

Annual Report



2000-2001



A Quick Glance

Children in Care 2000/2001

Admissions	249
Discharges	182
Children in Care at Year End	286
Days Care	89,780

Resource Services – Foster Care

Approved Homes at End of Year	107
Total Bed Capacity	199

Staff Strength

Fulltime Workers	106
Part Time Workers	32

Volunteer Driving

Kilometers Driven	171,908
Hours Committed	5,400

Total Expenditures

14.2 Million

Mission Statement

The Society's primary goal is to provide child welfare services to the children and families of the area served, consistent with: the provisions of the Child and Family Services Act; the defined standards and guidelines established by the Ministry of Community and Social Services; the policies approved by the Board of Directors and professional social work practice.

For The Benefit Of The Children

Our community has a profound responsibility to safeguard the well-being of all the children in our homes, down the street and especially those who are out of sight. Most of us prefer not to think about the extent to which children and youth are at risk of abuse or neglect but we dare not bury our heads in the sand of denial. Instead, we empower the staff, foster parents, volunteers and officers of the Children's Aid Society to act for all of us for the benefit of the children.

You have given us an enormous and vitally important task. This document is our report to you, the community, of how we have been stewards of that responsibility, and it is your opportunity to hold us accountable.

We began the year by changing our name to the Hastings Children's Aid Society. That was only the first of many changes.

As you will read in the report of our Executive Director, many changes in 2000-2001 resulted from amendments to the Ontario Government's Child and Family Services Act. The definition of need for protection was expanded and there has been a clarification and standardization of investigation procedures. Government audits of our work have demonstrated that our staff is working hard and successfully to meet the challenge of higher standards.

The Government has also increased its investment in child welfare to help provide the staff and resources for us to fulfill our mandate. The new funding framework funds us on the basis of case load. Although we continue to challenge the Ministry about aspects of the framework which are inadequate, we commend the Government for its commitment to child welfare and hope that it will remain willing to provide the funds we need to do our job.

During the past year, the Board of Directors has endeavoured to increase the agency's presence in the communities we serve. In October, 2000 we held a regular board meeting in Bancroft. That day we celebrated the official opening of our new offices in North Hastings.

This year, we also opened a satellite office in Quinte West. We believe that this new presence in that community has improved our services to its children and families.

When the municipal boundaries were changed several years ago, the former Murray Township became a Ward of the new City of Quinte West. At that time, the CAS boundaries were not changed so that the people of Murray Ward were served by the Northumberland agency. Since then, in cooperation with the Quinte West City Council, we have been petitioning the Ministry to change the CAS service areas to reflect the new municipal boundaries. We expect a resolution of this matter in the near future.

Your Board has been an active member of the Ontario Association of Children's Aid Societies. One of our board members, Joe Aitchison, has been elected Second-Vice-President of that organization.

Much of our time this year has been devoted to developing a Governance Policy that reflects new Ministry requirements as well as best practices in the field. The Policy will clearly define the role, authority and accountability of the Board of Directors and the Executive Director. Our intention is to be increasingly effective in our role and responsive to the needs and expectations of the community.

Our funding is more specifically directed to child abuse and neglect investigations and, where required to ensure the safety of children, to the provision of foster and residential care for children admitted to the Society's care. We believe that the community also expects us to be pro-active in prevention, particularly through education and advocacy. We take this challenge seriously. To that end, the Board provided staff support for the Quinte Regional Children's Foundation to increase its profile in the community and improve the effectiveness of its fund-raising. We also supported staff in the development of new protocols with part-

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Benefit Children

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ners in the community, including boards of education and police services.

There have been many changes in agency staffing this year. They include the retirement of two long-serving senior managers, Ross Wagner and Jared Campbell. Their contributions are appreciated and their presence is missed. We also welcomed our new Director of Services, Rosaleen Cutler.

