



FRONTENAC
YOUTH SERVICES

2023-2024

ANNUAL REPORT

ENHANCING MENTAL, SOCIAL AND EMOTIONAL WELL-BEING

Accredited by
Canadian Centre
for Accreditation



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Centre canadien
de l'agrément

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OUR MISSION

Enhancing mental, social and emotional well-being.

OUR VISION

To be a collaborative partner in supporting the evolving needs of children, youth and their families within the community.

OUR 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 the youth we support have a voice by gaining access to needed supports, overcoming barriers, and having their views and wishes genuinely considered.

Embracing Inclusivity: Value the unique and diverse lived experience and history of all.

Strategic Plan 2020-2024

WORK ENVIRONMENT

Goal:

Maintain a positive work environment through planning and supporting agency and staff development

Strategies:

- Maintain succession plans for key positions
- Increase employee satisfaction and involvement
- Provide support for employee wellness and safety
- Imbed Diversity, Equity and Inclusivity (DEI) practices within the agency
- Sustain current levels of opportunities for staff development
- Continue to improve communication
- Move to new location

CLIENT AND COMMUNITY

Goal:

Enhance partnerships, services and supports

Strategies:

- Develop inclusive services to meet the needs of the diverse population
- Focus on Child, Youth and Family Engagement
- Increase community and political awareness and advocacy related to children's mental health
- Utilize information gathered from stakeholders
- To be an active partner providing seamless, mental health services with the Lead Agency and all partners

CLINICAL PRIORITIES

Goal:

Strengthen evidence informed and evidence-based practices

Strategies:

- Promote a culture that sustains the development and implementation of evidence informed and evidence-based practices
- Ensure clinical practices are equitable and reflect the needs in the community
- Implement EQ2 and ongoing training to sustain diverse modalities

FINANCIAL

Goal:

Improve financial stability

Strategies:

- Expand financial sources through donations
- Increase fundraising through Board involvement
- Allocate resources to support DEI initiatives
- Advocate with the Ministry of Health and Ministry of Children, Community and Social Services to increase funding

Message from the Executive Director and Board Chair

Over the past year the agency has continued its commitment to Equity, Diversity and Inclusion, to not only better serve our community but to ensure our workforce is reflective of those we serve. The organization has also heavily invested in stabilizing its staffing complement, bringing enhanced continuity to those we serve.

The agency has also continued to advocate and support the work of the sector by participating in multiple service initiatives with both local and provincial community based committees, including but not limited to the Durham Walk in Clinic.

The organization is also fortunate to be guided and supported by a dedicated Board of Directors. A special acknowledgement to the Board Executive, particularly Oran Reiken, Board President, who has been instrumental in guiding the agency through another challenging year. The Board and agency also welcome new Board members, Shahana Arain and Mitzi Hussett.

The Board and agency also extend their best wishes to outgoing Board members Michael Marchen and Matthew Sanders, acknowledging their significant dedication and commitment to both the organization and to our community's youth and families.

We also acknowledge the significant contributions made by Karna Button, Clinical Manager, who after 45 years of service, recently retired from the agency.

The Board and agency also thank former Executive Director, Marlene Pike, for the important contribution she made to the organization through her decade of dedication and passion on behalf of the youth and their families the agency so proudly serves. We wish Marlene all the best on her recent transition.

A final thanks to our multiple community colleagues and to both the Ministries of Children, Community and Social Services and Health, for their partnership in supporting the important work of the agency.



