

2017-2018

# Annual Report



Hands | Mains

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







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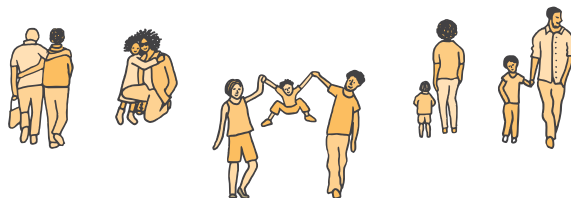
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### OUR MISSION

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  
Accessible  
Responsive  
Integrated  
Strength-Based  
Comprehensive

### BOARD MEMBERS 2017–2018

Frank Brouse *Muskoka*  
PRESIDENT

Cheryl Sutton *Nipissing*  
VICE PRESIDENT

Richard Thorne *Nipissing*  
SECRETARY

Caite Bourque *West Parry Sound*  
YOUTH MEMBER

Heather Adamson *West Parry Sound*

Tonia Blenkarn *West Parry Sound*

Wanda Hill *East Parry Sound*

Chantal Piché-Rota *Nipissing*

Susan Hegge *Nipissing*

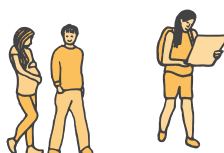
Arfona Wyn Zwiers *Muskoka*

Arnya Assance *West Nipissing*

Jim White *Nipissing*

James Decker *West Parry Sound*

Jean Leblanc *West Nipissing*





## *HANDS' SERVICES AND SUPPORTS*

### *Adults*

Developmental Services Ontario—North East Region  
Developmental Services Ontario/Service Agency Information Management (IM) Lead  
Developmental Support Services for Adults  
Direct Accountability Program  
North Community Network of Specialized Care  
Passport Program  
Specialized Accommodation

### *Children and Youth*

#### **Autism Services**

##### *ONTARIO AUTISM PROGRAM—NORTH EAST REGION*

- BEHAVIOURAL SERVICES
- FAMILY SERVICE COORDINATION
- FAMILY SERVICES AND SUPPORTS
  - FOUNDATIONAL SERVICES

##### *ADDITIONAL AUTISM SERVICES*

- AUTISM ENHANCED RESPITE FUNDING
- SCHOOL SUPPORT PROGRAM—AUTISM SPECTRUM DISORDER

#### **Child Development**

- DEVELOPMENTAL SUPPORT SERVICES FOR CHILDREN
  - GREAT BEGINNINGS
- INFANT AND CHILD DEVELOPMENT

#### **Child and Youth Mental Health**

##### *CORE SERVICES*

- BRIEF (SHORT-TERM COUNSELLING)
  - COUNSELLING/THERAPY
    - CRISIS SUPPORT
- FAMILY CAPACITY BUILDING AND SUPPORT
  - INTENSIVE TREATMENT SERVICES
- SPECIALIZED CONSULTATION AND ASSESSMENT
  - TARGETED PREVENTION

##### *LEAD AGENCY*

#### **Justice Services**

- SUPERVISED ACCESS PROGRAM
- YOUTH JUSTICE COMMITTEE
  - YOUTH IN TRANSITION
- YOUTH MENTAL HEALTH COURT WORKER

#### **Navigation Supports**

- ACCESS AND INTAKE
- INTENSIVE SERVICE COORDINATION
  - TELE-MENTAL HEALTH
- CHILD AND YOUTH ADVOCACY CENTRE





# Report of the President and Executive Director

Over the past year, Hands has continued to provide quality client services in the face of significant service transformation and ongoing improvement to the way we support individuals and families. The magnitude of organizational activity has been underscored by the volume and significance of client need. Considerable distress and struggles from a client perspective present challenges, which require far reaching and unique solutions. Strong partnerships with families and other service providers are essential to finding these solutions, particularly in an environment of finite resources. The steadfast efforts of Hands' employees, Board of Directors, partners, and funders in this work is both recognized and valued.

