



ANNUAL REPORT 2018 - 2019

ALGOMA FAMILY SERVICES

205 MCNABB ST.
SAULT STE. MARIE

705-945-5050



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OUR VISION



Inspiring hope and wellness.

Child and youth mental health services.

Specialized programs for youth substance use, young offenders and family violence

Community partnerships, as a lead sponsor for a number of programs with local collateral agencies.

OUR MISSION

Together we will improve access to our extraordinary services through our strategic priorities.



Awesome Team



Extraordinary Services



Busting Barriers



Inspiring Outreach

OUR VALUES

AFS is built on a foundation of strong values that include:



Active Listening



The Potential of Every Individual



Diverse People and Perspectives



Dynamic Teamwork



Breakthrough Innovation



Tenacious Resolve

A MESSAGE FROM THE CEO

"Culture does not change because we desire to change it. Culture changes when the organization is transformed; the culture reflects the realities of people working together every day." - Frances Hesselbein

A great quote that captures the essence of our transformation at AFS in our endeavour to make good on our strategic plan, and make good is certainly what we are doing! Now into year three of our plan AFS has experienced significant transformation now in all service areas of our organization. The deconstruction of our parking lot at McNabb in order for the City of SSM to install new storm sewers was rather symbolic of the massive change at AFS. While a bit inconvenient for the months we went without a parking lot, we now have a smoother surface and a larger parking area which in many ways reflects our change experience at AFS.



We continue on a growth trajectory with revenues increasing 5.5% over last fiscal and staffing increasing by 7%. The great story here is the impact our service model changes have had on our wait times. Across the organization, our service levels remained relatively the same as last year where we experienced an 18% increase in demand for service. What is truly remarkable is our ability to achieve this same level of service over a higher than usual period of staff vacancies due to unexpected medical leaves and difficult to fill vacancies such as our district office positions. This is a testament to the impact of our service model changes. We thank the awesome team at AFS for their tenacious resolve in ensuring access to services for the infants, children, youth, adults, and families we serve.

To support this incredible work of our awesome team, we invested in new biofeedback tools, Emotion-Focused Family Therapy training, and Trauma Training. Further, in recognition of the impact our work has on our staff, we made a significant investment in compassion fatigue and vicarious trauma training, culminating in the development of a peer support team. Our clients are served best when our people have the best support.

A MESSAGE FROM THE CEO

We continued to expand our partnerships which have translated into new positions and opportunities at AFS, such as the SSM and Area Drug Strategy Coordinator employed by AFS and funded through a grant by the SSM District Social Services Administration Board. We also added an additional position to the Garden River Wellness Centre team bringing our AFS complement there to five full-time staff. Thanks to a new investment by the government of \$73,457 we were able to create a part-time Transitional Counsellor position to facilitate a smoother transition for children and youth being discharged from the Child and Adolescent Psychiatric Unit at the Sault Area Hospital, increase our School-Based Counsellors from 1.5 FTEs to 2, and create a part-time Family Engagement Worker position. A much welcomed 5% increase to our core child and youth mental health services has allowed us in part to meet our commitments under a new collective agreement negotiated this fiscal. We need a similar increase in our other ministry funded programs to ensure wage equity across the organization and support for our existing services.

You will read more about the great work happening at AFS under each of our strategic priorities contained in this report. It is with great excitement we enter year four of our strategic plan, more nimble and agile as we tackle the challenges and opportunities that come with a new government and the transition of our child and youth mental health services from the former Ministry of Children and Youth to the Ministry of Children and Community Social Services to the Ministry of Health and Long Term Care.

In closing, I want to thank the awesome team at AFS for their ability to work together to improve access to our extraordinary services. I remain inspired by their tenacious resolve, breakthrough innovation, compassion, kindness, and caring exemplified each and every day. On behalf of AFS, I thank our funders and trust the return on the investments made at AFS speaks for itself, and request additional funding to meet our growing demand for service. No child should have to wait for service. Lastly, I would like to thank the AFS Board of Directors for their perseverance during an incredible period of transformation at AFS. It has meant longer meetings than usual and tough decisions to be made. We bid adieu to Board President Sherrill Dewar who has served for nine years on the AFS Board. We are where we are today thanks to her incredible leadership and focus on what matters most to the community and staff. Thank you, Sherrill!

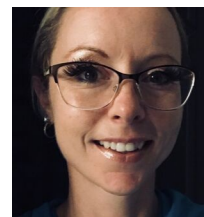
-Ali Juma, CEO



BOARD OF DIRECTORS

President's Message

- Pamela Ficociello



As the board, we are so pleased with the extraordinary work of the AFS Team in improving access to AFS services. In particular, we are pleased with the partnerships AFS has developed in pursuit of our organizational vision. What matters most to the board is ensuring clients of AFS receive the right service when they need it in a manner that is cost-effective and efficient. This approach not only aligns with the direction of government but also what the community expects of AFS. This past year has been another incredible year of transformation for AFS. We are thankful to government for the 5% increase to base funding in our core child and youth mental health services. As a multi-service agency, we encourage government to provide a similar increase in our other ministry funded programs, in particular our youth addiction services. We are facing incredibly challenging times with the opioid crisis in the North, it is vital we have the resources to ensure our young people can receive the treatment they need and the resources to ensure young people are aware of the risks of drug use. We congratulate AFS on another successful year of busting barriers to service on all service fronts. As Acting President, I will take this opportunity to thank Sherrill Dewar, Board President for her nine years of dedicated service to AFS. A true champion for children, youth and their families, Sherrill was equally as passionate in ensuring the well-being of the AFS staff. On behalf of the AFS Board we wish Sherrill all the best!

