

# FRONTENAC YOUTH SERVICES

## ANNUAL REPORT

2017-2018



*Art Work supplied by client of Frontenac Youth Services (2018)*

- “-our counsellor was incredible with my daughter and with the counsellor’s help and guidance she has helped her regain her confidence and decrease her anxiety; I have my daughter back!
- happy with our experience, felt our situation improved positively
- I really liked that I was involved and included as a parent but that my daughter was given a voice and that it was her journey; the improvement has been tremendous and I am so thankful
- knowledgeable counsellors, helpful advice, very patient, understanding, and encouraging
- it was a friendly, safe space with professionals that care
- thank you to our counsellor for caring, and her professional ability and suggestions
- the atmosphere and staff are very calming and understanding
- our counsellor was great; she really connected with our daughter; she was very knowledgeable and compassionate; she was key to helping our daughter through her “rough patch”
- I felt everyone was always there for me when I needed it
- location—easy to get to
- would definitely recommend Frontenac Youth Services
- 10/10

*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><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 and Executive Director's Message**

At Frontenac Youth Services (FYS) our Mission of “Enhancing mental, social and emotional well-being” guides our work in all of our programs and services. We continually focus on promoting a culture that sustains the development and implementation of evidence informed and evidence based practices.

We are pleased to inform you that the accreditation of FYS has been approved for the period of September 29, 2018 to September 28, 2022 which is our “accreditation term.” FYS is proud to be accredited through the Canadian Centre for Accreditation, a third-party review based on accepted organizational practices that promote ongoing quality improvement and responsive, effective community services. Thank you to the staff and board members for your support of this process and your ongoing support of the agency and our clients. We truly appreciated the input of our partners and value working collaboratively to provide services within our community.

Kinark Child and Family Services as Lead agency developed an assessment tool for Residential Programs. We welcomed the opportunity to work with staff from Kinark to assess our Residential Program. The experience of the review was positive and not intrusive thanks to the Review Team. All staff and youth were made to feel included in the process and their input was valued. We look forward to analysing the results, and to making further quality improvements based on the recommendations within the Critical Success Factors and ultimately make a difference with our youth and their families.

In response to the growing demand for adolescent mental health services in Durham Region, Frontenac Youth Services is excited to announce the introduction of a new service. Starting in fall 2018, FYS will be offering a single-session Walk-In Counselling Clinic one day a week at our 1160 Simcoe St. S. Oshawa location. Recognizing the ability of a single therapy session to meet the needs of over 50% of individuals who seek support, we look forward to offering timely counselling services to youth (12-18 years old) and their families through our Walk-In Counselling Clinic model. In the single session, clients will be able to speak with a Counsellor who will work with them to create a plan and identify next steps to begin desired change. Youth and their families will be able to access the Walk-In Clinic as many times as needed, although they will not be guaranteed the same counsellor at each visit. If there is a need for ongoing services, this recommendation will be vetted through an internal process following the single session meeting.

To our youth that we serve we say thank you for your ongoing input into our services. We value your voice! We truly appreciate the dedication of our staff and Board members. Working in partnership with our community partners and Ministry colleagues we continually strive to respond to the evolving needs of children and youth and their families within the Durham community.

Marlene E. Pike  
Executive Director

Carl Riddell  
President, Board of Directors

## **Celebrating Community Impact**

With Frontenac Youth Services' continued efforts to create more integrated treatment plans for our youth, we have successfully moved through the second phase of agency-wide staff training with the Child and Youth Mental Health Assessment (ChYMH) standardized assessment tool, specifically learning monitoring assessments for the purposes of implementation across all programs. Thank you to all of our dedicated trainers for their time and effort in supporting workers through this transition. A special appreciation is given to Chris Wellwood in recognition for his commitment to assisting his peers in learning and interpreting the tools and software, and being a champion of the vision and successful completion of the competency testing. Moving into the 2018-2019 school year, all programs will be utilizing the standardized assessment tool as a means for identifying treatment needs, supporting intervention and outcome, and assessing treatment progress. All employees now have access to the evidence informed research available through the InterRai website, promoting improved capacity and professional growth within the organization based on international standards of practice. Further training support will be provided in the fall to day treatment, residential, and clinical staff with respect to information gathering skills specific to items on the tool.

