



FAMILY &
CHILDREN'S SERVICES
OF THE WATERLOO REGION

Calendar June 2018 to May 2019

Annual Report for Family and Children's Services of the Waterloo Region and
Family & Children's Services of the Waterloo Region Foundation



From Karen Spencer, Executive Director of Family and Children's Services of the Waterloo Region and Executive Director of the Foundation

At Family and Children's Services, our agency and our foundation work together to support the safety of children by building relationships with families and the community. Our goal: all children in Waterloo Region are part of loving, caring families who will help them reach their full potential.

We're not there yet. Many of the families we work with struggle financially and can't put food on the table or find stable housing. Many parents have experienced trauma in their lives and need help to overcome addictions and mental health problems. It's important for families to know that it's okay to ask for help, and that we (and the community) want to support them.

Most of the children and youth we work with do not come into the care of the Family and Children's Services. In fact 97% of the children we meet remain safely at home with their parents. Sometimes, though, children are abused, suffer extreme neglect or are abandoned. We provide a safety net for these situations – another kind of help.

This past year has been satisfying in some ways and challenging in others. In October, we celebrated the successful launch of the Child Protection Information Network (CPIN). This is a new province-wide information system that literally changed almost every business process in our organization, and we're proud of achieving that goal. Thank you to everyone who worked so hard to make this possible.

We participated in the "A Moment in the Path" event where Mary Ballantine of the Ontario Association of Children's Aid Societies (OACAS) apologized for past treatment of Indigenous children and youth and confirmed our commitment to providing better services to Indigenous families.

We also saw the power of collaboration when the Foundation Board unanimously agreed to increase their financial commitment to the agency, providing funding for summer camp and becoming a partner in the Resilience Project.

However, in 2018, our funding allocation from the province was unexpectedly cut and because of the resulting financial challenges we sadly had to say good-bye to some hard-working staff.

Looking forward, we continue our commitment to providing high-quality services to the children and families we serve. Among other things, we are examining the problems of over-representation of children of Black and Indigenous heritage in our caseloads and in care to improve the way we support these families.

We would like to thank our community partners, our donors, our kinship, foster and adoptive parents, our dedicated staff and our volunteers. Most importantly, we wish to acknowledge the courageous children we serve who grow and thrive despite many obstacles, and to the many parents who work alongside us to do what is best for their children.



From Jessica Jaremchuk, President of the Family & Children's Services of the Waterloo Region Foundation Board

It has been an incredible year for the Family & Children's Services Foundation.

There are some new faces and realigned roles at the Foundation to help us continue supporting the youth in our community. We remain dedicated to helping our youth and families in Waterloo Region thrive. With aligned visions we continue to work closely with the Agency Board to further our goals. The amount of involvement and participation of our Boards never ceases to amaze me. We have an engaged group that are volunteering for all of the right reasons.

You'll see this in the pages of this calendar when you read about our successes this year – the funds raised, the community awareness, the research and innovation, the kids sent to camp and of course, our post-secondary school scholarships ... It truly is inspiring.

Looking back, I'm so proud of what we've accomplished. Looking forward, I'm excited about working together to make an even greater impact, particularly in the areas of research, innovation and thought leadership.

I want to thank the employees at Family & Children's Services of the Waterloo Region. Their dedication, passion and willingness to go the extra mile for the people we serve is commendable.

I hope and trust that together, in the year ahead, we'll be able to help even more youth and families in the Waterloo Region.



From Joe Bell, President of the Board of Directors of Family and Children's Services of the Waterloo Region

In the network of community services and organizations that support families in Waterloo Region, Family and Children's Services of the Waterloo Region has a unique and vital role. We can step in to protect children in serious cases of abuse and neglect, and we are the only organization with the legal authority to place children in care when needed.

This past year, our ability to provide those protection services has been expanded: the province passed new legislation to make teenagers ages 16 and 17 years old eligible for this kind of help. Previously, only children under 16 could be referred for these services. We welcome this change and hope it will reduce some of the challenges our teens face, such as homelessness.

While our role is distinct, our partnerships with other agencies are essential in carrying out our responsibilities. It is in part thanks to the community supports that we are able to help most families without bringing children into care.

However, foster care is a necessary alternative for some children. Our goal then is to find a foster home that can meet those children's needs, nurture them, and help them develop resilience. We are grateful to the dedicated foster parents and staff who make this possible. If you have ever considered foster parenting, please consider this your "call to action."

As well as partnering with community groups and individuals, we are also part of a network of agencies providing children's aid services. Our sector works together to adapt to challenges and changes, such as the provincial roll-out of the Child Protection Information Network and decreases in funding. We believe that combination of local and provincial connections will enable us to do the best for the children who need us.