MEMBERS OF THE BOARD OF DIRECTORS

Sherill Dewar - President/Chair

Pamela Ficociello - Vice Chair

Gigi Dumont - Treasurer

John Paul Paciocco - Secretary

Melissa Agawa

Megan Bouchie

Amber Boudreau

Sean Halliday

Lori Naccarato

Marsha Nicolas

Lil Silvano

Jana Tetreault

STAFF SERVICE AWARDS

35 Years

Nancy Evans

30 Years

Annette Dugas

15 Years

Marc Williamson

Dave Paquin

10 Years

Melissa Phillips

Kevin Harrison

Danielle Ayotte

5 Years

Christina Principe

Danica Saunders

AWESOME TEAM

We are pleased to be one of the few Family Service agencies to have all clinicians registered with a professional college. No small achievement, this was achieved through hard work and perseverance by our clinical staff over the last two years in preparation for the implementation of the Psychotherapy Act. Clients can receive service with confidence knowing the controlled act of psychotherapy is provided by a registered and highly trained counsellor.

The best investment we can make is the investment in our people. Through an enhancement of our tuition reimbursement program from \$500 to \$700 per course to a maximum of \$1500 a year we have been averaging two Master level graduates a year. AFS has the most Master level clinicians of any organization in Algoma. We are so pleased with the commitment of our counsellors to their professional development. Highlights this year on the clinical training front included investments in Trauma Training and Emotion-Focused Family Therapy training for our clinical team. Trauma training is a core competency for all our clinicians, and we are pleased to advance the skill sets of our clinicians by investing in advanced trauma training. In recognition we cannot treat the child in isolation, the extension of our work with the family builds in a significant way the work teams such as our Intensive Treatment Service Counsellors and some of our office based clinicians have been doing for years. Our service goal is to build family therapy capacity across all our clinical teams. When families are healthy, children are healthy.

The staff also received training in Naloxone administration in partnership with a local pharmacy. With the increasing risk of overdoses given the Opioid Crisis it was imperative for our staff to be trained in this life saving medication. We thank our Alternatives for Youth (AFY) team for the leadership with this training. Human trafficking is another social issue reaching epidemic proportions. We were pleased to partner this year with our Violence against Women agencies and participate in training sponsored by Women in Crisis through a grant from the Ministry of Children and Community Social Services. Our involvement with the Hope Alliance through our Counsellor Aime Dunphy allows us to remain at the forefront of our collective response to Human Trafficking.

Partnering with OPSEU Local 1684 we administered the Copenhagen Psycho-Social Questionnaire (COPSOQ) to our staff this year. Designed to identify psycho-social risks in the workplace that are impacting wellness and safety, we were pleased the results indicated a low risk. Identified areas related to staff comfort pertaining to the work environment, specifically heating and cooling, and other areas for consideration. Together with the Union we are working to address these areas so AFS can be the best place to work. To further this work, we invested in vicarious trauma/compassion fatigue training last January, in recognition of the impact our work has on the mental health of our practitioners. An invitation was extended to form a peer support team and training is scheduled to commence in September 2019 to develop this team. Once in place we will have another formal level of support for our people.

AWESOME TEAM

With regard to our leadership team we were pleased to participate in the LEADS leadership development program sponsored by Addictions and Mental Health Ontario at no cost. Further, our HR Director and Manager of Community Services and Strategic Initiatives initiated training to obtain a Green Belt in LEAN. Lastly, our CEO obtained a Public Sector Leadership Certificate through the Rotman School of Management sponsored by the Ministry of Children and Youth Services. We are at our best when we are challenged and also learning.

A special recognition to Nancy Evans, Director of Finance and Administration on 35 years of service to AFS, as well as Annette Dugas, Accounting Technician on 30 years of service. Thank you for your extraordinary service to AFS!

All growth depends upon activity. There is no development physically or intellectually without effort, and effort means work.

- Calvin Coolidge



EXTRAORDINARY SERVICES

Highlights this year included: development and implementation of a new supervision model, consolidation of our counselling teams to form the Counselling and Therapy Team, initiated an Intake Service Model review, implementation of a new Transition Counsellor position, increasing our School Based Counsellor capacity by .5FTE to 2FTEs, recruitment of a contract Family Engagement Worker, and the recruitment of a Drug Strategy Coordinator to advance the work of the Drug Strategy Committee.

Work continued on the client information management system EMHware as we integrate all our services on to this system. Once fully implemented we will significantly streamline our data reporting processes, achieve a better analysis of who we are serving, and time to provide service. Further, the capacity for clients to initiate a referral online will reduce significantly the intake process. Our work this year sets us up nicely to launch this service next fiscal year.

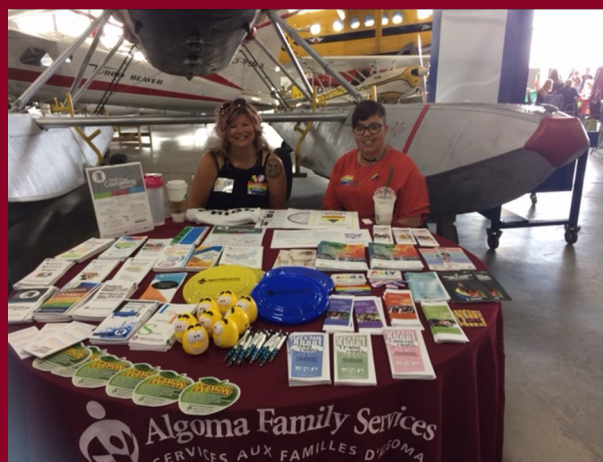
On the innovation front, our Director of Services worked closely with the Child and Youth Mental Health Centre of Excellence and Dr. Mario Cappelli on the HEADS-ED pilot. Being only one of two organizations, now five organizations, to pilot this tool, the HEADS-ED allows physicians attending to patients presenting with mental health challenges to select the appropriate pathway for service based on screening criteria.

