



Children's
Centre
THUNDER BAY

Improving lives together.

Annual Report 2016-2017



www.childrenscentre.ca



Improving **lives** together.

Our Mission

Serving communities within the District of Thunder Bay, our purpose is to improve the quality of life for children and youth within their family and community environments.

We provide services that:

- ✿ Improve child and youth mental health.
- ✿ Address children's developmental, social, and behavioural needs.
- ✿ Strengthen the family's capacity to parent children.
- ✿ Build the community's capacity to support children, youth and families.

Our Values

In our work with the people we serve, our community and each other, Children's Centre Thunder Bay will:

- ✿ Be respectful, honest, compassionate and fair.
- ✿ Embrace diversity and support inclusion.
- ✿ Collaborate and build partnerships.
- ✿ Take responsibility and be accountable.
- ✿ Strive for learning, growth and excellence.
- ✿ Lead, serve and say thank you!

Improving **lives** together.

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Letter from the Board Chair

Governance is not only an important job; it is a big job. It requires board members to roll up their sleeves and do meaningful work. The Children's Centre Board of Directors has been busy this past year doing very meaningful work; work that integrates the Board's oversight of our Mission with the directions set out in our 2016-19 Strategic Plan. More specifically we have:

- Critically analyzed the intersection of quality and risk for the organization and the importance of risk governance, in order to ensure a healthy and sustainable organization;
- Determined what influences our governance policies, and made important adjustments as necessary to support our role as servant leaders and stewards of the Mission;
- Engaged actively with numerous stakeholders, listening carefully, representing purposefully, and advocating when necessary at both local and provincial levels;
- Continued to meet with other Boards of Directors to operationalize our shared accountability and ensure children, youth and families in our community are getting the best service possible as we work to create integrated systems of service.

We want to make a difference!

It has been important for us to use our time wisely and to ensure we understand and appreciate what constitutes effective governance. We have taken time to be educated about the principles of good governance and to be engaged in a period of shared learning to help the Board gain crucial insight into their potential power and effectiveness in creating an owner-accountable, future-focused and results-oriented governance system. Board meetings have engaged members in robust conversation and debate and resulted in a strong commitment to not only serve – but also to spend a greater proportion of the Board's time invested in activities that impact the strategic direction of the organization.

I want to thank all of our Board members, our staff, the Foundation Board members, our volunteers, our parent advocates and our community partners for their continued dedication, commitment, enthusiasm and passion. Together we can accomplish great things.

Nancy Chamberlain

Chair, Board of Directors
June 2017



Message from the CEO

As I reflect back on the past year, I am once again humbled by the magnitude of the services we provide and this organization's relentless efforts to improve the lives of children, youth and families. Whether it is providing a single session of counselling, travelling 300 km to provide speech and psychology services, sharing life space with youth in residential, or loading all your belongings in a suitcase and heading off to child care programs – each and every one of the thousands of service moments breathe life into our mission. Through our work at the individual, family and community level, we have continued to help clients and strengthen the systems that serve them. This is no simple task; we should be proud.

Although this past year has been home to numerous accomplishments, six stand out for me.

- First, and most importantly Children's Centre has served over 4000 children, youth and families providing mental health, child development and parenting services to those in need. And what is even more important is the fact that our first foray into outcome data is telling us that people we serve get better – this is a good news story!
- Second, our engagement work has expanded to include the striking of our Parent Council and the expansion of our Youth Engagement work. This year, three of our parents travelled to Toronto and met with the Minister of Children

and Youth Services to advocate for more funding and for bringing critical services nearer to home for families living in the Northwestern Ontario.

- Third, we have continued to build our data management foundation as we seek to improve accountability and decision-making through the generation of reliable information at the clinical, program and organizational levels. Data and good information is vital to accountability, transformation efforts, funding, and providing quality services.
- Fourth, we continue to work at the community systems level providing support and resources to provincial strategies including Moving on Mental Health, Coordinated Service Planning and Integrated Rehabilitation Services.
- Fifth, we warmly embraced the Auditor General of Ontario experience, using the findings from the audit as an opportunity to learn and improve the way we do business. I look forward to being part of bringing the Auditor's recommendations to life across Ontario.
- Finally, at both the governance and operations levels, we continued to build the Centre's quality program, focusing on the meaning and creation of quality in practice. Internally, with the help of the Centre of Excellence, we have crafted a new quality framework that concurrently addresses quality assurance, performance measurement and risk management.