ORAN REIKEN

Chair of the Board of Directors

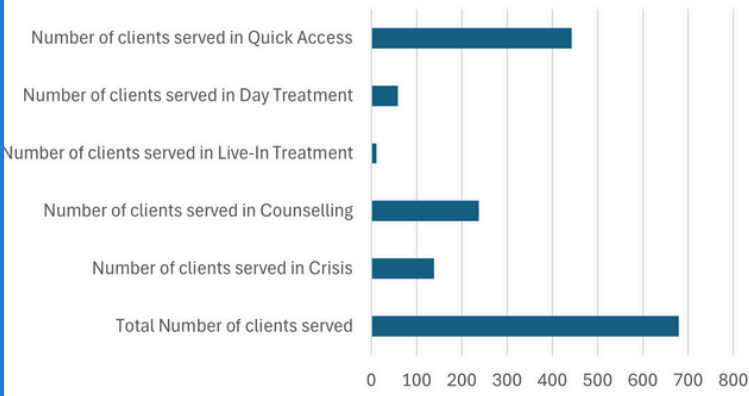


BRAD BAIN

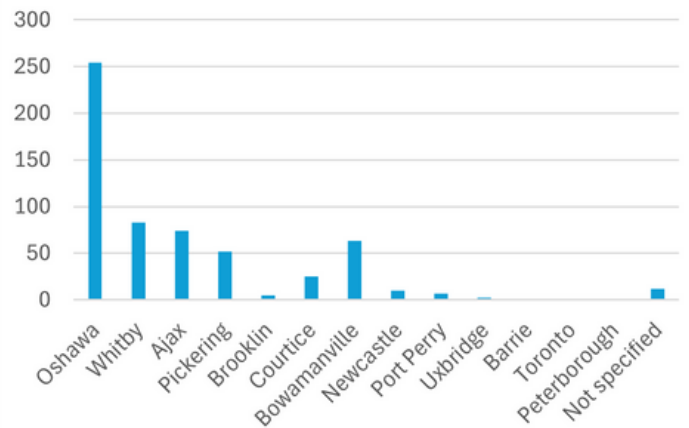
Executive Director of Frontenac Youth Services

Frontenac Youth Services 2023 - 2024 Statistics

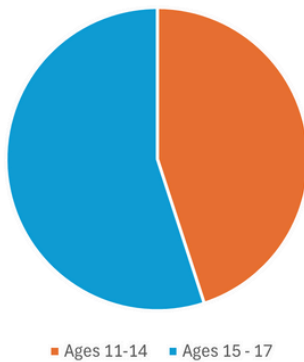
Clients Served from September 2023 - September 2024



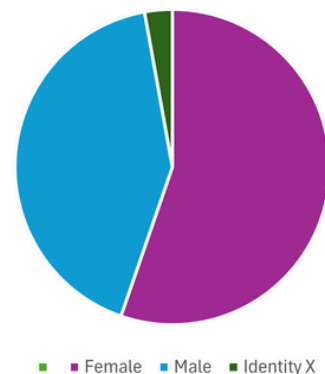
Clients Served by City/Town



Clients Served by Age



Clients Served by Gender





Counselling Program

Written by Jill Davidson, Clinical Director

The counselling team has experienced significant change, opportunity, and growth over the last year – and some bittersweet good-byes. Our agency’s longest running employee of 46 years, the last many of which were spent in the Clinical Manager position, Karna Button, retired from the agency in July. The counselling team bid her adieu, as dancing flowers singing “I’ll Do It My Way” in tribute to her. Although sad to see Karna’s exit from the agency, we happily welcomed in our new Clinical Manager, Stephanie Fuller. Stephanie returned to Frontenac after five years absence, with previous experience at the agency as a volunteer, master-level student, and Youth and Family Counsellor on the Brief Team. She returned with additional experience having been employed at Trent University and operating her own private therapy.

All our counselling teams experienced recruitment success with the onboarding of several employees, filling roles on the School Mental Health team, the Comprehensive Counselling team, and the Quick Access Team. As part of welcoming in new staff, there was a focus on building knowledge and familiarity with community partner agencies. Thus, in-services occurred throughout the fall and winter with various Durham organizations: Lakeridge Community Support Services, John Howard Society, Durham Family Court Clinic, Lakeridge Health, Ontario Shores and Urgent Response Services (Kinark / Durham Case Coordination). This also presented opportunity to further solidify pathways between the new community-based ED program, as well as URS, the latter of which has generated several referrals to date.