In September 2018, AFS was one of 28 Family Service Organizations to participate in the Greenspace pilot involving over 100 therapists. Greenspace is an online tool that lets those seeking help find that help online. Once matched to a therapist the client can track their progress with the online tool and share this information with their care providers. The pilot will conclude in September of 2019. It is exciting to see the use of technology in our work. In addition to Greenspace, the Big White Wall and Bounceback are additional online tools released this year. The Big White Wall is an online mental health and wellbeing service offering self-help programs, creative outlets and a community that cares. This service is a completely online service whereas Greenspace connects clients to a therapist, however therapy occurs in person and progress is tracked online. Bounceback is an online program for adults and youth 15+ learn that provides resources such as videos to help manage worry and anxiety, combat unhelpful thinking, and become more active and assertive. Direct service is provided through telephone. In our ongoing effort to ensure our clients or those seeking help get the help they need, these new tools will definitely improve timely access to services.

With regard to timely access to services, our Single Session Walk in Counselling Service delivered in partnership with the Canadian Mental Health Association, Algoma Public Health, the Sault Area Hospital and the John Howard Society provided service to 600 people this year, a 29% increase in service over last year at 400 people served. Demand remains high and we are continuing discussions with the government to fund this high demand service.

BUSTING BARRIERS

In our ongoing efforts to create an inclusive workplace and practice from anti-oppressive perspective, our Inclusion and Diversity Committee provided a number of events including a multi-cultural potluck luncheon, a calendar of significant cultural events, cultural competency learning events through our Indigenous Outreach Counsellor, Black History Month Trivia, recognition of National Indigenous Day, as well as Orange Shirt Day, presented a “Privilege” exercise at the AFS All Staff Meeting last January, represented AFS at the Pride event last July, and our HR Director participated with FutureSSM in two job fairs held in Southern Ontario.



Our Community Kitchens program through our dynamic and energetic Community Development Facilitator Joanna Richichi continued to expand service beyond traditional service recipients. In expanding the reach of this program to seniors and to new locations families are having greater access to these kitchens. Good nutrition is the underpinning of good mental health. For families to learn how to economically source, purchase, and prepare nutritional food provides a level of independence not otherwise experienced. We were pleased for the second year to support the Mayor of Sault Ste. Marie's Every Breakfast Counts program through the support of our Student Nutrition Program. This program ensures children receive a healthy breakfast throughout the summer through community hubs. 6300 meals were served over a nine week period in partnership with the SSM District Social Services Administration Board, EarlyON, United Way Harvest Algoma, and the SSM Innovation Centre.

On the community service front the hiring of a contract Family Engagement Worker allowed us to work with Parents for Children's Mental Health Ontario to enhance and expand our engagement activities. Our goal is to ensure the voice of clients and their families inform our work to be truly client-centred. A Youth and Family Advisory Council, to be developed, will be the mechanism we use to guide our work. The information gained through our engagement activities this year provides us with a great foundation to grow our work in this important area.

New this year was our partnership with Consortium pour les élèves du nord de l'Ontario (CENO). This partnership allowed for the provision of child and youth mental health counselling service in French to francophone students in school two days a week. This is a significant development and a big leap forward in expanding access to our services through this purchase of service agreement.

INSPIRING OUTREACH

Our signature outreach is through our Children's Mental Health Week activities. We were pleased to partner with Nogdawindamin, Child Care Algoma, Soo Sings, Strong Minds, Algoma Public Health, and the Canadian Mental Health Association. Each year our outreach gets bigger and better thanks to our partnerships we were able to hold an awareness event each day of the May 7th week. New this year was our first Three on Three Basketball Tournament and also Baby Yoga. Our signature event that week was our 3rd annual Sky's the Limit Concert. The concert showcased our amazing young Algoma talent as well provided a tremendous source of inspiration through the each artist's talk about mental health. It was great to see Algoma show its Green in support of Children's Mental Health Week and we were so pleased with the media coverage of the week.



AFS was pleased through our Alternatives for Youth (Youth Addictions) Team to participate in the first Rockin for Recovery Event held last September at the Roberta Bondar Pavilion. In partnership with the SSM and Area Drug Strategy Committee, the event allows for a celebration of recovery through music, as well provides education of addiction services through information booths set up by partner addiction services agencies. Earlier in the year the AFY team supported the first Silver Ribbon Gala, a fundraiser for the SSM and Area Drug Strategy Committee and recognition event for front line service staff. The impact of the Opioid Crisis in Algoma is taking its toll on our front line staff. AFS is proud through our AFY team to show our support in the participation with these events and also educate the community and service partners with respect to our services.

Child and Youth Mental Health Lead Agency

With the change in government a specific mental health and addictions strategy has yet to be announced. As such, we maintain our designation as a child and youth mental health lead agency until otherwise directed. In becoming a designated lead agency in 2015 we committed to three core service delivery priorities, those being:

- Enhanced support and service to Indigenous communities.
- A smoother transition from the Child and Adolescent Psychiatric (CAP) Unit at Sault Area Hospital (SAH) to the community.
- Youth and Family Engagement

INSPIRING OUTREACH

With the new investment by government of \$73,457 we were able to add a part-time Transition Counsellor to assist with discharge planning for children and youth at the SAH CAP unit. This position has been well received by both the clients and the mental health team at SAH.

