



Hands | Mains

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

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

**ANNUAL REPORT**  
**2018–2019**

# Message from the President of the Board of Directors

The past year has been one of significant external transitions throughout the public sector, which have impacted Hands, our partners and our funders. Changes can create uncertainty and risk; at the same time, they present opportunities to make a difference.

Hands is also preparing for internal change, and has been actively recruiting for a new CEO. Jeffrey Hawkins, who has been a strong leader and ambassador for Hands and our clients, will be retiring in the fall of 2019—we wish him much happiness as he moves on to new adventures. Jeffrey will be missed; at the same time, this transition presents us with the space to think of leadership and strategic activities that will deliver our mission, with strong partnerships for our communities and the families we support.

The resiliency and capacity of Hands as an organization, from our governance through to every employee, will continue to serve us well this year and beyond.

We look forward to the possibilities our future holds. Through service improvements, efficiencies and strong collaboration with our partners, we are preparing for what is to come, even as much remains unknown. An integral aspect to our planning is gauging external factors and the ever changing landscape of services. Hands is proactively investigating the influence of the marketplace and its impact on how we work and how we respond to clients.

We are very pleased with the accomplishments and outcomes for our clients as highlighted in this report. The dedication, investment and responsiveness of our employees in the spirit of our core values provides Hands' Board of Directors much comfort and confidence as stewards of our communities. We thank the entire Hands team for the great work they do to improve the lives of our clients and their families. We look to the future confident in our strength and dedication as an organization, to deliver on our mission on behalf of our clients and communities.

**Cheryl Sutton**  
BOARD PRESIDENT



# Accomplishments and Highlights

## Child and Youth Services

- 1** Getting children, youth and families help when they need it most! Child and Youth Mental Health Services are now available through **Walk-In Counselling Clinics**—five each week in our region of Nipissing and Parry Sound. 376 children and youth accessed our clinics from January to March 2019!
- 2** Hands launched a revamped **Developmental Services – Children** program for families in Muskoka and Parry Sound. 43 children have experienced the new service to date and have expressed appreciation for the valuable behavioural services they are receiving.
- 3** As Lead Agency for Child and Youth Mental Health in Muskoka, Nipissing and Parry Sound, Hands and its partners spearheaded the introduction of a **24/7 crisis response** for children, youth and families. The new model has doubled the number of children and families seeking daytime crisis response, rather than turning to hospital emergency rooms, respecting the request of youth and families to receive services in their community rather than a hospital setting.
- 4** Hands is committed to helping children and youth with autism, and their families, providing **Applied Behaviour Analysis** direct services. Based on the concerns and needs of families during a time of provincial transformation, Virtual Walk-In Consultations, Groups and Assessments have been introduced. Through consultations with families across Northern Ontario, Hands is building long-term services that are respectful of need, geography, language and culture.

## Adult Services

- 1** **The Passport Program**, which provides funding to help adults with developmental disabilities participate in their communities and respite to caregivers, improved access by introducing a new in-person walk-in model, helping 400+ families across Northeastern Ontario. In addition, the Passport team approved 1,053 people to receive funding, which is twice the number of clients previously supported, bringing the total number of enrolled clients to 2,008!
- 2** **Developmental Services Ontario – North East Region** helped 2500+ families connect to services and supports offered through our developmental service partners across the North East. In addition, more than 100 families increased connections to their community and local resources through a new dedicated Navigation role.
- 3** 44 adults with Developmental Disabilities and high support and complex care needs received services and advocacy across 1,800 KMs through the **North Community Network of Specialized Care's** focus on engagement and community partnership.
- 4** **Adult Clinical Teams** at Hands implemented streamlined referral and intake processes to reduce wait times, while adding new group intervention programs to support more clients. 388 Adult Clinical Services were provided by Developmental Support Services in Muskoka and Parry Sound, with 435 Clinical Services delivered across Northern Ontario by the Regional Clinical Team.

