Children’s Community Network
Réseau communautaire pour enfants
Binoojiinh Naadmaagewzwowin

Annual Report
2011-2012
Board of Directors 2012-2013

Dawn Chew, President/Chair
Rashmi Garg, Director
Mauro Di Cosmo, Director

Beverly Castonguay, Vice-Chair
Stephanie Brazeau, Director
Charles Searle, Director

David Glasgow, Secretary/Treasurer
Rose Muscolino, Director
Lesley Cook, Director

Staff as of August 2012

Management & Administration
Jane Bauer, Executive Director
Joanne Tramontini, Supervisor
Sue St. Onge, Finance Administrator
Patricia Hearty, Administrative Assistant
Jenny Labranche, (on leave)

Rural Service Coordinators
Patricia Chapman, Manitoulin
Nancy West-Cranston, Manitoulin
Doriane Jones, Chapleau
Tammy MacGregor, Espanola
Dana McGuire, Espanola

Support Staff
Tracy Roy, Secretary/Reception
Niilo Tuhkasaari, IT Support
Brenda Finnila, Secretary – Manitoulin
Heather Phillips, (on leave)
Andrea Lentir, Secretary - Espanola
Irene Hughes-Yanta, Secretary – Chapleau
(Health Sciences North)

Urban Service Coordinators
Armand Bellefeuille
Monia Hachez
Denise Perrin-Henrie
Cathy Petrosky
Stephanie Gilchrist, Respite Resource Coordinator

Staff Recognition 2012

5 Years of Service - Staff
Dana McGuire
Jenny Labranche
Sue St. Onge
EXECUTIVE DIRECTOR & PRESIDENT OF THE BOARD REPORT

As we mark CCN’s 10th Annual General Meeting we have much to celebrate. In less than a decade of operations we have moved from a concept to an established organization in the children’s service system in Sudbury and Manitoulin, providing central access to the children’s services system, navigation, direct funded respite to families with special needs children, service coordination for complex needs children, a lead role in case resolution, and third party Alternative Dispute Resolution for the local Children’s Aid Society.

The timeline of our organization's development is deserving of review as we mark this 10 year milestone:

2003
- CCN is incorporated.
- Transitional team hires first Executive Director.
- 1st Annual General Meeting.

2004
- Staff transfer agreements are signed with the Child and Family Center, North East Mental Health Centre, Northern Youth Services, Child Care Resources, and Sudbury Regional Hospital to form the Initial Staff Complement for Children’s Community Network (17 full time and part time staff).
- CCN establishes Intake protocols with partner organizations in the Children’s Service System of Sudbury and Manitoulin Districts and implements central access model.

2005
- Adoption of the ministry directed Client Information Management System (CIMS), single client record for the service system.
- Ministry of Children and Youth Services releases the North Region Children’s Framework, which establishes the role and function of Central Access providers across the Region
- CCN Board of Directors completes strategic plan.

2006
- CCN leads Children’s Service Collocation in Chapleau
- Renovation and expansion of Sudbury office.

2007
- CCN Leads key Children’s Service System committees to develop practice guidelines and policies for Central Access, Service Coordination, and Case Resolution.

2008
- CCN assumes responsibility for Ministry of Children and Youth Services Respite Program.
- Children’s Developmental services in Sudbury and Manitoulin previously sponsored by adult developmental service agencies are realigned to the Children’s Sector.
- CCN initiates research project to develop a Respite Eligibility Tool.

2009
- CCN leads community readiness assessment for adoption of the Triple P Parenting Program on behalf of the Student Support Leadership Initiative (SSLI).
- CCN obtains CRA Charitable Status.
- Children’s services collocate in Little Current in the municipal building.

2010
- CCN receives funding through the MCYS Child Welfare Secretariat for “Eliminating Barriers and Building on Success Initiative”
- CCN trains 3 Family Group Decision Making Staff, and 5 Child Protection Mediators
- CCN participates in MCYS’s “Working Together for Children’s Mental Health Pilot”.
- CCN hosts first picnic for Special Needs Children.
- Completion of Quality Assurance study on CCN services.
2011
- CCN established as a Subcontractor of Thunder Bay Counseling to deliver Alternative Dispute Resolution Services to the Children’s Aid Society for the Districts of Sudbury and Manitoulin.
- CCN Participates in Research Project “Strengthening Families”.