The new investment also assisted us with the hiring of a three month Family Engagement Worker contract. Working with the Parents for Children's Mental Health and the Child and Youth Mental Health Centre of Excellence we were able to engage a sample of our families and obtain important insights on what effective family engagement looks like from their perspective. Ultimately, our work in this area will result in the formation of a Youth and Family Advisory Council to inform our work at AFS.

As a lead agency we are also part of the Lead Agency Consortium comprised of the 33 lead agencies in the province. Together we work with government to transform child and youth mental health services. The consortium's work is outlined in the release of the third provincial priorities paper (PPR) Realizing the Potential: Strengthening the Ontario Mental Health System for Children Youth and their Families which will be available on our website. The priorities were established based on an analysis of common themes and service gaps identified across the child and youth mental health system informed by clients and core service providers. The four priorities are a common assessment tool, implementation of the Ontario Perception of Care tool, Live-In Treatment Services, and Access to Services. We thank Brenda Clarke, Manager of Community Services and Strategic Initiatives for her work with the PPR committee and look forward to the work that will occur in addressing these priorities over the next fiscal year.

As CEO, Ali Juma is the Chair of the Northern Lead Agency Directors Group which comprises of lead agencies from Kenora, Thunder Bay, Sault Ste. Marie, Sudbury and Timmins. Now in the second year of this role, the Northern Directors have led initiatives such as the Northern Lead Agencies Data Group. Leveraging our collective resources we were able to achieve an economy of scale that allowed us to select one common information system, EMHware, and purchase this system at a reduced price. As the Data group builds its capacity, we will be able to use our data to better inform a Northern analysis of our collective system users, better positioning our agencies to further leverage our resources and also inform a needs based assessment for additional investments by government.

At the local level, Ali serves as co-chair of the Algoma Leadership Table, a consortium of organizations from health, education, social services, justice and municipal government CEO/EDs that leverage their collective resources to improve the well-being of our community. A sub-table of the ALT serves as our Community Mental Health Planning Table to inform the Community Mental Health Plan as required of all lead agencies. Over the last year we have worked hard at establishing our leadership role with respect to our services at the local, regional and provincial levels. This has served us well in establishing new partnerships which have resulted in the expansion of our services and new revenue for AFS through purchase of service agreements such as the CENO arrangement for Child and Youth Mental Health services in French, as well as grants, such as the SSM District Social Services Administration Board funding of the Drug Strategy Coordinator position.

INSPIRING OUTREACH

Family Services Day held at Queens Park every March is an important opportunity for Family Service Organizations to meet with government at Queen's Park to discuss our services, needs, and how we work together. We were pleased this year to have two board members Megan Bouchie and Marsha Nicholas join Sandy Leith, Director of Services and our CEO in discussions with government officials across three Ministries. Specific conversations were held regarding the role out of structured psychotherapy and how AFS is best positioned to provide this for government, in addition to the challenges of meeting an increasing demand for service in the North and the need for additional funding.



Sandy Leith, Director of Services, Algoma Family Services
Ross Romano, MPP Sault Ste. Marie
Ali Juma CEO, Algoma Family Services
2018



Ali Juma, CEO, Algoma Family Services
Kathleen Wynne, Former Premier of Ontario
2018



Ali Juma, CEO, Algoma Family Services
Sandy Leith, Director of Services, Algoma Family Services
Mike Mantha, MPP Algoma Manitoulin
2018



Megan Bouchie, Algoma Family Services Board of Directors
Marsha Nicholas, Algoma Family Services Board of Directors
Sandy Leith, Director of Services, Algoma Family Services
Ali Juma, CEO, Algoma Family Services
2019

COMMUNITY PARTNERSHIPS

Purchase of Services/Grant Based

As indicated our community partnerships continue to grow which allows for greater access to services, sharing of resources, and new revenue for AFS. Below is a high level overview of our partnerships

Consortium pour les élèves du nord de l'Ontario (CENO)

- 2 FTE

Garden River Wellness Centre

- 3 Counsellors plus 1 Intake and Assessment Worker

Huron Superior Catholic District School Board

- 2 Counsellors Phoenix Program – St. Mary's Collegiate

Huron Superior Catholic District School Board + Algoma District School Board

- 2 Counsellors

SSM District Social Services Administration Board

- 1 Drug Strategy Coordinator

United Way + SSM District Social Services Administration Board

- 1 Community Development Facilitator - Community and LEAP Kitchen Program

Algoma Children's Aid Society

- 1FTE

Making good on our mission of “Together we will improve access to our extraordinary services”, we thank our partners for their trust and confidence in our services.



FINANCE AND OPERATIONS

An election year, AFS received several new investments by government outlined below.

- MCYS 5% base enhancement to our core services of \$278,847 was invested in part to support our Crisis Follow-Up, Indigenous Services, East Counselling and Psychology Services to address ongoing pressures in those service areas. This funding also was used to support wage increases for staff.
- MCYS New Investment of \$73,457 dedicated to Client & Family Engagement, School Based Counselling and Crisis Service Transition Worker.
- MCSS Gender Based Violence One time funding \$26,137, Bill 148 One time funding \$7,016 dedicated to staffing.
- MAG-SAP Gender Based Violence One time funding \$6,297, Bill 148 One time funding \$837 dedicated to staffing.

We are thankful to our Ministry funders for these much needed investments.

On the operations front, we went to market for benefits providers and switched carriers resulting in a monthly cost saving of \$10,294 in the first 16 months and \$7,092 in the next 12 months for a total saving of \$250,000 over 28 months. With respect to training we were able to offset some of our costs by accessing the Canada-Ontario Jobs Grant.

