



2018 - 2019

Community Report



Family & Children's Services
of Renfrew County

Services à la famille et à l'enfance
du comté de Renfrew

www.fcsrenfrew.on.ca



A Note from Our Board of Directors

In 2017, FCSRC began to implement a new five-year strategic plan (2017-2022). This plan was built on the hopes and wishes of community partners, clients and staff. Caring is the cornerstone of every plan FCSRC has set out to accomplish – caring to ensure our services are making a positive and meaningful difference, caring to ensure that as a community we are thriving and continuing to be sustainable and accessible to everyone and caring to ensure staff are knowledgeable, skilled and their own wellness is supported. To ensure this plan produces its intended results, we developed a balanced scorecard with specific goals and activities to not only track progress, but to use this data to influence future decision making.

We are proud to share with you our progress from this past year in our 2018-2019 Annual Report.

Thank you for your continued input, feedback and support!



What We've Accomplished in Year Two

CARING SERVICES

"This speaks to our continued focus on preventative work, enhanced by the Signs of Safety approach, to ensure the children we support can grow up in their own families."

Signs of Safety (S.O.S.)

The implementation of the Signs of Safety approach to all of our service areas continues to play a significant role in providing a prevention-focused and socially inclusive approach to working with families, children and adults. Based in strengths-based engagement and collaboration, Signs of Safety strives to make all clients of FCSRC feel more empowered and informed by creating relationships that are valued, purposeful and that promote critical thinking. With concerns for a child's wellbeing – it means planning safety with the family instead of for the family – and giving children a voice. Similarly, for children, youth or adults requiring developmental services – it means planning this support with the family or network so that what can be a complex situation has a clear plan that everyone is invested in.

New Direct Support Provider Program

Our new Direct Support Provider (DSP) program was introduced in 2018-19. The program is aimed at providing support to people with developmental disabilities, in their homes and in the community. We were pleased to welcome about 30 new employees in 2018-19 who are committed to delivering DSP services.

CARING SERVICES

Continually refine our proactive, collaborative and flexible service delivery model that optimizes early health and crisis prevention.

- Implement Data-Driven Planning
- Embrace Innovation
- Promote Social Inclusion and Healing
- Encourage Empowerment
- Support Life-Long Connections

Alternative Dispute Resolution

Over the past several years, Alternative Dispute Resolution (ADR) has been offered to many families currently involved with FCSRC. The services provided through the ADR Program are intended to be alternatives to court, allow for decisions about the care of children to be made more quickly, and most importantly, provide families an opportunity to participate in decision making about the care of their children and youth. The Child and Family Protection Team has engaged in ADR in the form of Family Group Conferencing or Mediation and both approaches have had positive outcomes. Mediation has been used for a number of families where either the court process has begun or is a possibility. Mediation can bring family members together with or without their legal representatives, along with FCSRC staff and their own legal counsel, in order to mediate everything from terms in a Supervision Order, Terms for Adoption Openness, or a family service plan to help extricate families from the court process. Family Group Conferencing encourages families to bring their formal and informal supports together, along with FCSRC staff and the facilitator. This helps the family to come up with a plan for a child/children/youth that continues to ensure child safety.



What We've Accomplished in Year Two

CARING SERVICES

Parents Anonymous®

FCSRC's focus on preventative practices includes the growth of the Parents Anonymous program. This strengths-based program for parents, caregivers and children utilizes mutual support, parent leadership and shared leadership to help those involved in the weekly program achieve personal growth. This program can assist with family functioning and mitigating and preventing adverse childhood experiences.



Behaviour Services

Behaviour Consultants use positive, research based Applied Behaviour Analysis to assist families, individuals and adults. A holistic approach focuses on why the behaviour is happening and what that behaviour is communicating, and provides skills teaching for both individuals and families. Some comments from our families about the service include: "Very attentive to our needs", "Consultant has been great passing along ideas and techniques to try with my son. Having other people understand what we are dealing with and helping my son learn and understand is appreciated." Last year, we supported 111 adults, and 140 children in this program.



New Protocol Agreement with Algonquins of Pikwakanagan First Nation

This January, FCSRC and the Algonquins of Pikwakanagan First Nation (AOFPN) signed a new protocol agreement that enables and clarifies the protection of Algonquin children. It recognizes the complementary nature of services provided by FCSRC and AOFPN when concerns have been registered regarding children residing at Pikwakanagan or with children with AOFPN status or eligibility for membership. It also acknowledges the nine commitments FCSRC has made to our Indigenous communities.



