

KENORA-RAINY RIVER DISTRICTS

Child & Family

SERVICES



ANNUAL REPORT

2019/2020

Kenora-Rainy River Districts Child and Family Services

ANNUAL GENERAL MEETING

25 June 2020

A G E N D A

- 1. Opening/Welcome by Syrena Lalonde, Board President**
- 2. Minutes of the June 21, 2019, Kenora-Rainy River Annual Meeting**
- 3. Message from the Board President and Executive Director**
- 4. Greetings from OACAS**
- 5. Auditor's Report – Kathy McConnachie, Secretary/Treasurer**
- 6. Adjournment**

*Kenora-Rainy River Districts
Child and Family Services*

VISION:

Children and families reaching their full potential

MISSION:

*We are dedicated to ensuring the safety and well-being of every child
by providing effective services to children and families.*

VALUES:

Positive Attitude, Relationships, Integrity, Diversity, and Excellence



KENORA-RAINY RIVER DISTRICTS CHILD AND FAMILY SERVICES

Minutes of the Annual Meeting
Held June 21, 2019

The Annual Meeting of the Kenora-Rainy River Child and Family Services was held on June 21, 2019, commencing at 7:03 p.m. in the Board Room of the Cameron Bay Children's Centre in Kenora. The meeting was chaired by the President of the Board of Directors, Syrena Lalonde and a quorum of the general membership was present. The Board President welcomed those present and thanked them for attending the annual meeting.

Marlis Bruyere was welcomed to the Board.

The Mission and Vision Statements were read aloud by Kathy McConnachie.

MOTION # 20190621 - 1 Moved by Josie Groen and seconded by Diane Clifford that the Minutes of the June 22, 2018, Kenora-Rainy River Districts Child and Family Services Annual General Meeting be approved. Motion Carried.

The President thanked the senior staff for their hard work.

MOTION # 20190621 - 2 Moved by Bob McGreevy and seconded by John Baker that the Executive Director's Report be approved. Motion Carried.

MOTION # 20190621 - 3 Moved by Marlis Bruyere and seconded by Josie Groen that the President's Report be approved. Motion Carried.

A letter from OACAS Board President and Executive Director, congratulating the Agency on the Annual General Meeting, was presented to the Membership by Syrena Lalonde.

Kathy McConnachie, Audit Committee Chair and Jason Siwak, Director of Finance and Administration provided the membership with a comprehensive summary of the Auditor's report for the fiscal year April 1, 2018 to March 31, 2019. The Membership appreciated the detailed report.

MOTION # 20190621 - 4 Moved by Marlis Bruyere and seconded by Bob McGreevy that the 2018/2019 Audited Financial Statements be approved. Motion Carried

MOTION # 20190621 - 5 Moved by Josie Groen and seconded by John Baker that the services of BDO Canada Chartered Accountants be retained for auditing purposes for the fiscal year April 1, 2019 to March 31, 2020. Motion Carried

Thank you to the Director of Finance and Administration and his team for a job well done. Thank you to Kathy McConnachie for presenting the Audit Report.

Having no further business to consider, the President accepted a motion to adjourn at 6:38 p.m.

Syrena Lalonde, President

Mary Ann Reimer, Secretary

Date

**President's Report
to the Members of the
Kenora Rainy River Districts Child and Family Services
June 2020**

To say the least, 2019-2020 has been a year like no other.

The year started out with the Ministry introducing their new initiative of *Modernizing* the Child Welfare system. In actuality, this translated to our agency being faced with a 3% budget cut, requiring services to be realigned, as well as some systemic restructuring to occur.

Despite the obstacles of funding deficits, with the synergizing of creative ideas and resourcefulness, staff were able to see to succession the development of a family based receiving home, a Drop In/Youth Resource Center, and a youth Safe House Program.

Jill Dunlop, from the Ministry of Children, Youth and Family Services met with several Board members and staff to discuss *modernizing* the provincial child welfare system. During her visit, we were able to share our concerns and provide suggestions on how the Ministry could support the work of the KRRCFS.