We look ahead to new potential challenges and continue to celebrate the excellent work done by our staff, volunteers, foster parents and community partners.





June 2018

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1	2
3	4	5	6	7	8	9
10	11	12 World Day Against Child Labour	13	14	15	16
17 Father's Day	18	19	20 World Refugee Day	21 National Indigenous People's Day	22	23
24	25	26	27	28	29	30

June is National Indigenous History Month, a time to reflect on our shared history and the work needed to build a better future. In the fall of 2017, child welfare agencies in Ontario (including Family and Children's Services of the Waterloo Region) offered an official apology to the Indigenous people of the province for practices leading to over-representation of Indigenous children in care, and separating children from their cultural heritage. We are committed to improving this situation by changing how we work with Indigenous families and the Indigenous community.

In support of the Truth and Reconciliation Commission's 94 Calls to Action, the Family & Children's Services Foundation established the Alison Scott "Truth and Reconciliation Fund" which marks Alison's retirement as Executive Director and continues her support of these principles.

Artist: Alicia



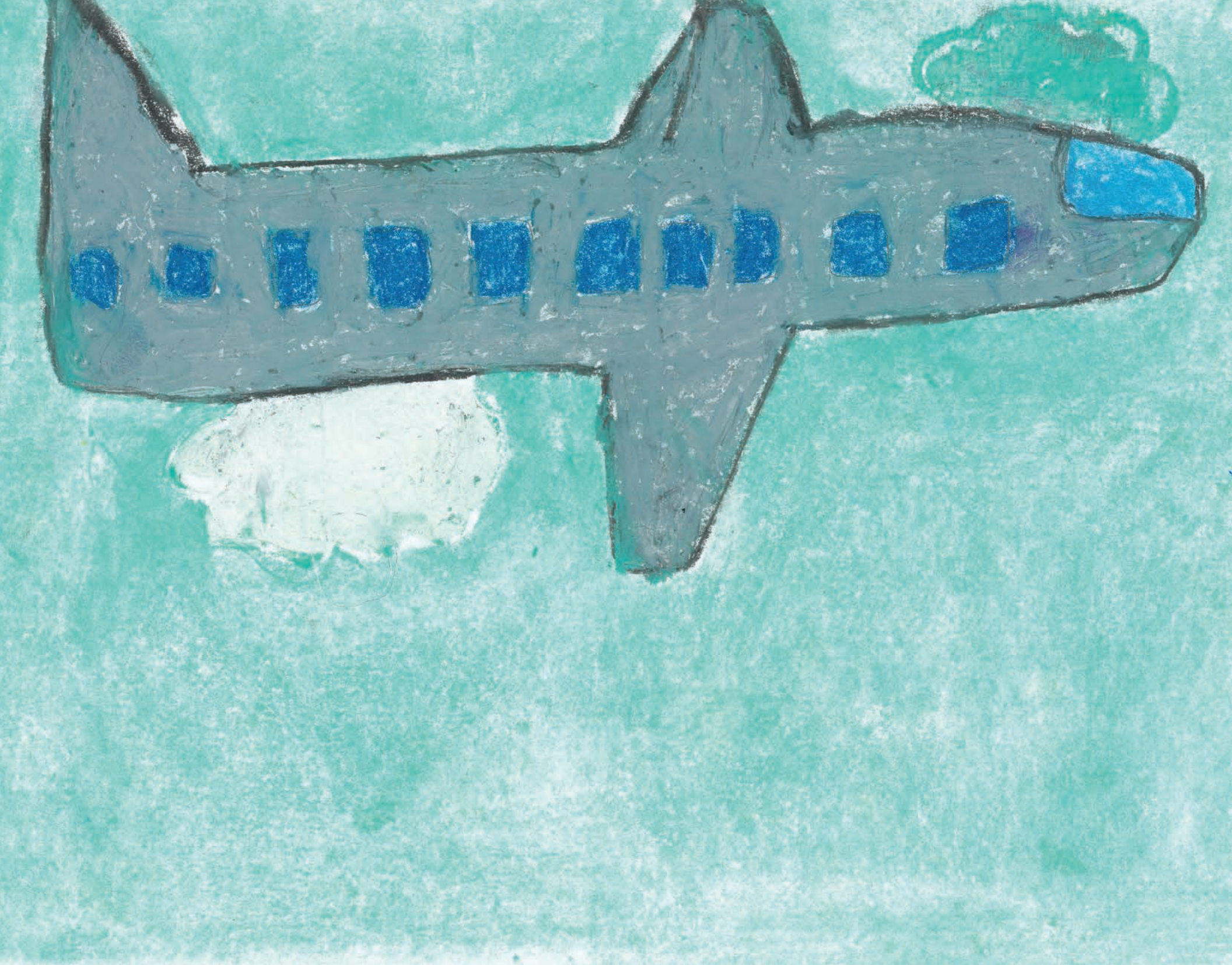
July 2018

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1 Canada Day	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22 Tisha B'Av	23	24	25	26	27	28
29	30 International Day of Friendship	31				

Education offers a positive path to the future for children and youth who have experienced adversity. But for many, the journey to post-secondary education, apprenticeships or trade school can be difficult.