What We've Accomplished in Year Two

CARING SERVICES

Opening of Waka-ehi Lodge (in circle) & Women's Sharing Circle

This past February, Indigenous community members, youth groups and staff created a new community space at our Winning Kids Centre at 464 Isabella St. which included a clean out of the space, new paint and new furnishings. The space is used to host many different teachings and ceremonies.

The new space is also the home to the Women's Sharing Circle. Twice a month, the circle offers an opportunity for women of all nations to strengthen their connection by sitting in circle as one, sharing their stories and telling their truths in a safe place.



CARING COMMUNITY

New Partnership with Killaloe Community Resource Centre

In January, FCSRC and the Killaloe Community Resource Centre (CRC) formalized a collaboration to build family visit opportunities for rural communities in this region of Renfrew County. The Family Visiting Program recognizes our priority to maintain the attachment and meaningful relationships of children and their families, while ensuring safety and opportunities for skill development to enhance parenting and establish permanency for children.

CARING COMMUNITY

Engage partners in strengthening Renfrew County's community of care, providing equal access to consistent, collaborative care and quality services.

- Leverage Clinical Framework
- Strengthen Partnerships
- Embrace Healing and Diversity
- Promote Positivity
- Optimize Communications



What We've Accomplished in Year Two

CARING COMMUNITY

New Partnership with Renfrew County District School Board

To support the increase to the age youth can receive child protection in Ontario (from 16 to 18), FCSRC formalized a partnership with the Renfrew County District School Board in spring 2018. This partnership added two new school based worker positions - one at Fellowes High School in Pembroke and the second at Arnprior District High School.

Board & Staff Equity Lens

Family and Children's Services is deeply invested in anti-oppressive practice. As defined by Gary C. Dumbrill, Associate Professor of Social Work at McMaster University, "anti-oppressive practice is concerned with eradicating social injustice perpetuated by societal structural inequalities, particularly along the lines of race, gender, sexual orientation and identity, ability, age, class, occupation and social service usage." In 2019, the FCSRC Board of Directors assisted in the development of a Board & Staff Equity Lens in order to support the integration of equity – the provision of opportunities for equality for all – and mitigate the impact of systemic oppression.



Board & Staff Equity Lens

1. Who are our underrepresented groups? How do they participate in this discussion?
2. Will our decision advance or create barriers to equity for marginalized groups and those overrepresented in the child welfare system and in developmental services?
3. What impact could the decision have on marginalized identities and in what ways? Examples of marginalized identities are: gender, race, religion, LGBTQ, people living in poverty, people with disabilities and people with multiple identities.
4. How can we mitigate the impact and or remove the barriers? What changes would we have to make? What human or budget resources would be needed to do so? Who are the stakeholders most affected and are they involved?
5. How will we measure the results/impact of the policy or initiative on marginalized identities?
6. Have we created space for equity based courageous questions and conversations? Have we checked to make sure all voices had an opportunity to participate?

Use of the Board & Staff Equity Lens

This document is to be used by the board of directors and FCSRC staff in order to support the integration of equity and mitigate the impact of systemic oppression. Questions 1-5 are to be reflected on and responded to during meetings. In addition, questions 1-6 are to be used by all board members and staff as critical reflection points when making decisions.

Definition of Equity

Is the provision of opportunities for equality for all. Equity of treatment is not the same as equal treatment. Equity includes acknowledging historical and present systemic discrimination against equity seeking groups and removing barriers, eliminating discrimination and remedying the impact of past discrimination.

Adapted from the Children's Aid Society of Toronto

Reducing Use of Outside Paid Resources (OPRs)
FCSRC believes that when families need alternate care for their children, family based care is the best option. OPRs or group care facilities remove children from family, community, school and friends, and research shows that they do not provide the best outcomes for youth. To-date, we have decreased the number of individuals in OPRs by 40% and will continue to work hard to utilize family and community resources.



