

# 2009-2010 Annual Report

## Message from Board President and Executive Director

The service that Family & Children's Services is mandated to deliver in our community can be very challenging, particularly in these economically uncertain times. Responding to concerns about the safety of children in a professional, sensitive and responsive manner takes a team of staff, foster parents and volunteers who are committed, competent and caring as they engage with families who are struggling in our community. We are incredibly fortunate to have such a team and we want to thank everyone who is connected with F&CS for making a difference and for taking care of the most vulnerable members of our community.

The Ministry of Children and Youth Services sets the mandate and provides the funding for Family and Children's Services. In turn both the community and the agency rely on the Ministry to provide adequate funding to carry out our legislative mandate. The absence of mitigation funding from the Ministry for 2009/10 leaves the agency with a sizable deficit of \$1.1 million. This significant funding shortfall has created concern and uncertainty and we continue to advocate to the Minister and the Regional Office to properly fund child welfare services so that we can continue to provide the level of service to children and youth that is deemed to be adequate in our community as defined in current legislation. The majority of children's aid societies in the province are in a similar financial position and we are united as a sector in our advocacy with the provincial government. We have tried our very best to balance our requirement to deliver mandated services with the Ministry's requirement for fiscal restraint but, in the end, the safety of children is first and foremost.

In June of 2009 the Minister announced the creation of the Commission to Support Sustainable Child Welfare. Their mandate is to recommend changes that lead to a sustainable child welfare system that is adaptable, maximizes positive outcomes for children and youth, and balances current needs with building for a strong future. This mandate is fully supported by F&CS. For many years we have worked in a strategic manner to make sure that our

services are making a positive difference for children and families and that we do so most efficiently and effectively. We have demonstrated excellent results in a number of key areas including: admissions to care, adoption placements, family-based care for children in care and low rates of litigation. We are working closely with the Commission and we believe that we have a number of innovative approaches that could help them achieve their mandate.

Given our funding shortfall a number of very challenging decisions have had to be made, including the reduction of some of our services and the development of an internal legal services team. Our community development program has been kept alive through the generous support of a number of our community partners; we are truly fortunate to be part of such a supportive and caring network. We have made cuts in a number of other program areas including our volunteer drive program, foster parent drives and our staffing levels. We have tried our very best to maintain our ability to deliver quality services and we fully recognize that the impact of these decisions has been felt throughout the agency and community and we have appreciated your support throughout last year.

While the current financial pressure has been one of the dominant themes this year, we cannot forget that we have much to be thankful for and to celebrate;

- The revival of our youth in care network (Youth Advisory Board) has been inspirational.
- Our volunteers continue to be strong in numbers and they are so helpful with our clients and staff.
- Our foster parents continue to provide a high level of care and support to each other through stressful times.

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## Report from President and Executive Director (continued)

- Our staff is a dedicated group of professionals who are driven by shared set of service principles at all times.
- We have experienced tremendous support from our community partners.
- We remain very involved in our community – sitting on committees and work groups, supporting training events, attending fundraising events, celebrating our accomplishments and generally trying to make Guelph-Wellington a great community for children and families.
- The Agency received \$2.86M from the Infrastructure Fund of the Government of Canada and the Province of Ontario to complete the renovations of our property on Eramosa Road to be our new head office.
- We had a successful purple ribbon campaign thanks to our partnership with The Co-operators.
- The Board of Directors has been steadfast in their commitment to fulfilling the agency mandate and advocating for appropriate funding.


One particular initiative that we have been supporting is the community task force on poverty elimination. Many children and families in our area struggle with poverty and we are making a difference, in partnership with many others in our community, to address areas of income, housing and food security.

There is an old saying that in times of crisis there can be great opportunities. As we enter into a new year we are committing ourselves to looking for those opportunities and we invite all of you to continue to work with us. Our strength as an organization will remain connected to the strength of our partnerships.



