

2016-2017

# ANNUAL REPORT



Hands

[TheFamilyHelpNetwork.ca](http://TheFamilyHelpNetwork.ca)



Mains

[LeReseaudaideauxfamilles.ca](http://LeReseaudaideauxfamilles.ca)

## OUR MISSION

To provide comprehensive client-centered, professional and skilled services to infants, children, youth, families and developmentally challenged adults that address social, emotional, behavioural, physical and developmental difficulties, and make a positive difference on their quality of life.

## OUR VISION

To improve the well-being of individuals, families and our community through clinically effective partnerships.

## OUR VALUES

Client-centered    Integrated  
Accessible        Strength-based  
Responsive        Comprehensive

## BOARD OF DIRECTORS

Jim White, PRESIDENT — *North Bay/Nipissing*

Frank Brouse, VICE PRESIDENT — *Muskoka*

Richard Thorne, SECRETARY — *North Bay/Nipissing*

Heather Adamson — *West Parry Sound*

Arnya Assance — *West Nipissing*

Tonia Blenkarn — *West Parry Sound*

Caite Bourque, YOUTH MEMBER — *West Parry Sound*

Nancy Cunningham — *West Parry Sound*

James Decker — *West Parry Sound*

Wanda Hill — *East Parry Sound*

Jean Leblanc — *West Nipissing*

Chantal Piché-Rota — *North Bay/Nipissing*

Cheryl Sutton — *North Bay/Nipissing*

Arfona Wyn Zwiers — *Muskoka*

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# REPORT OF THE PRESIDENT AND EXECUTIVE DIRECTOR

A common element of our previous annual reports has been the acknowledgement of the efforts of employees and Board of Directors over the past year. This year, we feel it especially important to recognize and acknowledge these efforts. To our employees and Board of Directors—thank you! Your continued efforts and dedication to clients and services throughout the external transformations occurring around us, and the internal changes driven by our Strategic Plan, are very much appreciated.

Externally, the transformations and transitions are numerous: *Moving on Mental Health* and Core Services; Ontario Autism Program; the refresh of Community Networks of Specialized Care; the continuing evolution of the role and scope of Developmental Services Ontario and the Passport Program; the transition of Early Years from the Ministry of Child and Youth Services to the Ministry of Education; and, more. These changes are impacting us in terms of how we define the work we do and our expectations for performance, with an increasing focus on demonstrating value for dollars.

In alignment with our Strategic Plan, embracing this future has been a priority. We want to ensure we are responsive, nimble, effective and efficient in the spirit of Hands' Mission. Internally this has meant a comprehensive Organizational Design Review, which led to the redesign of some teams and a number of roles. Complementing this exercise has been a similar undertaking by the Board of Directors to review its Board governance model and assure it is not only fiduciary and strategic, but also identifies the importance of generative discussions to guide the organization.

As an Agency, we are strengthening our leadership capacities by certifying both management and non-management employees in the LEADS® framework. This is a prominent health care leadership framework developed and championed by the Canadian Centre

for Health Care Leadership and LEADS® Canada. Additionally, Hands is evolving program options and individualized service responses with activities such as expanded child and youth mental health crisis response; virtual Triple “P” parent development, which brings parent groups together across the Region; enhanced access for Autism services, including online screening and family support; and, increased Passport Program funding for adults with a developmental disability.

The appreciation of partnerships is a core objective of our agency's Strategic Plan. We believe that building strong and trusting relationships with our community partners can have significant positive effects on client services, as well as the overall well-being of organizations individually and collectively. Hands sits at multiple tables with our colleagues and clients for individual service planning and system development; we are partnering with One Kids Place Children's Treatment Centre for the new Ontario Autism Program; we're involved with the Child and Youth Mental Health Planning Table for our Service Area; and, we are engaged with the Developmental Services Planning Tables. As part of this effort, our Board of Directors has purposefully engaged with other Boards to build a collaborative approach at all levels.



Jim White PRESIDENT, BOARD OF DIRECTORS



Jeffrey Hawkins EXECUTIVE DIRECTOR

## YEAR IN REVIEW

12,000 individuals served.