2012
- CCN receives grant to explore collocation and integration of Children’s Services in Chapleau.
- CCN explores alternate office space as member of adult and children’s service collocation in Espanola.
- CCN plans 2012, Special Needs Children picnic.
- CCN Respite Coordinator selected to present at International Short Break (Respite) Conference.
- CCN Initiates follow up Quality Assurance study.
- CCN and CAS Board of Directors participate in joint board training

The past decade has seen both diversification of CCN programs, and the development of key partnerships with other children’s service organizations and boards of education. We’ve played key roles in emergent networks and planning tables as well as new community initiatives including Triple P Parenting and Working Together for Kids Mental Health. We have faced challenges in our development as an organization and particularly so in the relation to the static nature of government funding in an environment of fiscal restraint. We have managed responsibly however as an organization to ensure our viability and have sought new opportunities to strengthen our base.

During the coming months a provincial framework for transitional aged youth will be released by the Ministry of Children and Youth Services to support youth who are transitioning to adult developmental services. The protocol sets out expectations and functions that central access providers for children services in each district will be responsible to provide. As we look to the future there are new directions and opportunities that we are well positioned to embrace. The provincial Child Welfare transformation agenda will ensure that there is continued demand for the Alternative Dispute Resolution Services that we currently provide to the Children’s Aid Society for Sudbury and Manitoulin. CCN’s adoption of these value added services lends strength to our position in the local children’s service system. The next decade will undoubtedly bring new challenges and opportunities for CCN. With the core asset of our skilled staff we are certain to succeed.

This Annual General Meeting marks the end of the term of office for our Board President Dawn Chew. Dawn has served on the Board of CCN for 8 years. Her dedication and leadership is recognized by the Board, Management and Staff of CCN. We extend our thanks to Dawn for her contributions and commitment to CCN.

Jane Bauer, Executive Director  
Dawn Chew, President of the Board

Service Reports

Both rural and urban programs saw increases in new and re referrals for services during the period of 2011/12 compared to the previous year. While the urban increase was not statistically significant, the rural volume represents an increase of 11% compared to 2010/11.

Central access calls to CCN for information / system navigation increased significantly over the year owing largely to the implementation of the Triple P Parenting and CCN’s role in supporting access to Triple P programs offered across the Sudbury and Manitoulin Districts.

In addition to direct service functions CCN staff provided 37 community presentations for purposes of promoting CCN services, and recruiting respite workers for our respite services.com database.
CCN in conjunction with the ADR Lead from the Children’s Aid Society conducted 12 information sessions regarding the process for Family Group Decision Making (FGDM) and Child Protection Mediation (CPMed). Individual consultations were also provided to CAS personnel on specific files. Both CCN and CAS staff participated in a meet and greet luncheon where staff from both agencies were introduced to the FGDM Coordinators and CP Mediators.

**Family Group Decision Making**: During the first complete year of our offering this service, 22 new referrals were made to CCN. During the year 8 files were completed with positive outcomes. 7 additional files had been assigned and were in progress at year end.

**Child Protection Mediation**: In November 2011 CCN contracted with 3 CP Mediators to provide this service to families referred by the Children’s Aid Society. We received 4 referrals and those files were assigned to the mediators.

During the 2011/2012 fiscal year, CCN’s Direct Funded Respite Program served 297 clients. The total payments made to clients were $395,570.05 (compared to $316,976.00 in 10/11). At the beginning of the fiscal year, 263 clients were allocated funding. Clients who requested respite funding after April 1st were served based on priority and available funding.

In order to determine level of need for 11/12 fiscal year, the newly revised Respite Eligibility Tool was used. The results indicate that the changes have been effective and seem to have lowered the level of bias that was previously observed. CCN is currently working with Carol Kauppi to publish a report on the development and use of this tool. Furthermore, the Respite Resource Coordinator submitted a proposal and was approved to present this work at the International Short Break Association Conference occurring in Toronto in October 2012.

