



ANNUAL REPORT 2020-2021

Strengthening children and families for a better future



Chatham-Kent
Children's Services

Services pour les enfants
de Chatham-Kent

Message from the Board Chair and Executive Director

As predicted, the sector has continued to face challenges during the pandemic in supporting families, children, and youth in our community. As usual, the staff at all levels of the organization have worked tirelessly to work within the safety protocols and procedures to continue to fulfill our mission. The flexibility and adaptability demonstrated by staff during this time is to be commended.

Our Board of Directors has been actively engaged in Strategic Planning and is using the feedback given by community partners and service users to the agency during Town Hall meetings to inform the scope of our work. Along with our leadership team, they have been engaged in learning more about what equity looks like in practice and have been examining how systemic oppression impacts families and staff. We were able to hire an Equity Lead from within the organization. Eli Wright's extensive experience in the organization will assist us in moving forward with our equity work. We conducted a book talk in tandem with the leadership team on Robin DiAngelo's book 'White Fragility' and had the opportunity to be led in this work by Jean Samuel, a consultant who works with organizations to set them on the path to anti-racist and anti-oppressive practices.

We are continuing our work around stigma busting, assisting families with service navigation and a 'no wrong door' hub approach, supporting youth in care into adulthood with the leadership of Carol Moore who is leading the organization around Strategic Planning. We have begun work to determine the gaps in service with respect to the 2SLGBTQ+ community. Our agency has been participating in really hearing what needs and concerns are of the First Nation communities we serve as well through our participation in the Southwest Indigenous Gathering and the "Shut UP and Listen" meeting that occurred this year. The messages shared reaffirmed our understanding with respect to systemic oppression and the need for leaders to use their privilege and power to support marginalized families and youth. We remain committed to working together with Indigenous communities in the spirit of Truth and Reconciliation and to address the overrepresentation of Indigenous children and youth in care.

We have made a call out to the community to have members join our board that more fulsomely reflect the community of Chatham-Kent. We are continuing to work with agencies in Sarnia-Lambton, Windsor-Essex & London-Middlesex on shared services collaboration. Our finance department has moved offsite and is working from home allowing for opportunities within the CKCS physical space to provide more areas to support service delivery. Our work with respect to Signs of Safety (SOS) has continued over the past year and has been further embedded in our practices.

The response with respect to how SOS works to meet the needs of the families we serve is positive and we are proud to be sector leaders in this area. Social workers are feeling like it is empowering, and service users are feeling ownership over the work. Our presence in the community with the Situation and Action Tables has been a total collective effort from a broad section of community partners to respond to the day-to-day and overarching social and physical impacts of COVID-19.

Recognizing that it truly takes a community to raise a child - how do we, as one piece of a larger social collective, contribute to raising up a child or youth in Chatham-Kent to achieve their best life and full potential? We remain steadfast in our mission and committed to working collaboratively with our community toward equitable outcomes for the families we work with.



Jennifer Goodal
Board Chair



Teri Thomas-Vanos
Executive Director



SERVICE VOLUME HIGHLIGHTS

	2020-2021	2019-2020
Intake/Family Services		
Total Reports Received	1763	2086
Total New Investigations	758	929
Investigations Not Required	356	283
Cases Opened	138	145
Cases Open at End of Year	210	219
Children in Care		
Children Admitted to Care	60	67
Children Discharged from Care	49	92
Children in Care and End of Year	137	126
Total # of Children Served in Care	186	218
Total Days Care Provided	47547	50302
Total Adoptions Completed	1	10
Total New Foster Homes Opened	10	4
Total Foster Homes at End of Year	52	47
New Kinship Service Homes Opened	58	64
# of Kinship Service Homes at End of Year	61	51
Adoption Disclosures Completed	16	28
Children's Mental Health		
Inatke Referrals	702	744
Brief Services and Walk-In	149	281
Counselling and Therapy Services	444	470
Psychological Assessment	13	74
Young Offenders Served	11	18
Children's Mental Health		
Childcares and Early Learning Programs	48	46
Infant Development	143	149



