

Hands TheFamilyHelpNetwork.ca

Annual Report

2021/22



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Message from the President of the Board of Directors

Welcome to the 2021/22 Hands
TheFamilyHelpNetwork.ca Annual Report.

Once again there is a great deal to celebrate at Hands. In another year that was inexorably marked by the continuation of the COVID-19 pandemic, Hands rose to the challenge, demonstrating leadership and a deep-seated dedication to care for our clients and families, and our communities, and our colleagues. Powerful events like the pandemic have a way of illuminating what is truly important to people and to society, and it has been made abundantly clear that the work that Hands engages in is essential work and Hands staff are essential workers.

The decision to maintain a careful and measured approach in responding to the ups and downs of the pandemic has proven wise and provided consistency for employees and clients. Hybrid service has demonstrated its effectiveness, with Hands offering the best of both worlds to our clients and families: virtual service where appropriate, and in-person service with safety measures in place for those clients who need it.

Simply maintaining service during these times is perhaps an accomplishment enough. However, rising to the challenge of the pandemic is only part of the story, and Hands has many achievements and accomplishments to celebrate from the past year that contribute to a strong foundation and set the Agency up for continued success.

First and foremost is the creation of the Strategic Plan, which will help to guide decisions for the next three years. Created from the collective voice of our Agency through intensive consultation and collaboration over many months, this strategic plan builds off the successes and traditions of the past, while being firmly rooted in the present and shining a beacon forward. At its heart are Hands values: Respect, Compassion, Integrity, Accountability and Quality. These core values provide meaning in all that we do and guide our actions and interactions as we achieve our vision: Working together to create a better day today and tomorrow. Looking ahead, the strategic plan and its Key Performance Indicators will inform future Annual Reports as we measure our success in realizing the plan.

Message from the President of the Board of Directors Cont'd

Hands expertise and leadership was in high demand throughout the province, with many individuals—Senior Leaders, clinicians, employees—being called on to present at various provincial and regional forums.

The Agency's expertise in child and youth mental health was also featured in media outlets throughout the province, from the Toronto Star and TVO to CBC and local newspapers.

The Autism team successfully implemented a fee-for-service model, launched two new programs and embraced personal protective equipment in order to continue helping their clients and families with vitally needed in-person service.

The Adult Clinical Services team introduced 13 new group interventions on highly valuable topics for their clients.

Hands' Developmental Services Ontario and Passport teams were able to achieve the fastest wait times in the province, a significant accomplishment for the clients and families they serve. While responding to increasingly complex needs and higher demand for service resulting from the pandemic, the Child and Youth Mental Health Services team worked

to review the many pathways involved in the mental health continuum of care to ensure that services are evidence-based, client centered, and achieve positive outcomes.

In another year marked by unprecedented challenges, Hands consistently demonstrated innovation, dedication, passion, and resiliency. There is much to celebrate and many more successes just around the corner and soon to be realized.

On behalf of the Board of Directors, I offer thanks to everyone at Hands for their consistent excellence and continued dedication to their work on behalf of our clients, families and communities.



Tonia Blenkarn

President

Board of Directors

Hands Annual Report 2021/22

Highlights and Accomplishments



Autism and Behavioural Services

Hands' Autism and Behavioural Services team continues to evolve its services to meet the needs of families, and to play to the existing strengths of those families, with Foundational Family Services, supporting 600 families on their autism journey. The team launched two important new Ontario Autism Programs this year: the Caregiver-Mediated Early Years program, helping young children learn new skills and meet individualized goals; and the Entry to School program

for children getting ready to start kindergarten or Grade 1. The program also expanded its geography, opening new sites in Timmins and Pembroke, and taking Community Clinics on the road to Sturgeon Falls, Bracebridge, North Bay, Timmins, Parry Sound and Petawawa.

 I appreciate everything you guys have done for J and how much support your team has provided for us it's absolutely been an amazing experience and if it wasn't for everyone at Hands I don't know where J would be at this time. Thank you so much for everything

Caregiver, Austim and Behavioural Services

 Thanks to the seminar 'Not on my plate', our 4-year-old has tried so many new foods! Our son refused new foods for over two years, we felt like we had tried everything with no success. However, after implementing everything I learned from the seminar, we are so proud to say that he is regularly trying new foods and enjoying most of them.

