

EXECUTIVE REPORT

A year of self-evaluation – building on our strengths, and continuing to grow and improve

Our work is to help children, youth and families receive the support they need to address their worries and problems so that families are healthy and happy and children are safe and loved. In 2016–2017 we again focused on providing high-quality services to those we serve, both through the work we do directly with children and families and through the invaluable partnerships with our community colleagues. It was also a year of self-evaluation as we looked at how to build on our strengths and continue to grow and improve.

Our dedicated and skilled staff have always been our fundamental strength. The 2016–2017 year began with a labour strike in April. It was an exceptionally difficult time and we appreciate the tremendous work done following the strike by unionized staff and managers to rebuild and move forward. We have spent time listening and reflecting on feedback to improve our organizational culture. While the rebuilding is ongoing much progress has been made in mutual understanding and taking action to address areas of concern.

As part of our ongoing efforts to raise awareness about the role of community in child abuse prevention, we identified that many in our community do not know what we do or they have misconceptions about the services we provide. There continues to be a fear that children's aid societies are all about removing children from their families. In fact last year, of the 3,512 children and youth who received service from our organization, 98.6% remained with their family. In this condensed annual report, we provide a picture of the work we did in 2016–2017 from the point of a referral through to the closure of a case.

Our *Children First Fund* was created five years ago to raise money so we could 'go that extra mile' to provide the extra supports and services that children, youth and families need. In October 2016 the Board of Directors recommitted to fundraising activities with a plan to further expand community and organizational awareness of and commitment to the Children First Fund.

Finally, we underwent several standard service reviews last year. In particular, the Ministry of Child and Youth Services End to End review, which took place in December, looked closely at all areas of our organization and identified many best practices and areas of excellence. We are committed to addressing any recommendations made in the reviews.

Providing the best possible service for the children, youth, and families we work with will continue to be our priority and is only possible with support and collaboration with our community partners. So, as an organization, we continue to actively participate in initiatives aimed at addressing some of the underlying causes of issues many we serve face including poverty, mental health, addiction, domestic violence and systemic oppression to name a few. Our ultimate goal is to prevent the need for our services, which is only possible in a caring and thriving community.



Susan Dickert, President, Board of Directors
Sheila Markle, Executive Director



Board of Directors (as of March 31, 2017)

President

Susan Dickert

Vice-President

Don McKay

Secretary-Treasurer

Gabriella Facchini

Directors

Zakir Akram

Glenna Banda

Susan Burns

Cathy Dean

Raechelle Devereaux

Rebecca Dufour

Michael Hallett

Matthew Killick

Susan Mellor

Melanie Parkin

Teresa Pitman

Financial Report for 2016–2017

EXPENDITURES

Direct Service

Staffing Costs (Service)	\$ 10,675,539
Boarding Rates	3,685,605
Client Support	887,181
Travel (Staff & Clients)	606,387
Adoption Subsidies & Probation	659,132
Legal & Professional	130,376
Program	3,508
Sub-total	16,647,728

Infrastructure and Administration

Staffing Costs (Administration)	2,322,108
Infrastructure (Occupancy/Technology/)	1,331,982
Administration Costs	503,904
Sub-total	4,157,994

Expenditures Total

\$ 20,805,722

REVENUE

Child Welfare Funding	\$ 20,499,382
Other non-recurring revenue	834,458

Revenue Total

\$ 21,333,840

Excess of Revenues over Expenditures	528,118
Less: Deposit to Balanced Budget Fund	(528,118)

Fund Balance

\$ 0

www.fcsgw.org
1-800-265-8300
519-824-2410

Head Office
275 Eramosa Road
Box 1088 Guelph, ON
N1H 6N3

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

County Office
6484 Wellington Rd 7
Elora, ON
N0B 1S0



**INSIDE →
BY THE
NUMBERS**

2016–17 annual report