To address the area of thermal concerns identified in the COPSOQ, we invested in thermal blinds for our windowed offices at the McNabb Street office. This has made a significant difference in keeping the offices warmer during the winter and cooler during the summer.

Our major infrastructure project was the storm sewer replacement at our McNabb Street office. The parking lot was reconstructed over a period of several months. In negotiation with the city we were able to expand our back parking lot and add 10 additional spaces at no cost to the agency. We thank Nancy Evans, Director of Finance and Administration, as well as Ryan Nadeau, Property Coordinator for all their work in overseeing this project.

Due to a ransom ware issue we experience this year and challenges with scaling our server storage the decision was made to move to the office 365 environment. This project was initiated this year with the goal of full transition by fall of 2019. A massive undertaking, we thank Kevin Harrison, IT for all his hard work on this project. Once transitioned we will experience fewer disruptions due to data storage issues, in addition the switch over to the cloud will ensure the most up to date virus and malware protection of our data.

COMMUNITY SERVICES

TRIPLE P



8000

Families served
since 2014

In 2018 Triple P reached a milestone of delivering services to over 8000 parents since 2014. In the past year 760 parents received some sort of Triple P program from seminars, groups, and tip sheet discussions. Parents call the PCIL two to three times a week with Triple P specific questions, and daily for parenting information. Pre and Post scores show that Triple P is making a difference in how parents parent!

‘Ontario Triple P Conference Get Connected Stay Connected Positive Parenting Matters’

6 provinces and 4 countries had representation at the Ontario Triple P Conference. The conference took place from Nov 27-29 in Toronto at the Marriott Courtyard Downtown (Yonge Street). The conference was a success with 178 registrants, 12 from Algoma. Positive feedback was received for the workshops and keynotes, especially Dr. Christopher Mushquash. AFS was a key organizer of the conference. A new model of delivering Triple P was presented at the conference, which will be piloted in Algoma in the coming year.

COMMUNITY SERVICES

SUPERVISED ACCESS PROGRAM

173

families were served
in the 2018/2019
fiscal year



This year the Supervised Access Program (SAP) continued providing neutral and child focused settings for non custodial parents to visit thier children in a supervised setting. In 2018-2019 we had an increase of visitations by 120. Since the launch of our online platrom last year 63% of our new clients used the service. We continue to focus forward into the new year of service by ensuring the safety of all participants in our program including our staff. We strive to provide top quality training to suit all of our clients.

Supervised Access Program

173

families served
this fiscal year

432

supervised visits
provided by SAP at AFS

28

supervised
exchanges

COMMUNITY SERVICES

COMMUNITY KITCHENS



Community kitchens are built on the idea that food has power. It has the power to inspire us, the power to nurture our bodies, the power to bring people and families together, and the power to promote positive mental health and well-being. Community Kitchens offer the opportunity for people in the community to learn valuable cooking skills and celebrate food in a fun environment. Participants can expect to learn and cook healthy, nutritious, and delicious meals in a small group.



Community Kitchens focused on community outreach during this year. The goal of community outreach was to help individuals in the community learn about the existence of our program and what it has to offer. Participants at all of the below kitchen were able to experience Community Kitchens in a fun and interactive way!

- 5 Kids Kitchens held at the local community hubs.
- 2 Children's Mental Health Week Kitchens; 1 at White Pines and 1 at Kiwedin
- 4 Fall Community Kitchens for the general public
- 2 Adult Community Kitchens at the local community hubs.
- 1 Kitchen with the New Northern Mentality Group
- 1 Kitchen with the REACH Program at Holy Angels



COMMUNITY SERVICES

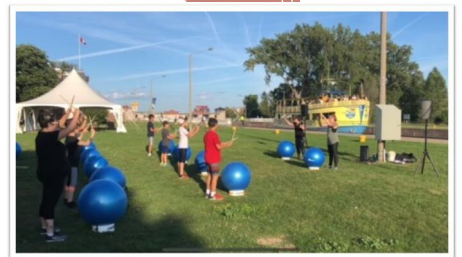
STUDENT NUTRITION PROGRAM



73
SCHOOLS
BEING
SERVED

6,000
DAILY
PARTICIPANTS

TOTAL MEALS SERVED
1,071,725



1st Annual 3 on 3 Basket Ball Tournament for CMHW

Held at Sault College, our 3 on 3 Tournament hosted 8 junior teams. The event was a big success with great positive feedback

Cereal Drive DrumFit series at the Sault Canal

Three sessions held in August which collected cereal boxes and cash that was donated towards the Student Nutrition Programs

Student
NUTRITION
EAT. LEARN. SUCCEED. **ONTARIO**

NUTRITION
des élèves
MANGE. APPRENDIS. RÉUSSIS. **de l'ONTARIO**

Algoma

SERVICE HIGHLIGHTS



TESTIMONIALS

"All the support. Its made a very big difference in A's everyday interactions. Thank you"

"I just want to thank you for helping us during our homelessness. I have made sure that M doesn't feel like we are. But from the bottom of my heart, thank you for helping us and thank you for always doing your best to ensure my son is included and safe. It means a lot to me"

"It warms my heart knowing that kids like B have the services and help they need!"

"Thank you! A lot of the time redirection and distraction are my 2 biggest tools with M! Just what worked for me in that moment may not work later or tomorrow. But thank you! I'm really thankful that both M and I have you in our lives! And that I am able to speak to you about things that go on in our lives. It means alot to me!"

