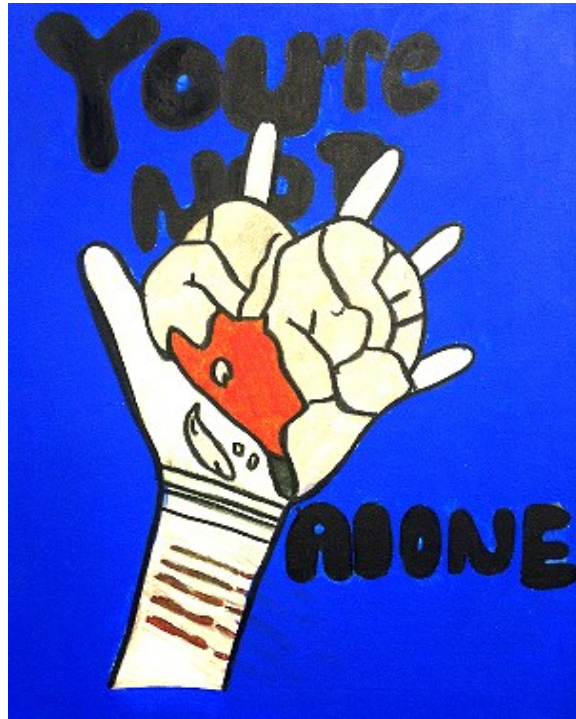


FRONTENAC YOUTH SERVICES

ANNUAL REPORT

2016-2017



Art Work supplied by client of Frontenac Youth Services (2016)

- "I like how they want to help kids with mental health issues
-I liked how much I learned and how amazing and friendly my counsellor and the general staff is
-flexible times
-we felt our needs were addressed without judgement
-very kind, very open and accepting to my story
-being able to talk about my problems without judgement
-staff is friendly, warm and inviting
-I felt like someone was always there for me when I needed it
-it was a friendly, safe space with professionals that care
-how everybody is nice to everyone
-that my son was able to speak totally freely and felt comfortable
-our counsellor was very good and gave a lot of helpful input
-the staff are all fantastic
-it was helpful and I received a lot of good advice and ideas
-the methods that were used and the calm aura that was there
-our counsellor was very empathetic and receptive
-they encourage you to try to improve not just for yourself but for others also "

Comments collected from recent client surveys

Our Mission: Enhancing mental, social and emotional well-being.



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



President and Executive Director's Message

Frontenac Youth Services (FYS) continues to be committed to enhancing the mental, social and emotional well-being of our clients. Our strategic planning supported by our operating plans ensures we focus on improving service experience and outcomes for children and youth and their families. Our staff's commitment and community partnerships are significant contributing factors to the attainment of our goals. Staff have attended numerous professional development/training sessions to continue to strengthen our evidence informed and evidence based practices.

We value our partners and are actively involved in community initiatives including Durham Children and Youth Planning Network, Durham Counselling Walk-In Clinic, Durham Region Crisis Response, Mobile Crisis Intensive Team, Durham Collaborative Framework, Durham Connect, Youth Suicide Prevention Action Group, TAMI (Talking About Mental Illness), Central Intake Advisory Committee, Durham Service Delivery (SDA) Coordinated Service Planning (CSP) Community of Practice, Infant Mental Health Committee, and The Regional Diversity Roundtable.

Our collaborative work with educational partners including the Durham District School Board, the Durham Catholic District School Board, the Kawartha Pine Ridge District School Board, and the Peterborough Victoria Northumberland Catholic District School Board ensures we are servicing youth in Day Treatment, Return Ticket and students through the Mental Health Workers in the schools. Staff regularly attend school board, community and specific school events to share information about our services. This involvement truly exemplifies all the ways we enhance partnerships and supports.

Our residential programs received funds from the Ministry of Children and Youth Services which allowed us to enhance the physical environment of the homes. The review of Frontenac Residence by Larry Shaw, Project Manager, Program Services of Kinark Child and Family Services and Dr. Kofi Belfon, Clinical Lead, East Region of Kinark Child and Family Services has led to a journey of growth. We are moving forward on prioritizing and implementing the recommendations.

With Kinark Child and Family Services as Lead Agency, the Core Service Providers have identified the four priorities to be carried out in 2017/2018. FYS staff are members of the following priority groups: Integration of Community Based Framework/Process for Children's Mental Health Planning; Defined Data Strategy to Support Informed Decision Making Process and Quality Improvement for Child and Youth Mental Health Services; Define in Partnership with Education Child and Youth Health Services Scope and Critical Paths Support Children, Youth and Families; and Define Intensive Services – Residential Model and Critical Path for the Durham Service area.

Thank you to our donors, including Golf Tournament fundraising, we are able to continue programs such as the Therapeutic Riding Program in partnership with WindReach Farms. Thank you to our funder the Ministry of Children and Youth Services. We have served more than 1000 adolescents and their families this year. To our dedicated, compassionate, and competent staff, board members, volunteers and placement students: thank you for putting our Vision, Mission, and Values into action. Finally, to the youth and families we serve, thank you for trusting us to help you and for working with us to build a better Child and Youth Mental Health system for all.