- \$25 million budget.
- 240 employees (60 bilingual).
- Completed an extensive Organizational Design Review, in alignment of strategic directions, to enhance the effectiveness and efficiency of the Agency.
- 52 employees participated in five days of LEADS leadership training over the last two years, as part of Hands' commitment to grow leadership capacity by integrating the LEADS® framework within the agency.
- Received renewed designation as a French Language Service Agency.



### NORTHEASTERN ONTARIO

## FAMILY HELP AND TREATMENT CENTRE

On December 9, 2016, Hands officially launched its capital project to build the new Northeastern Ontario Family Help and Treatment Centre in North Bay. The Centre will provide a larger, more accessible and compassionate treatment environment to support individuals and families. We wish to recognize the clients, families, community partners, Board members and employees who were in attendance at the launch of construction. We also appreciate the support of the many representatives from the federal, provincial and municipal governments, including those from the Ministry of Children and Youth Services and the Ministry of Community and Social Services, who attended the event. The ceremony, hosted by youth mental health engagement participants, Shaelyn Tyers and Brodie Martin, culminated with a celebratory balloon release.

Completion of this capital project, including move-in, will occur in March 2018.

### PROJECT FUNDING AND FUNDRAISING

The construction cost for this new Family Help and Treatment Centre is \$8.865 million and has multiple funding sources. (See fig. 1)

Hands has raised \$1.15 million and is committed to reaching its \$1.8 million goal through planned activities over the coming year. We appreciate the generous support we have received from community partners, businesses and individuals.

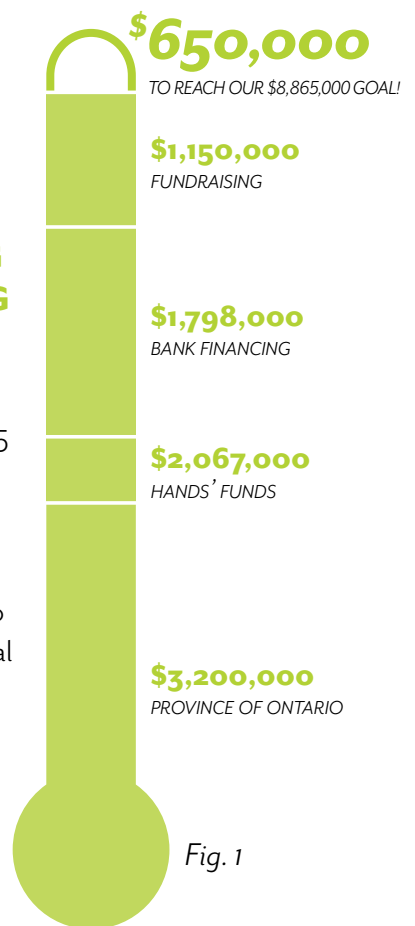


Fig. 1



## CHILDREN AND YOUTH

# AUTISM SERVICES

Hands provides services to children and youth with Autism Spectrum Disorder (ASD) and their families across Northeastern Ontario. Autism Services are individualized to meet specific developmental needs, enabling each child or youth to reach his or her full potential.

## SERVICES

- Autism Intervention Program (AIP)
- Behaviour Communication Therapy (BCT)
- School Support Program – ASD
- Enhanced Respite Program

## STATISTICS

	2015-16	2016-17
<b>AIP</b>		
Individuals Served	46	48
<b>BCT</b>		
Individuals Served	71	73
<b>SCHOOL SUPPORT – ASD</b>		
Individuals Served	105	53
<b>ENHANCED RESPITE</b>		
In-home ASD Respite Service Hours Received	1799	2048

“The amount of support we have received from Hands since our son was diagnosed with Autism has been outstanding. We are so grateful for all the services available for families.”