SERVICE HIGHLIGHTS



ACHIEVEMENTS

AFS 2018/19

INDIVIDUALS SERVED

IN 2018/2019 WE SERVED

2761 CLIENTS

Walk-In Clients not Included

WALK-IN CLIENTS

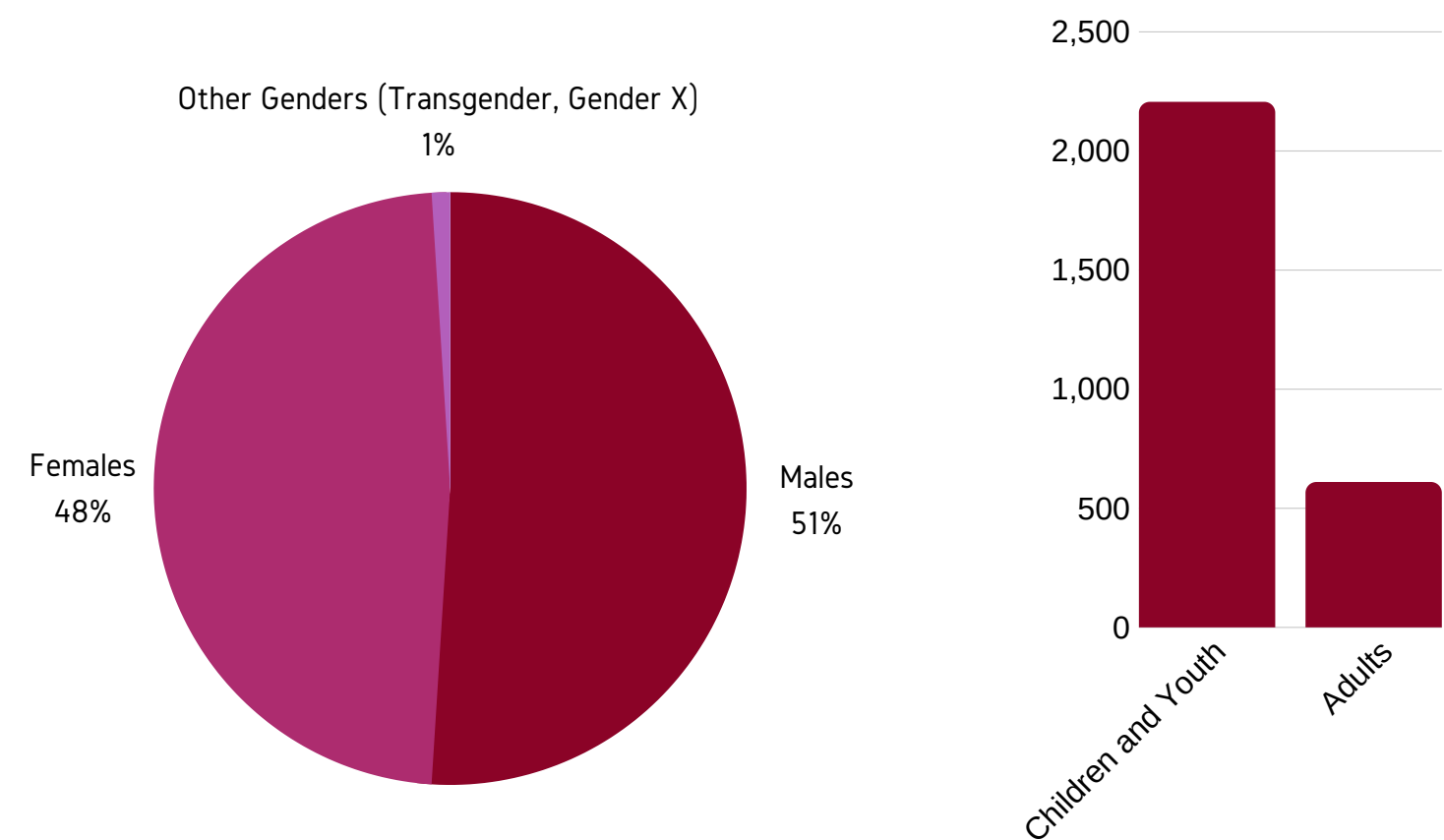
600 WALK-INS SERVED

10.7% of Walk-Ins were under
18 years!