Throughout the 2010/2011 fiscal year, clients continued to have the option of transferring their Out of Home Respite Service hours from Child Care Resources (CCR) to CCN and vice versa. Overall, 21 clients transferred from CCR to CCN for a total of $50,247.90 and 5 clients transferred from CCN to CCR for a total of $11,957.13. In the current fiscal year, transfers are being approved in situations where barriers to service are significant as well as for rural clients who prefer to transfer from CCR to CCN as the respite service is not available in their area.

Lastly, CCN decided to host another Family Respite Event on July 28, 2012 to honor the experiences of families who have children with special needs. A great deal of planning took place throughout the summer to make this event a success.
In the interests of continuous Quality improvement of our services we repeated the Quality Assurance Survey conducted in 2010. Surveys were sent to all clients who participated in our services during the period of April 2011 to March 2012. Surveys were also distributed to CCN Staff, management and our partner agencies in the children's service system. In the conclusions formulated by the consultant who conducted the review it is noticed that: “High ratings were received by all respondent groups on all dimensions of Service provision. Of particular note is the fact that community partner ratings have risen across all dimensions since 2010.”

All dimensions of the services CCN provides were rated as “very important” by clients with an overall average of 4.9 out of a possible 5.0. The overall score for client satisfaction across all dimensions of service is 4.5 / 5.0, which is unchanged from 2010.

While the overall ratings are welcome and satisfying we recognize that there is always room for improvement. We have taken note of areas that received lower ratings and comments relating to specific issues that warrant attention.

Included in these are concerns about wait time for partner services and continuity of services and ongoing communication practices. There were specific concerns noted in both Sudbury and Manitoulin relating to physical barriers (to access parking and second floor location respectively). CCN will be incorporating these areas for improvement in our overall strategic plan for 2012-2015.

**On the Quality of CCN Services and Staff, our clients tell us:**

“The Intake worker is caring and very supportive; she follows up with us and our child. She has been helpful with our child’s needs; we couldn’t have done this without her”.

“The Staff were very informative, patient, and helpful”.

**On our Communication and Information sharing:**

“On our initial assessment, privacy, security and services, were discussed, great communication with staff number”.

“The worker helped to give options to our children”.

**On CCN Staff knowledge and expertise:**

“Staff member is knowledgeable about programs/ services/ resources and looks at the child as a whole”.

**On Service effectiveness:**

“The services that I receive are exceptional”.

“CCN was able to get my child to a pediatrician quicker than I could as I had no family doctor”.

“We all appreciated the help we were given. We were given ideas and support as a child and a parent. We also were given help quickly. Thank you! Much appreciated”.

CCN continues to play an integral role in supporting the implementation of Triple P and the “Community Practice model” that sustains it. Staff participate at the Steering Committee level as well as a number of the more operational committees. CCN staff promote the program to our families and direct parents to the most appropriate levels of Triple P programs. During the past year CCN served as the lead agency applicant on behalf of the community partners for a grant through the Healthy Communities Fund under the Ministry of Citizenship and Immigration. We await notice of our status of the application which is under review.
### Service Statistics

Service Statistics drawn from the Client Information Management System (CIMS) for the period of April 1, 2011 to March 31, 2012.

<table>
<thead>
<tr>
<th>Service Category</th>
<th>Urban</th>
<th>Rural</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clients Carried over from March 31, 2011</td>
<td>1808</td>
<td>838</td>
</tr>
<tr>
<td>New Referrals</td>
<td>690</td>
<td>278</td>
</tr>
<tr>
<td>Re-referrals</td>
<td>440</td>
<td>149</td>
</tr>
<tr>
<td>Closed Cases</td>
<td>1079</td>
<td>389</td>
</tr>
<tr>
<td>Total Amount of Clients being Served</td>
<td>1859</td>
<td>873</td>
</tr>
</tbody>
</table>