Marlene E. Pike
Executive Director

Carl Riddell
President, Board of Directors

Celebrating Community Impact

During the 2016-2017 school year in the Frontenac Day Treatment Programs we celebrated many successes. We had three students graduate with their OSSD and they are now exploring their post secondary and employment options. We were also very excited to have a previous client recognised by the Durham District School Board during their Student Appreciation night for her outstanding achievements when she returned to the school board from our treatment classroom. Many of our students celebrated individual successes by working towards both their treatment and academic goals throughout the year. This was made possible by the creative nature of our classrooms that have the ability to mesh creative opportunities inside and outside the classroom. This allows our students a variety of opportunities to develop their skills and explore their community. During the recent Program Evaluation of Day Treatment, the data showed that both clients and their families were happy with the level of change that they experienced over the school year.

At our Glenholme classroom we ran two successful fundraisers that allowed the students to raise money towards programming and outings out in the community. The classroom is also responsible for providing a hot lunch opportunity on a weekly basis for all of the Glenholme school classes.

At our Anderson classroom and Return Ticket Programs we have worked with Feed the Need Durham to be able to create a breakfast/lunch program for our students. We have seen a vast improvement in student's ability to remain focused on academics and treatment when they have regular meals.

We look forward to the many opportunities this coming school year will bring to our clients in the classroom.

Melanie Brynaert
Day Treatment Manager

This has been a busy year clinically for the staff of FYS. We have begun agency-wide training in the ChYMH and ChYMH-DD for all staff, as well as the Screener for the clinical staff. We are excited that this will support our move to more integrated, comprehensive treatment plans that are supported by evidence informed research and therapeutic interventions. We were also lucky this year to have Ministry of Children and Youth Services funding to support a two day trauma workshop by Geri Crisci, that involved workers from day treatment, residence, and counselling services. Feedback from the training was very positive, and the information gained will support more clinically relevant formulations and treatment plans. This learning will also support the clinical team's ability to identify clients that will be able to benefit from a comprehensive trauma assessment, provided by Denise Wallis, a former clinician on our team who is completing an externship with Geri Crisci. We have also continued over the last year to build capacity within the agency for Youth and Family Counsellors and Child and Youth Workers who are trained in the Violent Threat Risk Assessment and ASIST (Applied Suicide Intervention Skills Training) . As part of the Durham Collaborative Framework, we also trained a new representative of the agency to attend the monthly Champion Meetings – Brenda Spurrell. The Durham Region DBT training also wrapped up in the spring, and we will continue to offer this modality as an agency working with the region to build and sustain capacity. As always, there continues to be individual efforts to pursue professional development with opportunities arising in the community.

Jill Davidson, M.S.W., R.S.W.
Clinical Manager

WATERSDOWN SENSORY ROOM

At the end of March, The Ministry of Children and Youth services generously provided \$3000.00 to Watersdown Residence to create a sensory room. The sensory room was designed to contain a range of items to stimuli and engage the youth's senses. It supports the youth with developmental disabilities and sensory impairments. This room is crucial for the youth in developing higher self-esteem and allowing them to learn different ways to calm themselves in a safe environment. The sensory room is a unique room that can be individualized for each client. It has been a welcoming addition to the residence and has enhanced our ability to deliver high quality treatment to our clients.



EMPLOYEE RECOGNITION



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

15 years

Richard Catton
Bernadette Jolicoeur
Maria Mulgrew
Rodney Swain
Betty Yoshida

10 years

Stacey Button
Rebecca Cook
Linda Mahaffy
Debbie Moon
Andrea Peet

5 years

Mitra Bissessar
Jennifer Cory
Tara Greene
Claudette Hartog
Cassandra Newman
Dan Rekker

Special Acknowledgements

Stephanie Fuller
Jacqueline Rene



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)

2016/2017 Year

1,222 active clients (referrals/individual/group/families services) which included:
35 Residential Clients and 125 Crisis Response Calls/Mobiles

STATEMENT OF REVENUE AND EXPENSE

Year ended March 31, 2017

Principal Funders	Revenue	Expense	Excess/Deficit
Ministry of Children and Youth Services	\$4,081,422	\$4,096,030	-\$14,608
Children's Aid Society	\$84,786	\$84,786	0
Durham Board of Education	\$171,058	\$171,058	0
Fernie Funds (one-time funding)	\$65,195	\$65,195	0
Donations and Fundraising	\$44,381	\$13,079	\$31,302
Administration Recovery	\$15,551	\$15,551	0
Sundry	\$12,235	\$12,235	0
Interest Income	3	0	3
Amortization		\$18,528	-\$18,528
Forgiveness of Debt	\$59,404	\$59,404	0
Total	\$4,534,035	\$4,535,866	-\$1,831

****Deferred Capital Contributions:**

Fernie Funds (one time Funds) \$50,741
(Frontenac Residence Mortgage)

*Frontenac Youth Services' Audited Financial Statements ending March 31, 2017 are available at:
www.frontenacyouthservices.org (click on "About" and then "Organizational Info".)*



1160 Simcoe St. S. Oshawa, ON L1H 5L8

www.frontenacyouthservices.org

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

Accredited by
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for Accreditation



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