So with that said, what does the future hold as the winds of change continue to blow? A couple of things come to mind. It is my hope that our service culture continues to evolve becoming both trauma-informed and more able to adopt the evidence-informed practices that best serve the needs our children, youth and families. It is my hope that a year from now we will be more able to articulate our successes in key areas setting performance benchmarks for client improvement, client service experience, wait times, flow and cost effectiveness. It is my hope that our engagement work with youth, parents and community flourishes as the people we serve continue to make important contributions to the Centre's work.

Finally, it is my hope that the staff of the Centre, regardless of the challenges and struggles we face as an organization, find comfort in the knowledge that the work we do is sacred and, most importantly, that through this work we save lives, support growth, improve quality and build community. Thank you to those who make this possible – the members of the Board, each and every employee, our Funders, our Children's Centre Foundation and most important the children, parents and families who trust us with their lives.

In closing, I would like to suggest that life at the Children's Centre is both beautiful and full of challenges, simple in what is important and complicated in how it all comes together. As Nelson Mandela once said: "after climbing a great hill, one only finds that there are many more hills to climb". I look forward to the next year's hills with hope and passion as we work together to serve our mission.

Diane Walker,



Chief Executive Officer
June 2017

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- Nelson Mandela

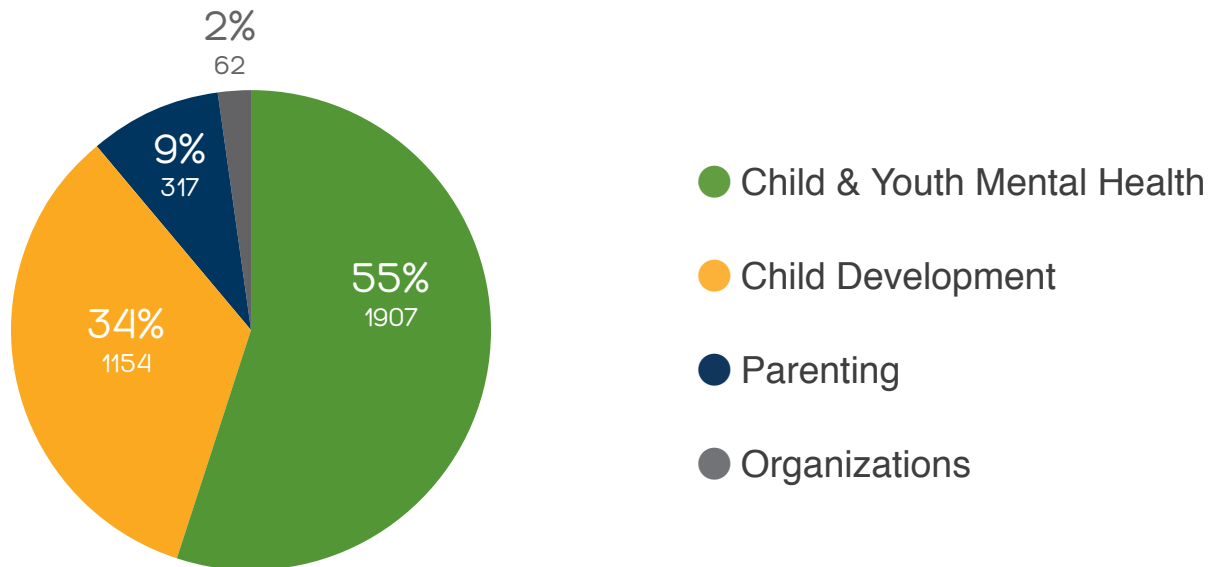
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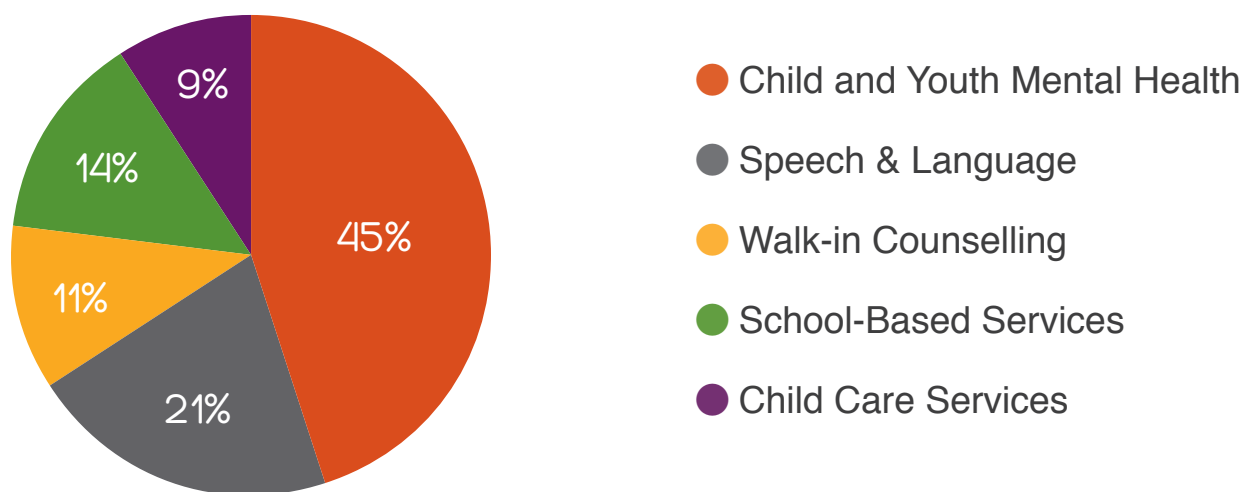
Service Statistics