Several changes to the CYFSA were introduced in January. Strategies were designed to assist the clinicians with the new requirements regarding their college registrations. Management worked fervently to guarantee that the mandatory updates to the policies and procedures were in place. They successfully communicated the changes to staff, ensuring the new requirements were met on time, without disrupting service to families.

The Board is extremely proud of the Executive Director and his team in the exemplary handling of their response to the COVID-19 pandemic, ensuring ongoing protection, safety and support of staff and families within the restrictions forced upon us by this crisis.

On behalf of the Board, I would like to commend our Executive Director, Bill Leonard, and the KRRCFS management and staff, for continuing to provide quality service to our families during these extraordinary times. Please know that we recognize the admirable work that you do, and appreciate your dedication to our families.

I would also like to thank our Board of Directors. Your ongoing commitment to our Board is greatly valued.

Respectfully,



Syrena Lalonde, Board President

Report to the General Membership Kenora-Rainy River Child and Family Services June 25, 2020

The past year was complete with both opportunities and challenges. Opportunities as we continue to identify better ways to support our families and challenges as we were forced to improvise a service model that was responsive to those needs while protecting staff and clients from the risks imposed by the COVID-19 virus that began infecting our communities in the last quarter of the fiscal year. In March it was decided to send the majority of our staff home utilizing virtual service/technology to maintain contact, as well as utilizing Personal Protective Equipment if it was determined that personal contact was required to ensure the safety of a child.

The year began in a fiscally sound manner as we continued to have success in reducing the number of children in care by working more closely and intensely with families to assist them in resolving issues and if necessary identifying alternate safe caregivers rather than bring them into agency care. This work required more staff energy and time and it was clear that if we were to have continued success, they would require additional resources. As a result, we hired additional Family Service Workers supported by additional Family Support Practitioners and Case Aides.

In the Fall/Winter of last year, we also identified the struggles being faced by our young people who have exited care, particularly in the Kenora area. Kenora, as with a lot of small communities in the Province, suffers from an extreme lack of available and affordable housing, especially those populations that are more vulnerable including our youth transitioning or have already exited the child welfare system. Fortunately, we were able to identify an underused property that we own in the City of Kenora and repurposed it as a Safe House for our older youth, many who spend their days and nights ‘couch surfing’. In order to avoid additional staffing costs, our Children Services Unit eagerly stepped up and renovated, equipped and now staff the facility for young people to hang out, access resources, have a chat, enjoy a hot meal and if necessary, have a bed for the night as we work with them to identify longer term solutions.

Unfortunately, the health crisis and subsequent school closures have placed additional strains upon our children and parents who might be already struggling. Families are forced to coexist with little physical support as well as parents having the additional responsibility to educate their children while the schools remain closed.

As well, because of the school closures, our clinical staff in the Rainy River District could no longer see their children at school for appointments. They responded by consulting with experts in the field of Virtual Counselling to develop models that are responsive to the needs of their children.

We continue to move forward to meet the expectations that the Board has put forward as our Service Plan (which is in the process of being reviewed once the Pandemic has passed). A primary goal has been to reduce the number of children in care and placed in Outside Resources, but this has been negatively affected by the health crisis, as already vulnerable families are under increasing stress to care for their children 24/7 with few physical resources available within the home/community. Still our staff have been quite successful in maintaining children within their homes despite the challenges in doing so. I have included information from our Director of Children and Family Services, Vince Kastrukoff:

The COVID-19 epidemic continues to create new norms in the child welfare sector.