Every year, Family and Children's Services of the Waterloo Region and the Family & Children's Services Foundation host a celebration of current and former youth in care to recognize the challenges that have been overcome. Awards and scholarships are presented to these hard-working young people; 22 of them are named scholarships established by local individuals, businesses and foundations. We very much appreciate the donors who generously support this program and help our youth achieve their educational goals.

Artist: *Sevinc*



August 2018

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			1	2	3	4
5	6 Civic Holiday	7	8	9	10	11
12 International Youth Day	13	14	15	16	17	18
19	20	21	22 Eid-al-Adha	23	24	25
26	27	28	29	30	31	

The Family Centre is home to several organizations with a mandate to help and support newcomers, immigrants and refugees. Family and Children's Services of the Waterloo Region values the diversity of our community and we work closely with other organizations to help parents deal with the stresses of settling in a new country while raising children.

August is also a busy time for the Foundation, as staff and volunteers work with the community to provide children and youth in need back-to-school items such as shoes, backpacks and lunchbags.

Artist: Belana



September 2018

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
						1
2	3 Labour Day	4 First Day of School	5	6	7	8
9 National Grandparent's Day	10 Rosh Hashana World Suicide Prevention Day	11	12 Murarram/ Islamic New Year	13	14	15
16	17	18	19 Yom Kippur	20	21	22
23/30 Last Day of Sukkot	24 First Day of Sukkot	25	26	27	28	29

What happens when a child can't be cared for safely at home? Increasingly, agencies including Family and Children's Services of the Waterloo Region are placing them with kin: grandparents, aunts or uncles, family friends or other people with connections to the children. Research tells us that these kind of arrangements tend to work out best for the children.

Children with Indigenous heritage can also be placed in a customary care arrangement with the help and support of their bands.

Kin and customary care arrangements keep children connected to their heritage and their families, whether they are able to return to their families of origin or not.

Artist: Isabella



October 2018

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	1 Shmini Atzeret	2 Simchat Torah	3	4	5	6
7	8 Thanksgiving Monday	9	10 World Mental Health Day	11	12	13
14	15	16	17	18	19	20
21	22 Municipal Election Day	23	24 Dress Purple Day	25 Foster Parent Dinner	26	27
28	29	30	31 Halloween			

Although in most cases, Family and Children's Services of the Waterloo Region can help families care for their children safely, in about 3% of cases children need to come into foster care. We are always looking for new foster parents who can support children from diverse backgrounds.

Most children in foster care do return home or go to live with other family members, but some go on to be adopted. We value and appreciate our dedicated foster families and adoptive families.

On October 24th, we celebrate Dress Purple Day. This year the focus is on encouraging children who need help to seek out adults who can help them, and the responsibility of the entire community to help care for children.

Artist: Enisah



November 2018

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
				1 All Saints Day	2	3
4	5 Diwali/ Deepavali	6	7 Take Your Kids to Work Day National Philanthropy Day	8	9	10 National Child Day
11 Remembrance Day	12	13	14 Resilience Summit	15 Resilience Summit	16 Resilience Summit	17
18	19	20 National Child Day	21	22	23	24
25 International Day for the Elimination of Violence Against Women	26	27 Giving Tuesday	28	29	30	

On National Philanthropy Day, Family & Children's Services of the Waterloo Region Foundation would like to thank all of those in the community who support the many programs helping children and families.

One important program is the Resilience Project, funded by the Lyle S. Hallman Foundation and other community donors. The Resilience Project offers creative programming to enhance resilience in children, families and the community. Building on this, the first Resilience Summit will be held at the Family Centre November 14-16.

November is also National Adoption Awareness Month.

Artist: Wyatt



December 2018

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
						1
2 First Day of Advent	3 First Day of Hanukkah	4	5	6 CHYM Tree of Hope Radiothon	7	8
9	10 Last Day of Hanukkah	11	12	13	14	15
16	17	18	19	20	21	22
23/30 New Year's Eve	24/31 Christmas Eve	25 Christmas Day	26 Boxing Day Kwanzaa Begins	27	28	29

December is a busy time at Family and Children's Services. Many traditions have holidays at this time of year, and our staff and donors work hard to help families celebrate with their children.