2016-2017

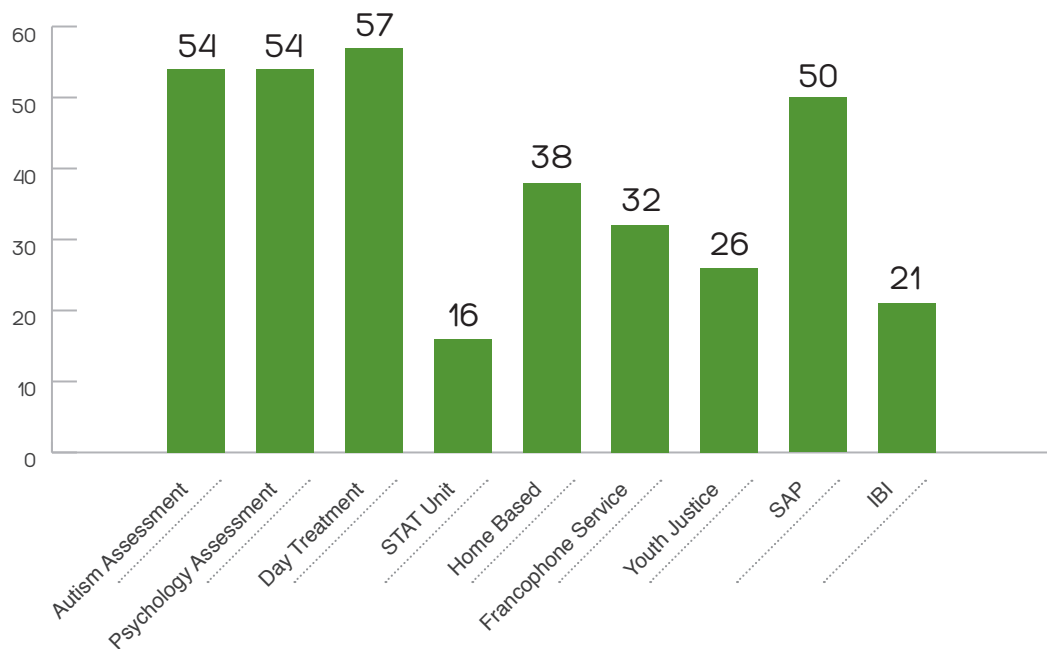
Mission-based View



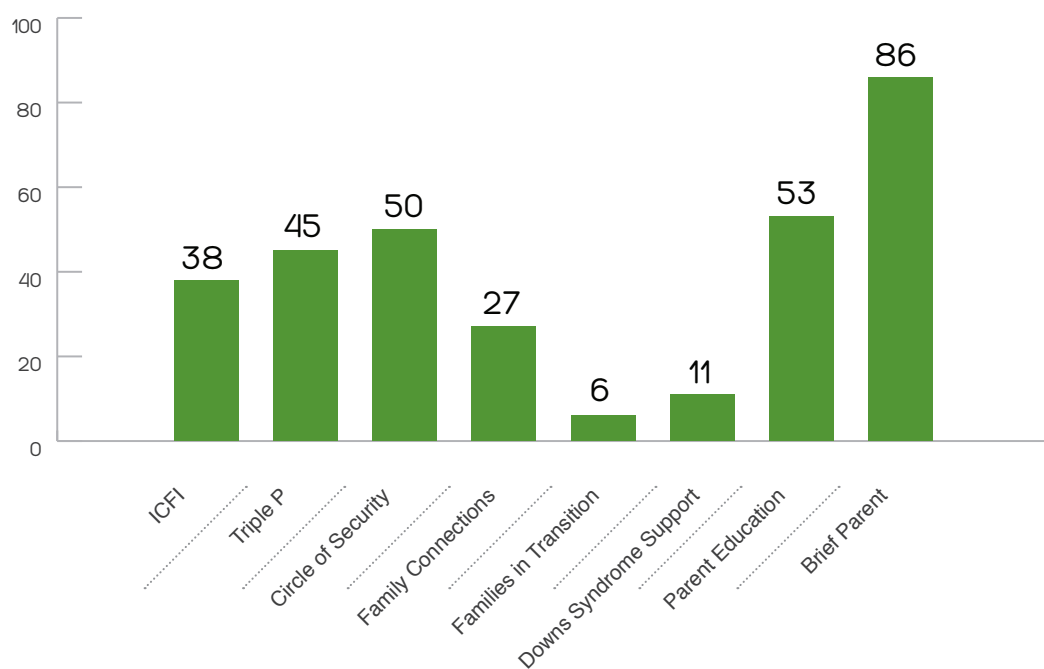
The Big Five Programs



Smaller Niche Services



Parenting Focused Services



Client Satisfaction 2016

The following results are based on client satisfaction surveys that are completed at the end of service and are reflective of Accreditation standards we are expected to achieve.

This survey focusses on three distinct areas:

1. The client's satisfaction with treatment process itself
2. The client's relationship with their worker
3. The service experience outcomes the client feels they achieved

In 2016, overall client satisfaction with Children's Centre's Services was very high, ranging from a low of 91% to a high of 98%. This data is similar to the levels of satisfaction clients have reported in the past.

Highlights from the data include:

- 98% of the clients reported they were treated with respect
- 94% of clients reported that service was helpful

In terms of averages clients reported a,

- 93% level of satisfaction with the treatment process
- 95% level of satisfaction with their worker
- 95% level of satisfaction with the outcomes we strive to achieve.

Although a bit lower than other areas, clients reported over 90% in terms of 1) knowing how to make a complaint, 2) being offered copies of their reports and 3) being provided with information about other services and resources. These results represent increases from past results which tended to be in the mid-80s.

Summary of Results

Client Satisfaction with Treatment Process



Client Satisfaction 2016

Summary of Results

Client Satisfaction with Worker

- 95% | → My appointments were scheduled at good times
- 95% | → My worker understood my family's challenges and needs
- 94% | → My worker helped me focus on and use my strengths
- 96% | → My worker listened to my concerns, opinions and wishes

Client Satisfaction with Service Experience

- 96% | → I was satisfied with the services I received
- 95% | → If I needed help again I would call Children's Centre
- 98% | → I was treated with respect at the Children's Centre
- 94% | → Overall, treatment was helpful
- 91% | → I have a better understanding of the problems that brought me here

Moving from Outputs to Outcomes

Some Interesting Findings in First Year of Using CANS

The Child and Adolescent Needs and Strengths (CANS) is a multi-purpose tool developed for children's services to support decision-making, including level of care and service planning, to facilitate quality improvement initiatives, and to allow for the monitoring of outcomes of services.