Caregiver, Austim and Behavioural Services

Adult Developmental Clinical Teams

Over the past year, Hands' Adult Developmental Services (DS) Clinical Teams designed, developed and implemented 13 new group intervention offerings for their clients, covering important topics including Grief and Loss, Wellness (including Mindfulness and Self Care strategies), Emotional Regulation, Social Boundaries, Sociosexual Foundations, Dating and Positive Relationships, Leisure Skills, Personal Hygiene, Nutrition and Cooking, Sleep Hygiene, Personal Safety, Trauma Informed Care, and Social Communication. Using principles of empathy-mapping, the needs and

experiences of stakeholders informed the rationale for the groups developed. Stakeholders consulted included clients as well as their natural and paid supports, and other DS partnering agencies. A total of 96 unique clients were matched with these new group offerings, resulting in provision of 117 group services. The new groups gave clients the opportunity to engage in virtual services while learning self advocacy skills and developing social interaction skills with peers.

The new groups received positive feedback, with 100% of clients saying that they would recommend the group attended to other people, and indicating that they learned new information that they would utilize to do something differently in their life.



Having these services offered to clients will be extremely helpful for them to get the services and supports specifically geared to what they need and want. Hopefully your example of offering these services will expand throughout the whole region.

**Community Partner,
Adult Services**

Developmental Services Ontario Northeast Region

The Developmental Services Ontario North East Region (DSO NER) leads the province in fastest wait times with just 28.45 days from eligibility to a booked assessment. That success has translated to completing assessments for other regions to help reduce wait times across the province. This means clients are able to access services more quickly and results in an overall provincial reduction in wait times.



Passport Program

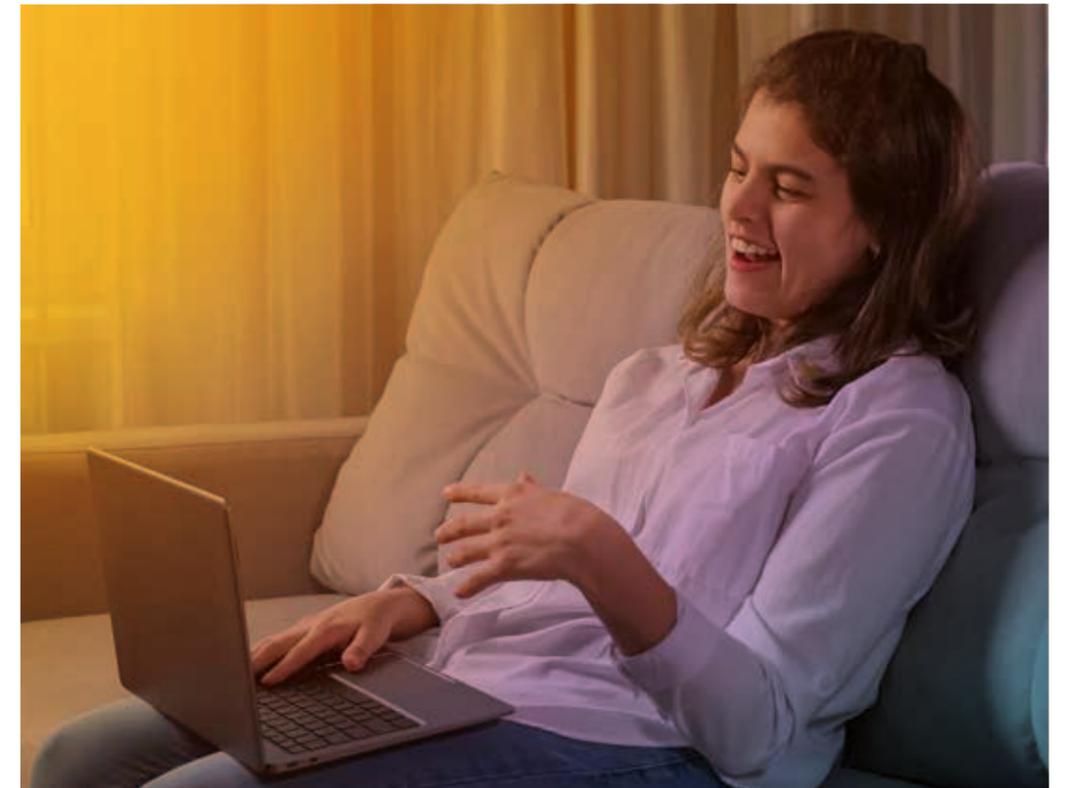
Similarly speedy and effective, the Hands Passport team is proud to have the fastest processing times for claims in the province with an average time of just 2.24 days, highlighting both the team's responsiveness as well as the collaboration with Passport ONE to support reimbursement for clients. This impressive responsiveness has benefitted clients greatly and client complaints have dropped significantly, from 28 in 2020/21, to only three this year.