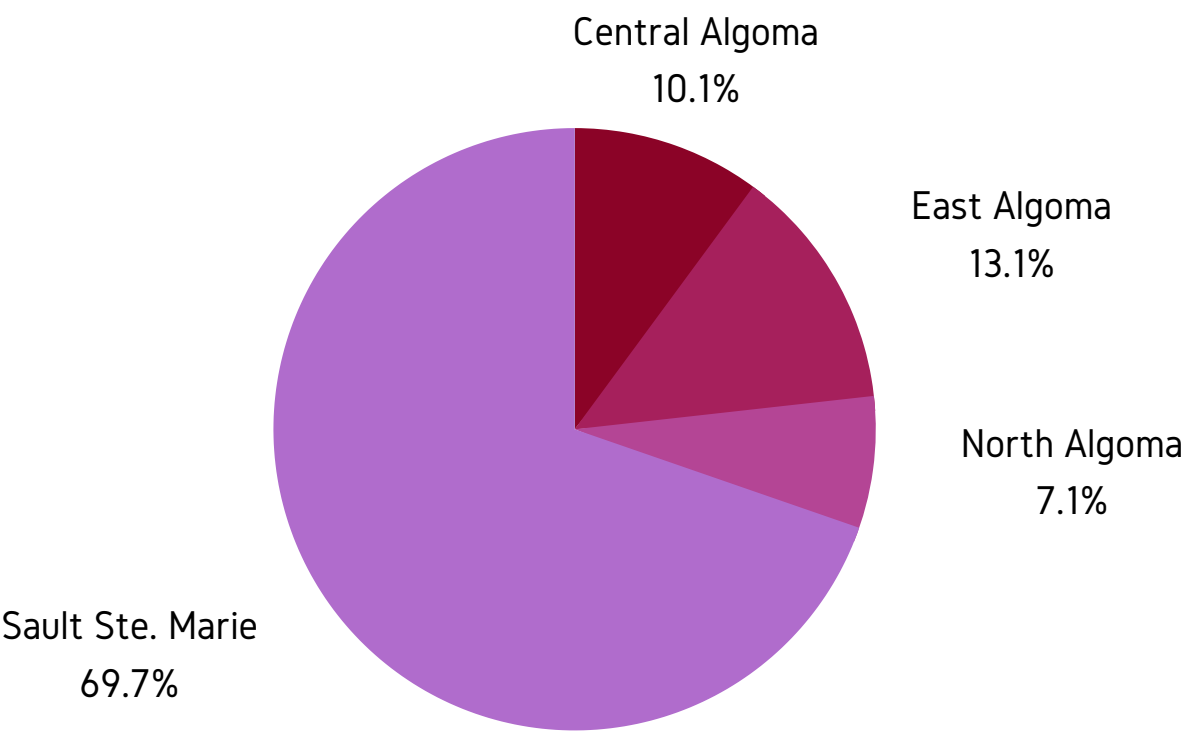
SERVICE DEMOGRAPHICS

CLIENT GENDER: CHILDREN AND YOUTH

Youths vs. Adults



ALGOMA FAMILY SERVICES CLIENT LOCATIONS



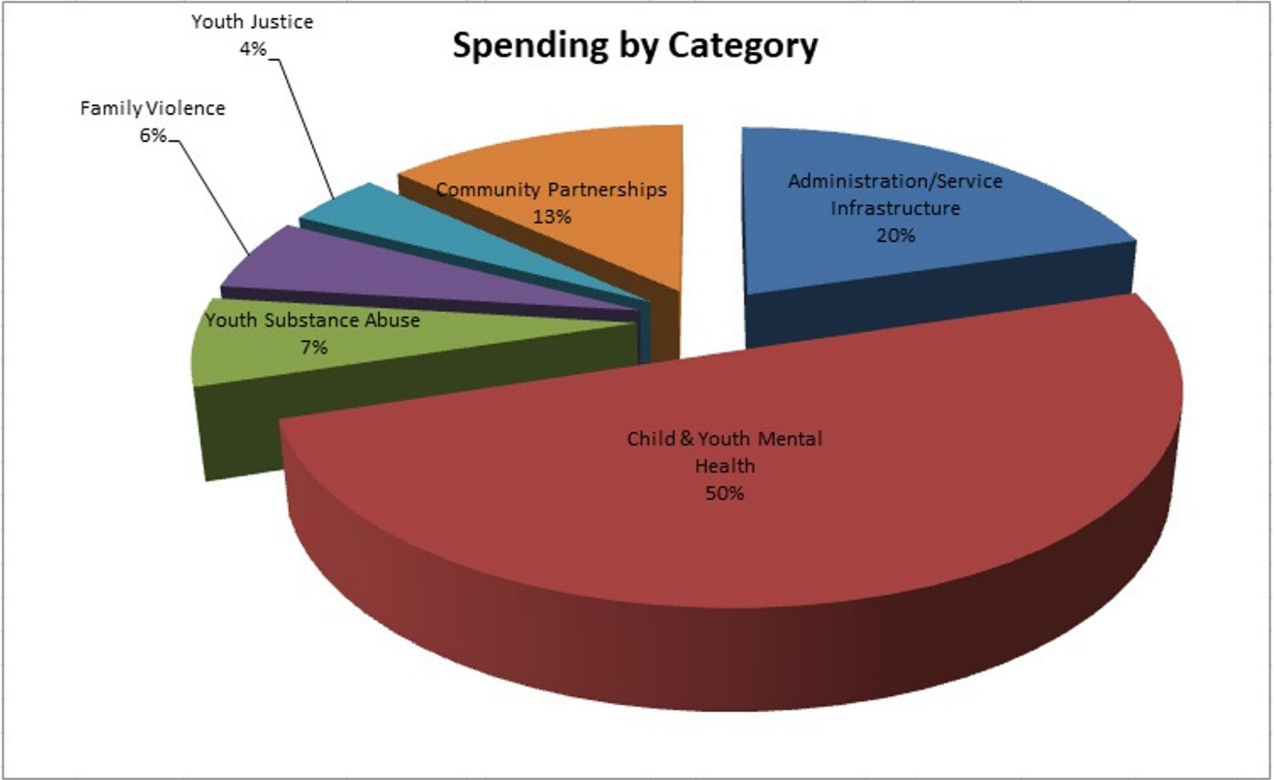
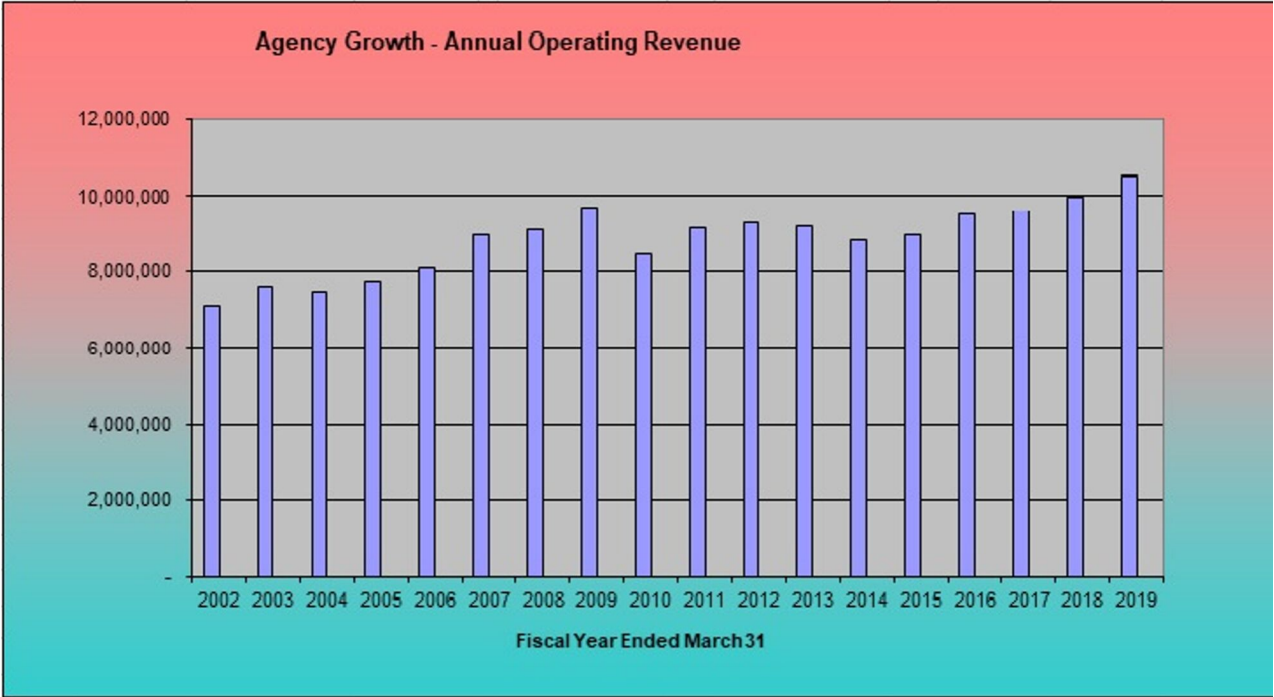
SERVICE STATISTICS (YoY)

