

ANNUAL REPORT

2020/21



Hands | Mains

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MESSAGE FROM THE PRESIDENT OF THE BOARD OF DIRECTORS

What a year it has been. The COVID-19 pandemic is a seismic event that has altered our world, our communities, and our Agency in ways we are still discovering. The pandemic also made it crystal clear that the work that Hands TheFamilyHelpNetwork.ca engages in is essential work and Hands staff, essential workers.

In a year marked by unprecedented challenges, Hands consistently rose to meet those challenges with innovation, dedication, passion, and resiliency. Throughout the pandemic, Hands has been there, offering help to our clients, families, and communities.

When restrictions forced many Ontario services to close their doors to in-person visits and in-office work, Hands leadership and employees pivoted with astonishing efficiency to successfully transition services to a virtual format and a work-from-home setting, accomplishing this feat in less than one week. The Agency was steadfast in continuing to meet the needs of clients when times were difficult, and when clients needed Hands the most.

When it was deemed safe to return to in-person service, Hands was able to provide that option safely and effectively with Infection Prevention and Control (IPAC) protocols that were extensively researched and planned, well-communicated, and continually improved. Offices and meeting rooms were retrofitted to better support new IPAC measures. To help clients understand some of the changes that were implemented, a short video was produced that clearly explained how service might look different and why.

The Agency's success in crafting and implementing IPAC was recognized by many, including the Ministry of Children, Community and Social Services (MCCSS), who asked Hands to serve as an IPAC Lead, providing materials and guidance to all MCCSS-funded agencies in the North Bay Parry Sound District Health Unit region.

As we conclude the 2020–2021 fiscal year, Hands is offering the best of both worlds to our clients and families: virtual service combined with safe in-person service for those who need it. This hybrid service model is proving to be highly effective and is fully expected to remain in place long after the pandemic has abated.

While it was an unusual year in so many ways, there continued to be much to celebrate as an Agency. Developmental Services Ontario celebrated its 10-year anniversary at Hands, an occasion marked by a series of virtual posts. A new site opened in Timmins, focussed on Autism and Behavioural Services. The Agency also launched an engaging new client-focussed website featuring an Artificial Intelligence component to help clients and families on their journey with Hands.

Hands has much to celebrate and many more successes are anticipated on the near horizon. On behalf of the Board of Directors, I thank the entire team at Hands for their resiliency in a very challenging year, and for their continued passion and dedication to their work on behalf of our clients, families, and communities.



Cheryl Sutton
President, Board of Directors



HIGHLIGHTS AND ACCOMPLISHMENTS

As the pandemic struck and many organizations were forced to close their doors, Hands' **Child & Youth Services** pivoted to maintain essential services to the community, including adapting our Live-In Treatment Services model and prioritizing virtual work. Due to the new, virtual access points and variety of weekly online programming, **Great Beginnings** saw a total of 2,788 parent visits, more than double the previous year. Access to services through the **counselling clinic** saw initial numbers decline, as key stressors for children such as schools were removed. Those numbers quickly rebounded, with an 184% increase in need for service from April to December 2020.

In response to the pandemic, Hands implemented **Child and Youth Mental Health Services** (CYMH) Crisis Respite funding to help families who were struggling and at risk of a family breakdown. Families had access to one-time, short-term financial support for respite from the significant responsibilities of providing care to children and youth with increased needs. Since May 2020, Hands approved over \$24,000 for families in need of crisis respite services.

CYMH saw an increased need from families for timely support during the pandemic-related lockdown. To help, they expanded capacity by offering weekend sessions with Psychotherapists.

The **Autism** team evolved its services to meet the needs and strengths of families by providing flexibility in service offerings including diagnostics, service coordination, foundational supports and individualized therapies, all available in-person and virtually. As a leader in virtual care, Hands' Autism program pivoted quickly during the COVID-19 pandemic to purely virtual service delivery ensuring continuity of care for families. The program now runs a hybrid model of service to meet families where they are at.

Developmental Service Ontario (DSO) celebrated its 10th anniversary at Hands in 2021. Despite many pandemic related challenges for clients, the **Passport Program** strengthened relationships with provincial working groups and other DSOs while

successfully migrating to a provincial data base. Both DSO and Passport completed a value-for-dollar audit and Hands programs were recognized by the Auditor General for their strengths.