# Services and Support Summary

## Adults

|  | 17-18 | 18-19 |
|--|-------|-------|
| <b>Clinical Services</b>   |       |       |
| Developmental Support Services for Adults and North Community Network of Specialized Care — <i>Services Provided</i> | 539   | 612   |
| <b>Community Services</b>  |       |       |
| Developmental Services Ontario – North East Region (DSO-NER)   |       |       |
| • Application Packages Completed   | 297   | 272   |
| • Matching and Linking to Appropriate Services   | 119   | 164   |
| Passport Program — <i>Individuals Served</i>   | 990   | 1499  |
| <b>Justice Services</b>  |       |       |
| Direct Accountability Program — <i>Individuals Served</i>  | 117   | 107   |

## Children & Youth

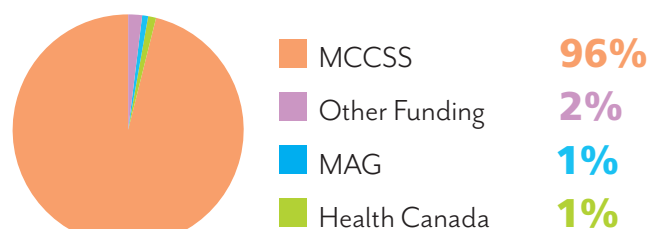
|  |      |      |
|--|------|------|
| <b>Autism Services</b>   |      |      |
| Ontario Autism Program – North East  |      |      |
| • Ontario Autism Program Client List   | 655  | 852  |
| • Behavioural Services — <i>Individuals Served</i>   | 60   | 236  |
| • Family Service Plans   | 187  | 268  |
| <b>Child Development Services</b>  |      |      |
| Developmental Support Services for Children — <i>Individuals Served</i>  | N/A  | 43   |
| Great Beginnings   |      |      |
| • Parent visits  | 551  | 1376 |
| • Child visits   | 575  | 1386 |
| Infant and Child Development — <i>Individuals Served</i>   | 157  | 168  |
| <b>Child and Youth Mental Health — Core Services</b>   |      |      |
| Brief (Short-Term Counselling), Counselling and Therapy and Crisis Support — <i>Individuals Served</i>   | 1947 | 2173 |
| Intensive Treatment Services (Home-based, Day Treatment Classrooms and the Child and Youth Mental Health Treatment Centre) — <i>Individuals Served</i> | 213  | 149  |
| Specialized Consultation and Assessments (Psychology, Psychiatry) — <i>Individuals Served</i>  | 185  | 103  |
| <b>Child and Youth Mental Health — Lead Agency</b>   |      |      |
| Children and youth served by the three core service providers in the service area of Muskoka, Nipissing and Parry Sound — <i>Individuals Served</i>    | 2812 | 2874 |
| <b>Justice Services</b>  |      |      |
| Supervised Access Program — <i>Individuals Served</i>  | 37   | 40   |
| Youth Justice Committee — <i>Individuals Served</i>  | 40   | 41   |
| Youth In Transition and Intensive Support and Supervision Program — <i>Individuals Served</i>  | 22   | 34   |
| Youth Mental Health Court Worker — <i>Individuals Served</i>   | 20   | 32   |
| <b>Navigation Supports</b>   |      |      |
| Coordinated Service Planning — <i>Individuals Served</i><br>* Launched new model of service delivery with partnering agencies.                         | N/A* | 22   |
| Tele-Mental Health Coordination — <i>Referrals</i>   | 977  | 815  |

# Staff and Financials

Number of employees **222**

Number of bilingual employees **56**

## Revenues \$24.2 Million



\* \$200 K to be returned to funding Ministries.

## Expenses \$24.03 Million



## Financial Summary

For the complete 2018–2019 audited financial statements, please visit our website:

[www.TheFamilyHelpNetwork.ca/About-Us](http://www.TheFamilyHelpNetwork.ca/About-Us)