	March 1, 2018 to March 31, 2019 (mthly totals added together)	March 1, 2019 to March 31, 2020 (mthly totals added together)
Intakes	2,361	2,344
Investigations	1,087	1,135
Ongoing Files	1,171	1,162

Intakes, Investigations & Ongoing files: The fiscal years of 2018-19 and 2019-20 did not have any major variances in the overall monthly totals (added together) regarding intakes, investigations and ongoing files. However, there was a change in the historical pattern of referral sources and referral codes when the COVID-19 pandemic occurred. Normally, school personnel are CAS' largest referent source. During the pandemic, school referrals significantly decreased and police became the number one referent source. Referral codes also changed during the pandemic. There was an increase of referrals related to caregiver capacity issues. Similar patterns have been reported across the CAS sector.

A significant part of our work during the pandemic is with protection staff, striving to prevent children from coming into care, creating safety plans for children to remain at home, and linking families to very limited supports - most of which are virtual. Thus far I am not aware of any staff or of child(ren) we serve that have tested positive for COVID-19.

	March 1, 2018 to March 31, 2019	March 1, 2019 to March 31, 2020
OCOCs	Ranged from 79 to 93	Ranged from 60 to 87
OSWs	Ranged from 58 to 67	Ranged from 46 to 57
Total	Ranged from 143 to 155	Ranged from 106 to 148

OCOC – Our Children Our Care; OSW – Other Society Wards; CIC – Children in Care

Children in Care: In March 2018 we had approx. 86 OCOCs, 61 OSWs and a total of 147 CIC. One year later our numbers essentially remained unchanged. In March 2019 we had approximately 87 OCOCs, 60 OSWs and a total of 147 CIC.

We started to see some change in October 2019 when our OCOCs and OSWs matched at approximately 50% each. For the months of October 2019 and November 2019 we had approximately 63 OCOCs, 61 OSWs and a total of 124 CIC. In March 2020 (pandemic) we shifted to approximately 60 OCOCs, 46 OSWs and a total of 106 CIC. The pandemic shifted us to approx. 60% OCOCs and 40% OSWs.

Some children are unable to sustain virtual visits until the pandemic restrictions lift. Hence, we explore alternatives for visits in-person while adhering to social distancing practices etc. This helps alleviate the child's stress/anxiety.

KRR Group Home: Residential facilities (i.e. group homes) and Live-In Treatment Centres continue to experience pressures never seen before in this province. Constant restructuring of staffing models occurs to reduce risk of contagion. Contingency planning for an outbreak is always present, sourcing vital (PPE) Personal Protective Equipment, working with youth that choose to not follow social distancing rules, and keeping youth and staff safe are ongoing challenges.

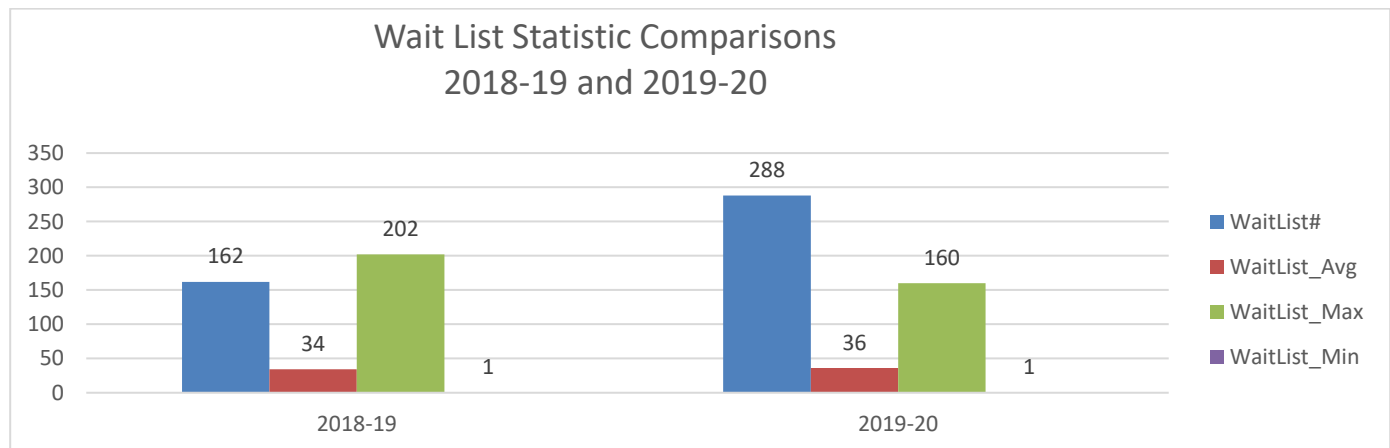
All of our GH youth have challenges related to trauma issues and/or addiction, FASD, personality disorders etc. Susan’s (Supervisor) incentive programming for youth to earn points (go toward money earned) while staying at the GH has been fairly successful. Susan developed COVID protocols for both staff and youth (screening for symptoms, self-isolation and steps to take if COVID positive).

