

[Hands TheFamilyHelpNetwork.ca](https://TheFamilyHelpNetwork.ca)

Annual Report

2022/23



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Message from the President of the Board of Directors

Welcome to the 2022/23 Hands TheFamilyHelpNetwork.ca Annual Report.

Looking back over the past year and all that has been accomplished at Hands brings a deep sense of pride and a tremendous amount of excitement and anticipation for what is to come. Of course, collectively we can breathe a sigh of relief as the COVID-19 pandemic wanes. Clearly, Hands rose to the challenges COVID-19 presented, keeping everyone safe while finding new and innovative ways to meet the needs of clients, families, communities and employees. This innovative spirit serves Hands well, as the Agency continues to build back better, examining how and where the work can be best accomplished for the communities we serve.

The Agency is well-positioned for continued success. This year, Hands will move into year two of the three-year strategic plan, with previously established goals achieved and new ones prioritized. Leadership has taken care to understand the political climate of our sectors, anticipate change and take action for success. Existing partnerships are strong, and new partnerships are developing that will help the Agency thrive.

This is also a time of reflection for me, as my term as Board President, and a Board member, are coming to a close, though I will remain in an advisory role this year. I've witnessed incredible evolution at Hands over my seven-years on the Board and am deeply humbled and filled with gratitude to have been a part of Hands' success over that time. I am eternally grateful for the people that I've met and worked with at Hands: fellow board members, partners, leaders, and employees. It has been an incredible pleasure to work with you, to learn from you, and to bear witness to your passion, professionalism and expertise for the work, and your dedication and care for clients, families and communities. Thank you for all you do.

The Agency is doing the work to ensure a very bright future and I look forward with great excitement to watching the continued evolution of this wonderful Agency.