It's also the time of year for the Foundation's annual Tree of Hope Campaign, which includes the CHYM Tree of Hope Radiothon. In 2017, the Tree of Hope campaign raised over \$280,000 to fund year-round programs for children including the Smile Maker Fund, the Camp Fund and the Emergency Support Fund.

Artist: Jennifer



January 2019

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1 New Year's Day Kwanzaa Ends	2	3	4	5
6 Epiphany	7 Orthodox Christmas	8	9	10	11	12
13	14	15	16	17	18	19
20	21 Tu B'Shevat	22	23	24 Compliment Day	25	26
27	28	29	30	31 Bell Let's Talk Day		

Youth ages 16 and 17 became eligible for protection services in January 2018. Previously, this eligibility ended as soon as the teen turned 16. Youth in this age group can enter a voluntary agreement with the Society for services, and others can report concerns if they believe a 16- or 17-year-old is being abused or neglected. Across Ontario, more than 1700 teens in this age group were referred or determined to be eligible for services between January 1st and March 23rd.

At Family and Children's Services of the Waterloo Region, we had 348 referrals about 16 and 17 year-olds in that time period. Of those, 141 were investigated and 4 youth came into care.

Artist: Gabby



February 2019

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1	2 Ground Hog Day
3	4	5 Chinese New Year	6	7	8	9
10	11	12	13	14 Valentine's Day	15 National Flag Day	16
17	18 Family Day	19	20	21	22	23
24	25	26	27	28 Pink Shirt Day - Anti-Bullying		

February is Black History Month, a time to celebrate the accomplishments and contributions of African-Canadians while also recognizing the issues of racism and discrimination that continue to affect our community. Several agencies in our Family Centre have a mandate to support newcomers and others of black African descent, and we appreciate the difference they make for families.

Artist: Sesina



March 2019

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1	2
3	4	5	6	7	8 International Women's Day	9
10	11 Communwealth Day	12	13	14	15	16
17 St. Patrick's Day	18	19 World Social Work Day	20 International Day of Happiness	21 Purim International Day for the Elimination of Racial Discrimination	22	23
24/31	25	26	27	28	29	30

March is Social Work month. Our service staff use their professional skills every day to support families and children across Waterloo Region. We recognize that this is challenging work, and have an agency focus on staff wellness and ongoing education. We also appreciate the staff who reach out to help each other in formal and informal ways.

Artist: Enisah



April 2019

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	1	2	3 Isra and Mi'raj	4	5	6 National Tartan Day
7 National Volunteer Week Begins	8	9 Vimy Ridge Day	10	11	12 World Autism Awareness Day	13
14	15	16	17	18	19 Good Friday	20 First Day of Passover
21 Easter Sunday	22 Earth Day	23	24	25	26	27 Last Day of Passover
28 National Day of Mourning	29	30				

Volunteer week is celebrated in April, and we are so thankful for the outstanding volunteers who contribute many hours (26,000 in the past year alone) to help children and families. The range of roles is wide: some drive children to visits or to school, some act as mentors or tutors, and some support our events, among other options. If you have even a few hours to spare, consider becoming a volunteer and enriching a child's life.

Artist: Enisah



May 2019

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			1 Yom HaShoah	2	3	4
5	6 Ramadan Begins Mental Health Week Begins	7 National Child & Youth Mental Health Day	8	9 Yom HaAtzmaut	10	11
12 Mother's Day	13	14 Child in Care Day	15	16	17	18
19	20 Victoria Day	21	22	23 Lag B'Omer	24	25
26	27	28	29	30	31 Laylat al-Qadr	

May 14th is Child in Care Day. We are so proud of the children and youth in care with our agency: all of them have faced difficult circumstances yet show amazing strength and resilience.

May is also the month when the Foundation kicks off the annual Kids to Camp Campaign, helping more than 500 children and youth attend camp every summer. Research suggests camp can boost connections, self-confidence and the sense of belonging for young campers – plus it lets kids just be kids. The annual Hot Shots event anchors this campaign.