On behalf of the Board of Directors, I want to say 'Thanks' to the staff, foster parents and volunteers who have been our partners during the past year, and to the Society and community-at-large for honouring us with your trust.

And to the children, we promise that we will keep trying harder to create the kind of safe and nurturing community that you deserve.



E.W.F. Bentley
Chairperson
Board of Directors

Rapid Growth and Development

Hastings C.A.S. started off the new millennium with a year of rapid growth and extensive development. A number of organizational changes were implemented, some emanating from an earlier consultant's report; others in response to our Service Plan or to events that occurred or opportunities that arose during the year. Our principal focus was the recruitment of front-line social workers, a daunting challenge in an era of stiff competition and an under supply of qualified social workers. We set up a Branch Office in Trenton to serve the Quinte West area, developed the position of Branch Manager and added a second manager to the North Hastings office. We also added a Human Resources Manager and Assistant to provide much needed expertise and leadership in managing our human resource programs including staffing, compensation and benefits, labor relations, training and development. We also strengthened our support capacity in both program and administrative areas in an effort to keep pace with our growth. The planned retirement of two long service Department Heads provided a unique opportunity to revamp our approach to services to children and families. We opted to move away from the previous departmental approach and to implement a Director of Services model with all service managers reporting to the Director.

New Legislation

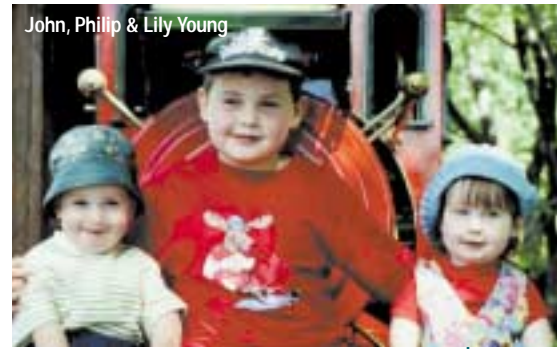
Staff have faced many new challenges as we adjusted to the new legislation and standards, and implemented a new automated recording system at Intake. We have invested heavily in the training of our staff to prepare them for some of the new developments and changes. Protocols reflecting new legislation and child protection standards were developed with the police and education sectors, providing a blueprint for effective investigative work and communication on joint matters affecting children.

Needs Study

The Society began planning to resolve its long-term accommodation needs by conducting a needs study and identifying options. Transferring more than a dozen staff to Quinte West provided only temporary relief. Our planning for adequate office accommodation will continue to be a priority in the coming year.

Growth

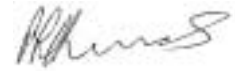
While the Agency's level of expenditures has grown substantially through the Funding Framework over the past couple of years, this is directly related to the volume of cases carried and work completed. Shortfalls in the Funding Framework were resolved through year end mitigation, but leave us concerned about our future capacity to provide adequate services if benchmarks are not adjusted in areas such as travel, legal services and cost of group care.



John, Philip & Lily Young

A word of appreciation is due to management and staff for their commitment to this difficult and unrelenting work; to our foster parents for their selfless dedication to serving the needs of our children and youth, to our volunteer drivers for the untold distances they travel to help us fulfill our obligations to children and families; and to our community partners – outside placement resources, the hospital and medical communities, the police and justice system, and to other human service agencies for the close collaboration and effective service provided.

Finally I wish to thank the Board for the tremendous support and helpful guidance that I have received during my first year at the Society.



P. L. Kennedy
Executive Director

FAMILY SERVICES

Categories	2001	2000
Reports Received		
Not Investigated	1286	769
Child Protection Investigation		
Carried Forward into next period	215	207
Child Protection Investigation		
– Opened	512	459
Child Protection Investigation		
– Reopened	912	689
Investigation Completed		
– Closed	1088	959
Investigation Completed		
– Transferred to Protection	328	233
Ongoing Services (Part 3)		
Brought forward at end of Quarter	323	265
Ongoing Services (Part 3)		
– Closed	270	222
Family Support Workers Hours 1999/2000		
Average # of Families Served in a Month		30.5
Average # Children Served in a Month		57
Total Hours Provided by Family Support Workers		1505
Legal Services		
Court Appearances		1322
Orders Made		2391

Providing
child
welfare
services
to the
children
and
families
of the
area
served.