Over the last year, we had two Yorkville Master-Level students join our team, who subsequently graduated and were hired as permanent, full-time Youth and Family Counsellors. The recruitment of new employees gave opportunity for more participants in the Regional trainings offered by Lead Agency, which is part of the onboarding process for counselling staff. DBT, CBT and Single Session Therapy trainings were attended, with the DBT training allowing Frontenac to reach a competent complement of counselling staff to run the DBT Comprehensive Program once again. In addition, we also began offering brief DBT modular groups (4-5 weeks long) with Emotion Regulation being the first.

Other noteworthy service delivery successes occurred with our re-engagement in the Durham Walk-In Clinic, after being absent from the collaborative since the onset of the pandemic. The summer socialization group ran again over the course of July and August, as well as the commitment group many times throughout the year. The Crisis Team participated in several information sessions to promote services with community partner agencies, including Lakeridge Health, Ontario Shores, Kawartha Pineridge Durham District School Board, and Durham Children’s Aid Society. Our comprehensive counselling team also had the opportunity to participate in day treatment team meetings, which offered enhanced collaboration, communication, and treatment planning.

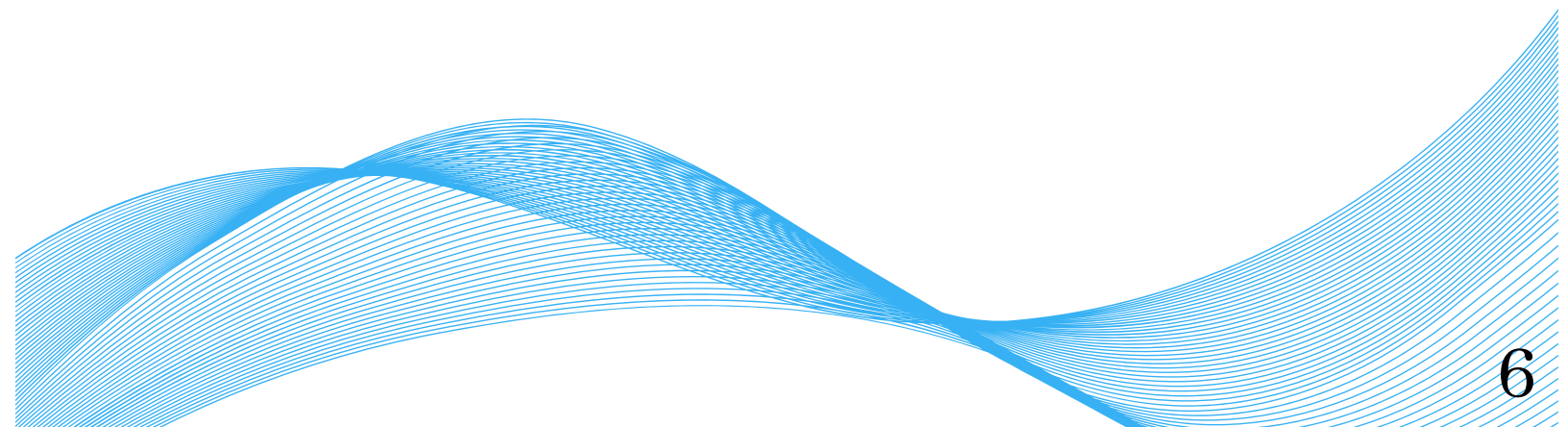


Counselling Program



In addition to the esteemed consultants, we are grateful to have as part of our specialized support Dr. Laura Goodman has been recently recruited. As a psychologist, Dr. Goodman comes to us with a wealth of child and adolescent community mental health experience, having been previously employed at Kinark Child and Family Services before starting up her own agency, Tapestry Psychology and Clinical Services. She has particular expertise in neuro-divergence and was a lead collaborator in the development of a policy paper on best practices for integrating mental health and autism services. She will be providing consultation to our teams in Live In Treatment and Day Treatment meetings throughout the year, as well as completing psycho-educational assessments for youth requiring testing to support better understanding of their treatment needs.