– PARENT, SCHOOL SUPPORT PROGRAM - AUTISM SPECTRUM DISORDER

## HIGHLIGHTS

Launched an online Autism screening tool, the Modified Checklist for Autism in Toddlers\*, to help families recognize early signs of Autism in young children. \*M-CHAT ©1999 Robins, Fein, & Barton

- The Autism and Technology Research Project, “Catalyst”, expanded to include Muskoka, Parry Sound, Timmins and Moose Factory. The project has increased one-on-one time by 1.5 hours per client each week by allowing employees to generate real-time reports.
- Hands has formalized a partnership with One Kids Place Children’s Treatment Centre for the design and implementation of the new Ontario Autism Program.
- A psychometrist has joined the Hands’ Autism Team to increase our capacity to provide early diagnosis and more timely access to service.
- The Autism Intervention Program expanded to Moose Factory (James Bay Coastal area). Ongoing supervision and support is provided by regular on-site visits and the use of technology.
- Children in our Autism Intervention Program received 21 to 35 hours per week of individual supports depending on the needs of the child.
- 63 new families received assistance navigating Autism Services through supports such as: pre-diagnosis; diagnosis; waitlist management; one-on-one or group training; in-service training; transition; and, follow-ups.



## CHILDREN AND YOUTH

# MENTAL HEALTH



Hands system of mental health services support children and youth from zero to eighteen years of age and their families.

## SERVICES

Brief Services *short-term counselling*

Counselling and Therapy Services

Crisis Support Services

Family Capacity Building and Support

Intensive Treatment Services

*Home-based, Day Treatment Classrooms and the Child and Youth Mental Health Treatment Centre*

Specialized Consultation and Assessments

Targeted Prevention

## STATISTICS

BRIEF	2015-16	2016-17
Individuals Served	831	903
COUNSELLING		
Individuals Served (Non-Residential Programs)	711	907
CRISIS SUPPORT		
Individuals Served	236	217
SCHOOL-BASED		
Individuals Served	215	193
TREATMENT CENTRE		
Individuals Served	22	29

## HIGHLIGHTS

The capacity and accessibility of Crisis Services has increased, with crisis supports now available from 8:30 am to 9:00 pm Monday to Friday. This is a direct result of reviewing our Crisis Services to identify opportunities for improvement, and the creation of a new model in partnership with community agencies.

- Hands' first Dialectical Behaviour Therapy (DBT) adolescent skills group was held for high-risk and complex needs youth. Youth reported an increase in their ability to regulate emotions and tolerate distress, with a reported decrease in impulsivity.
- A new Child and Youth Mental Health service model was developed and implemented. Changes were made in response to feedback from clients, families, employees and community partners. The model will continue to evolve as we work to create a system that best supports children, youth and families.
- 1,290 people participated in Hands' 2016 Child and Youth Mental Health Week activities, which included: Tea and Talk events with local businesses and schools; art workshops; family wellness events; and, a themed movie night.

# LEAD AGENCY

FOR CHILD & YOUTH MENTAL HEALTH

*Moving on Mental Health* is part of a provincial initiative to meet the needs of children and youth. Hands is the designated Lead Agency for the service area of Nipissing, Parry Sound and Muskoka.

## HIGHLIGHTS

- Continued focus on ensuring the voices of youth and parents are heard throughout the design of the system and its functions, through focus groups and other engagement activities.
- Actively participated in the development of key performance indicators and shared information systems at a provincial level, as part of a strategy for assuring effective core services locally, regionally and provincially.
- The Child and Youth Mental Health Planning Table has cross-sectoral engagement of all key groups and provides input and direction to the development of the Child and Youth Mental Health system.

## CHILDREN AND YOUTH

# NAVIGATION AND JUSTICE SERVICES

Hands' Navigation Services offers support to children, youth and families as they access services to ensure the most effective pathway to meet individual needs.

Justice Services are delivered in collaboration with our service partners to improve the lives of individuals involved in the justice system.

## SERVICES

### NAVIGATION

Access and Intake  
Intensive Service Coordination  
Tele-Mental Health

### JUSTICE

Direct Accountability Program  
Supervised Access Program  
Youth Justice Committee  
Youth In Transition  
Youth Mental Health Court Worker (YMHCW)

## STATISTICS

SERVICE	2015-16	2016-17
ACCESS AND INTAKE*	1156	1210
INTENSIVE SERVICE COORD.	63	67
TELE-MENTAL HEALTH*	102	95
DIRECT ACCOUNTABILITY*	65	65
SUPERVISED ACCESS*	30	41
YOUTH JUSTICE COMMITTEE*	27	26
YMHCW	16	16

\* INDIVIDUALS SERVED

## HIGHLIGHTS

100% of clinical intakes completed within two weeks.

