

# ANNUAL REPORT 2017–2018



**FAMILY AND  
CHILDREN'S  
SERVICES**

*of Lanark, Leeds and Grenville*

Rising to excellence,  
Guiding growth,  
Inspiring Possibility

Safe kids, strong families



# President & Executive Director's Report: 2017-2018: FCSLLG is on the move

**FCSLLG** has shown itself once again to be a dynamic and ever evolving organization, moving into the future with new initiatives and innovations.

There were 3 important new developments at our agency last year: A new Child, Youth and Family Services Act (CYFSA), the acquisition of an office building in the Smiths Falls area and the implementation of the Child Protection Information Network (CPIN).

The big news this past year was the passing of the Child, Youth and Family Services Act (CYFSA) to replace the Child and Family Services Act (CFSA) that dated back to 1984. Parts of this new legislation (Bill 89) came into effect on January 1st, 2018, including the age of protection extension from 16 to 18 years of age. This major change in child and youth services legislation will have far reaching implications, not the least of which is a new service strategy involving child welfare agencies to address the problem of youth homelessness. Other provisions came into effect after April 1st, 2018 and we have spent a fair amount of time in preparing for the new requirements of what is clearly a major change in our legislated service framework.

In October 2017, we were able to purchase an 18,000 square foot office building at 385 County Road 29 in the Rideau Lakes Municipality, that the Catholic School Board was vacating. The building was in great shape and required minimal upgrading. A number of reports following the amalgamation of the Lanark and Leeds Grenville Children's Aid Societies had recommended the establishment of a service site in the Smiths Falls area and even moving the agency's headquarters to a more central location. Smiths Falls is the home for about 20% of our clients, the 2nd highest service volume in the 3 counties, and stands close to the geographic centre of the 3 county region. Moving some operations to Smiths Falls should generate savings in transportation costs including staff time and, in the long term, make this investment, cost neutral. Short of space in our current locations, we quickly redeployed 2 service teams to the new building. We will be revising our service model in the coming year and we currently plan on having 4 service teams at the new Smiths Falls location.

The Child Protection Information Network (CPIN) is a major multi-million dollar initiative of the provincial government to link all Ontario Children's Aid Societies through a provincial database. The implementation of CPIN is now into its 3rd year, and we went live on November 20th, 2017. FCSLLG benefitted from an excellent CPIN implementation team and plan.

All of our employees were thoroughly trained (7 days for most service staff), and our IT department led the data migration component of the project with minimal difficulty. We initially ran into a major malware problem after going live, that led to a partial quarantine of our organization from the provincial system for a little over a week. Our IT team will continue to implement new cybersecurity measures in the coming year.

The Board of Directors continues to renew itself with a few new members including Mike Andrews from Jasper and Lyndon Murdock from Kemptville. The Board held its annual retreat this year in Brockville where it was decided to postpone the development of a new strategic plan until the Agency had developed and implemented a new service model. The new model will enhance client engagement and service continuity with a more thorough application of the Signs of Safety (SoFS) approach to child protection services. The service model will also take into account the requirements of the new legislation, which is viewed as being consonant with the agency's service goals.

FCSLLG's financial situation continues to be a concern. The agency had planned on an over expenditure of \$700,000 in anticipation of the costs associated with CPIN implementation and the introduction of the new CYFSA. But a reduction in funding of \$300,000 announced mid-year left us with a deficit of \$915,000. The Board of Directors expects that the spending plan for 2018-2019 will see FCSLLG move towards a healthier bottom line as the agency moves towards balancing the budget in 2019-2020. New funding for the new CYFSA has yet to be announced, but it is anticipated that such funding will cover the costs of new service requirements.

Our new mandate to work with vulnerable youth at risk of homelessness has led to innovative partnerships with Ontario Works departments in Lanark and Leeds-Grenville, including a creative collaboration with Leeds-Grenville that has allowed us to set up a youth transition residence for short term emergency placements, and we have been working collaboratively with other youth services organizations across the LLG region to better respond to what are often pressing needs.

FCSLLG is on the move, and 2018-2019 promises to be a year of new ideas and ongoing innovation.



Tony Barnes, President & Raymond Lemay, Executive Director

# Working Together to Make a Difference

## *Snapshot of our Service Delivery*

*In 2017/2018:*

- The Agency received 865 inquiries*
- The Agency completed 1,319 investigations*
- The Agency provided services to 234 new families, as well as continuing service to 159 families*
- The Agency provided 61,852 days of care to children and youth*
- There were 166 children in care at year end*
- The Agency finalized 16 adoptions placements and provided support to 49 children and youth in adoption homes.*



### **Strategic Aspiration**

We will be a valued child welfare partner in our communities by living our Vision, Mission and Values each and every day.



### **Vision**

Every child, youth and family shall live in a safe environment, be valued and have opportunity to develop to their fullest potential.

