

ANNUAL REPORT 2019-20



Hands | Mains

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MESSAGE FROM THE PRESIDENT OF THE BOARD OF DIRECTORS

Looking at the 2019–20 fiscal year at Hands, the saying: “the only constant in life is change” comes immediately to mind.

While change is constant, the way we prepare for and react to change is vital to success. We can all be very proud of the foresight and resiliency Hands displayed during the sometimes turbulent waters of the past year.

The year saw three separate leadership changes at Hands. Jeffrey Hawkins completed his 30-year tenure as Hands’ Executive Director in the fall of 2019. Jeffrey’s leadership and dedication to clients, employees and communities has positioned Hands for continued success. Another highly-respected Hands executive, Paul Laperierre, served as Interim Executive Director to help guide the agency until a new CEO was in place. The entire Agency benefitted from the guidance and experience of both Jeffrey and Paul. December saw Andrea Roberts in place as Hands CEO, bringing more than twenty years of senior level management experience in social and health programming. Andrea’s natural leadership and strategic thinking have been immediately apparent and will be a significant advantage to Hands as we grow capacity to deliver our mission and build strong partnerships for our communities and the families we support.

Provincially, the past 18-months have seen significant change to the health care sector. The introduction of the Ontario Autism Program had large-scale impact on families with children on the autism spectrum. At Hands, we have always believed in providing needs-based services and we welcome the government’s commitment to create a program that meets the needs of children, youth and families. Hands’ Autism programs have developed and introduced new ways to help families, including enhanced virtual and remote programming.

Ontario also fundamentally shifted the structure of health care with the introduction of Ontario Health Teams, consolidating many formerly shared services. As well as key changes to the reporting structure of our most important government stakeholders, this change created a shift for the agency as we serve our clients across three separate Ontario Health Teams.

The above changes, while important, pale in comparison to the seismic shift that occurred when the COVID-19 pandemic completely rocked the world. A transcendent crisis, the pandemic altered everything and made crystal clear that the work that Hands engages in is essential work and Hands staff, essential workers. The Agency’s response to the pandemic was swift and impressive, moving all possible staff to remote work-from-home and the vast majority of client visits to virtual service within a week. That response demonstrated quality leadership, quick-thinking and significant dedication to serving clients, families and communities—the hallmark of this wonderful agency.

Of course, the pandemic continued into our current fiscal year, and we’ll have much more to share about the Agency’s response to it and the province’s reopening in the next annual report.

During a year of unprecedented change, Hands continued to flourish to help families, clients and communities. The Agency has much to celebrate and I hope you will enjoy reading about some of the accomplishments contained in this report.

On behalf of the Board of Directors, I thank the entire team at Hands for their passion, resiliency and dedication to the work they do to make our world a better place. Our collective future looks very bright indeed.



Cheryl Sutton
PRESIDENT
BOARD OF DIRECTORS



ACCOMPLISHMENTS AND HIGHLIGHTS

CHILD AND YOUTH SERVICES

Hands is fully committed to helping children and youth with **Autism**, as well as their whole families. Over the past year, Hands' Autism team has enhanced its services to meet the needs and strengths of families by providing flexibility, including in-person face-to-face as well as a full complement of virtual services, and adding a Speech-Language Pathologist. Hands is committed to meeting the unique needs of families across the North and continues to work with community partners including our First Nations community partners and local school boards.

In the coming year, the **Child and Youth Mental Health Planning Table** will focus on three key priorities. These were informed by the ongoing input and perspectives of our members, community-based crisis provider meetings and a preliminary summary of findings from a series of cross-sector consultations on behavioural health issues in the Districts of Muskoka, Nipissing and Parry Sound. The three Strategic Priorities include: Review of Spectrum of Care and Treatment System; Child and Youth Population Health Data and Systems Planning; Support of Crisis Care Pathway

Infant and Child Development Services provide direct, individualized screening, assessment and interventions to identify and support developmental progress. This testimonial from a parent of a three-year-old boy showcases their effectiveness:

“ I feel a lot more confident in my parenting skills from the coaching and encouragement of my ICDP worker. She has helped us set boundaries and rules, helped us follow through on age-appropriate responses and taught us about our child's abilities for the age/development—which has helped re-adjust our expectations for him when they have been too high. We are so thankful for this helpful service and the relationship we have with our worker. Parents and families need this service!”



ADULT SERVICES

The **Passport Program**, which provides funding to help adults with developmental disabilities participate in their communities and provides respite to caregivers across Northeastern Ontario, onboarded an additional 261 clients in 2019–20. The program serves 2180 individuals who can access more than \$18 million in passport funding.

More than 2,500 families are aided in connecting to services and supports thanks to the work of the **Developmental Services Ontario — North East Region** team and our service partners throughout the area. Last year, the DSO completed nearly 300 assessments and supported 176 clients in confirming their eligibility for SIPPDA services. The team also successfully matched more than 170 clients to available resources in their community.