Adult Clinical Services staff have been engaged in the development of curricula to support new group intervention offerings and the re-design of existing programming. As the effects of the pandemic paused in-person services, the clinical service team utilized their collaborative expertise in virtual assessment and intervention practices, transitioning quickly to a full virtual care model. With virtual services at full capacity, a new "Menu of Services" was created, highlighting the interdisciplinary methods used by the adult clinical services team.

In response to the effects of social isolation and the interruption of routines caused by the pandemic, **Developmental Support Services** launched the Communication Coffee Club to provide clinical skill building opportunities in the areas of social-communication abilities, conversation and language skills, and online platform confidence. It provided clients with opportunities for peer interaction and new networks for socialization. This forum has proven successful in the views of the participants evidenced by the continued high level of participation and positive client feedback received.

The **DSO Information Management Leads** team completed an audit of all Developmental Services Consolidated Information System (DSCIS) users and supported the onboarding of Passport functionality to DSCIS.

The **North Community Network of Specialized Care** (NCNSC) developed a user-friendly tool that maps the Adult Developmental Services sector in the North and Northeast region to serve as a training and orientation resource for new employees and cross-sectoral partners. The NCNSC team is now fully onboarded with all Complex Support Coordinators, Health Care Facilitators and Dual Diagnosis Justice Case Managers onboarded as of February 2021.

SERVICES & SUPPORT SUMMARY

CHILD & YOUTH

	19/20	20/21
AUTISM SERVICES		
Diagnostic Assessments	34	31
Unique Families Served	N/A	465
Direct Therapy Clients Served	N/A	141
Respite Applications	N/A	145
% of Clients requiring Complex Service Coordination	N/A	38%
CHILD DEVELOPMENT SERVICES		
Developmental Support Services for Children <i>Individuals Served</i>	71	82
GREAT BEGINNINGS		
Parent Visits	1310	2788
Child Visits	1214	427
Infant and Child Development <i>Individuals Served</i>	201	138
CHILD AND YOUTH MENTAL HEALTH CORE SERVICES		
Brief (Short-term Counselling), Counselling and Therapy and Crisis Support <i>Services Provided</i>	2248	1760
Intensive Treatment Services (Home-based, Day Treatment Classrooms, and Child and Youth Mental Health Treatment Centre) <i>Services Provided</i>	105	72
Specialized Consultation and Assessments (Psychology, Psychiatry) <i>Services Provided</i>	108	128
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>Services Provided</i>	3428	2725
JUSTICE SERVICES		
Supervised Access Program <i>Individuals Served</i>	36	24
Youth Justice Committee <i>Individuals Served</i>	13	14
Youth in Transition and Intensive Support and Supervision Program <i>Individuals Served</i>	33	21
Youth Mental Health Court Worker <i>Individuals Served</i>	22	22
NAVIGATION SUPPORTS		
Coordinated Service Planning <i>Individuals Served</i>	32	34
Tele-Mental Health Coordination <i>Referrals</i>	1042	1047

ADULT

	19/20	20/21
CLINICAL SERVICES		
Developmental Support Services for Adults and North Community Network of Specialized Care <i>Services Provided</i>	574	470
COMMUNITY SERVICES		
<i>DEVELOPMENTAL SERVICES ONTARIO—NORTH EAST REGION (DSO-NER)</i>		
Application Packages Completed	274	296
Matching and Linking to Appropriate Services	170	80
Passport Program <i>Individuals Served</i>	2181	2315
JUSTICE SERVICES		
Direct Accountability Program <i>Individuals Served</i>	134	113

STAFF & FINANCIALS

NUMBER OF EMPLOYEES

233

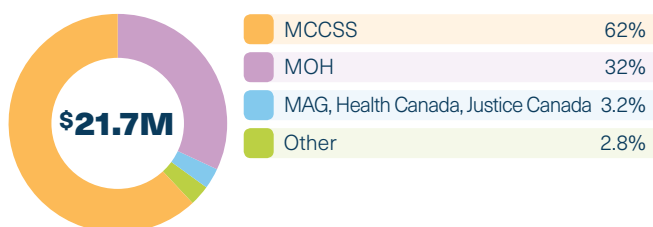
Casual/Relief Staff
Part-time Staff
Full-time Staff

38
27
168

NUMBER OF BILINGUAL EMPLOYEES

61

REVENUE



EXPENSES