Artist: Jvan

2017-18 CONDENSED FINANCIAL REPORT

CHILD WELFARE

REVENUE BY SOURCE	2017-2018	2016-2017	EXPENSES	2017-2018	2016-2017
Province of Ontario	\$51,650,388	\$52,328,380	Salaries and benefits	\$34,623,129	\$32,168,131
Grants from Foundation	1,235,328	856,933	Child in care and client related	20,220,096	20,062,671
Family benefit and Child Tax Benefit	1,569,727	1,580,831	Operating expenses	3,576,715	3,994,666
Other *	613,429	1,123,687			
	<u>\$55,068,872</u>	<u>\$55,889,831</u>		<u>\$58,419,940</u>	<u>\$56,225,468</u>

* Rebates, interest, miscellaneous income, administration fees

SUMMARY OF OPERATIONS	2017-2018	2016-2017
Revenue	\$55,068,872	\$55,889,831
Expenses	58,419,940	56,225,468
Excess of revenue over expenses	<u>\$(3,351,068)</u>	<u>\$(335,637)</u>

SPECIAL PROGRAM FUNDING	2017-2018	2016-2017
Sexual Abuse Treatment Program	\$480,781	\$494,831
Special Services Program	380,458	380,458

All special programs are 100% expended

(Extracted from Audited Statements audited by KPMG LLP Chartered Professional Accountants, Licensed Public Accountants.)
Details for other programs are contained in the audited financial statements.

Agency Board: Martin Avevor, Joe Bell (President), Jim Boles, Lindsay Day (Vice-President), Christopher Goss (Secretary/Treasurer), Santiago Grande, Gail Grobe, Brian Kelly, Darren Kelly, Jeffery Mayer, Lori Ann Palubeski (Vice-President), Jenny Rajaballey, Trisha Robinson, Craig Robson, Aubrey Sherman, Kim Schnarr, Ela Smith, Joe Stuart and Connie Vanin.

2017-18 CONDENSED FINANCIAL REPORT

FAMILY AND CHILDREN'S SERVICES OF WATERLOO REGION FOUNDATION STATEMENT OF REVENUE AND EXPENDITURES FOR THE YEAR ENDED MARCH 31, 2018

REVENUE	2017-2018
Donations	\$1,101,464
Investment Income	47,774
Change in fair value of investments	16,317
	<u>\$1,165,555</u>
EXPENDITURES	
Grants to Agency	\$1,152,584
Scholarships	82,744
Transfer to Agency Capital Fund	19,900
Office and administration expenses	33,255
Professional and investment fees	23,490
	<u>\$1,311,973</u>
Net Surplus (Deficit)	<u>\$(146,418)</u>

(Extracted from Audited Statements audited by KPMG LLP Chartered Professional Accountants, Licensed Public Accountants.)
Details for other programs are contained in the audited financial statements.

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Details for other programs are contained in the audited financial statements.

Foundation Board: Rick Bolzon, Kevin Fergin, Peter Izzio (Treasurer), Jessica Jaremchuk (President), Brian Kelly *, Ryan Murphy, Kevin Smith (Vice-President), Wolfgang Seltner, Peter Travers, Ami (Amichai) Tsarfati and Karen Spencer, Executive Director & Secretary.
* Agency Board Representative

Service Statistics

There are about 102,000 children under 16 in Waterloo Region.

About 1% are Aboriginal.

About 3.6% of these children were referred to Family and Children's Services of the Waterloo Region.

About 2,283 families were assessed by Family and Children's Services of the Waterloo Region.

After their investigation was closed, about 3.3% of families returned due to an urgent need and about 15.1% returned due to chronic needs over the next 12 months.

About 799 families were referred to ongoing services.

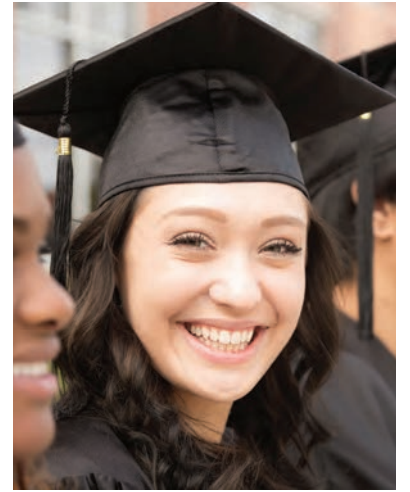
After ongoing services ended, about 20% returned during the next 12 months.

About 131 children were placed in out-of-home care. (This is about 3% of the children assessed.)

Of the children in care, 91% were discharged within 36 months.

The average number of days in care was 218.

While in care, 68% stayed in the same placement the entire time. Twenty percent moved once, 7% moved twice, and 6% moved three or more times.



Our Vision:

A caring community where children and their families thrive.

Our Mission:

Building relationships with families and communities for the well-being and safety of children and youth.



FAMILY &
CHILDREN'S SERVICES
OF THE WATERLOO REGION

Help Today for a Better Tomorrow

CONTACT US

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FAMILY &
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