#### Referral Sources - Actual Numbers

<table>
<thead>
<tr>
<th>Referral Source</th>
<th>Urban</th>
<th>Rural</th>
</tr>
</thead>
<tbody>
<tr>
<td>Parent Guardian</td>
<td>702</td>
<td>35</td>
</tr>
<tr>
<td>Education</td>
<td>121</td>
<td>127</td>
</tr>
<tr>
<td>Children’s Mental Health</td>
<td>11</td>
<td>48</td>
</tr>
<tr>
<td>Children’s Aid Society</td>
<td>84</td>
<td>85</td>
</tr>
<tr>
<td>Health Specialty (IDP, HBHC, NEMHC)</td>
<td>69</td>
<td>14</td>
</tr>
<tr>
<td>Pediatrician</td>
<td>119</td>
<td>20</td>
</tr>
<tr>
<td>Wordplay</td>
<td>44</td>
<td>4</td>
</tr>
<tr>
<td>Other (Native Services, Police, Professionals)</td>
<td>31</td>
<td>67</td>
</tr>
<tr>
<td>Physician</td>
<td>45</td>
<td>18</td>
</tr>
<tr>
<td>Daycare/Nursery</td>
<td>5</td>
<td>16</td>
</tr>
<tr>
<td>Self</td>
<td>22</td>
<td>23</td>
</tr>
<tr>
<td>Family Member</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>Public Health</td>
<td>3</td>
<td>2</td>
</tr>
<tr>
<td>Hospital</td>
<td>36</td>
<td>4</td>
</tr>
</tbody>
</table>

#### Family Structure

<table>
<thead>
<tr>
<th>Family Structure</th>
<th>Urban</th>
<th>Rural</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adoptive Parent</td>
<td>10</td>
<td>8</td>
</tr>
<tr>
<td>Blended Family</td>
<td>174</td>
<td>49</td>
</tr>
<tr>
<td>Both Biological Parents</td>
<td>374</td>
<td>173</td>
</tr>
<tr>
<td>Extended Family</td>
<td>4</td>
<td>6</td>
</tr>
<tr>
<td>Foster Parent</td>
<td>60</td>
<td>32</td>
</tr>
<tr>
<td>Grand Parent</td>
<td>38</td>
<td>17</td>
</tr>
<tr>
<td>Self</td>
<td>5</td>
<td>0</td>
</tr>
<tr>
<td>Single Parent</td>
<td>417</td>
<td>136</td>
</tr>
<tr>
<td>Group Home</td>
<td>12</td>
<td>1</td>
</tr>
<tr>
<td>Joint Custody</td>
<td>14</td>
<td>5</td>
</tr>
<tr>
<td>Other</td>
<td>2</td>
<td>7</td>
</tr>
<tr>
<td>Two Parents</td>
<td>4</td>
<td>2</td>
</tr>
<tr>
<td>N/A</td>
<td>56</td>
<td>4</td>
</tr>
</tbody>
</table>

#### Gender

<table>
<thead>
<tr>
<th>Gender</th>
<th>Urban</th>
<th>Rural</th>
</tr>
</thead>
<tbody>
<tr>
<td>Female</td>
<td>375</td>
<td>175</td>
</tr>
<tr>
<td>Male</td>
<td>522</td>
<td>228</td>
</tr>
</tbody>
</table>

#### Average Age

<table>
<thead>
<tr>
<th>Average Age</th>
<th>Urban</th>
<th>Rural</th>
</tr>
</thead>
<tbody>
<tr>
<td>9.36</td>
<td>9.46</td>
<td></td>
</tr>
</tbody>
</table>

### Calls to CCN

The monthly average for the period of April 1, 2011 to March 31, 2012 was 171. (*increased by 30/month)

**Service Requests initiated by CCN**

Over the period of April 1, 2011 to March 31, 2012 CCN made 1743 requests for services on behalf of children and families.

Inquiries for Triple P was 158*. (*13/month)

### Language (at home)

<table>
<thead>
<tr>
<th>Language</th>
<th>Urban</th>
<th>Rural</th>
</tr>
</thead>
<tbody>
<tr>
<td>English</td>
<td>63</td>
<td>355</td>
</tr>
<tr>
<td>English/French</td>
<td>218</td>
<td>37</td>
</tr>
<tr>
<td>French</td>
<td>41</td>
<td>6</td>
</tr>
<tr>
<td>Native/English</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>Other</td>
<td>0</td>
<td>2</td>
</tr>
</tbody>
</table>
STATEMENT OF FINANCIAL POSITION