Overlaying the work on behalf of Hands' Mission is the implementation of a significant number of service transformation activities driven by government policy and our internal strategic directions, which are reflected throughout the Report.

Client services continue to be at the forefront of our work; the activities noted throughout have, however, significantly added to workloads and available supports. A very appreciative thank you to all the employees who have supported and weathered the change management that this represents.

We look forward to the continuation of service transformations, strong governance by our Board of Directors and, most importantly, great services delivered by our terrific team of employees.

Thank you,



*Frank Brouse*  
**Frank Brouse**  
PRESIDENT,  
BOARD OF DIRECTORS



*Jeffrey Hawkins*  
**Jeffrey Hawkins**  
EXECUTIVE DIRECTOR



# Year in Review

- More than 11,000 individuals served
- \$24.6 million budget
- 227 employees (40% of employees working in designated French Language Service areas are bilingual)
- Successful completion of 100% of Canadian Centre for Accreditation standards, demonstrating commitment to quality and continuous improvement in delivery of services.
- Enhanced access to service through the expansion of videoconferencing to offer clear, flexible and efficient video connections between specialized services and clients across Northern Ontario.
- Transitioned to EMHware, an industry-leading client information system, which will allow Hands to utilize web-based technology to improve access to information. Optimization will continue in the coming year with the expectation of enhancing accessibility to information for clients and families.
- Along with core child and youth mental health service providers, Hands was introduced to LEAN® methodology, with Hands and community partners completing Yellow Belt Certification.

- Completion of the 2004 strategic priority of space and place, with the opening of the new clinical services building in North Bay, which provides a warm, accessible and inclusive treatment environment for clients. In this location, Hands has increased access by doubling the number of treatment rooms available and investing in the latest technology, which allows for greater connections across Ontario's vast northern regions

## Family Matters Campaign

In 2012–2013, Hands launched its five year Family Matters Campaign, a capital campaign to raise funds for a new regional clinical facility. Over the past five years, Hands has raised nearly \$1.7 million—we are at 94% of our \$1.8 million goal!

The Hands Heroes Campaign, a holiday ornament fundraising initiative in the fall of 2017, brought a successful end to the capital campaign. Regular fundraising will continue and include an annual golf tournament.

Thank you to the many individual, corporate and community partners who support our work and have contributed to this important campaign!






# Adult Services

DEVELOPMENTAL SERVICES ONTARIO—NORTH EAST REGION  
DEVELOPMENTAL SERVICES ONTARIO/SERVICE AGENCY INFORMATION MANAGEMENT (IM) LEAD  
DEVELOPMENTAL SUPPORT SERVICES FOR ADULTS




## Developmental Services Ontario —North East Region

-  Developmental Services Ontario (DSO)—North East Region successfully completed DSO Compliance through the Ministry of Community and Social Services, ensuring adults with developmental disabilities who seek supports are assessed in a consistent manner and connected to services best suited to their needs.
-  A new Service Navigation role was added to the Developmental Services Ontario—North East Region team. Through this role, clients will experience increased connections throughout the assessment process and enhanced knowledge of community resources.
-  Developmental Services Ontario—North East Region participated provincially in the development and successful implementation of the DSO's new client and information database, DSCIS 6.0.

## DSO—Service Agency Information Management (IM) Lead

-  Facilitated onboarding to the new DSCIS 6.0 database for Developmental Services Agencies across Ontario in the role of Developmental Services Ontario Service Agency—Information Management Lead.

## Developmental Support Services for Adults

-  Adult Developmental Support Services increased the availability of counselling supports and transformed how they are applied to enhance service delivery to individuals receiving support.
-  Key Performance Indicators (KPIs) for Clinical Support Services were implemented to better meet the needs of clients.
-  The Developmental Support Services team utilized the LEADS® leadership framework as well as LEAN® processes to grow leadership capacity and create efficiencies.