Personal Protection Equipment (PPE): PPE has been very limited. At the onset of the pandemic we managed to gather up some PPE and distribute it to branch offices. KRR has been compliant with the ministry PPE Critical Supplies and equipment (CSE) online survey process since it’s inception. Amber (our agency PPE Lead) will begin to order supplies via the CSE centralization supply chain route. This mechanism is designed to meet demand, including emergency orders that will be shipped within 24 hours. Amber is also our agency Health & Safety lead. She meets with our H&S staff weekly. This includes union representation. Thus far we are managing.

Youth Receiving CCSY and VYSA supports: MCCSS provided a directive on 26 March 2020, stating that all Youth on VYSA (16 & 17-year old’s) and youth receiving CCSY (18 to 21 years old) receiving services during this pandemic/services will not be disrupted even when the young person turns 21. CAS’ are not being held accountable to meet predefined targets and measurements for Q1 and Q2. KRR continues to adhere to this directive until we hear otherwise.

Ministry of Education: The Minister of Education started on-line schooling on April 6, 2020. The number of school hours varied depending on grade level and subjects. Foster parents are the Leads for our children in care. Foster parents also deal with a variety of other child related issues such as child behaviors, fears, anxieties, lack of physical connectivity with family etc. We continue to support foster parents to the best of our ability while foster parents work with children regarding their life skills, social skills, good decision making and all things that help build a child’s esteem.

Our Clinical and Community Services have, for the most part, been successful in transitioning to a virtual service model that continues to meet the needs of children. Virtual Service however and particularly for our new referrals who have all been offered virtual services, many have chosen to wait until we begin offering personal service again. As a result, our waiting lists are longer than we would normally like. I have included some statistics to this report that were prepared by our Director of Clinical and Community Services, Janice Gagne:



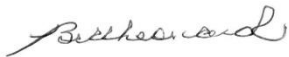
While our Service Plan is due to be updated, we continue to refer to it for service delivery until such time that a new Plan is approved by the Board. For the most part, we are achieving our goals with the notable exception of some of the Standards that are included in the Ministry’s QIP Outcome measuring. Part of the problem is that the reporting of the QIP outcome data is largely dependent on the efficacy of the CPIN management system. The Ministry recognized last year that this was a provincial issue and directed all agencies to put the QIP reporting on hold until they find a solution. How did they not see that coming? I have included the latest update of the Service Plan:

