

# Annual Report 2008-2009

## Services provided in 2008-2009

	Year End 31/03/09	Year End 31/03/08	Year End 31/03/07
<b>Family Services</b>			
Inquiries	115	127	141
Reports Received – Not Investigated	1,632	1,675	1,568
New Investigations	1,290	1,246	1,386
Investigations Completed – No Further Service	937	964	1,113
Investigations Completed – Transferred to Ongoing	326	337	290
Ongoing Protection Caseload	364	394	416
<b>Children's Services</b>			
<b>Foster Homes</b>			
Approved Homes Open	129	129	128
Children Admitted into Care*	118	74	108
Children in Care – Month end Average*	202	191	195
Children in Outside Paid Institutions – at year end*	11	12	10
Total Days Care Provided*	77,135	72,741	72,717
<b>Adoption</b>			
Adoption Placements	18	17	16
Adoption Finalizations	15	21	36
Post Adoption Services – Cases Served over year	104	114	98
Individual Adoption Subsidies at year end	93	82	73
Adoption Disclosure Cases Served over year	251	239	212
(* excludes wards from other children's aid societies)			
<b>Volunteers</b>	150	148	142



## Report from President and Executive Director

### Board of Directors

2008-2009  
(as of March 31, 2009)

#### President

Kendra Pagnan

#### Vice-President

Brendan Soye

#### Secretary-Treasurer

Gilbert Lavalley

#### Directors

Allan Asselin

Karen Calzonetti

Teresa Hewitt

Councillor Jean Innes

Peter Jefferson

Sandra Kane

Keturah Leonforde

Jan Lord

Councillor Leanne Piper

Michele Preyde

Barry Walker

Our annual report has several purposes. First and foremost we are required to report on the Society's financial position for the fiscal period covering April 2008 through March 2009. We are very pleased that we ended the year with a balanced budget following an additional end of year allocation of \$1.3 million from the Ministry of Children's Services. In thanking the Ministry we want to acknowledge the strong working relationships that we have with our government partners and our commitment to enhancing this partnership so that we can continue to deliver high quality child welfare services in Guelph and Wellington.

The other purpose of our annual report is to provide you with highlights from the past year. On the service front we sent 262 of the children we work with to camp last summer, successfully completed Crown Ward and Foster Care Licensing Reviews, and implemented a client feedback process in Family Services. We received funding to start a Crown Ward Education Championship Team for Wellington and Waterloo counties. This group's purpose is to promote educational success for young

people in our care, including participation in post-secondary education.

Agency staff have worked together to develop a document that clearly identifies the principles that our staff value, and collectively commit to, in our delivery of services to children and families. The Board has updated the Board policies and procedures and we have completed a learning needs assessment with the assistance of the Volunteer Centre resulting in the implementation of a Board training calendar. On the administrative side, we have created and implemented a web based tool called CASi so that we have the best means of communicating with staff in a complex system. We have also supported the development of an F&CS Alumni Group who will be presenting their first recognition award at the AGM.

Our agency is very proud to be part of the Guelph – Wellington community and over the past year several new planning initiatives have begun in which our Agency has actively participated. These initiatives

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[www.fcsgw.org](http://www.fcsgw.org) 519-824-2410 1-800-265-8300

### Head Office

55 Delhi Street, Box 1088  
Guelph, ON, N1H 6N3

### Shelldale Centre

20 Shelldale Crescent, Box 1088  
Guelph, ON, N1H 6N3

### Victoria Road Office

286 Victoria Road, Box 1088  
Guelph, ON, N1H 6N3

### County Office

6484 Wellington Rd 7, Box 1088  
Elora, ON, N0B 1S0



## Report from President and Executive Director

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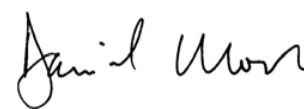
include the Children's Planning Table, the Task Force for the Elimination of Poverty and the Council for Opportunities for Children. Each of these groups is working on projects that will improve the lives of our community's most vulnerable children and families.

Looking forward, there will be many challenges and opportunities in the coming year. One of these is the development of our property on Eramosa Road in Guelph as the future head office for F&CS. We are also looking forward to developing a feedback process for children in care so that we can ensure we are providing them with the best possible care. Our services are delivered within a broader context and, in these times of economic uncertainty, our agency and our community need to prepare ourselves to meet the needs of families who may be facing additional pressures.