Tonia Blenkarn

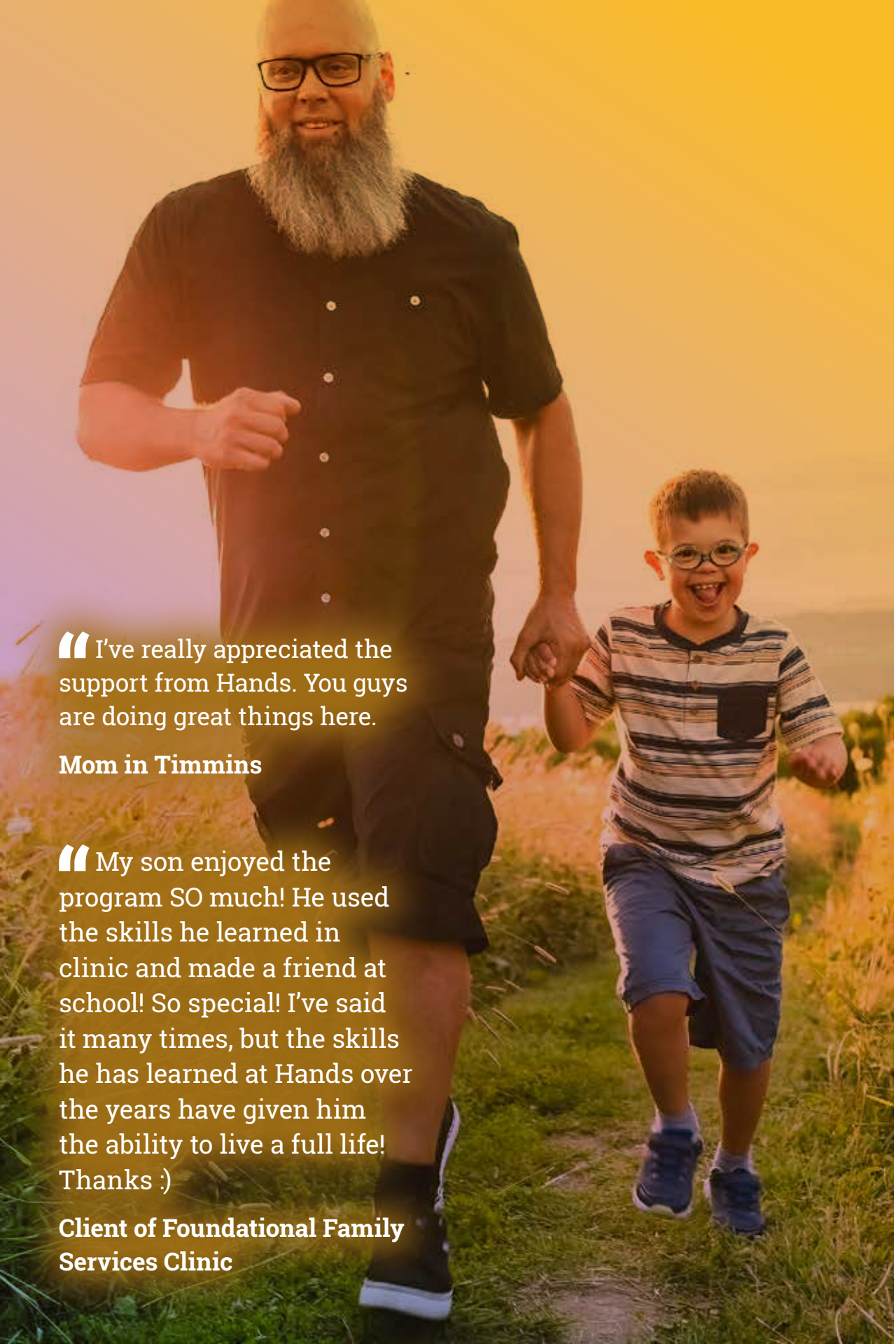
President

Board of Directors

A young girl with long dark hair and a pink headband with a flower is swinging happily on a swing set. She is wearing a white dress with a floral pattern. The background shows a sunset sky with silhouettes of trees. The image has a warm, golden light.

Highlights and Accomplishments

Autism and Behavioural Services



“I’ve really appreciated the support from Hands. You guys are doing great things here.

Mom in Timmins

“My son enjoyed the program SO much! He used the skills he learned in clinic and made a friend at school! So special! I’ve said it many times, but the skills he has learned at Hands over the years have given him the ability to live a full life! Thanks :)

Client of Foundational Family Services Clinic

Autism and Behavioural Services

Improving Access: Service where and when it is needed

Foundational Family Services expanded locations of in-person groups to Pembroke, Mattawa, and Kapuskasing, building off existing locations in North Bay, Parry Sound, Bracebridge, and Timmins.

Community Clinic Days brought Hands’ expertise to 18 unique locations across Northern Ontario, offering trainings, consultations and resources to rural and remote communities, supporting 176 individual caregivers and professionals.

Hands’ Autism team resumed in-person supports in the far North, visits that were paused during the COVID-19 pandemic, with multiple visits to the James Bay Coast and many more planned for the coming year.

Building Capacity

Hands established a Northern Community of Practice for Applied Behaviour Analyses, featuring 32 individual members across 19 separate organizations in health care, education, and social services.

The Entry To School program launched successfully in 2022 with many school-based partners sharing appreciation for the preparation and skills demonstrated by the children as well as the accompanying documentation outlining key supports for these children to be successful in their school placement.

Hands enhanced its spaces with the addition of three Snoezelen Rooms in Parry Sound, Bracebridge and North Bay. The Agency also purchased mobile sensory carts for 3 of its smaller sites: Sundridge, Sturgeon Falls and Timmins. These rooms provide a controlled multisensory environment to help individuals with autism and other developmental disabilities by creating a soothing and stimulating environment, with opportunities for learning, interaction and fun.

“I feel like you guys are doing a really great job, and I feel like I am set up on a great path to support my child. I look forward to engaging in your services. I really feel like your team has a lot of great supports

Pembroke Family

Developmental Services—Child

The DS-Child program has collaborated extensively with community partners over the past year to successfully operate a number of groups focusing on self-regulation and puberty, and continues to look for opportunities to expand services to better meet the needs of clients, families, and community partners. The team has transitioned to increased levels of in-person services as the pandemic began to wane. DS-Child continues to evaluate its service delivery model and is in the process of integrating an updated model focused on brief interventions, targeted areas for skill development, and group-based interventions.

“The Hands staff have been amazing at helping our family find resources for our daughter who is on the Autism spectrum. They have helped us learn new strategies to better support our daughter to become successful in reaching her goals.