SERVICE PLAN OUTCOME	Indicator of success	Indicator				STATUS
			2015/16	2016/17	2017/18	
1. Meet or exceed the provincial benchmarks for the annual Service Performance Indicators for positive outcomes in Child Welfare delivery.	Compare to provincial results	Recurrence of Protection Concerns After Investigation	KRR – N/A ON – 15%	KRR – N/A ON – 14%	KRR – 14% ON – N/A	
		Recurrence of Protection Concerns After On-going	KRR – N/A ON – 14%	KRR – N/A ON – 14%	KRR – 14% ON – N/A	
		Family-Based Care	KRR – 89% ON – 80%	KRR – 88% ON – 79%	KRR – 87% ON – N/A	
		Children in Care Discharged within 12 months	KRR – N/A ON – 61%	KRR – N/A ON – 62%	KRR – 85% ON – N/A	
		Quality of Caregiver & Youth Relationship Age 10-15	KRR – 6.9 ON – 6.7	KRR – 7.3 ON – 6.7	KRR – 7.0 ON – N/A	
		Quality of Caregiver & Youth Relationship Age 16+	KRR – 7.4 ON – 6.4	KRR – 6.2 ON – 6.4	KRR – 6.8 ON – N/A	
			2019/20			
			Q1 – June 2019	Q2 – Sep 2019	Q3 – Dec 2019	
2. Achieve 80% compliance or greater on all standards within the Ministry’s Quality Improvement Plan.	80% or higher on all reports submitted to the Ministry on a Quarterly Basis.	Child Protection Standards	72%	70%	71%	
		Children’s Services Standards	79%	93%	80%	
			April 1 2018	April 1 2019	April 1 2020	
3. Reduce the number of children in the care of the Agency			79	87	64	
4. Reduce the number of children placed outside the Districts.			15	19	7	
5. Reduce the number of indigenous children in the care of the Agency.			28	32	24	

6. Increase the number of families involved in Alternate Dispute Resolution (ADR).	The total number of ADR family files continues to increase		2	2	4	
7. Decrease the number of families that are before the court.	The total number of family files before the court continues to decrease		20	17	22	
8. Enhance the development of children receiving services from our Agency.						
9. Reduce the time that children must wait before being able to access our Children's Mental Health			75	12	27	

Finally, I would like to give my gratitude to all our staff who do a tremendous job day in and day out and especially for the way that stepped up to meet the challenges that this Pandemic has wrought. So, to our Admin staff, Finance, HR, Facility Management, Child Welfare staff along with their support staff (Family Practitioners, Youth Support, Case Aides, Casuals), Child Care Workers, Clinical and Community staff, Foster Parents, Respite Parents and Kin Families as well as to our Management staff and the Board for their ongoing support. Thank you.

Respectfully,



William Leonard, BA, BSW, MSW(Clinical), RSW
 Executive Director



Thursday June 25, 2020

Bill Leonard
Executive Director
Kenora-Rainy River Districts Child and Family Services
820 Lakeview Drive
Kenora, ON P9N 3P7

Dear Mr. Leonard,

The Ontario Association of Children's Aid Societies (OACAS) extends warm greetings to you, your Board of Directors, and your staff as you convene your Annual General Meeting.

We are proud to see how Kenora-Rainy River Districts Child and Family Services has continued to provide excellent service to your local community over the past year, and especially in these past few months. OACAS recognizes the leadership, courage, and perseverance of your staff and board amidst challenging and changing circumstances.

As we have entered the second year of our five-year strategic plan to "reimagine" child welfare, we are deeply grateful for the work of Children's Aid Societies and Indigenous Child and Family Well-Being Agencies to move us towards a system that supports all Ontario's children, youth, and families to thrive. OACAS honours the diverse achievements of staff and board members at Kenora-Rainy River Districts Child and Family Services on many provincial committees and projects. We recognize and appreciate your agency's on-going contributions to improving outcomes for children, youth, and families across the province.

Your membership in OACAS is highly valued. Our efforts would not be possible without the participation and support of our members. OACAS strives to provide all members with benefits that support their day-to-day operations, including in the areas of government relations, communication and advocacy, diversity, equity and inclusion, Indigenous services, service and operational excellence, education and training, and the shared services program.

OACAS looks forward to continuing to work with you to meet the challenges of the COVID-19 pandemic, and to provide consistent support and uninterrupted services for our most vulnerable children, youth, and families. We are here to support you and the essential work you do, with considerations in mind for the health, safety, and well-being of your staff and those you serve during this unprecedented time.

Sincerely,

A handwritten signature in black ink, appearing to read "Lisa Sarsfield".

Lisa Sarsfield
Board Chair

A handwritten signature in black ink, appearing to read "Nicole Bonnie".

