

Annual Report 2009-2010

From the President and
the Executive Director

"I Am Your Children's Aid."

Our New Mission

Our New Vision

Our 4 Priorities for 2010-2013

Quality Assurance

Good parents expect the best
for their children

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The Children's Aid Society
La Société de l'aide à l'enfance
of the United Counties of | des comtés unis de
Stormont, Dundas & Glengarry

We are here to help.



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From the President and the Executive Director

As always, 2009-2010 has been a very busy and exciting year for the Children's Aid Society of the United Counties of Stormont, Dundas and Glengarry.

At the end of our last fiscal year we received an engineering report advising us that our building was in need of significant repair. We needed to not only replace the roof but also to do major structural repairs to the exterior walls. With the help of our MPP Mr. Jim Brownell, and after many months of the Board of Directors lobbying with the government, we finally received most welcome news from our Minister, the Honorable Laurel Broten, that we would receive 1.5 million dollars to cover the urgent repairs to our building on Boundary Road, in Cornwall. We were under construction most of the year and are looking forward to the reopening of our main lobby in the next couple of weeks. The results are impressive. We love the new look of the building, but mostly, we are very happy to be working in a safe and dry building. We look forward to serving the children and families of S D G from this site, for many more years.

In June 2009, the Minister of Children and Youth Services announced that she would create the Commission to Promote Sustainable Child Welfare (Sustainability Commission) and work towards the achievement of a stable financial future for child welfare in Ontario. On November 26, 2009, the names of the Commissioners were announced. The mandate of the Commission is to develop and implement initiatives that will contribute to moving Children's Aid Societies and the Ministry towards sustainability and reinvestment in better outcomes for children and youth in need of protection. In December, 2009, we had a meeting with the Commission as part of a round table discussion with the four Eastern Zone CASs. In the coming months we hope to have further opportunities to make the Commission aware of some of the unique aspects of our community and to discuss programs, like our new residential model, and some of our community partnerships.

Another milestone this year, was the conclusion of the Cornwall Public Inquiry with the

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release of the Commissioner's final report in December, 2009. Most of the Commissioner's recommendations are already in place and we are working in partnership with the Cornwall Community Police Service, the OPP and the Crown Attorney's office to revise and update our protocol for the investigation of abuse allegations.



We continued our quest to recruit more foster families through our recruitment campaign. It has been quite successful, but we are far from finished as we need many more foster families. In the next couple weeks we will launch the second phase of this campaign. We also supported the provincial campaign "I Am Your Children's Aid" by placing strategically great, positive stories about clients and children throughout the three counties.

A major decision this year was to purchase a new data gathering system called Matrix. This new system will allow us to be much more accurate and efficient with our data and will increase our quality assurance capacity. The implementation of this new system will require a lot of work but will certainly be worth the investment.

Finally, we spent most of the year working on the development of our new strategic plan. It is almost complete. With the help of the Board of Directors, managers, and employees we revised our mission and vision statements, and identified four priorities which will guide our work for the next three years.

In closing, we want to extend our sincere thanks to the Board of Directors for their involvement and support throughout the year. We also want to extend our gratitude

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to the staff of the Society for their unfailing commitment to the cause of protecting children; to our foster and adoptive parents for their generosity of heart in welcoming children into their families; to our volunteer drivers who never tire of ensuring our children get to their appointments; and to our community partners and those in the outside placement resource sector, for helping us deliver services in a more coordinated fashion so that it is easier for children and families to receive the help they need as close to home as possible.

We would be remiss if we did not also extend a special thank you to Mr. Ray Barns who, after 10 years of dedicated service on our Board of Directors, including several years as Board president, is at the end of his term and will be leaving the board. Ray was a strong advocate provincially for the Eastern Zone and for our agency in particular, spending countless hours ensuring that our issues were heard. Ray worked long and hard for the children and families of our community and his efforts and experience will be truly missed. ■

Rachel Daigneault and Ron Samson

"I Am Your Children's Aid."

On behalf of its member agencies across Ontario, the Ontario Association of Children's Aid Societies (OACAS) launched a Public Engagement and Recruitment Campaign to educate Ontarians about the role of the Children's Aid in their community and ways they can get involved in protecting children and building strong families. The theme of the campaign is "I Am Your Children's Aid" and tells the stories of youth, families, foster and adoptive parents and workers, whose lives have been touched by their Children's Aid.



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REENA Mother, Drummer

"I Am Your Children's Aid."

"I'm an addict—four years clean—and a mother. The key to my recovery was: I got honest. I got honest with Children's Aid, and with their help I was able to get my kids and my life back. I'll always be grateful to them—they're the unsung heroes of my life. I don't sing, but I will play the drums to say, 'Thank you.'"