Days Care Provided

Foster	58,618
Group	21,613
Other	7,254
Free Home	2,295
Total	89,780

Legal Status

Temporary Care Agreement	20
Society Ward	130
Crown Ward	118
Extended Care & Maintenance	12
Other	6

Resource Services – Foster Care

Inquiries	190
New Homes Approved	14
Homes Closed	3
Approved Homes at End of Year	107
Total Bed Capacity	199

Services

During the 2000/2001 year the following are some of our achievements within the Services area:

- completion of a review of responses to allegations of sexual abuse and the Sexual Abuse Team model.
- development of a new service model for provision of emergency after hours services
- introduction of the Lotus Notes based Intake and Family Recording package (IFR), an automated system for use in child protection teams
- introduction of a supervisory position to the North Hastings Branch as well as additions to the frontline staffing in the child protection and child in care areas
- completion of a full review of our Administrative Services needs within the service teams and implementation of the recommendations



- initial development of resources to begin piloting of the Looking After Children model for services to youth in care
- development of a model for foster parent peer support
- increase in emergency receiving/assessment foster care resources
- achievement of the new management structure for the residential treatment program with the appointment of a "Supervisor, Residential Treatment Program"

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FINANCIAL HIGHLIGHTS

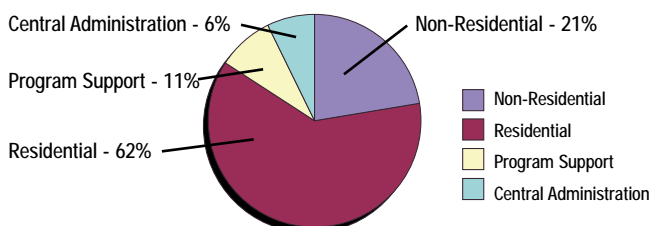
FINANCIAL REPORT FOR THE YEAR ENDED MARCH 31, 2000 unaudited

	Non Residential	Residential	Direct Services	Program Support	Central Administration	Total Costs
EXPENDITURES						
Salaries & Benefits	2,543,916	1,111,739	3,655,655	767,291	686,361	5,109,307
Boarding Costs	0	7,242,423	7,242,423	0	0	7,242,423
All Other Costs	428,030	538,906	966,936	679,668	295,268	1,941,872
	2,971,946	8,893,068	11,865,014	1,446,959	981,629	14,293,602
FUNDING FROM MINISTRY OF COMMUNITY AND SOCIAL SERVICES						
Ongoing operation	2,841,789	8,440,233	11,282,022	1,529,822	885,505	13,697,349
Mitigation	110,507	401,273	511,780	(65,850)	12,102	458,032
Total Funding	2,952,296	8,841,506	11,793,802	1,463,972	897,607	14,155,381
Deficit for the year ended March 31, 2000	(19,650)	(51,562)	(71,212)	17,013	(84,022)	(138,221)

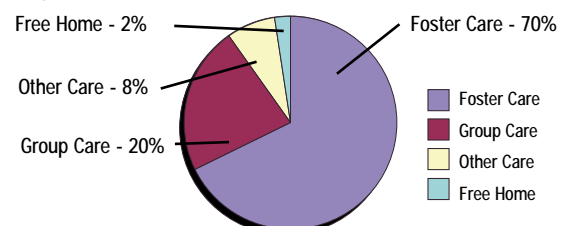
BOARDING COSTS DAYS CARE ANALYSIS unaudited