Hands, as the lead agency for the **North Community Network of Specialized Care**, successfully launched its refreshed MCCSS mandate to provide enhanced coordination services in relation to adults with developmental disabilities who have high support and complex care needs. In the past year, Hands formally partnered with seven agencies across the North Region to launch Complex Support Coordination, Dual Diagnosis Justice Case Management and Health Care Facilitation services. Their approach is person-centered, strength-based and rooted in extensive collaboration with community resources to improve people's experiences and outcomes.

The **Direct Accountability Program** is an adult diversion program with the Ontario Court of Justice, providing an alternative to prosecution for eligible adults through assigned community-based sanctions. In 2019–20 it helped 130 unique clients, with community partners stating that it "contributes to System Transformation in a meaningful and active way, advocating for clients with respect, creativity, and intelligent compassion."

Hands' **Adult Clinical Teams** completed a review of client needs which informed a new group services structure. The structure featured built in modules on Relationships Skills Group, Life Skills and Wellbeing, and Transition to Adulthood. These modules address common needs of clients and can be delivered sequentially or individually, effectively tailoring their delivery to suit the precise needs and interests of each individual client.

SERVICES AND SUPPORT SUMMARY



CHILD & YOUTH

17/18 18/19 19/20

AUTISM SERVICES

ONTARIO AUTISM PROGRAM—NORTH EAST

Diagnostic Assessments	N/A	N/A	34
Clients and Family Services and Supports	N/A	N/A	215
Families accessing new Foundational Services	N/A	N/A	160

CHILD DEVELOPMENT SERVICES

Developmental Support Services for Children <i>Individuals Served</i>	N/A	43	71
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GREAT BEGINNINGS

Parent Visits	551	1376	1310
Child Visits	575	1386	1214
Infant and Child Development <i>Individuals Served</i>	157	168	201

CHILD AND YOUTH MENTAL HEALTH CORE SERVICES

Brief (Short-term counselling), Counselling and Therapy and Crisis Support <i>Individuals Served</i>	1947	2173	2248
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Intensive Treatment Services (Home-based, Day Treatment Classrooms, and Child and Youth Mental Health Treatment Centre) <i>Individuals Served</i>	267	219	147
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Specialized Consultation and Assessments (Psychology, Psychiatry) <i>Individuals Served</i>	185	103	108
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CHILD AND YOUTH MENTAL HEALTH LEAD SERVICES

Child and youth served by three core service providers in the service area of Muskoka, Nipissing, Parry Sound <i>Individuals Served</i>	2812	2874	2484
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JUSTICE SERVICES

Supervised Access Program <i>Individuals Served</i>	37	40	36
Youth Justice Committee <i>Individuals Served</i>	40	41	13
Youth in Transition and Intensive Support and Supervision Program <i>Individuals Served</i>	22	34	33
Youth Mental Health Court Worker <i>Individuals Served</i>	20	32	22

NAVIGATION SUPPORTS

Coordinated Service Planning* <i>Individuals Served</i>	N/A	22	32
Tele-Mental Health Coordination <i>Referrals</i>	977	815	1042

*Launched new model of service deliver with partnering agencies.

ADULT

17/18 18/19 19/20

CLINICAL SERVICES

Development Support Services for Adults and North Community Network of Specialized Care <i>Services Provided</i>	539	612	574
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COMMUNITY SERVICES

DEVELOPMENT SERVICES ONTARIO—NORTH EAST REGION (DSO - NER)

Application Packages Completed	297	272	274
Matching and Linking to Appropriate Services	119	164	170
Passport Program <i>Individuals Served</i>	990	1499	2181

JUSTICE SERVICES

Direct Accountability Program <i>Individuals Served</i>	117	107	134
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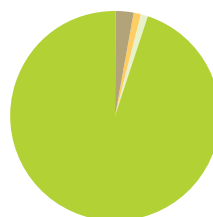
STAFF AND FINANCIALS

Total Number of Employees	244
Number of Full-time*	165
Number of Part-Time*	36
Number of Casual/Relief	43
Total Number of Full-time Equivalent Employees	192.76

Total Number of Bilingual Employees **60**

*Includes permanent, long and short-term contract ppl

REVENUES

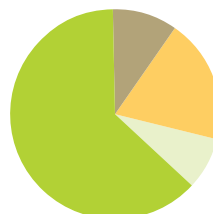


\$20.3 Million

95%	MCCSS
3%	Other Funding
1%	MAG
1%	Health Canada

*\$1,014,824 to be returned to Funding Ministries

EXPENSES



\$19 Million

63%	Salaries & Benefits
10%	Transfer Payments
19%	Other Expenses
8%	Occupancy