

# FRONTENAC YOUTH SERVICES

## ANNUAL REPORT

### 2015-2016



*Art Work supplied by 12 year old client of Frontenac Youth Services (2016)*

- “
- very safe and comfortable environment and friendly people
  - it helped our family achieve our goals
  - I liked the friendly and accepting environment; I always felt respected and like I was never being judged; I liked how Frontenac helped me achieve my goals while allowing me to take the lead in discussions etc.
  - I could talk through problems without feeling judged
  - my counsellor was very nice; she did her very best to help me see the improvements I wanted to see
  - having someone to talk to and give advice to me
  - my worker was so amazing and made the whole process enjoyable; she taught me so much and helped me become my best self!
  - communication between Frontenac and my school
  - very rich in resources
  - it was fun coming here; I liked my worker/counsellor, she listened to me and was very nice
  - the environment in our sessions was welcoming and relaxed
  - it was encouraging and helpful
  - an amazing counsellor who truly understood my child
  - that my anxiety decreased
  - how involved I was allowed to be with the program
  - I liked that I was welcomed in, there was no judgement as well as I was heard, how I felt and what I needed
  - very well supported and excellent
  - it helped my family get through a difficult time
  - lots of options for my son
  - convenient times, friendly counsellor”

***Comments collected from recent client surveys***



# Mission Vision Values



## Mission

Enhancing mental, social and emotional well-being

## Vision

To be a collaborative partner in responding to the evolving needs of children and youth, and their families within the Durham community

## Values

Enhancing Strengths

*Cultivate unique abilities, skills, positive attitudes and resiliency*

Acting with Integrity

*Support ethical and professional standards in all circumstances*

Being Respectful

*Think and act in a manner that shows others we care about their well-being*

Promoting Advocacy

*Ensure our clients have a voice by gaining access to needed supports, overcoming barriers, and having their views and wishes genuinely considered*

Embracing Inclusivity

*Value the unique lived experience and history of all*

# STRATEGIC PLAN

## 2016-2019

<p><b>WORK ENVIRONMENT</b></p> <p><b>Goal:</b> <i>Maintain a positive work environment through planning and supporting agency and staff development</i></p> <p><b>Strategies:</b></p> <ul style="list-style-type: none"><li>· <i>Develop succession plans for key positions</i></li><li>· <i>Increase employee satisfaction and involvement</i></li><li>· <i>Address space limitation and growth potential</i></li><li>· <i>Increase opportunities for staff development</i></li><li>· <i>Continue to improve communication</i></li></ul>	<p><b>CLIENT AND COMMUNITY</b></p> <p><b>Goal:</b> <i>Enhance partnerships, services and supports</i></p> <p><b>Strategies:</b></p> <ul style="list-style-type: none"><li>· <i>Develop inclusive services to meet the needs of the diverse population</i></li><li>· <i>Increase community and political awareness and advocacy related to children's mental health</i></li><li>· <i>Utilize information gathered from stakeholders e.g. survey</i></li><li>· <i>To be an active partner providing seamless, mental health services with the Lead Agency and all partners</i></li></ul>
<p><b>CLINICAL PRIORITIES</b></p> <p><b>Goal:</b> <i>Strengthen evidence informed and evidence based practices</i></p> <p><b>Strategies:</b></p> <ul style="list-style-type: none"><li>· <i>To promote a culture that sustains the development and implementation of evidence informed and evidence based practices</i></li><li>· <i>Develop a plan for Implementation of Dialectical Behaviour Therapy (DBT)</i></li><li>· <i>Addressing needs for youth/families on the wait list, and examine ways to reduce list</i></li></ul>	<p><b>FINANCIAL</b></p> <p><b>Goal:</b> <i>Improve financial stability</i></p> <p><b>Strategies:</b></p> <ul style="list-style-type: none"><li>· <i>Expand financial sources</i></li><li>· <i>Increase fundraising through Board involvement</i></li><li>· <i>Explore avenues of funding corporation</i></li><li>· <i>Advocate with Ministry of Children and Youth Services to increase funding</i></li></ul>



## **PRESIDENT'S MESSAGE**

I am honoured to represent such a great organization as Frontenac Youth Services "FYS" comprised of its dedicated staff and Board members.

We continue to evolve the services we provide to the teens and their families in the Durham Region with enthusiasm and focus. In today's economic climate social funding is tighter than ever before, which makes it even more important to emphasize that we certainly cannot do what we do without the generous and kind support received through our charity events. In September we held our 3rd Annual "Friends of Frontenac" Gala and in July we held our 10th Annual Charity Golf Event. I would be remiss if I didn't acknowledge the dedication of the staff who coordinate, promote and execute these events, both of which resulted in increased participation and overall support. It was at the Gala that we had the distinct pleasure and honour of hearing from a past client and the success that she has had in life with the support and guidance of the FYS organization. I have great respect and admiration for the courage that it takes to share such personal information and hearing these stories is the strongest affirmation to all of us that what we do makes a difference.

All that we do and the core of all our success evolves around continuous improvements in visibility, accessibility, care and education. No doubt the future will bring exciting and challenging times and I continue in my convictions that we have the team to take us there.

***Carl Riddell***

***President***

*Never doubt that a small group of thoughtful, committed citizens can change the world; indeed, it's the only thing that ever has.*

*Margaret Mead*

## ***Executive Director's Message***

We are excited about sharing our recently revised Strategic Plan with you. Thank you to our clients, the youth in the community schools, staff, Board members and our many partners for their input. We will continue to work collaboratively with all stakeholders as we implement our plan in alignment with Moving on Mental Health (MOMH). The 2016 MOMH Plan of Activities in Durham Region includes four priorities: Strengthening Engagement/Building a Community Planning Framework; Validating the Current Service Landscape for Children's Mental Health Funding; Determining the Current Client Profile in the Durham Service Area; and Strengthening Core Service Delivery. Staff will be providing leadership and are represented in each priority working group.