GET INVOLVED WITH YOUR CHILDREN'S AID. GO TO USEYOURVOICE.CA Ontario Association of
Children's Aid Societies

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Our New Mission:

The Children's Aid Society of the United Counties of Stormont, Dundas and Glengarry protects children and youth from abuse and neglect while supporting their safe and healthy development within their family and community. We are here to help.

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Our New Vision

Providing excellent service in child welfare through critical analysis and outcome measurement.

Our 4 Priorities for 2010-2013

- 1-** We are committed to strengthening children, youth and families in our communities.
- 2-** Our residential model supports the development of the child within a permanent family system, including their own family.
- 3-** We will be a leader in the fight against child abuse and neglect in S D & G.
- 4-** We will develop our people and strengthen our organization capacity and accountability.



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Quality Assurance

This year has been a very exciting time for Quality Assurance within the organization and I am pleased to describe here some of the recent projects and initiatives underway.

Our early efforts this year focused on reviewing the data integrity of our current system and developing reporting capacity in all service areas. Several file audits were conducted examining the files open for extended lengths of time for ongoing work with families for protection reasons. Numerous files were closed following this review. Another file audit highlighted the deficiencies in our current documentation system for tracking files where there had been no further involvement with the family following an initial call. This, along with other gaps in our documentation system and reporting capacity has led to the recent purchase of a new data management system which will be implemented this fall. This has also prompted a review of our agency work processes to establish clear and reliable systems for reporting and tracking in all areas reducing redundancies and duplication of work.

Also as part of this year's activities in QA, we have continued to evolve our understanding of the needs and strengths of our children in care through an examination of children's profiles and our On Lac data. The rich source of information obtained through On Lac will continue to allow us to better understand the progress and development of our children and ensure they receive full support in reaching their potentials.

An evaluation of the support programs offered through the work of the Child and Family workers with our agency identified key areas for future focus and provided valuable information on service utilization and efficiencies. Other program evaluations are scheduled this coming year.

With the support of the Quality Assurance Committee of the Board of Directors which was formed this year, the upcoming year for QA promises to provide us with all the necessary elements to enhance good service and ensure positive outcomes for children and families. ■

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Good parents expect the best for their children

It has been four years since the Ministry's transformation initiative was launched. Over the past two years, our agency has been taking a more critical look at how our children are doing compared to Canadian children who are not in care. Over the past year, we committed to focusing on permanency planning as a top priority. To this end, a new permanency planning committee was designed, as well as enhanced practice standards intended to ensure that every child in care received appropriate and timely planning. From January 2009 to April 2010, one hundred and thirty two planning meetings were held. The goal is that our children will have a timely plan working toward reunification with their families of origin, or having a permanent family through adoption or legal custody if reunification is not possible.

*The goal is that our children
will have a timely plan working
toward reunification with
their families of origin*

Reunification with the birth family is always our primary goal. Despite all efforts, there are some families that are unable to resume their parenting responsibilities. In those cases, the Society has recommitted to adoption as the preferred permanency option, and launched its own recruitment campaign to attract adoptive families for older children. This was an agency wide effort with front line staff and supervisors included in the video. The results were immediate and astonishing. Out of the nine children featured on the video, seven were matched with prospective families within a week. The agency has shared its success story with our partners CASs within the eastern zone. The number of our kin families has grown exponentially, as the agency pursued kin options in permanency planning meetings as an alternative to foster care. Our youth living in OPRs are being reviewed to ensure that every child has a network of social support and connections to family, friends, and siblings. Kin placements are proving to be both stable and supportive of the child cared for in the home. Kin receive support from the agency as do foster parents, but are only licensed to care for the identified child. Kin parents are less likely to report negative behaviors, perhaps because the child is not stigmatized by the label of foster

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child. The benefits to the children are clear, as they are raised by family who share their history and culture. A total of twenty two children have been adopted this year, two of whom were adopted by kin. The year's total represents more than a hundred percent increase over finalizations that occurred in the previous year.