Over the course of the last year, we have continued to experience a steady increase in referrals, as well as profile complexity for youth and families accessing services, with a greater overall desire to have in-person support. As always, our counselling team deserves much recognition and appreciation for the excellent rapport building, respect, responsiveness, and skill they provide in their roles, and the integrity they demonstrate and their alignment with the values of the agency.



Decades of Dedication



MARLENE PIKE

Frontenac Youth Services acknowledges Marlene Pike's decade of dedication, professionalism and leadership, as well as her unwavering commitment to enhancing the lives of those the agency proudly serves.

The entirety of the Board and staffing complement thank Marlene for all she has accomplished and wish her continued success in her next challenge.

Few employees make more of an impact on an organization than Karna Button. She enriched each service area she worked in and left an indelible mark in her role as Clinical Manager. After 46 years of service, more than any other employee in the agency's history, Karna retired in 2024.

On behalf of the Board and staff, we thank her for her dedication and commitment. Karna made a significant positive impact on both the youth of our community and on her colleagues. We wish her all the best in retirement.



KARNA BUTTON



Day Treatment Program

Throughout 2023/2024, Day Treatment's primary goal was to enhance collaboration amongst programs working with shared clients. In spring 2024, the agency surveyed staff and identified both successes and areas requiring enhancement. Staff also conducted bi-weekly team meetings and regularly participated in consultations with external providers to discuss and craft diverse treatment plans for the clients we collectively serve. In the fall of 2024 staff will continue discussing plans for the school year to further augment treatment plans through collaboration with involved professionals.

The academic year also provided an opportunity for the youth to explore their community with the support of Frontenac staff and our teaching partners. The youth engaged in a variety of outings including apple picking, The Royal Agricultural Winter Fair, Ripley's Aquarium, Reptilia, and the Toronto and Oshawa Zoos. These outings allowed for the clients to practice some of the skills they were learning in the program. It also provided opportunities for the youth to use these experiences in their academic programming. For instance, creating short writing samples, visual art, or audio-visual interpretations of their experiences were just some of the ways the Day Treatment program has been able to combine treatment and academic objectives.

During the school year the program also transitioned fifteen (15) clients back to their community school or other Frontenac Day Treatment programs. With the support of the Durham District School Board, Kawartha Pine Ridge District School Board, caregivers, families and the Frontenac counsellors, Day Treatment staff were able to plan, create and support the youth with these exciting transitions. It is evident that all parties working together creates improved success for youth.

Day Treatment staff look forward to the new adventures and learning that will occur during the 2024/2025 school year and to celebrating the successes of those we serve.

- Written by Melanie Brynaert, Program Manager



Live In Treatment Program

This past year, both programs successfully completed licensing by the Ministry of Children, Community and Social Services (MCCSS), inclusive of the implementation of the Quality Standards Framework. This MCCSS initiative enhances regulations under the Child, Youth and Family Services Act, placing a greater focus on standards of care and the youth's voice. These changes required training sessions, changes to policies, procedures and documentation, but most importantly a renewed focus on the youth's involvement in decision making throughout their treatment journey. The introduction of the new regulations complimented the client centered approach embedded within our Live in Treatment (LIT) programs.