- In fall 2015, CCTB first introduced the use of CANS into our clinical culture
- This is the first year we have full sets of data to begin understanding who we serve, what they need and whether or not they get better as a result of services

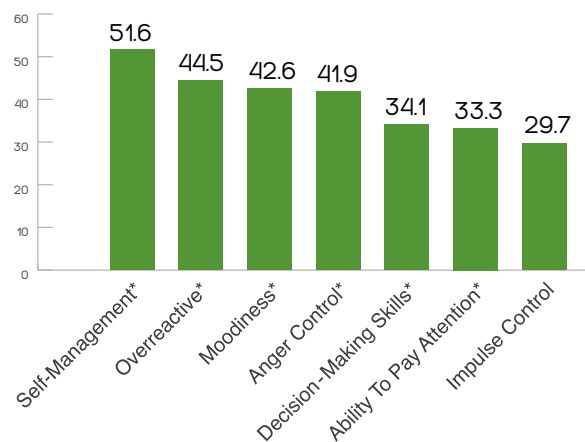
The following is a summary of findings, to date, using the CANS:

Risk Behaviours

- 10.6% of youth aged 6-12 present as a danger to self, with this dropping to 3.8% in adolescence
- 13.8 % of adolescents receiving services present with clinical levels of suicide risk, with 1 in 6 - or 11.1% - being female (or identifying as female)

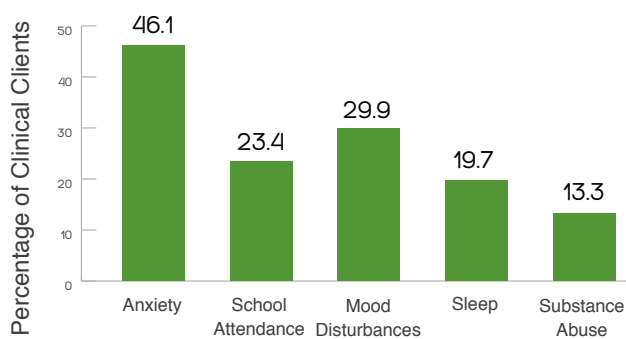
Behaviour & Self Regulation

- Behaviour and self-regulation are significant clinical issues in children and youth who present for treatment. The Graph below shows the percentage of outpatient mental health clients who present with clinical level behaviour and self-regulation issues
- Self-management was the highest scoring item on the CANS, with over 50% of the youth and teens presenting with clinical level difficulties
- Interestingly - but not surprisingly - males present with substantially more self-management issues than females



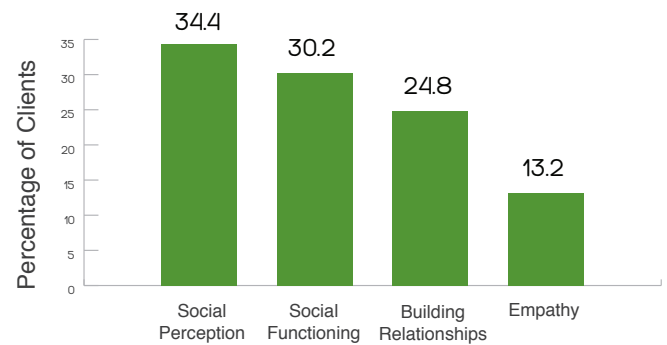
Emotional Need

- Next to Self Management, Anxiety is the second highest clinical need with 46.1% of youth or teens struggling with anxiety.
- 23.4% or almost ¼ of our clients struggle with school attendance and 1 in 5 have problems with sleep