The agency vision is that all of the children whom we serve will have the same opportunities as all other Canadian youth to experience success as they progress toward adulthood. Children involved with the Society are entitled to a loving permanent family that supports them in their dreams and ambitions. We will continue to train staff and foster parents to promote resiliency and maintain our focus on promoting higher education as the best way to prepare our youth for the future. Our youth are responding in kind, as we have the highest number of young adults who are choosing to remain with the Society on ECM status. The word is spreading among our teens that the agency will support them all the way through university and that they should aim high. For the fifth year in a row, one of our youth has won the Clarke bursary and another the Clarke grant. Still another is following her dreams in Brazil obtaining a degree in psychology and doing community work as well. We are gratified to know that our focus on outcomes is beginning to bear fruit, although we believe that we have some distance to travel with respect to raising our expectations for all of our youth. Like any

good parent, we should always believe that our children are the best children, and that there are no limits to what they can achieve. ■



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Annual Statistics *as of March 31 2010*

OUR WORK IN CHILD PROTECTION IN THE COMMUNITY

Total number referrals received for protection, 2951
to foster, adopt or be kin

Community Links with services 253

Investigations/ assessments closed 888

Investigations /assessments transferred
to ongoing work with families 307

Total investigations/ assessments completed 1195

OUR CHILDREN IN CARE

Ages of our Children in Care

	0-5 years	53	15.4%
	6-9 years	35	10%
	10-14 years	109	31%
	15- 17 years	95	27.2%
	Over 18 years	57	16.4%
	Total	349	100%



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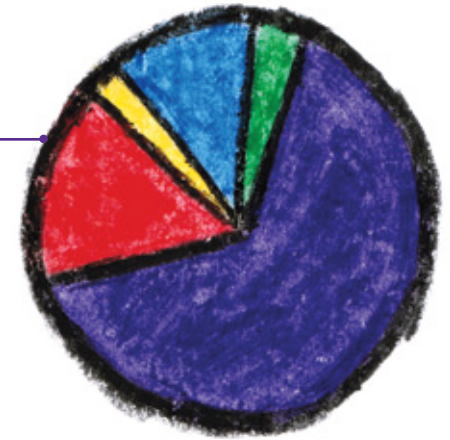
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STATUS OF OUR CHILDREN

	Crown Ward	230	65.9%
	Society Ward	58	16.6%
	Temporary Care Agreement	6	1.7%
	Extended Care	44	12.6%
	Other	11	3.2%



TYPES OF PLACEMENTS FOR OUR CHILDREN

	Foster care	190	54.4%
	Kinship	29	8.3%
	Outside Paid Resources	60	17.2%
	Extended Care placement (over 18 years of age)	44	12.3%
	Adoption probation	13	4.0%
	Elsewhere	13	3.8%



ADOPTIONS COMPLETED THIS YEAR

21

OUR RESOURCES

Foster families	115
Kinship care	18

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The Statement of Operations for the year ended March 31 2010 is included for your review in this Annual Report. Full financial statements are available upon request.

Our fiscal year ended with a small surplus of \$9,011. We continue to look for ways to increase our efficiencies in case management and client services in order to reduce costs, especially in the area of outside purchased services.

We appreciate the continued efforts of the Ministry in recognizing and assisting us with some of our unique needs such as the Cornwall Public Inquiry and infrastructure repairs along with the ongoing challenge of funding Child Welfare services.

REVENUES	2009-2010
Province of Ontario	23 815 478
Child Welfare Recoveries	1 212 974
Investment Income	4 158
Amortization of deferred contributions	86 196
Other	220 587
Total Revenues	25 339 939

EXPENDITURES	
Salaries and Wages	7 795 210
Benefits	1 554 705
Building Occupancy	487 727
Office Administration	324 493
Training & Recruitment	175 839
Promotion & Publicity	59 722
Professional Services Non-Client	24 872
Travel	1 147 457
Boarding Rate Payments	10 998 117
Professional Services Client	282 170
Health & Related	778 687
Client's Personal Needs	1 096 485
Camp	5 061
Miscellaneous	134 037
Technology	461 046
Total Expenditures	25 330 382
Net Expenditures over Revenues	9 011

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With the implementation of Differential Response in Child Welfare our Agency has made many changes to the service model in our efforts to introduce Strength Based Practices. Over the past year we have initiated two projects to further enhance our ability to provide such services. The Case Note project and as well the Signs of Safety project will focus our work within philosophical framework based on Family Centered and Strength Based principles. Within this approach, families, youth and the community are fully engaged in jointly seeking solutions to ensure child safety.

As we continue to focus on our commitment to Strength Based Practice we are collaborating with Family Services Ottawa and Ottawa Children's Aid Society, Renfrew Children's Aid Society, and Prescott Russell Family and Children's Services to implement Alternate Dispute Resolution methods, including Family Group Conferencing and Child Protection Mediation. These two projects will extend into 2010. Family Group Conferencing and Child Protection Mediation are two methods within Strength Based Practice that empower families, youth and the community to seek solutions that build upon their strength. ■