*“My Assessor was attentive in answering all my questions, especially about Passport. It didn't take long before I felt very comfortable and didn't feel the need to look at my worker to answer questions.”*

*— Client, Developmental Services Ontario – North East Region*



# Adult Services

DIRECT ACCOUNTABILITY PROGRAM  
PASSPORT PROGRAM • SPECIALIZED ACCOMMODATION  
NORTH COMMUNITY NETWORK OF SPECIALIZED CARE

## Direct Accountability Program

- The Direct Accountability Program provides first time offenders in our community with the chance to repair the harm caused by their criminal behaviour through counselling, programming and community service work. Since January 2018, 29 offenders have successfully completed the program.

- Ten “Stop Shop Theft” programs, which aim to inform offenders of the consequences of committing theft related offences, have been conducted since November 2017.

## Specialized Accommodation

- Nineteen adults with complex needs received specialized services and resources to assist in the transition home from hospitals or treatment centres across Northern Ontario, as well as stabilization supports at home.

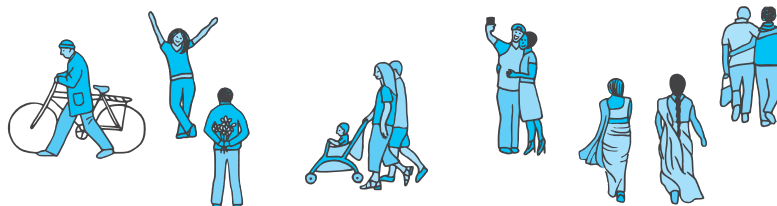
## Passport Program

- A 15% increase in Passport Program funding was provided to families receiving Passport across Northeastern Ontario to assist with the implementation of Bill 148.

## North Community Network of Specialized Care

- Hands’ North Community Network of Specialized Care role was confirmed as the North Region Accountability Agency, effective July 2018. In this role Hands will provide direct support and coordinate services to meet the needs of people with a developmental disability who have high support and complex care needs.

- The North Community Network of Specialized Care launched, in partnership, the Behaviour Support Plan e-Module—a free foundational resource for families and service providers available at:  
[WWW.COMMUNITY-NETWORKS.CA](http://WWW.COMMUNITY-NETWORKS.CA).





# Autism Services

*Ontario Autism Program — North East Region:*  
BEHAVIOURAL SERVICES • FAMILY SERVICE COORDINATION  
FAMILY SERVICES AND SUPPORTS • FOUNDATIONAL SERVICES

*Additional Autism Services:* AUTISM ENHANCED RESPITE FUNDING  
SCHOOL SUPPORT PROGRAM—AUTISM SPECTRUM DISORDER

- Actively implementing the priorities of the new Ontario Autism Program in collaboration with One Kids Place (OKP). This includes: offering families a single point of access; ensuring family-centered decision-making through Family Service Plans; a collaborative approach by all providers to service at home, in school and in the community; flexible and individualized Behavioural Services when needed; a Direct Funding Option, which provides families a choice to receive direct service or to receive funding to purchase services for their child independently; and, enhanced offering of Foundational Services, which are education and training for families across the North East—this included the introduction of sessions in Moosonee and Moose Factory.
- Participated in Ontario Autism Program community presentations and family forums, to provide information on services and collect feedback, in partnership with Autism Ontario and OKP.
- Initiated a pilot of an Autism Consultation Service to provide one to three behavioural strategy sessions to families who have a child or youth with Autism.
- More than \$20,000 was raised to fund the purchase of new technology and equipment to enhance services for children with Autism in North Bay through a partnership with the North Bay Professional Firefighters Association's 2018 Calendar Campaign.
- Creation of a single point of access to the Ontario Autism Program (OAP) for families in the North East Region, in collaboration with OKP. [WWW.NEOAP.CA](http://WWW.NEOAP.CA) was also launched to offer a single source of information.