- Through targeted outreach, Tele-Mental Health referrals from the Haliburton area were enhanced by 58%.
  - 77 different agencies across Eastern Ontario referred to Tele-Mental Health.
- Over 25 youth were supported by the Youth Mental Health Court Worker program, five of which received assistance with bail planning and 14 of whom were involved with a diversion plan.

“A youth faced with possession of marijuana charges was provided with a diversion plan, which included in-treatment rehabilitation. Through the support of our Youth Justice Committee, the youth has now been sober for five months.”

– HANDS EMPLOYEE

## CHILDREN AND YOUTH

# CHILD DEVELOPMENT SERVICES

Child Development Services promote maternal, infant and child health through early identification and supports for healthy development. Across the Districts of Muskoka and Parry Sound, Hands supports infants, children and parents/guardians to give children the best start in life.

## SERVICES

Developmental Support Services for Children  
Early Literacy Specialist  
Great Beginnings  
Infant and Child Development  
Ontario Early Years Centres

## HIGHLIGHTS

- 1,190 children, along with their caregivers, attended the Muskoka Touch-a-Truck event, which offered fun and interactive ways to learn and engage with family literacy.
- Our Great Beginnings Program partnered with the Dieticians of Canada as official ambassadors of Nutrition Month in March, promoting healthy nutrition practices in pregnancy and young children.

## STATISTICS

DEVELOPMENTAL SUPPORT	2015-16	2016-17
Individuals Served	116	104
EARLY LITERACY SPECIALIST		
Training Hours	61	68
GREAT BEGINNINGS		
Total Parent Visits	488	529
Parent/Caregiver Workshop Participants	264	316
Total Child Visits	524	546
INFANT & CHILD DEVELOPMENT		
Individuals Served	68	154
ON. EARLY YEARS CENTRES		
Number of Children	239	288



## ADULTS

# DEVELOPMENTAL SERVICES

Hands offers services to support adults with a developmental disability and their families. Developmental Services assist those in the community who have a developmental disability or dual diagnosis to access the services, treatment and resources they need to live a fuller life.

## SERVICES

Developmental Services Ontario – North East Region (DSO-NER)

Community Network of Specialized Care of Ontario (CNSC-O) – North Region

Developmental Support Services (DSS) for Adults

Passport Program

## STATISTICS

DSO-NER	2015-16	2016-17
Individuals Served	390	531
Urgent Need	69	57
Matching and Linking to Appropriate Services	65	99
CNSC-O NORTH REGION		
Individuals Served	315	284
DSS		
Individuals Served	235	185
PASSPORT PROGRAM		
Individuals Served	670	919

## HIGHLIGHTS

Community Networks of Specialized Care of Ontario – North Region assisted with the provincial launch of the Care, Support and Treatment of People with Developmental Disabilities and Challenging Behaviours, including Part I: Consensus Guidelines and Part II: Resources and Tools.

- Representatives from over 45 northern agencies attended educational events regarding the launch of the Care, Support and Treatment of People with Developmental Disabilities and Challenging Behaviours.
- An innovative peer-led model of training was developed in collaboration with OPTIONS northwest: Safe Swallowing Management for Direct Support Staff.
  - Presented model at the Ontario Association for Developmental Disabilities Conference.
- Collaborated in the development and implementation of the new Developmental Services Ontario (DSO) database: Developmental Services Consolidated Information System (DSCIS).
- Hands became the information management lead for all service agencies who provide supports for adults with developmental disabilities across the province..
- In a provincial collaboration, the Passport Program has addressed the 2014 waitlist one year ahead of schedule.
- \$9,376,492 in Passport Program funding was allocated within Northeastern Ontario to help individuals participate in their communities and to provide respite to caregivers.
- Developmental Support Services created a goal attainment scale to better support individuals with a developmental disability and their families.



“Hands staff do amazing work – They are passionate in helping people.” – PARENT

# HELPING FAMILIES AND EVERYONE IN THEM

**1.800.668.8555**  
**INFO@HANDSTFHN.CA**