Information Management Leads

Hands' Information Management Leads team is diligent in their pursuit of Continuous Quality Improvement and made significant enhancements to their ticketing system, their licencing audit process and their engagement with all stakeholders. In collaboration with the Passport Provincial Network, and PassportONE, the team has initiated a monthly meeting, chaired by a Hands employee, to address technical issues and inconsistencies across the province.

This network provides a forum to engage in Developmental Services Consolidated Information System training, review trends and develop provincial best practices. According to membership, this group has resulted in more effective and efficient use of the Development Services and Passport system, resulting in more time to support clients.



Direct Accountability Program

The past year represented a record number of clients served for the Direct Accountability Program (DAP). Of the 229 DAP clients served in the year, 202 had their criminal records successfully removed.

“ Thank you for providing superb service. My DAP worker answered all questions that I brought forward and gave me multiple support structures that I will be pursuing during my hardships. I didn't feel like another case being pushed through because she took the time to make me feel important and heard.

Client, Direct Accountability Program



North Community Network of Specialized Care

The North Community Network of Specialized Care (NCNSC) continues to support clients through Health Care Facilitation (HCF), Complex Support Coordination (CSC) and Dual Diagnosis Justice Case Management (DDJCM). The HCF was instrumental in procuring a family doctor for several families and was able to assist clients with highly complex medical needs remain in their home by assembling a specialized team of medical professionals to help. Clients often recognize the positive impact and professionalism exhibited CSCs and DDJCMs.

 The DDJCM program has helped me a lot and kept me out of jail. I received assistance with getting on ODSP, dealing with my court matters, getting a psychiatric assessment and a psychological assessment which has led to support through the DSO. I am very happy and grateful for the support that I have been provided.

Client, DDJCM

 No one has been as informative, as responsive; and empathetic. She's professional and compassionate and you can easily see she loves her job and wants to help.

Client, NCNSC

Child and Youth Mental Health Services

To give parents and caregivers the skills and resources they need to build resiliency and help those in their care, Hands' Child and Youth Mental Health Services hosted a variety of Caregiver Presentations and Workshops. Offered virtually to keep everyone safe from COVID-19, and maximize geographic reach, topics included: Supporting your Anxious Child, Internet Usage and Your Child, Suicide Talk—Safe Talk (in collaboration with the Near North District School

Board Mental Health Lead), and Self-Care for Parents and Caregivers. Participation was open to everyone, not limited to Hands clientele, recognizing the existing need for some caregivers to access help even when the individual in their care might not be open to receiving service. Hands has also partnered with Parents for Children's Mental Health to launch a series of parent support groups, led and run by parents for parents.

 I am feeling very positive. I hope I can continue to learn different techniques and perspectives to improve my parenting. I am enjoying the parent sessions.

Parent/Caregiver for the CYMH SNAP Parent Group (Stop Now and Plan)

 Having time to touch base with professionals and peers about my son's progress was helpful.

Parent/Caregiver for the CYMH SNAP Parent Group

Child and Youth Mental Health Services

Child and Youth Workers are building collaborative partnerships by sharing their valuable knowledge, while increasing the number of adults who can recognize and respond to struggling youths. This year, they hosted an important presentation for individuals volunteering with youth who attend OUTloud, an organization supporting the health and wellbeing of the 2SLGBTQA+ youth and allies of North Bay and surrounding communities.