*“My daughter has grown in leaps and bounds because of you.”*

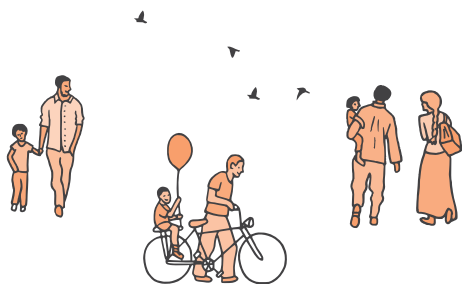
*— Parent, Autism Services*



# Child Development Services

DEVELOPMENTAL SUPPORT SERVICES FOR CHILDREN  
GREAT BEGINNINGS • INFANT AND CHILD DEVELOPMENT

- Implemented a new assessment tool, *The Developmental Assessment of Young Children-2*, in Hands' Infant and Child Development Services. The tool enhances supports and services by providing assessments based on the latest best practices, including assessment completion in the child's natural environment and using interactive play with caregivers.
- 84% of Great Beginnings parents surveyed in 2017–2018 indicated that the program encouraged their family to eat healthy foods/meals more regularly.
- A significant review of Developmental Support Services for Children was completed, which included focus groups, a provincial scan, a parent survey and a literature review. The review will inform and direct program development in the 2018–2019 year.
- With the transformation of EarlyON Child and Family Centres, Hands was actively involved in community engagement sessions in support of continued partnership and a coordinated systems approach for pregnant women and families of young children.



*“The program opened up a way to meet new moms and make friends, as well as make me feel supported with all my baby questions. And, it is a comfortable space where you do not feel judged.”*

*— Parent, Great Beginnings*



# Child and Youth Mental Health *Core 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 ASSESSMENT • TARGETED PREVENTION

- Child and Youth Mental Health Services initiated a pilot of a technology-based intervention to offer increased service accessibility and flexibility for families. In partnership with Strongest Families, Hands now provides phone-based coaching to help parents support their children's anxiety or behavioural challenges from the comfort and privacy of their home.
- The structure of Child and Youth Mental Health service teams continued to evolve with re-organization into six fully integrated teams that deliver client-centered services in the office, home, school, community or group setting.
- 'Big Fears in Little Kids' was introduced as a pilot project, which offers fourteen group therapy sessions to families who have a child with high-functioning autism who struggles with anxiety.
- With Hands' support, one of our former clients applied and was the recipient of a "Dare to Dream" grant. Twenty-five children and youth took part in the two-day 'iMatter Project' workshop, which offered coping mechanisms for mental health struggles, such as art, yoga and exercise.



*"The group had a positive impact on everyone involved and brought everyone a little closer."*

*– Parent, Child and Youth Mental Health Anxiety Group Participant*



# Child and Youth Mental Health *Lead Agency*

Hands is the designated Child and Youth Mental Health Lead Agency for the service area of Muskoka, Nipissing and Parry Sound, which encompasses three child and youth mental health core service providers—Hands TheFamilyHelpNetwork.ca, Simcoe Muskoka Family Connexions and Community Counselling Centre of Nipissing.

- Completed a soft launch of a new Mental Health Crisis Line for children, youth and their caregivers, as well as service providers across Nipissing, Parry Sound and Muskoka with the core service providers. The Crisis Line, which is accessed through a single toll-free number, 1.844.287.9072, is available 24 hours a day, seven days a week. It offers increased accessibility and support capacity for children and youth who are experiencing a mental health crisis, as well as their families and service providers.
- Successful implementation of the Child and Youth Mental Health (CYMH) Planning Table for the service area of Muskoka, Nipissing and Parry Sound.
- Completed a LEAN® evaluation to create simplified pathways to access core services with all three core service provider partners. Implementation will occur over the next fiscal year.