	Actual Expenditures			MCSS Funding			Deficit		
	Cost	Days Care	Per Diem	Cost	Days Care	Per Diem	Cost	Days Care	Per Diem
Foster Care	3,193,833	58,618	54.49	3,311,971	62,093	53.34	118,138	3,475	(1.15)
Group Care	3,784,074	21,613	175.08	2,762,219	17,955	153.84	(1,021,855)	(3,658)	(21.24)
Other Care	264,516	7,254	36.46	108,697	6,969	15.60	(155,819)	(285)	(20.87)
Free Home	0	2,295	0.00	0	1,799	0.00	0	(496)	0.00
	7,242,423	89,780		6,182,887	88,816		(1,059,536)	(964)	

Expenditures



Days Care





Shania Morten



Board of Directors

Ed Bentley, Chairperson
 Joe Aitchison, Vice Chair
 Jane Bailey, Treasurer
 Laurel Heard, Secretary
 Peter Tinsley, Past-Chairperson
 Bob Belear
 Ernie Brackin
 Terry McGuigan
 Pam McKibbon
 Ernie Parsons
 Ted Power
 Doreen Reid
 Brian Smith
 Evelyn Sparks
 Albert Vader
 Robert Wannamaker
 Len Kennedy, Ex-officio

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Tom Anderson
 Ted Belyea
 Selma Bochner
 Jean Cunningham
 Mr. and Mrs. Cam Hitchon
 Justice Stephen Hunter
 David W. Huson
 Alan Payton
 Reverend Canon Thora Wade Rowe
 Duff Sprague
 Albert Vader
 Dr. Bruce Morgan
 Nan Morgan
 Ed Bentley
 Ron Hamilton
 R. Larry MacDonald
 Peter Tinsley

Services (cont...)

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The following initiatives have been achieved in addition to the many other service activities which have been the focus of attention:

- planning and opening of the Quinte West Branch office to increase our responsiveness to the Quinte West community
- preparation by Legal Services and Children's Services staff for our participation in an inquest related to the death of one of our youth in care in Milton
- Recruitment of additional staff to meet the increasing service demands in our community.

In looking at our service volume over the past year it is evident that our community continues to experience a need for child welfare services. Compared to last year, our volume of child protection services has increased by 37%. The volume of children admitted to care has increased by 31% over the same period last year, with the number of children in care at March 31st reaching 286. Our community continues to respond to our need for foster parents and adoptive parents, but not at the pace at which we need to allow us to increase our active resources.

The commitment and energies of our staff, foster parents and volunteers, as well as the many community partners who work with us to provide for community families and children in care, are evident in the achievements of the past year. It is expected that in the coming year, we will continue to build on these relationships and commitments to further develop the child welfare capacity of our Society and our community.

QUINTE REGIONAL CHILDREN'S FOUNDATION

We believe that all children deserve a happy, healthy, and bright future. Unfortunately, a substantial number of children and youth in Hastings County and the Quinte Region are not getting the support they need to become successful adults.

The Quinte Regional Children's Foundation was established in an effort to prevent child abuse and neglect and to improve the lives of those affected. We do this through six core programs designed for assisting both children and parents.

The Quinte Regional Children's Foundation is an incorporated not-for-profit corporation, and a registered charity that operates independently, and is governed by a volunteer Board of Directors.

The QRCF relies on the generous donations of individuals, corporations, private foundations, and community organizations. Planned gifts, memorial and honorarium donations are always welcome. 100% of all donations go towards prevention programs.

For more information about our programs and fundraising activities, contact the Quinte Regional Children's Foundation office at:
 tel: (613) 962-9311 ext. 2391
 e-mail: linda.bryson@cas.gov.on.ca

Charitable No. 09-09044-03

*Protect our Children,
Preserving our Future*



Hastings Children's Aid Society

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▶ 1-613-962-9291 ▶ 1-800-267-0570

NORTH HASTINGS BRANCH: 16 BILLA STREET, P.O. BOX 837, BANCROFT, ONTARIO K0L 1C0

▶ 1-613-332-2425