March 31, 2012, with comparative figures for 2011

<table>
<thead>
<tr>
<th></th>
<th>Operating Fund</th>
<th>Capital Fund</th>
<th>2012 Total</th>
<th>2011 Total</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Assets</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Current assets:</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cash</td>
<td>$ 199,665</td>
<td>-</td>
<td>199,665</td>
<td>88,051</td>
</tr>
<tr>
<td>Accounts receivable</td>
<td>31,779</td>
<td>-</td>
<td>31,779</td>
<td>223,961</td>
</tr>
<tr>
<td>Prepaid expenses</td>
<td>14,964</td>
<td>-</td>
<td>14,964</td>
<td>16,915</td>
</tr>
<tr>
<td></td>
<td>$ 246,408</td>
<td>-</td>
<td>246,408</td>
<td>328,927</td>
</tr>
<tr>
<td>Capital assets (note 2)</td>
<td>-</td>
<td>135,030</td>
<td>135,030</td>
<td>158,207</td>
</tr>
<tr>
<td></td>
<td>$ 246,408</td>
<td>135,030</td>
<td>381,438</td>
<td>487,134</td>
</tr>
<tr>
<td><strong>Liabilities and Fund Balances</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Current liabilities:</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Accounts payable and accrued liabilities</td>
<td>$ 181,920</td>
<td>-</td>
<td>181,920</td>
<td>215,652</td>
</tr>
<tr>
<td>Due to the Ministry of Community and Social Services</td>
<td>61,415</td>
<td>-</td>
<td>61,415</td>
<td>161,499</td>
</tr>
<tr>
<td>Due to Thunder Bay Counselling Centre</td>
<td>44,350</td>
<td>-</td>
<td>44,350</td>
<td>-</td>
</tr>
<tr>
<td>Deferred contributions (note 3)</td>
<td>6,685</td>
<td>-</td>
<td>6,685</td>
<td>4,538</td>
</tr>
<tr>
<td></td>
<td>$ 294,370</td>
<td>-</td>
<td>294,370</td>
<td>381,689</td>
</tr>
<tr>
<td>Fund balances</td>
<td>(47,962)</td>
<td>135,030</td>
<td>87,068</td>
<td>105,445</td>
</tr>
<tr>
<td>Commitments (note 4)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>$ 246,408</td>
<td>135,030</td>
<td>381,438</td>
<td>487,134</td>
</tr>
</tbody>
</table>

“Learn from yesterday, live for today, hope for tomorrow.” – Albert Einstein
## STATEMENT OF OPERATIONS AND
## CHANGES IN FUND BALANCES

Year ended March 31, 2012, with comparative figures for 2011

<table>
<thead>
<tr>
<th>Operating Fund</th>
<th>Capital Fund</th>
<th>2012</th>
<th>2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>Network</td>
<td>Programs</td>
<td>Total</td>
<td>Total</td>
</tr>
</tbody>
</table>

### Revenue:
- **Ministry of Community and Social Services**
  - Operating: $2,174,101
- One-time funding: 54,403
- Eliminating Barriers and Building Successes: -
- Donations: -
- Thunder Bay Counselling Centre: 135,000
- Miscellaneous: 4,800

### Expenses:
- Salaries and benefits: 1,560,080
- Building occupancy: 99,906
- Office and administration: 34,234
- Travel and vehicle: 40,582
- Professional services - non-client: 50,610
- Staff recruitment, training and conference: 20,631
- Miscellaneous: 20,066
- Insurance: 16,200
- Purchase of service - client related: 447,142
- Standardized Intake, Assessment, Instrument: 3,122
- Working Together Project: -
- Respite Event: -

### Excess of revenue over expenses before the undernoted
- 4,800

### Other:
- Amortization of capital assets: -
- Loss on disposal of capital assets: (40,635)
- Due to the Ministry of Community and Social Services: (61,415)
- Due to Thunder Bay Counselling Centre: (44,350)

### Increase (decrease) in fund balances
- 4,800

### Fund balances, beginning of year
- 31,078

### Prior year funding adjustment
- -

### Transfers for capital additions
- -

### Fund balances, end of year
- $35,878