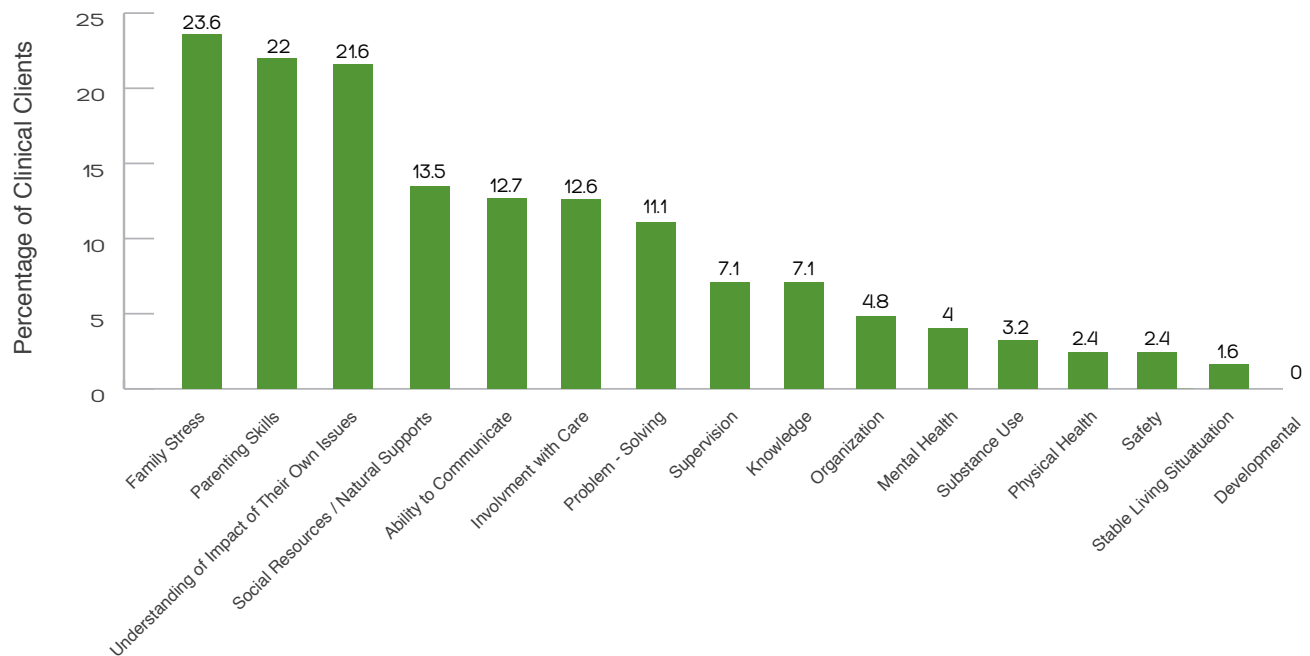


Social Functioning

- A substantial proportion – one third of youth and teens struggle to function socially
- ¼ had trouble building relationships and 1 in 10 had difficulties with empathy

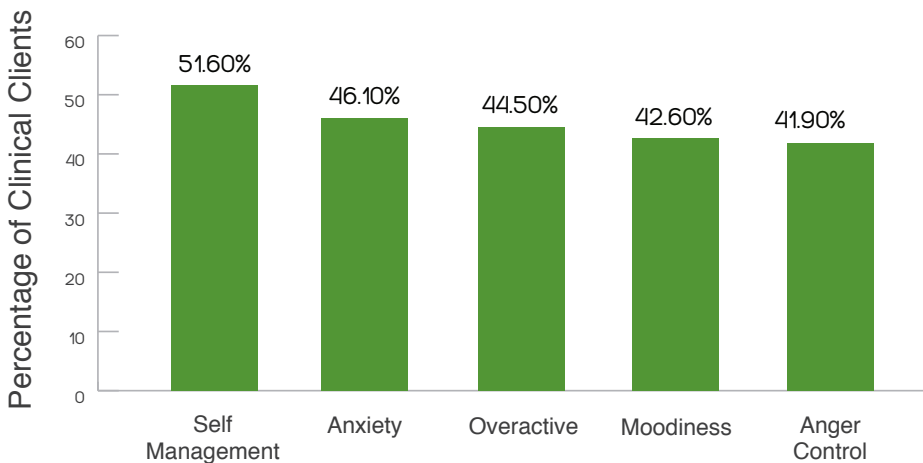


Family Caregiver Functioning



- Almost 1 in 4 families experience clinically significant levels of stress
- 1 in 5 families struggle with parenting and to understand the impact on others