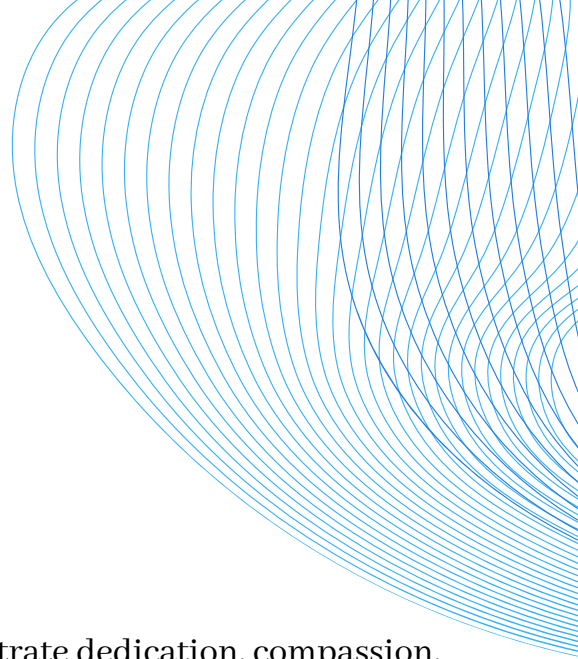
Working collaboratively with our community partners also enhances the opportunity for successful outcomes for our youth. This past year was no exception. The LIT programs value the input, services, and support that all our community partners offer.

A Community of Practice for Live in Treatment was also formed in 2023. Agency representatives with LIT programs from across the province meet four times a year. The importance of working closely with other LIT programs is essential for support, brainstorming, problem solving and sharing resources to ensure best practices, all with a view to enhancing outcomes for youth and families.

The LIT teams also participated in EQ2, an interactive program that supports and trains staff working with trauma impacted youth. This program was created specifically for frontline workers and recognizes the importance and difficulty of the job they perform. It was a wonderful experience for LIT staff as they were able to build on their "emotion coaching" skills as well as learn new techniques that augment their skill set.



Live In Treatment Program



The Child and Youth Workers in both programs continue to demonstrate dedication, compassion, empathy and creativity in the support they provide to the youth they serve. Their passion for the work, commitment to the agency and its mission, vision and values is apparent every day. The positive feedback from the youth and families they support is also a testament to the excellent job they do!

Team composition, however, has varied due to impacts of educational leaves or routine turnover, presenting challenges with scheduling, yet what has remained constant is the resiliency and commitment of staff to the youth they serve. Thank you!

The demands of supervising a LIT program are also frequent and ever changing and require effective management to ensure seamless daily operation. Thank you Tara Greene and Ashley Paashuis for your leadership over the past year.

- Written by Sarah Dixon, Program Manager

“Our job as Emotion Coaches isn’t to prepare youth for the real world. Ours is a bigger job – to provide a safe place where youth can heal. Thank yourself for helping make youth whole again.” EQ2 Seed Thought



Audited Financial Statement 2023-2024

FRONTENAC YOUTH SERVICES (AUDITED) STATEMENT OF REVENUE AND EXPENDITURES FISCAL YEAR ENDED MARCH 31, 2024			
	Unrestricted Funds	Invested in Capital Assets	Total
REVENUE:			
Provincial Subsidy - MOH	4,225,044	-	4,225,044
Provincial Subsidy - MCCSS	876,900		876,900
MCCSS - (PWE)	100,580		100,580
Durham Board of Education - Return Ticket	185,432		185,432
Donations & Fundraising	5,035	-	5,035
	5,392,991	-	5,392,991
EXPENSES:			
Amortization	-	85,499	85,499
Benefits	709,550		709,550
Building Occupancy	273,841		273,841
Client Related Expenses	18,051		18,051
COVID-19 Related Expenses	21,563		21,563
Food Services	53,279		53,279
Fundraising Expenses	30		30
Officers & Directors Insurance	6,568		6,568
Medical and Related	100,925		100,925
Miscellaneous	37,635		37,635
Office Administration	141,943		141,943
Outside Agency Support	6,730		6,730
Outside Resources (Return Ticket)	187,656		187,656
Professional Services (Non Client)	87,449		87,449
Program Expenses	120,164		120,164
Salaries	3,863,527		3,863,527
Training and Recruitment	14,426		14,426
Travel	29,446		29,446
	5,672,783	85,499	5,758,282
Excess (Deficiency) of revenue over expenses	- 279,792 -	85,499 -	365,291