The presentation, More Feet on the Ground, focused on how to recognize indicators that someone may be experiencing mental health concerns and respond appropriately, as well as how to access local mental health supports. Participants expressed they gained confidence to recognize and respond to youths in need of supports.

 My child went to school yesterday for half a day and today is attending all day for a class trip. I am so proud of them and they seem to be moving in a forward direction. My child really enjoyed their session last week. I truly cannot thank you enough. My child is really getting something from your time together.

**Client, Parent/Caregiver,
Child and Youth Mental Health**

Child and Youth Mental Health Crisis Services

Hands successfully shifted the Child and Youth Mental Health Crisis Service from an external supplier to an internal crisis response system, enhancing service by providing a true 24/7 link directly to Hands' trained crisis service team. Now, for the first time ever, clients in crisis and service providers accessing the crisis line have a direct and immediate response from local, trained crisis staff at all times, including nights and weekends. That support can

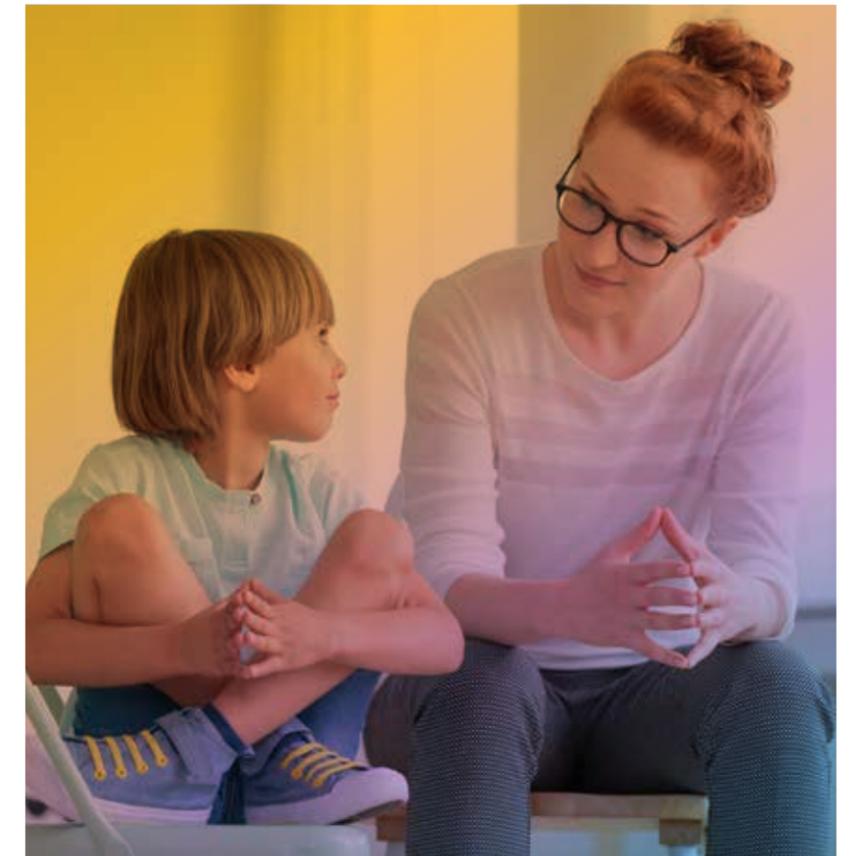
help prevent further crisis, prevent an escalation to self-harm, and keep young people from requiring hospitalization, easing the strain on our already strained health care sector.



Live-in-Treatment Services

Hands' Child and Youth Mental Health and Live-in-Treatment Services redesigned the clinical model for the agency's Treatment Centre. To accomplish the redesign, Hands temporarily paused service at the Treatment Centre and engaged with a newly formed Community Advisory Committee, completed a comprehensive literature review and environmental scan of Provincial Live-in-Treatment Services, finalized an assessment of community need,

and engaged consultants at Behavioral Tech, the leading Dialectical Behavior Therapy organization in North America to provide staff training in that evidenced based treatment modality. The result is a new evidence-based clinical model for the Treatment Centre that includes measurement of clinical outcomes as well as ongoing program evaluation. This model is grounded in Intensive Dialectical Behavioural Therapy which has been empirically shown to better support youth with complex mental health and behaviour challenges.