What We've Accomplished in Year Two

CARING CULTURE

Employer of Choice Project

In 2018, we began the work needed to determine what would make us an employer of choice. We have since committed to the adoption of the Guarding Minds @ Work framework, and are beginning to assess the psychosocial factors that will help us understand the areas we need to strengthen. We're very grateful to the staff who have shared their input – both concerns and ideas. This process has allowed us to uncover the champions to help us with the work ahead and a plan to make it happen.

Youth Advisory Committee

This year, Family and Children's Services of Renfrew County, with the input of its Board of Directors, introduced its Youth Advisory Committee. We believe with the guidance and input of youth in our community, we can better understand our community, our strengths and our challenges.

The committee includes ten youth (ages 14-29) from a variety of different backgrounds and experiences. We're very excited to welcome their knowledge and input!

CARING CULTURE

Cultivate a team environment that embraces community-based collaboration, creative thinking and consistent implementation.

- Support Wellness and Healing
- Enhance Internal Communications
- Value Achievement
- Manage Impact
- Provide Sound Governance



Health Nexus Grant Supports FASD Community Training

FCSRC offered a complimentary full-day training presentation by Tanya Eichler, MCP, CCC, with a grant received from Health Nexus. With presentations in Renfrew, Pembroke and Barry's Bay, attendees learned about the signs and symptoms of Fetal Alcohol Spectrum Disorder, the importance of early interventions and access to support, and strength-based strategies to support those living with FASD.

North Renfrew EarlyON Contract Awarded to FCSRC

In January, the County of Renfrew selected Family and Children's Services of Renfrew County to operate an EarlyON Child and Family Centre for the families and communities of North Renfrew. North Renfrew EarlyON Child and Family Centre is offering services at two locations: St. Mary's School in Deep River and at the municipal office of the Town of Laurentian Hills.



What We've Accomplished in Year Two

OUR FINANCIAL NUMBERS

REVENUE

Child Welfare	\$14,144,611
Developmental Services	\$11,910,078
Early Years	\$320,714
Supervised Access	\$200,072
Preparation for Independence	\$117,905
Outreach Program	\$15,850
Total Revenue	\$26,709,230

NET COST OF ALL SERVICES

Child Welfare	\$14,099,068
Developmental Services	\$11,317,459
Early Years	\$251,392
Supervised Access	\$200,072
Preparation for Independence	\$117,905
Outreach Program	\$15,850
Total Expenses	\$26,001,746



What We've Accomplished in Year Two

OUR PERFORMANCE NUMBERS

Child Welfare	2017-2018	2018-2019	Change
Investigations Completed	882	806	-9%
Investigations open at end of year	154	57	-63%
Ongoing child protection cases closed	126	141	12%
Children discharged from care	75	80	7%
Children in care at end of year	131	114	-13%
Individuals/families referred to community links	168	229	36%
Total adoptions completed	12	4	-67%
New foster homes approved	0	2	200%
Number of children in kinship service at end of year	26	36	38%

Developmental Services

Adult Behaviour Services clients	118	111	-6%
Child Behaviour Services clients	176	140	-20%
Child Welfare Behaviour Services clients	71	53	-25%
Infant Development Services (children served)	119	126	6%
Infant Development Services waiting list	25	23	-8%
Adult Urgent Response Services clients	7	19	171%
Adult Protective Services clients	250	218	-13%
Child Service Coordination Services clients	447	439	-2%
Adult Residential Program clients	38	48	26%
Adult Speech & Language Services clients	40	46	15%
Child Speech & Language Services clients	9	19	111%
Complex Special Needs Program clients	25	16	-36%
Out of Home Respite Services clients	16	16	0%
In Home Respite Services clients	50	50	0%
Autism Spectrum Disorder Respite Services clients	112	100	-11%
Community Enhancement Services clients	43	46	7%
Coordinated Service Planning clients	34	46	35%
Fetal Alcohol Spectrum Disorder clients	n/a	23	

Family Visitation & Exchange Services

Number of families served	132	73	-45%
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Kumon Math & Reading Program

Number of students enrolled at end of year	115	140	22%
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What We've Accomplished in Year Two

A YEAR IN PICTURES



Supporting World Down Syndrome Awareness Day #LotsofSocks



Purple Ribbon Campaign



Coldest Night of the Year



Celebrating our Volunteer Drivers



Joining the First Annual Pembroke Pride Festival



Winning Christmas Parade Float



National Indigenous Peoples Celebration Day



Kinship Awareness Week: Supporting kin who help care for family



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