Bracebridge Family



Infant Child Development Program

The Infant Child Development Program made strides in the past year as the pandemic eased, with a return to in-person home visits, and community visits at partners such as Great Beginnings and EarlyOns. The team has embraced a new hybrid-approach to service delivery, recognizing how the hybrid delivery can lead to better outcomes for clients and families. In 2022, the team began collaborative work with partner organization One Kids Place to implement the regional SmartStart Hub, a new entry point to children's special needs services led by Children Treatment Centers across the province.



Highlights and Accomplishments

Child and Youth Mental Health Services

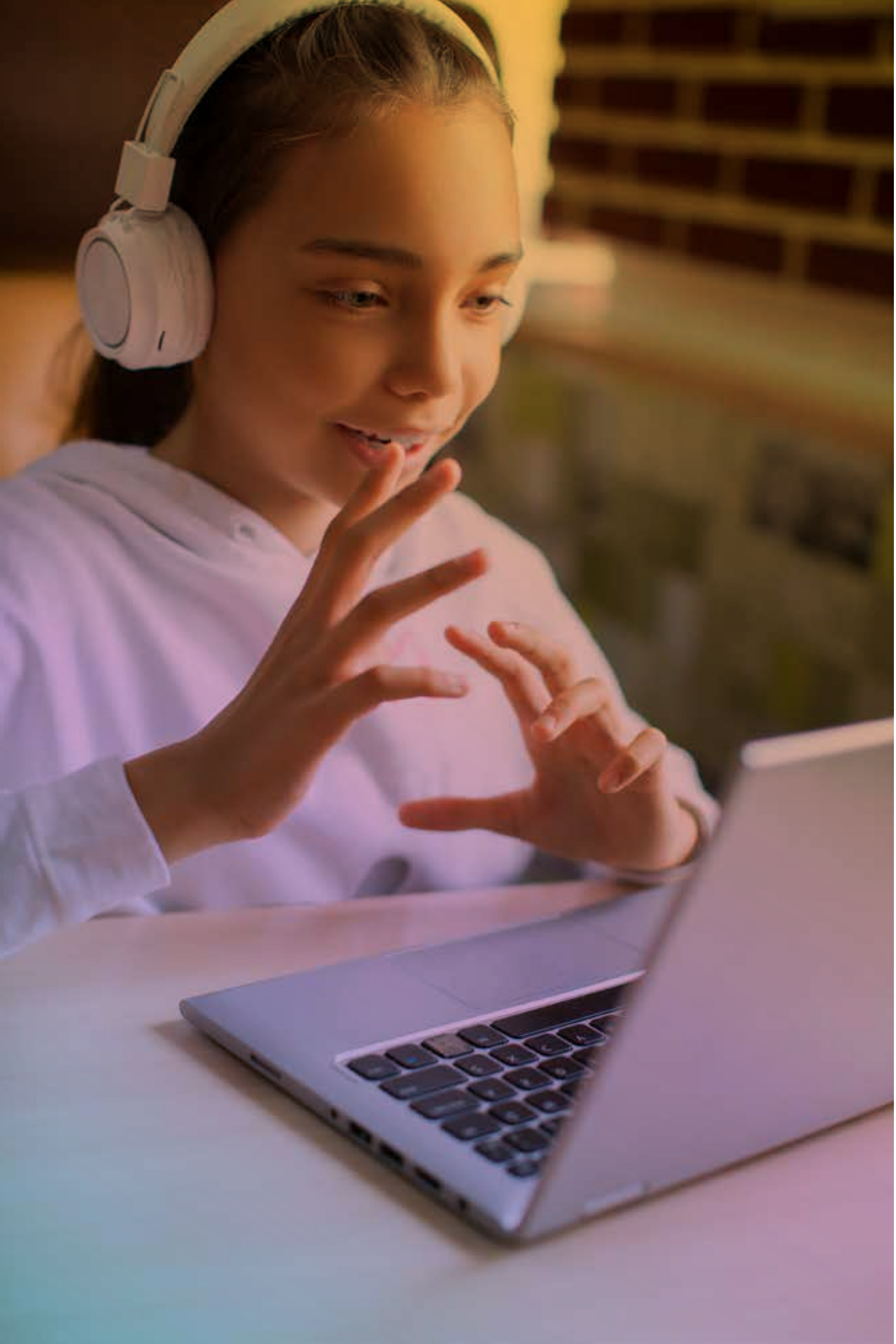
Building a Better Live-in Treatment Service