*Kendra Pagnan*

Kendra Pagnan  
Board President



*Daniel Moore*

Daniel Moore  
Executive Director

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## *Board of Directors 2009-2010 (as of March 31, 2010)*

### **President**

Kendra Pagnan

### **Vice-President**

Brendan Soye

### **Secretary-Treasurer**

Gilbert Lavalley

### **Directors**

Zakir Akram

Allan Asselin

Karen Calzonetti

Teresa Hewitt

Councillor Jean Innes

Peter Jefferson

Sandra Kane

Keturah Leonforde

Jan Lord

Councillor Leanne Piper

Michele Preyde

Judy Yarmey



## Financial year-end for 2009-2010

### EXPENDITURES

#### Direct Service

Staffing costs (service)	\$ 10,600,780
Boarding Rates	4,861,233
Travel (Staff & Clients)	960,640
Legal & professional	431,663
Client Support	1,079,080
Adoption Subsidies & Probation Program	523,102 8,586

**Sub-total** **\$ 18,465,084**

#### Infrastructure and Administration

Infrastructure (Building/Technology/Capital)	1,228,179
Staffing Costs (Administration)	1,204,662
Administration costs	559,354

**Sub-total** **\$ 2,992,195**

### EXPENDITURES TOTAL

**\$ 21,457,279**

### REVENUES

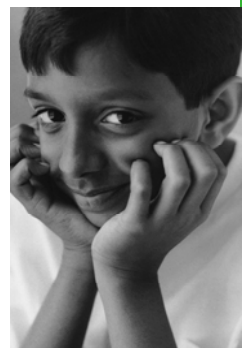
Ministry funding	\$ 19,580,364
Children's Allowance / parental maintenance	465,375
Tax recoveries	144,220
Expenditure recoveries & interest	40,468
Inter-agency fees	77,656
Community donation	85

### REVENUES TOTAL

**\$ 20,308,168**

### DEFICIT OF EXPENDITURES OVER REVENUES

**\$1,149,111**



*\*Audited financial statements available on request.*

## Services Provided in 2009-2010

	Year End 31/03/10	Year End 31/03/09	Year End 31/03/08
<b>Family Services</b>			
Inquiries	151	115	127
Reports Received – Not Investigated	1,693	1,632	1,675
New Investigations	1,363	1,290	1,246
Investigations Completed – No Further Service	944	937	964
Investigations Completed – Transferred to Ongoing	396	326	337
Ongoing Protection Caseload	406	364	394
<b>Children's Services</b>			
<b>Foster Homes</b>			
Approved Homes Open	118	129	129
Children Admitted into Care*	106	118	74
Children in Care – Month end Average*	211	202	191
Children in Outside Paid Institutions – at year end*	11	11	12
Total Days Care Provided*	76,700	77,135	72,741
<b>Adoption</b>			
Adoption Placements	17	18	17
Adoption Finalizations	22	15	21
Post Adoption Services – Cases Served over year	95	104	114
Individual Adoption Subsidies at year end	88	93	82
Adoption Disclosure Cases Served over year	265	251	239
(* excludes wards from other children's aid societies)			
<b>Volunteers</b>	150	150	148

### Life Members of the Society 2009-2010

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  
Maureen Jefferson  
Peter Jefferson  
Janet Kaufman  
Robert Leavitt  
Jean Little  
Faye Lund  
Nancy MacDonald  
Margaret MacKinnon  
Alex Macrae  
Dr. Bruce McCraw  
Pat McCraw  
Dr. G.A.B. Moore  
Debbie Musselman  
Robert Musselman  
Jassy Narayan  
Lorraine Paddock  
Dr. John Pate  
Cathy Ridgeway  
John Ridgeway  
Dr. Bruce Ryan  
Judge Harold Slater  
Jim Thompson  
Gordon Tosh  
Wilma Tosh  
Paul Truex  
Janet Wardlaw  
Jeff Watson  
Jim Whitechurch  
Charlie Whittaker



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**County Office**  
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