*“My worker was absolutely wonderful! She was professional and sensitive to my daughter and our situation. I would recommend these services to any parent needing an extra hand.”*

*— Parent, Child and Youth Mental Health*



# Justice and Navigation Services

*Justice:* SUPERVISED ACCESS PROGRAM • YOUTH JUSTICE COMMITTEE  
YOUTH IN TRANSITION • YOUTH MENTAL HEALTH COURT WORKER

*Navigation:* ACCESS AND INTAKE • CHILD AND YOUTH ADVOCACY CENTRE  
INTENSIVE SERVICE COORDINATION • TELE-MENTAL HEALTH

- Of the 15 youth involved in the Youth In Transition Program, which helps young people transitioning from Crown wards to independent living, ten secured living accommodations and eight are pursuing educational opportunities.
- Hands was involved in 20 of the 27 requests put forward to the North East Case Resolution Committee, which approves Special Needs or Enhanced Funding proposals to help support children and youth in the community.
- One of fifteen community partners implementing measures to improve service experiences and outcomes for children and youth with multiple or complex special needs across Muskoka, Nipissing and Parry Sound, as part of the Coordinated Service Planning Network.
- Accepted the lead role in a collaborative launch of the first Child and Youth Advocacy Centre (CYAC) in the District of Nipissing. The Centre's goal is to enhance the integration of social, health, justice, law enforcement and other community services for victims of child abuse. Planning is underway, with an anticipated launch of the service in late 2018.



*"My client's success is the ultimate reward."*  
— Micaela, Justice Services Employee at Hands



## SERVICES AND SUPPORTS SUMMARY

### Adults

'16-17 | '17-18

#### Clinical Services

##### Developmental Support Services for Adults

• Individuals Served ..... 185 | 246

##### North Community Network of Specialized Care

• Individuals Served ..... 284 | 237

#### Community Services

##### Developmental Services Ontario – North East Region

• Application Packages Completed ..... 308 | 297

• Urgent Need ..... 57 | 76

• Matching and Linking to Appropriate Services ..... 99 | 119

##### DSO Service Agency – Information Management Lead

• Service Agencies Supported ..... N/A | 257

• Service Agency Users Supported ..... N/A | 726

##### Passport Program

• Individuals Served ..... 919 | 990

#### Justice Services

##### Direct Accountability Program

• Individuals Served ..... 65 | 117

### Children and Youth

'16-17 | '17-18

#### Autism Services

##### Ontario Autism Program – North East

• Ontario Autism Program Client List ..... N/A | 655

• Behavioural Services Individuals Served ..... 48 | 60

• Family Service Plans ..... N/A | 187

##### Additional Autism Services

• School Support Program – Autism Spectrum Disorder  
Individuals Served ..... 53 | 93

#### Child Development Services

##### Developmental Support Services for Children

• Individuals Served ..... 104 | N/A\*

\*In the midst of launching new program; no data to report for 2017–2018.

##### Great Beginnings

• Parent Visits ..... 529 | 551

• Child Visits ..... 546 | 575

#### Infant and Child Development

• Individuals Served ..... 154 | 157

#### Child and Youth Mental Health — Core Services

##### Brief Services (Short-Term Counselling)

• Individuals Served ..... 903 | 533\*

\*Trend continues whereby many clients accessing services are more complex and require longer-term treatment solutions.

##### Counselling and Therapy Services

• Individuals Served ..... 907 | 1082

##### Crisis Support Services

• Individuals Served ..... 217 | 332

##### Intensive Treatment Services

##### (Home-based, Day Treatment Classrooms and the Child and Youth Mental Health Treatment Centre)

• Individuals Served ..... 173 | 213

##### Specialized Consultation and Assessments (Psychology, Psychiatry)

• Individuals Served ..... 194 | 185

#### Child and Youth Mental Health — Lead Agency

##### Children and youth served by the three core service providers in the service area of Muskoka, Nipissing and Parry Sound

• Individuals Served ..... 2838 | 2812

#### Justice Services

##### Supervised Access Program

• Individuals Served ..... 41 | 37

##### Youth Justice Committee

• Individuals Served ..... 24 | 40

##### Youth In Transition

• Individuals Served ..... 14 | 15

##### Youth Mental Health Court Worker

• Individuals Served ..... 16 | 20

#### Navigation Services

##### Intensive Service Coordination

• Individuals Served ..... 67 | 70

##### Tele-Mental Health Coordinating Agency

• Number of Referrals ..... 769 | 977



*Helping Families  
and Everyone In Them*

**Hands**

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