To help achieve the goal of delivering a quality integrated continuum of care supporting the best outcomes for children, youth, and caregiver's mental health, Hands' Live-in Treatment Services clinical model was redesigned. The new clinical model was heavily informed by listening to the needs of clients, employees, and community partners. The result is a sustainable, evidence-based program, steeped in best-practices, that directly addresses identified community need. The redesign team established eight critical success factors, which have been integrated into the new model:

- Clearly defined eligibility and suitability criteria
- Family centred care
- Cultural and linguistic competence
- Individualized and appropriate programming to match the needs of youth
- Strong and cohesive interprofessional team
- Connected LITS and community partners in care
- Seamless transition and integrated aftercare
- Performance measurement

“Thank you for including our voice in the re-design and making room at the table for collaboration, a shared vision and a plan to work together to build a responsive system that prioritizes the wellbeing of children and youth in our community.”

Nancy Lafrance Rich, MSW, RSW
Director of Service
Children's Aid Society of the District of
Nipissing and Parry Sound



One-Stop Talk

As a Lead Agency for Child and Youth Mental Health in Ontario, Hands was selected as one of six agencies across the province to pilot the launch of One Stop Talk, a new virtual counselling program for children, youth, and families seeking low-barrier access to mental healthcare. The collaborative program is working to alleviate systemic challenges in the child and youth mental health sector, making it easier and more convenient for children and youth across the province to access mental health services. One Stop Talk is now available to youth in our community, without an appointment. Once fully launched, One Stop Talk will provide immediate access to registered therapists delivering solution-focused brief services to children, youth and families anywhere in Ontario. It will also support clients and families in navigating to the most appropriate agency and service model, should that be required.



Supporting Indigenous Needs and Voices

In an effort to better support our Indigenous community, Hands is working with the North Bay Indigenous Hub to provide funding for an Indigenous Child & Youth Worker (CYW). The Indigenous CYW works directly with Indigenous youth, providing support within area high schools, addressing issues of mistrust in the healthcare system, helping with service navigation, and attending important appointments with youth for additional support. As well, the Indigenous CYW delivers skills-based programming at the Indigenous Hub and is supporting an exciting project where youth use photographs to share their voice in the community. This project is also being realized as a documentary film, which will be premiered at the Capitol Centre, to further the knowledge mobilization.

Supervised Access Program

Hands' Supervised Access Program provides a safe haven for children and visiting families to come together. The program offers neutral, child-focused, environments in the communities of Sundridge and Parry Sound where families can continue to build relationships when courts have deemed it necessary for their time together to be supervised. The program continued to grow in the past year, with an increase in referrals as well as the staffing compliment, which allows for consistent, uninterrupted services.

“I really appreciate that I can see my children and not be judged,” and “I am thankful that I have a place I can bring my children for visits where I know they will be safe and it will be a fun experience for them.”

Supervised Access Program Family

Direct Accountability Program

In supporting a client whose primary language was Spanish, Hands led the way in establishing external resources, fostering new relationships with partnering agencies, troubleshooting budgeting solutions and effectively removed existing language barriers. The client was highly successful in the Direct Accountability Program and had their charges withdrawn. This success has helped to increase the number of Spanish speaking clients seeking service.

“I am so grateful I had the opportunity to work with such a compassionate and knowledgeable case worker in the direct accountability program. The program that you run changes lives. I think it’s so important and you should be very proud to be helping people in this area of the justice system. Thank you.

Client Testimonial

Coordinated Service Planning— The Northeast Child and Youth Case Resolution Committee: Creative Collaboration

In the past year, the Northeast Child and Youth Case Resolution Committee (NCYCRC), which Hands chairs, successfully launched an enhanced Service Resolution Discussion (SRD) process. The enhanced SRD process provided opportunities for conversation in instances where children/youth with complex special needs have not had those needs met at the local level and the agencies involved have exhausted all options. Community leaders come together to listen to service challenges and offer creative solutions in an incredible demonstration of local collaboration. With the new SRD process in place, the committee witnessed a remarkable 67% decrease in requests for first time Complex Special Needs Funding from the previous year.