This past spring, the clinical teams attended a two-day "Focused Effective Conversations" training with Heather Hare to build skill in preparation of the walk-in clinic and to support general therapeutic work with clients. Through Moving on Mental Health, the school mental health team participated in a two day Cognitive Behaviour Therapy (CBT) training in the spring (with further CBT and Dialectical Behaviour Therapy trainings to come in the fall for the other clinical workers). There have been ongoing individual professional development opportunities accessed by staff, including Applied Suicide Intervention Skills (ASIST), Violent Threat Risk Assessment (VTRA), Collaborative and Proactive Solutions (based on Collaborative Problem Solving model by Dr. Ross Green), and Emotion Focused Family Therapy to name a few.

Other honourable mentions over the last year have included, FYS' involvement in the newly formed/ amalgamated Residential Admission Process Collaborative Committee (RAP-CC) – formerly DRAP, creation of a full time Intake Coordinator role, implementation of the newly created residential and day treatment pathways and the Commitment Group, newly installed SMART board technology in the board room to support trainings and team meetings, and Dr. Morrison's change of consult day to Wednesdays – in part to provide greater integrated clinical support to the day treatment program.

In November, Karna Button accepted the permanent position of Clinical Manager joining Dan Rekker in supervising the Counselling Teams. As a long time employee of the agency, Karna came into the position with a wealth of experience, knowledge, and respect from all for her leadership and dedication. On a personal note, I was excited to accept the position of Clinical Director in the beginning of the summer and look forward to supporting the agency's ongoing efforts and vision to be a collaborative partner in response to the evolving needs of our clients and community.

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

## STATEMENT OF REVENUE AND EXPENSE

Year ended March 31, 2018

<u>REVENUE</u>	MCSS PROGRAMS	MINISTRY INFRASTRUCTURE FUNDS	RETURN TICKET	FUNDRAISING & DONATIONS	2018 TOTAL
Ministry Funding	4,214,216	59,541	163,209	60,668	4,497,634
Bill 148	43,112				43,112
Catulpa/RFEC/OPSEU	60,622	-	-	-	60,622
Administration Recovery	14,837				14,837
Sundry	8,880				8,880
	<u>4,341,667</u>	<u>59,541</u>	<u>163,209</u>	<u>60,668</u>	<u>4,625,085</u>
<u>EXPENSES</u>					
Amortization	16,472				16,472
Salaries & Wages	3,166,875				3,166,875
Employee Benefits	547,691				547,691
Staff Training and Recruitment	17,562				17,562
Vehicle Expenses & Travel	39,735				39,735
Building Occupancy	221,042	59,970			281,012
Program Expenses	59,515				59,515
Food Services	33,053				33,053
Medical & Related	38,706				38,706
Fundraising Expenses				15,813	15,813
Office Administration	136,109				136,109
Outside Agency Staff Support	27,490				27,490
Return Ticket Expenses			163,409		163,409
Professional Services	32,849				32,849
CMHC Membership Fee	13,000				13,000
Interest on Long-term Debt	2,133				2,133
Miscellaneous	7,020				7,020
	<u>4,359,252</u>	<u>59,970</u>	<u>163,409</u>	<u>15,813</u>	<u>4,598,444</u>
Excess (Deficiency) of Revenue over Expenses	-	17,585	-	429	-
			200	44,855	26,641

Frontenac Youth Services' Audited Financial Statements ending March 31, 2018 are available at:  
[www.frontenacyouthservices.org](http://www.frontenacyouthservices.org) (click on "About" and then "Organization Info".)



***Frontenac Youth Services emphasizes training for all staff. Listed below are some of the training and workshops that staff have been involved in for the 2017-2018 year.***

- Accessibility for Ontarians with Disabilities Act (AODA)
- Accreditation Essentials
- Anxiety: Overview and Awareness
- Applied Suicide Intervention Skills Training (ASIST)
- Cognitive Behaviour Therapy (CBT)
- Collaborative and Proactive Solutions
- Dialectical Behaviour Therapy (DBT)
- First Aid and CPR
- Focussed Effective Conversations
- Grief Support
- Medication Training/Refresher
- Medical Refresher Training
- Mental Health First Aid
- Providing Integrated Care to Children and Youth in an Era of Heightened Privacy
- Self Care in the Mental Health Field
- Supporting Transgender Youth and Families
- Trauma: Current Research, Assessment and Treatment Approaches
- Violent Threat Risk Assessment (VTRA)
- Workplace Hazardous Materials Information System (WHMIS)
- Workplace Investigation Training
- Understanding and Managing Aggressive Behaviour (UMAB)

## ***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)

## **FRONTENAC STATISTICS**

**2017/2018 Year**

*1184 Active Clients*

*135 Hours involved in Community Initiatives  
including speeches, mental health and career fairs.*

*123 Crisis Calls/Mobiles*



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

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

Accredited by  
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for Accreditation



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