CKCS Community Engagement*

- Enhance preventative supports, brief services, and reduce wait times
- Improve communications processes both internally and with clients/families
- Remain committed to equity and better outcomes for racialized and Indigenous children, youth and families
- Focus on staff empowerment & retention
- Raise public awareness of CKCS and reduce stigma of accessing integrated services
- Enhance interagency collaboration & reduce duplication of service
- Expand family-focus – Empower foster parents to be part of the team approach to planning; improve process of bringing a child to safety; offer increased parent supports

2021-2024 Strategic Plan

Timely access to the right support

- Families can expect to receive the support they need at the right time within their own community
- Families will be able to access supports when they need them, in a way that is useful for them in line with their cultural heritage
- Families will have support to navigate to services from other community providers in as smooth a transition as possible

CKCS is a learning organization that innovates, improves, and implements best-practices

- CKCS will innovate, improve, and implement best practice to ensure service excellence
- Families will see CKCS as a trusted partner that will work alongside them to provide excellent supports
- Families will have workers who see their strengths and build on them to get them where they want to be
- CKCS is committed to evidence-informed decision-making
- We will use data about our community to drive planning decisions, meet local service gaps, and ensure equitable access to services

Reconciliation, Equity, and Inclusion

- CKCS will have made significant reductions in the disproportionate number of indigenous and racialized families within our child welfare services over the period of this strategic plan
- CKCS will address barriers to access experienced by all communities to mental health and developmental services.
- Families will see themselves represented at CKCS
- CKCS is committed to understanding the needs of all our community members and will work with an openness to learning about systemic barriers and experiences of those communities.

CKCS in the community

- CKCS will collaborate and innovate with community partners to meet the needs of families – filling gaps as they are identified
- CKCS knows it takes a child to raise a community around them – and we will work to ensure services are wrapped around children, youth, and their families
- CKCS will work with partners to help them understand all the ways we work with families and how organizations can collaborate with us to help families access services.

Strengthening Children and Families for a Better Future.



FINANCIAL REPORT

REVENUE

	2020-2021	2019-2020
Province of Ontario	\$21,461,454	\$20,962,599
Municipality of Chatham-Kent	\$2,090,697	\$2,204,682
Hope Housing	87,000	87,000
Catholic School Board	18,368	17,788
United Way	31,161	31,198
Chatham-Kent Health Alliance	200,000	200,000
Other	16,261	126,490
Expenditure Recoveries, Rebates, Interest	864,842	829,456
Total income	\$24,769,784	\$24,459,213

EXPENSES BY PROGRAM

Child Welfare	\$17,920,938	\$18,193,666
SCS-Infant Development and Other; Special Needs Resourcing and Autism Classroom	\$2,854,411	\$2,843,174
Child & Family Intervention, Children's Mental Health 0-6 and Youth Criminal Justice Act	\$3,790,742	\$3,238,002
Other Programs	\$203,693	\$184,370
Total	\$24,769,784	\$24,459,213
Operating Surplus (deficit) for the Year	\$0	\$0



Board of Directors 2020-21 & Senior Staff

Board

Jennifer Goodal, Chair
 Kevin Allman, Vice Chair
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 Evan Rogers, Director at Large
 Jennifer Morrow, Director
 Joel Johnson, Director
 Michelle Romses, Director
 Brittany Watson, Director
 Nick Bazylko, Director
 Marianne Willson, Director

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 Amanda Melnyk, Vice Chair
 Vacant, Secretary-Treasurer
 Joel Johnson, Director
 Jay Denorer, Director
 Margery Muharrem, Director

Senior Staff

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 Pamela Glazier, Director of Service, Protection
 Carol Moore, Director of Quality Improvement & Analytics
 Terry Button, Director, Human Resources
 Linda Swain, Director of Corporate Services
 Loree Hodgson-Harris, Manager of Legal Services
 Lisa Reaume, Sr. Executive Assistant
 Michelle DeTurck, Executive Assistant
 Shelley Thibert, Director of Service, Protection & Developmental Services
 JoDee Anderson, Director of Service, Mental Health & Child and Family Wellbeing