Success Story

Service Resolution Helps Avoid Homelessness

A client with no appropriate alternative housing or out-of-home care plan was about to be discharged and facing homelessness. Thanks to a Service Resolution discussion, an out-of-home care agency was able to extend services for the client past the age of 18 with a life span plan and the client was able to avoid homelessness.

Highlights and Accomplishments

Adult Services



Developmental Services Ontario – North East Region

To ease the transition from children services to adult services, Developmental Services Ontario – North East Region (DSO NER) facilitated over 67 assessments with clients under the age of 18. To ensure clients get the right service at the right time, the DSO NER called 46 young adults on their 18th birthday to ensure the right service registries are assigned to reduce any potential gap between children and adult services and eliminate wait times. Of the 47 calls made, all 47 people were successfully and quickly connected to Passport Program, 20 to Case Management services, and 27 to Clinical services.

“I am writing to express my gratitude for the endless dedication and relentless advocacy and services provided by Hands. I have several very vulnerable and hard to serve clients that Hands has eagerly supported through the years. I have the utmost respect and faith in the team and the care they offer.

Unfortunately, it is in the darkest times of life my clients find themselves on Hands' caseload, and I can confirm that there hasn't been one client that has not been helped to turn things around.

I appreciate the professional approach and unwavering strength to get things done, in what can seem like a hopeless situation. We need more professionals like Hands' team in the corner of our vulnerable population. Thank you so much for all the work and support you have offered over the years.

**Melody Hawdon C.O., B.A.,
FASD SPECIALIST (HONS), R.P. NADD-CC**

Mental Health Wellness Worker

Maamwesying North Shore
Community Health Services

Passport Program North East Region (Passport NER)

This year, Passport NER made significant improvements in client onboarding to drastically reduce wait times and ensure clients get access to the right services at the right time. The program is growing, with an average growth rate of almost seven percent annually. It now serves more than 2,500 clients each year and is committed to continuing to deliver fast, timely service and support to clients on their journey into Adult Developmental Services.



Information Management Leads

The Information Management Leads team co-partnered with the Ministry of Children, Community and Social Services in leading a province-wide project to enhance the Developmental Service Sector database, DSCIS. The project focused on building and maintaining quality partnerships across the sector and province in their use of DSCIS and the Information Management Leads held the lead role in many of the key deliverables. The team achieved incredible success in the project, meeting every one of the 18 Key Performance Indicators, and 90% of the 30 key deliverables. The Information Management Leads successfully implemented a joint DSO and Passport review of all DSCIS functions, process documents and engagement strategies resulting in the creation of a province-wide FAQ document that will result in greater consistently and more reliable data reporting.

Adult Developmental Services Clinical Teams

The Adult Developmental Services Clinical Teams continued to expand and refine new group service offerings with a focus on client satisfaction and evaluation. The teams provided 121 group services through 16 different groups to 80 unique clients. The North Regional Clinical team began offering new drop-in groups to clients across Northern Ontario. Client and caregiver evaluations are highly positive, with 100% of clients and caregivers indicating that the learning objectives for the group were met, and that they would recommend the group to others.

To evaluate clinical services, a new client satisfaction survey launched in January 2023. Results indicate that 100% of clients who responded felt respected, had choice in their services, found it easy to work with Hands' teams, were satisfied with service, would recommend the service to others, and that the services delivered the help that they needed.



“Coffee Club is very fun, and you get to meet new people.

Client, Communication Coffee Club

“We need upstanding, truthfulness, understanding... they are really there for the people that they work with, and help and guide us in a positive health direction. They are for us 10000%. They don't give up on who we are.

Client, Adult Clinical Satisfaction Survey

“I will use what I learned to make better decisions in life.

Client, The Skills System

“This was a great way to get together and discuss Trauma. It makes it easy to understand and to relate to the client experiencing it.