Our commitment to our youth and their families is evident daily. We are proud of our accomplishments over the past year. The following examples demonstrate our values.

As we work with youth to enhance their strengths, I especially would like to recognize the youth for their contribution to the agency's Mental Health Day Barbecue. We have been working on Youth Voice over the past year, discussing strengths, challenges and opportunities for our services. One of the areas identified by youth that they would like to be involved in was fundraising. They assembled "one of a kind" mason jars which were sold at the Mental Health Barbeque and the "Friends of Frontenac" 3<sup>rd</sup> Annual Gala.

At Frontenac we continue to practice with integrity, utilizing evidence informed and evidence based practices. Staff from Frontenac Youth Services have received training on Dialectical Behaviour Therapy (DBT) in partnership with Mental Health community agencies and hospitals who deliver core services. The training included an introductory session and a session on DBT – Individual Therapy. Advanced Training is ongoing and staff have begun to utilize skills to support individual clients and groups.

Staff identified community hours as a barrier for some of our youth to graduate high school. Therefore a group was formed in order that youth can earn their community involvement activity hours for school. The group assists youth in connecting with different organizations in order to enhance their sense of community and to develop essential skills that could be utilized in the workplace. We strive to respect all aspects of the youth.

Two youth attended the New Mentality Group presentation hosted by The Youth Suicide Prevention Action Group. The New Mentality Group is a network of youth facilitated groups from across Ontario who work with partner agencies in their communities to reduce the stigma surrounding mental health. Each group has dedicated youth and adult allies who work together to promote meaningful engagement and to influence change within the mental health system and beyond. Frontenac has been chosen as the Host Agency to promote this advocacy group.

Transition planning is a continual component of all youth's programs to ensure inclusivity. In response to direction from the Ministries of Children and Youth Services, Community Social Services and Education the Durham Integrated Planning Protocol Committee has formed. The purpose is to plan, coordinate and implement the transition planning protocol for youth with developmental disabilities in Durham Region. We are an integral part of this committee.

We look forward to the year ahead as we continue to enhance mental, social, emotional well-being working as a collaborative partner.

***Marlene E. Pike***  
***Executive Director***

## 3RD ANNUAL “FRIENDS OF FRONTENAC” GALA



Pictured above is City of Oshawa Mayor John Henry (left) , Betty Yoshida (Gala Committee Chairperson) and MPP for Whitby-Oshawa Lorne Coe.

Earlier in the evening MPP Lorne Coe presented Executive Director Marlene E. Pike with a Certificate of Recognition honouring Frontenac Youth Services for enhancing the social well-being of adolescents struggling with emotional and behavioural issues in our community. All proceeds from the Gala go directly to youth programming at Frontenac Youth Services.



Entertainment began as Gala attendees entered the Jubilee Pavilion. The PuppetraZZi “Media Area” was a big hit!



## FUNDRAISING FOR FRONTENAC



Congratulations to the team from BDO Canada on being the winning team in the 7th Annual Curling “Fun” Spiel held in November 2015 and sponsored by the greater Oshawa Chamber of Commerce. We wish to extend our thanks for being the charity of your choice for this event and receiving a generous donation for our agency. Pictured left to right are: Mike Elmhurst , Clyde Catton, Victoria Agnnessy, and Nigel Allen.

### STAFF RECOGNITION

Each year the agency recognizes staff or their service to the agency and helping youth in Durham Region.

#### 30 Years

Lori McMullen

#### 20 Years

Michelle Peters

#### 15 Years

Sarah Dixon Jill Warren

#### 10 Years

Donna Leoci Jennifer Wilson  
Curtis Woods

#### 5 Years

Darcy Fields Ashley Paashuis  
Denise Wallis



## **Board of Directors**

Carl Riddell (President), Lucy Weaver (Vice-President), Matthew Sanders (Treasurer).  
John Armstrong (Secretary), Tanya Ilavsky (Member), Michael Marchen (Member),  
Colleen Mariona (Member), Linda Warren (Member)

2015/2016 Year

1189 active clients (individual/group/families services) which included:

35 Residential Clients and 139 Crisis Response Calls/Mobiles

## **STATEMENT OF REVENUE AND EXPENSE**

**Year ended March 31, 2016**

<b>Principal Funders</b>	<b>Revenue</b>	<b>Expense</b>	<b>Excess/Deficit</b>
Ministry of Children and Youth Services	\$4,074,751	\$4,112,942	-\$38,191
Children's Aid Society	\$83,932	\$83,932	0
Durham Board of Education	\$163,162	\$163,162	0
Donations and Fundraising	\$58,051	\$27,616	\$30,435
Administration Recovery	\$14,832	\$14,832	0
Sundry	\$1,734	\$1,734	0
<b>Total</b>	<b>\$4,396,462</b>	<b>\$4,404,218</b>	<b>-\$7,756</b>

Frontenac Youth Services' Audited Financial Statements ending March 31, 2016 are available at:  
[www.frontenacyouthservices.org](http://www.frontenacyouthservices.org) (click on "About" and then "Organizational Info".)



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[www.frontenacyouthservices.org](http://www.frontenacyouthservices.org)

905-579-1551 or 1-877-455-5527

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