Individuals Served at Algoma Family Services over the Past Four Fiscal Years				
Program	2015/16	2016/17	2017/18	2018/19
Violence Against Women	129	134	138	138
Creating Connections	50	63	63	59
Male Survivors Program	6	5	4	6
Employee Assistance Program	43	50	61	60
Supervised Access Program	63	61	66	58
Probation & Parole Counselling	12	10	20	11
Full Fee for Service Counselling	4	3	3	5
Single Therapy Session	N/A	N/A	331	399
Birth-6 Services	98	149	119	136
Central Algoma Teen Counselling	28	28	30	23
Counselling & Therapy	241	326	292	380
East Office Counselling	137	122	110	91
North Office Counselling	91	68	64	56
School-Based Counselling	114	142	189	205
Walk-In Counselling Service	183	430	466	600
Triple P	2169	2293	1500	687
Crisis Follow-Up	183	176	201	118
Group Counselling	375	361	295	215
Youth Addictions	235	238	246	197
Clinical Intake Services	729	765	704	532
Care and Treatment	103	109	92	76
Genesis	21	21	26	15
START	38	37	36	42
Intensive Treatment Services	112	126	136	183
Social Skills Building - Rebound North	226	319	281	255
Psychological Assessment	161	122	141	118
Psychiatry	132	155	160	143
Direct, File-Level & SAH Consultations	77	83	64	89
Psychological Intervention	N/A	30	21	2
Tele-Mental Health Services	155	133	146	136
Youth Justice Services	58	48	46	56

FINANCIAL REPORT

Revenue & Expenses					
<i>Year ended March 31, 2019</i>					
				2019	2018
				\$	\$
Revenue					
Government grants				9,863,076	9,265,100
Rental income				7,824	6,024
Donations from Algoma Family Services Foundation				131,992	170,949
Fees				16,974	23,700
Amortization of deferred capital contributions				65,538	20,531
Other				455,293	503,706
Total				10,540,697	9,990,010
Expenses					
Salaries, wages and employee benefits				7,610,314	7,269,269
Contracted services				620,842	486,674
Travel and training				324,295	330,236
Occupancy costs				375,843	362,014
Program costs				953,200	975,500
Amortization				173,416	151,564
Office				136,743	126,787
Professional fees				249,827	220,442
Interest on long-term debt				7,435	9,213
Memberships				26,284	31,608
Advertising and promotion				27,935	20,817
Insurance				25,783	30,566
Total				10,531,917	10,014,690
Deficiency of revenue over expenses				8,780	(24,680)
<i>Complete audited financial statements are available upon request</i>					

FINANCIAL REPORT



FUNDING PARTNERS

Algoma Family Services Foundation

Ministry of Children, Community & Social Services

Ministry of Health and Long Term Care

Ministry of Children, Community and Social Services Youth Justice
Division

Ministry of the Solicitor General

Ministry of the Attorney General Victims and Vulnerable
Persons Division Supervised Access Program

Ministry of the Attorney General Ontario Victim Services
Secretariat - North Region

North East Local Health Integration Network

Public Health Agency of Canada

Algoma District Services Administration Board

Ontario Works - Social Services

Breakfast Clubs of Canada

Show Kids You Care

The Grocery Foundation

Egg Farmers of Ontario



CONTACT US

“Coming together is a beginning. Keeping together is progress. Working together is success.”

– Henry Ford



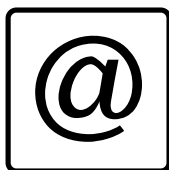
Algoma Family Services



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Algoma Family Services
SERVICES AUX FAMILLES D'ALGOMA