Youth Justice Services

Hands' Youth Mental Health Court Worker and Youth Justice Committee Services helped more than 50 young clients who found themselves in conflict with the law due to a minor, non-violent offense. These young people are willing to take responsibility for their actions and there were many success stories throughout the year, like the one highlighted here.

“ To make amends to a local hardware store, one youth in the post-charge diversion program worked hard at his part time job, further tapping into his entrepreneurial skills by building and selling planter boxes. Eventually this youth earned enough money to pay his restitution.

Youth Justice Client Experience



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Services and Support Summary



Child and Youth

Autism Services	20/21	21/22
Diagnostic Assessments	31	39
Unique Families Served	465	574
Direct Therapy Clients Served	141	243
Respite Applications	145	173
% of Clients requiring Complex Service Coordination	38%	22%

Child Development Services	20/21	21/22
Developmental Support Services for Children – <i>Individuals Served</i>	82	74
Great Beginnings – <i>Individuals Served</i>	–	162
Infant and Child Development – <i>Individuals Served</i>	138	117

Child and Youth

Child & Youth Mental Health – Core Services	20/21	21/22
Brief (Short-term Counselling), Counselling and Therapy and Crisis Support – <i>Services Provided</i>	1760	1861
Intensive Treatment Services (Home-based, Day Treatment Classrooms, and Child and Youth Mental Health Treatment Centre) – <i>Services Provided</i>	72	89
Specialized Consultation and Assessments (Psychology, Psychiatry) – <i>Services Provided</i>	128	136
Child & Youth Mental Health – Lead Services	20/21	21/22
Child and youth served by three core service providers in the service area of Muskoka, Nipissing, Parry Sound – <i>Services Provided</i>	2,725	2,889

Child and Youth

Justice Services	20/21	21/22
Supervised Access Program – <i>Individuals Served</i>	24	26
Youth Justice Committee – <i>Individuals Served</i>	14	17
Youth in Transition and Intensive Support and Supervision Program – <i>Individuals Served</i>	21	20
Youth Mental Health Court Worker – <i>Individuals Served</i>	22	33
Navigation Supports	20/21	21/22
Coordinated Service Planning – <i>Individuals Served</i>	34	45
Tele-Mental Health Coordination – <i>Referrals</i>	1047	1043

Adult

Clinical and Community Services	20/21	21/22
Clinical Services <i>Muskoka Parry Sound Regions – Individuals Served</i>	219	261
Clinical Services <i>North Region – Individuals Served</i>	251	266
DSO <i>North East Region – Application Packages Completed</i>	296	275
DSO <i>North East Region – Matching & Linking to Appropriate Services</i>	80	85
Passport NER – <i>Individuals Served</i>	2315	2427
Community Network of Specialized Care <i>North Region – Individuals Served</i>	118	185
Specialized Accomodation <i>North Region – Individuals Served</i>	17	22
Justice Services	20/21	21/22
Direct Accountability Program – <i>Individuals Served</i>	113	229

Staff

Staff	20/21	21/22
Number of Employees	233	228
<i>Casual/Relief</i>	38	24
<i>Part-time</i>	27	27
<i>Full-time</i>	168	177
Number of Bilingual Employees	61	58

Financials

Revenues	20/21	21/22
Total	\$21.7 M	\$25.7 M
MCCSS	62%	68%
MOH	32%	26%
MAG, Health Canada, Justice Canada	3.2%	2.6%
Other	2.8%	3.4%

Expenses	20/21	21/22
Total	\$21 M	\$25.2 M
Salaries and Benefits	64%	62%
Transfer Payments	11%	12%
Pandemic	7%	5%
Other Expenses	7%	8%
Professional Contracted Services	6%	9%
Occupancy	5%	4%