Direct Support Professional, Trauma Informed Care for Caregivers

Hands Annual Report 2022/23

Services and Support Summary





Child and Youth

Autism Services	21/22	22/23
Diagnostic Assessments	39	39
Unique Families Served	574	850
Direct Therapy Clients Served	243	203
Respite Applications	173	165
% of Clients requiring Complex Service Coordination	22%	20%

Child Development Services	21/22	22/23
Developmental Support Services for Children – <i>Individuals Served</i>	74	52
Great Beginnings – <i>Individuals Served</i>	162	201
Infant and Child Development – <i>Individuals Served</i>	117	115



Child and Youth

Child & Youth Mental Health – Core Services	21/22	22/23
Brief (Short-term Counseling), Counseling and Therapy and Crisis Support – <i>Services Provided</i>	1861	1960
Intensive Treatment Services (Home-based, Day Treatment Classrooms, and Child and Youth Mental Health Treatment Centre) – <i>Services Provided</i>	89	44
Specialized Consultation and Assessments (Psychology, Psychiatry) – <i>Services Provided</i>	136	123
Child & Youth Mental Health – Lead Services	21/22	22/23
Child and youth served by three core service providers in the service area of Muskoka, Nipissing, Parry Sound – <i>Services Provided</i>	2889	3042



Child and Youth

Justice Services	21/22	22/23
Supervised Access Program – <i>Individuals Served</i>	26	27
Youth Justice Committee – <i>Individuals Served</i>	17	32
Youth Mental Health Court Worker – <i>Individuals Served</i>	33	42
Navigation Supports	21/22	22/23
Coordinated Service Planning – <i>Individuals Served</i> <i>Launched new model of service delivery with partnering agencies</i>	45	58
Tele-Mental Health Coordination – <i>Referrals</i>	1043	1065



Adult

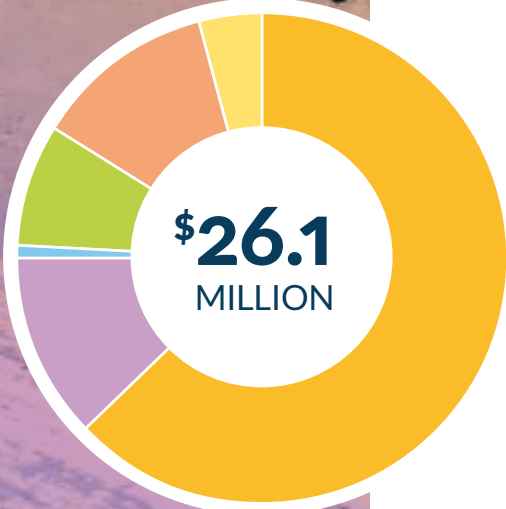
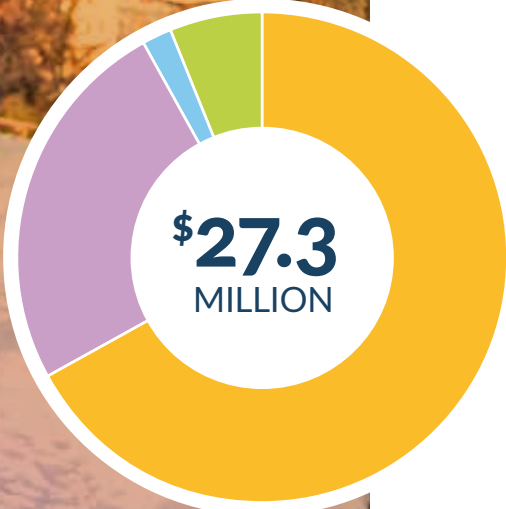
Clinical and Community Services	21/22	22/23
Development Support Services for Adults and North Community Network of Specialized Care <i>North Region</i> — <i>Services Provided</i>	676	508
DSO <i>North East Region</i> — <i>Application Packages Completed</i>	275	250
DSO <i>North East Region</i> — <i>Matching & Linking to Appropriate Services</i>	85	89
Passport Program — <i>Individuals Served</i>	2427	2538
Justice Services	21/22	22/23
Direct Accountability Program — <i>Individuals Served</i>	229	138



Staff

Staff	21/22	22/23
Number of Employees	228	240
Casual/Relief	24	25
Part-time	27	27
Full-time	177	188
Number of Bilingual Employees	58	62

Financials



Revenues	21/22	22/23
Total	\$25.7 M	\$27.3 M
MCCSS	68%	67%
MOH	26%	25%
MAG, Health Canada, Justice Canada	2.6%	2%
Other	3.4%	6%

Expenses	21/22	22/23
Total	\$25.2 M	\$26.1 M
Salaries and Benefits	62%	63%
Transfer Payments	12%	12%
Pandemic	5%	1%
Professional Contracted Services	9%	12%
Occupancy	4%	4%
Other Expenses	8%	8%