

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

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

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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
Family Services			
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
Children's Services			
Foster Homes			
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
Adoption			
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)			
Volunteers	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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