Overall Complexity of Client Profiles and Needs

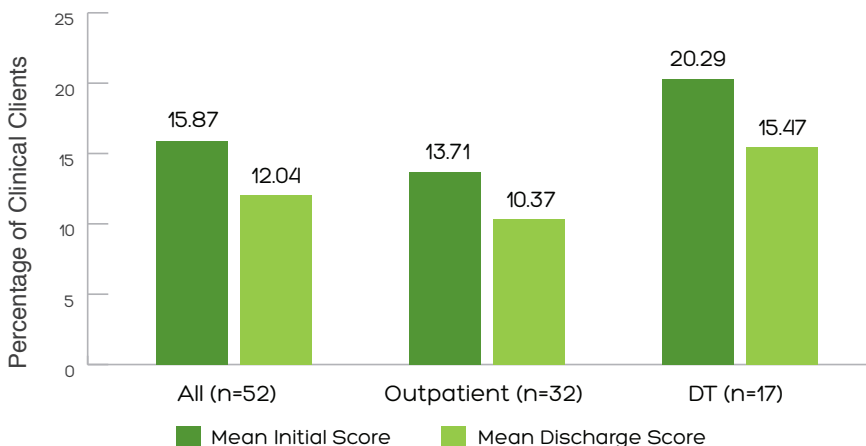


What we learned

- We should continue to focus our treatments on areas that address self-regulation and anxiety, as these are the two highest areas of difficulty
- 34.7% or 1/3 of youth and adolescents suffer from the ongoing impact of trauma – we are on the right track in addressing this through the upcoming training
- Sleep problems are seen in 20% of youth and need to be more critically addressed
- We need to continue to work with school system to address problems in attendance
- Families and caregivers also struggle, with the CANS results validating our work in parenting and parenting support

Outcomes - A Snapshot of what is to (out) come using CANS

This is a small sub-sample of youth who receive Child and Mental Health Services. A total of 52 youth with 35 in outpatient counselling and 17 in day treatment



Overall improvements as measured by the CANS were significant

70% of day treatment youth showed improvement

66% of outpatient youth showed improvement

Board of Directors

2016/2017

Nancy Chamberlain
Chair

Rebecca Johnson
Past Chair

Aiden Kivisto
Vice Chair

Kate Leroux
Secretary/Treasurer

Clayton Browne
Director

Tara Gauld
Director

Colleen Kappel
Director

Halie Knudson
Director

Jim Lees
Director

Tricia Murdoch
Director

Carol Rusak
Director

Employee Recognition - June 2017

30 years

Lori Watson
Joan Speer

25 years

Noreen Nault
Laura St. Jacques

20 years

John Woronkewych
Anna Tarjan
Dave Villella

15 years

Todd Perrier
Nick Pittarelli
Marnie MacPherson
Margaretha Hunnakko
Holly Rocco
Candace Burns
Pina Tino
Jennifer Brooks
Susan Coulter
Martha McClelland

10 years

Theresa McMillan
Andy Meisner
Meaghan McCallum
Bruno Castellan
Lori St. Amand
Jennifer Welsh
Melissa Pye
Arin Soloway

Retirement

Barry Gigliotti
Gail Warnick
Laura Spiller

Summarized Financial Statement

Year Ended March 31, 2017 (with comparative figures for 2016)

	2016/17	2015/16
Revenue		
Advances from MCYS	\$9,052,022	\$ 9,017,059
Ministry of Health	215,068	215,068
Thunder Bay District Social Services Admin Board	1,454,098	1,185,769
Ministry of Attorney General	194,370	189,065
Other	1,525,315	1,667,697
United Way	54,318	52,768
Donations	15,835	12,556
Interest	6,278	7,945
Recoveries	154,097	109,657
	<u>12,671,401</u>	<u>12,457,584</u>
Expenditures		
Salaries	\$ 8,570,946	\$ 8,233,237
Employee Benefits	2,035,004	1,940,316
Travel	115,210	119,130
Communication	94,013	96,088
Building Occupancy	170,461	133,072
Staff Training	107,946	50,515
Promotion & Publicity	16,619	44,684
Repairs & Maintenance	55,075	134,442
Professional fees – Non-client	111,123	149,434
Purchased Services - Client	748,490	937,738
Insurance	89,026	85,975
Supplies & Equipment	503,020	476,967
Other	34,147	43,316
	<u>12,651,080</u>	<u>12,444,914</u>
Excess of Revenue over Expenditures for Year	<u><u>\$ 20,321</u></u>	<u><u>\$ 12,670</u></u>

If you wish to have a copy of the Audited Financial Statements, please contact Norine Carroll at 343-5064

Thank You United Way

It is with the generous support of the United Way of Thunder Bay that the Children's Centre Thunder Bay is able to provide several Public Education and Prevention programs for the City of Thunder Bay. With their continued support, the Children's Centre is also able to improve access to mental health services through the Rapid Access Program.

A United Way Funded Agency





Improving lives together.



engage • educate • enrich

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www.childrenscentre.ca



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