes we have seen so far.

We have further aligned ourselves with two significant provincial strategies – the Ontario Special Needs Strategy and Moving on Mental Health – by restructuring our Developmental Support and Child & Youth Mental Health teams in an effort to provide more streamlined services through our newly formed Clinical Services team. This change allows us to approach service with our children, youth and families from a more holistic perspective and ensure the right support is in place regardless of diagnosis.

Our Autism services have undergone unprecedented change in the past year with a new fee for service program, and more change in store as we await the new Ontario Autism Program.

The landscape for Child Protection in the province, as well as locally, has been undergoing change as well. Our Quality Improvement reports, which is one mechanism we have to understand the quality of our service provision, have demonstrated that we are doing a remarkable job with meeting provincial standards. The provincial Call to Action has been guiding our work, including the decision to participate in a province-wide shared services program. There was a new Child, Youth and Family Services Act introduced in Ontario this past year and we are looking forward to the changes that are in store, particularly as it relates to the increased age of protection, which will allow us to provide service through child protection to youth over 16.

Our Corporate Service team has also been experiencing continued change and enhancement initiatives. There has been a significant number of large scope projects in this department over the past year, all intended to better understand our processes to increase desired outcomes; as well as to ensure our work environment is current and welcoming.

I am ever grateful to the amazing team of talented people at DCAFS – staff, foster parents, volunteers and board members – for the work they do every day and for the manner in which they have adapted and responded to the numerous changes we have undergone in the past year. Change is indeed the only constant, and in order for us to provide the best service possible, we need to be open to continuous improvement – something I feel we've really demonstrated this year. As we look towards this upcoming year, there is so much in store to be excited about! We are launching our new strategic plan, which was developed with input from everyone at DCAFS as well as many people in our community. Our new strategic directions provide us with renewed energy and focus on working together to be the best that we can be!

In closing, I would like to thank our retiring board members – Steve Scott, Jennifer Meeker and Bernadette Hardaker – for their unwavering dedication to DCAFS and sincere care for the children, youth and families in Dufferin County. You have made such a positive difference in people's lives!

With gratitude,
Jennifer Moore
Executive Director

Message from the Board President

2016-17 has been another successful year serving the needs of Dufferin residents. There have been several projects over the past twelve months that will shape the work of DCAFS over the next several years.

The Board has recently ratified a new agency strategic plan, which was developed jointly between the Board and the staff of DCAFS. This new strategic plan will set direction for the agency for the next several years and will shape DCAFS not only internally but also within the wider community in which it operates.

Sector-wide talks have taken place over the past year and a half regarding a shared services protocol. Led by the OACAS, the program seeks to find an effective model to assist participating agencies with capacity building while finding economies within the sector as a whole. DCAFS has signaled its intent to participate in this initiative and expect that it will provide many benefits, both economically and in terms of access to resources.

Financially, the agency ended 2016/2017 with a slight surplus in child welfare. This surplus will be added to the Balanced Budget fund for future use.

As a Board, we continue to focus on strengthening our governance practices through both education and being proactive through the Governance and Nominating Committee. In particular, there has been a focus recently on the recruitment of Board members. To that end, I would like to thank Bernadette Hardaker and Jennifer Meeker, who are leaving the Board, for their service. Both have provided their great wisdom and experience and have made very valuable contributions to DCAFS during their tenure.

The Board would also like to thank the staff of DCAFS for their continued dedication to the health and well-being of the residents of Dufferin. 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.

It has been an honour to chair the Board over the past four years and to sit as Board member for the past six. DCAFS holds a special place, not only in Dufferin but across the province, and not just for its service model but also because of its leadership within the sector. There is much to be proud of and to celebrate and I look forward to seeing it thrive in the years to come.

Many Thanks,
Steve Scott,
Board President



Community Presentations
Child Welfare: 10
Clinical Services: Various

614 Followers
273 Tweets

facebook

Children's Mental Health at Dufferin Child and Family Services
260 Page Likes

Dufferin Children's Fund
142 Page Likes

Admin/Support Staff trained with Lean Six Sigma White Belt



Human Resources



Posted 31 Positions
Hired 18 New Staff
74 Full Time Staff
24 Part Time Staff

Building Improvements



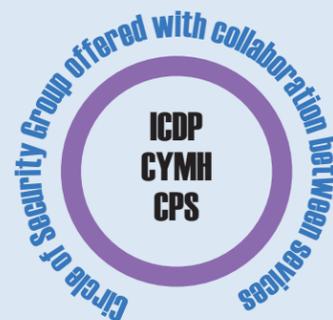
- roof repair
- retaining wall
- hand dryers
- touchless faucets
- washroom for all

3 Pride Sessions held
28 People Trained in Pride

Dufferin Children's Fund
granted \$47,000 to 45 recipients

Common Assessment Tool CANS
for Clinical Services aligns with MOMH

Child Welfare & Clinical Services
Team Based Decision Making using Signs of Safety
Learning Labs & Video Consults ongoing



Moving on Mental Health
Joint Governance
Special Needs Strategy

Child Welfare QIP Metrics - Tracking Trends
Continuous Quality Improvement

Finance Accomplishments

- RESP Directive compliant
- Import from Excel to SAGE
- 3,438 AP payments
- 124 foster payments
- 1,488 cheques
- 2,049 EFT & pre-auth
- 107 T4's issued
- 2,232 payroll payments

20 Kinship Homes

Wellies To Wishes 2016 - Last Wellies Event!

New Fundraising Event Born
Building Better Tomorrows
Keynote Speaker: Sheldon Kennedy

Launch of Autism Early Identification Demonstration Project



DCAFS Child Welfare Performance Indicators
find these on our website: www.dcafs.on.ca

Information Technology

- Security Audit – security recommendations began to be implemented
- Central Printing
- Observation cameras
- Enhanced anti-virus software

Clinical Services
Launched Behaviour Consultation Model supporting Children & Families based on Need not Diagnosis

connecting with the community
9 Episodes with Rogers TV

KEY FINANCIALS

Revenue Subsidies & Donations	\$11,025,697
Expenses	\$11,454,260
Other Income	\$638,732
Excess (deficiency) of Revenue over Expenses before prior year subsidy	\$210,169
Capital Assets	\$4,495,520
Total Assets	\$5,740,357
Long Term Debt	\$2,605,044
Total Liabilities	\$3,682,173
Net Assets	\$2,058,184
Total Liabilities and Net Assets	\$5,740,357

DUFFERIN CHILDREN'S FUND

Program Expenses	\$ 11,121
Youth Futures	\$ 15,750
Child & Youth Development	\$ 10,407
Health & Wellness	\$ 11,815
Camp	\$ 9,979
Donations - Tax Receipt	\$ 21,097
Donations - Non Tax Receipt	\$ 11,076
Wellies to Wishes - Gross Revenue	\$ 25,554

** Audited Financial Statements YE March 31st 2016-17 available upon request