Every day our staff, foster parents and volunteers work with hundreds of children and families. We are aware that there are many challenges to delivering child welfare services and that this work takes a personal commitment along with many skills developed over months and years. We hope that your contact with children and families brings you many moments of joy. We know that you are making a difference and we are very pleased that you have chosen to work and volunteer with F&CS. Thank you.



Kendra Pagnan  
President



Daniel Moore  
Executive Director

## Service Principles

### Successful child protection is:

- ▶ **Safe Children**  
It is our responsibility to keep children safe when their families are unable to
- ▶ **Supportive Relationships**  
We build respectful relationships with families, children and community partners.
- ▶ **Strong Advocacy**  
We advocate effectively so that families and children get the help they need.
- ▶ **Involved Families**  
Families are experts about themselves. They must be involved in planning for their children.
- ▶ **Planning For Permanency**  
Children need a lifelong commitment from adults so they can feel secure about who they are and who loves them.
- ▶ **Supportive Communities**  
Community comes in all shapes and sizes. Being surrounded by a strong, healthy community helps families take care of their children.
- ▶ **Respect And Honour**  
People are not treated equally in our society. We are committed to working in ways that lessen the impact of oppression. Our legal power to keep children safe can be very intimidating. We must use our child protection power in ways that respect families and children.

### Life Members of the Society 2008-2009

Lois Armstrong  
Robert Armstrong  
Peter Barrow  
Lynn Bell  
Barbara Brownell  
Moe Brubacher  
Mary Carlin  
Amy Cousineau  
Donna Dodge  
Stephen Dodge  
Cathy Downer  
Don Drone  
Elizabeth Fisk  
Jeanne Forsythe  
David Ghent  
Martha Ghent  
Pat Giles  
Anne Godfrey  
William Granger  
Joyce Hartung  
Laverne Hartung  
Barbara Hurren  
Larry Hurren  
Norm Jary  
Catherine Keleher  
Maureen Jefferson  
Peter Jefferson  
Robert Leavitt  
Jean Little  
Faye Lund  
Nancy MacDonald  
Alex Macrae  
Margaret MacKinnon  
Dr. Bruce McCraw  
Patricia McCraw  
Dr. G.A.B. Moore  
Robert Musselman  
Debbie Musselman  
Jassy Narayan  
Lorraine Paddock  
Dr. John Pate  
Patricia Promoli  
Cathie Ridgeway  
John Ridgeway  
Dr. Bruce Ryan  
Judge Harold Slater  
Gordon Tosh  
Wilma Tosh  
James Thompson  
Paul Truex  
Janet Wardlaw  
Jeff Watson  
Charlie Whittaker  
Jim Whitechurch

## Financial year-end for 2008-2009

Audited financial statements available on request.

### EXPENDITURES

#### Direct Service

Staffing costs (service)	\$ 10,283,024
Boarding Rates	4,603,076
Travel (Staff & Clients)	921,799
Legal & professional	444,792
Client Support	1,069,134
Adoption Subsidies & Probation Program	491,999
Transformation Activities	18,268
	238,423

#### Sub-total

**\$ 18,070,515**

#### Infrastructure and Administration

Infrastructure (Building/Technology/Capital)	1,327,008
Staffing Costs (Administration)	1,294,221
Administration costs	588,625

#### Sub-total

**\$ 3,209,854**

### EXPENDITURES TOTAL

**\$ 21,280,369**

### REVENUES

Ministry funding	\$ 20,600,181
Children's Allowance / parental maintenance	452,993
Tax recoveries	128,667
Expenditure recoveries & interest	19,993
Inter-agency fees	78,410
Community donation	125

### REVENUES TOTAL

**\$ 21,280,369**

### EXCESS OF REVENUES OVER EXPENDITURES

**\$ -**

## Research matters

We believe in the promotion of research in child welfare and related areas as a means to inform practice and improve the lives of children and families. Our agency participated in a number of research initiatives in 08-09. These include:

- Transforming Front-line Child Welfare Practice (Wilfred Laurier University)
- Research Utilization by Decision Makers in Child Welfare (McMaster University)
- Residential Treatment Outcomes with Maltreated Children (University of Western Ontario)
- The Experiences of New Workers in the Field of Child Welfare (Master of Social Work Thesis – Wilfred Laurier University)
- Finding the Best Home – A Comparative Analysis of Kinship and Foster Care Placements (Doctoral Dissertation)  
(Factor-Inwentash Faculty of Social Work, University of Toronto)
- Canadian Incidence Study - 2008 (National Study)  
(Factor-Inwentash Faculty of Social Work, University of Toronto)