Nicole Bonnie
Chief Executive Officer

KRRCFS 2019/2020 STATS

Children's Services 2019/2020

	KRRCFS Children	OSW's	Total 2018/2019	Total 2018/2019
Children in Care (April 1, 2019)	104	71	177	175
Days Care Provided (2019-20)	38959	20216	72608	59175
Children in Care (March 31, 2020)	81	58	173	139
New Admissions (2019-20)	35	42	105	77
Discharges from Care (2019-20)	58	55	106	113
Days Care Provided (2019-20)	34472	22843	59175	57315

Protection Services 2019/2020

	2018/2019	2019/2020
Intakes Open Beginning of Year	207	275
Intake Open During Year	270	280
Intakes Closed	279	510
Transferred to Ongoing Protection	60	71
Ongoing Opened Beginning of the Year	98	73
Ongoing Opened During the Year	68	79
Ongoing Protection Closing	92	74
Ongoing Protection as of End of Year	74	78

FOSTER CARE/ RESOURCES

	2018/2019	2019/2020
Approved Foster/Kin Homes (01 April 2019)	218	138
New Approved Homes During the Year	109	20
Foster/Kin Homes Closed During the Year	130	76
Foster/Kin Homes Approved During the Year	145	52

FINANCIAL NOTES

Record of Employees Paid \$100,000 or more in 2019

William Leonard, Executive Director <u>Earnings: \$166,226.79; Benefits \$2,612.90</u>
Vince Kastrukoff, Director of Services <u>Earnings: \$119,151.39; Benefits: \$1,911.28</u>
Cheryl Reddick: Supervisor of Children's Services/Adoption <u>Earnings: \$101,347.82; Benefits: \$1,591.74</u>
Ramona Sawatzky: Supervisor of Intake - Protection <u>Earnings: \$109,362.91; Benefits: \$1611.18</u>
Sherri Rogers: Supervisor Children's Services <u>Earnings: \$110,671.56; Benefits: \$1,986.18</u>
Betty-Anne Johnson: Strategic and Quality Assurance Supervisor <u>Earnings: \$108,334.41; Benefits: \$1611.18</u>
Susan Rooke: Supervisor of Children's Services <u>Earnings: \$116,634.18; Benefits: \$1,588.22</u>

Prepared in accordance with the Public Sector Salary Disclosure Act, 1996.

Building Reserve Fund Balance	\$ 26,720
Trust Funds Balance	\$82,493

BOARD OF DIRECTORS

President	Syrena Lalonde
Vice President	Charron Sippola
Secretary/Treasurer	Kathy McConnachie

Directors:

Bob McGreevy
Norma Elliott
Josie Groen
John Baker
Wendy Marmus
Diane Clifford
Marlis Bruyere

Statement of Operations Operating Fund for the Year Ending 31 March 2020

REVENUE

Province: MCYS and MCSS	\$14,413,272
MAG	\$ 0
MOH	\$ 1,010,536
Interest and other income	<u>\$ 618,314</u>
Total Revenue	<u>\$16,042,122</u>

COST OF ALL SERVICES

Salaries	\$ 7,399,535
Benefits	\$ 2,192,474
Travel	\$ 561,962
Training	\$ 142,754
Building Occupancy	\$ 674,682
Professional Services – Non-Client	\$ 215,608
Program Expense	\$ 96,912
Boarding	\$ 6,102,473
Professional Services – Client	\$ 93,075
External Legal Fees	\$ 117,995
Adoption	\$ 418,731
Clients Personal Needs	\$ 633,260
Health and Related	\$ 138,675
Financial Assistance	\$ 37,440
Promotion and Publicity	\$ 9,701
Office	\$ 199,771
Miscellaneous	\$ 163,452
Technology	\$ 352,077
OCBe	<u>\$ 108,497</u>
Total Cost of Services	\$19,662,074

Expenditure Recoveries \$ 3,613,970

Net Expenditures \$16,048,104

Net Revenue/Expense \$ (5,982)

Kenora-Rainy River Districts Child and Family Services

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