### **Values**

- Treat all people with dignity and respect
- Collaborate with all to achieve our mission
- Integrate learning in all that we do
- Be accountable for the valuable resources entrusted to us

### **Mission Statement**

Strengthen the well-being of children, youth and families through commitment to:

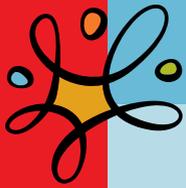
- Protecting children and youth from abuse and neglect
- Supporting families
- Providing a consistent supportive environment for children and youth
- Actively engaging with our community to achieve positive outcomes

# Community Outreach

- Our annual snowsuit campaign delivered 900 snowsuits to children and youth in need. Through the support of our communities and many volunteers we continue to invest in this important and specialized service to assist those in need and Lanark, Leeds & Grenville.
- With the support of the United Way of Leeds and Grenville, the Chris Tyson Fund, and the Ontario Child Benefit Equivalent Fund, 120 children and youth attended camp this year across the region.
- Through the support of our caring community, we received \$128,633 in donations to help support outreach programs. Thank you for your generosity.
- Our “Help a Family at Christmas” program delivered toys and food to 70 families in need and our “Angel Tree” campaign brought smiles to the faces of 775 children and youth in our community. The success of these two campaigns is through the generous contributions of our community partners and our committed team of volunteers. Thank you for your continued support and dedication.
- We are grateful for the invaluable support of the OPP, Brockville Police Services, Kinsmen Club of Brockville, Rotary Clubs of Smiths Falls, Carleton Place and Mississippi Mills, Rideau Cleaners, J. Quattrocchi, Giant Tiger – Perth, and Gallipeau Construction, Smiths Falls. Thank you for your continued commitment to our Snowsuit Campaign. Your investment in our community contributed to making a difference in the lives of those we serve.

# PARTNERING





# Our People

Employees.....	148
Foster Families.....	71
Adoptive Families.....	24
Volunteers.....	17
Volunteer Hours.....	4,897
Kilometres driven by Volunteers.....	374,572

# Board of Directors 2017-2018

## OFFICERS:

Tony Barnes, President  
 Rob Adams, Vice-President

## DIRECTORS:

Steve Vaughan	Nigel White
Katie MacLaurin	Kevin Clouthier
Kimberley Marshall	Ashley Dayment
Christine Brook	Mike Andrews
Nancy Hanna	Lyndon Murdock

## EMPLOYEE SERVICE AWARDS

Employees who reached a milestone of years service in 2017-2018 were honoured by fellow colleagues with appreciation for their commitment to those we serve at a celebration held in June. This year we recognized 28 staff for their contributions to service and celebrated their distinct characteristics that make them valuable to our agency. We also recognized the recent retirement of 8 long-serving employees, whose years service totalled 234. A true testament of caring and compassion to those we serve.



## STATEMENT OF OPERATIONS

FOR THE YEAR ENDED MARCH 31<sup>st</sup>, 2018

Fiscal Year 2017/2018

### REVENUES

	Province of Ontario	\$21,728,610
	Recoveries	\$1,315,269
	<b>Total</b>	<b>\$23,043,879</b>

### EXPENSES

	Direct Service Costs	\$6,163,328
	Salaries and Benefits	\$13,952,272
	Travel	\$1,426,471
	Administration	\$2,254,010
	Amortization	\$165,401
	<b>Total</b>	<b>\$23,961,482</b>
	Excess (Deficiency)	(\$917,603)



# New Legislation



On January 1, 2018, Ontario's child protection legislation was amended to extend children protection services to youth aged 16 and 17. This is a change that was long advocated for by CAS's across the province. All Children's Aid Societies must provide the full range of services to this age group and deliver service from a youth-centred approach. Youth are often best supported within their families or communities and service to 16 and 17 year olds should favour the least disruptive course of action with particular attention paid to permanency and connection to kin, community and culture. Provincially, between January 1 and March 23, 2018, Children's Aid Societies received referrals for 944 youth in the new age bracket. There were an additional 814 youth in existing protection families. Locally, we had approximately 55 referrals with this age group. One of the services available to youth aged 16 and 17 is entering into a Voluntary Youth Service Agreement (VYSA) which allows them to access services and supports through our agency. This agreement is between the youth and the Society. In the first three months, FCSLLG signed three VYSA contracts with youth. This particular population requires a great deal of support and they will require more time to build trusting relationships with staff.

## *Go Purple Day!*



October 24, 2017 was Dress Purple Day – a day to break the silence and show our commitment to children's rights to safety and well-being. On this very special day our job was to spread the notion that it takes a village to keep kids safe and that everyone in our community plays a role in supporting children's rights. Across the province, October is recognized as Child Abuse Prevention month. This particular campaign symbolized by the purple ribbon, focused on the need for the whole community to work together to keep children and youth safe. Schools play an important role in keeping children safe and in helping families who may need support to keep their children safe. Every elementary school in our jurisdiction received a swag bag filled with purple ribbons, purple pencils, airplanes and other goodies. We asked each school to participate with us in raising awareness by sharing the important message of Break the Silence and encouraging students to wear purple. Barbeques were held at both the Brockville and Perth offices and were very well attended by staff, foster parents, children and youth in care and community collaterals.





There is  
always hope

[www.fcsllg.ca](http://www.fcsllg.ca)



## Office Locations

### **Brockville**

438 Laurier Blvd.  
Brockville, ON K6V 6C5  
613-498-2100

### **Carleton Place**

123 Patterson Cres.  
Carleton Place, ON K7C 4R2  
613-253-2111

### **Gananoque**

215 Stone Street South  
Gananoque, ON K7G 2T8  
613-382-8220

### **Kemptville**

P.O. Box 1299, 5 Clothier St. East  
Kemptville, ON K0G 1J0  
613-258-1460

### **Perth**

8 Herriott Street  
Perth, ON K7H 1S9  
613-264-9991

### **Prescott**

P.O. Box 369, Suite 402  
193 Water Street  
Prescott, ON K0E 1T0  
613-925-1708

To reach any of our offices toll free  
call 1-855-667-2726



Member Agency

