



**Board of Directors**  
**Tuesday, June 27, 2023**  
(Immediately following the AGM Business Meeting)

**In-person** at 643 Park Road North

or by **Zoom**: <https://us02web.zoom.us/j/86979313280?pwd=VXQxT1M4TWNjellFydTMwYjU4RGtUZz09>  
Meeting ID: 869 7931 3280, Passcode: 528691

**Agenda for Open Meeting**

1. **Call to Order**
2. **Agenda - Additions, Deletions, Approval** **Decision**
3. **Conflict of Interest Declarations** **Declaration**
4. **Approval of Minutes – May 23, 2023** **Decision**
5. **Business Arising from Minutes**
  - a.
6. **Executive Reports**
  - a. Chair's Report **Information**
  - b. Treasurer's Report – May 31, 2023 **Decision**
  - c. CEO's Report **Decision**
7. **Committee Reports**
  - a. Policy Review Committee **Decision**
  - b. Nominating Committee – Slate of Officers **Decision**
8. **New Business**
  - a. Striking of Committees **Decision**
  - b. **Draft Annual Report 2022-23** **Decision**
  - c. MOH 2021-22 TPAR **Decision**
  - d. **MCCSS 2023-24 Budget** **Decision**
  - e. AGM Public Meeting on September 26 – start time **Direction**
9. **Correspondence**
  - a. MCCSS Memo re CYFSA Review **Information**
10. **In-Camera - Motion to move in-camera** **Decision**
11. **In-Camera Reports** (as appropriate) **Decision**
12. **Adjournment – Motion to adjourn** **Decision**

**Next Meeting: Tuesday, September 26, 2023, at approximately 5:30**  
following the AGM Public Meeting



## **Board of Directors Minutes for the Open Meeting Tuesday, May 23, 2023**

### **Present:**

Chair:	Kelly Skrzypek
Secretary:	Laura Miedema
Directors:	Emily Miller, Jenn Tonnies, Brian Konst, Jenna Dierick, Jill Esposto,
Chief Executive Officer:	Jane Angus
Manager of Service Coordination:	Alison Hilborn

**Guest:** Scott Gregory, MCCSS Program Supervisor

**Regrets:** Elizabeth Abraham, Greg Hackborn

### **1. Call to Order**

Kelly called the meeting to order at 5:32 p.m.

### **2. Welcome**

Introductions were made, and we welcomed new director Jill Esposto and Scott Gregory, MCCSS Program Supervisor.

### **3. Land Acknowledgment**

Kelly read the Land acknowledgment.

### **4. Agenda**

**Motion:** To approve the agenda.  
Emily and Laura. **Carried.**

### **5. Conflict of Interest Declarations**

None declared.

### **6. Auditor – Nothing to report and not in attendance.**

### **7. Approval of Minutes – April 25, 2023**

**Motion:** To accept the minutes from April 25, 2023.  
Laura and Emily. **Carried.**

### **8. Business Arising from Minutes**

- a. Directors have been asked if they are interested in continuing for another term. Jane reached out to Jenna and Elizabeth through email because they were not in attendance at the April meeting. Jenna Dierick responded yes. Jane will follow-up with Elizabeth.

## 9. Executive Reports:

### a. Chair's Report –

Email approval was received for the following recommendation on May 10, 2023:  
Approve payment of \$24,752.00 to Genesis Community Rehabilitation Inc. for URS services provided in April 2023.

Laura, Emily, Jenn, Brian, Kelly, Jill, Elizabeth

### b. Treasurer's Report – April 30, 2023

Scott confirmed that the \$107,406 for (PCE) Permanent Compensation Enhancement is going to be part of the budget and will be expensed under URS Purchase of Service.

Discussion regarding the surplus from last fiscal year. Scott will be going to Corporate and try to figure it out before the end of audit and our Business AGM in June.

FASD staff are working on Caregiver Support Group funding application from Nexus.

**Motion:** To approve the Treasurer's report as presented.

Jill and Emily. **Carried.**

### c. CEO's Report

**Motion:** To approve the URS Providers contracted to provide services on fee-for-service and flow-through agreements.

Jennifer and Brian. **Carried.**

**Motion:** To approve CEO's report as presented.

Brian and Emily. **Carried.**

## 10. Committee Reports

### a. Policy Review Committee

**Motion:** To approve the revised Standardized Tool Policy as presented.

Laura and Jenna – **Carried.**

**Motion:** To approve the revised By-Laws and the revised Governance Policies.

Laura and Emily – **Carried.**

### b. Nominating Committee – nothing.

## 11. New Business

## 12. Correspondence

## 13. In-Camera

**Motion:** To move in-camera at 6:05 p.m.

Jill and Brian. **Carried.**

**14. In-Camera Reports**

**Motion:** To approve the in-camera reports.  
Jill and Laura. **Carried.**

**15. Adjournment** - Kelly adjourned the meeting at 6:45 p.m.

Next Meeting: Tuesday, June 27, 2023, at 5:30 p.m.

This is the AGM Business Meeting and Board Meeting

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Date

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Chair's Signature





Board of Directors

## Open Report from the Chair

June 27, 2023

### 1. Email approval regarding URS Budget and Additional URSC:

Email approval was received for the following on May 30, 2023, regarding the need to hire a 5<sup>th</sup> URS coordinator due to service demand. Following is the information that was provided:

As of Friday, May 26<sup>th</sup>, we have had 90 referrals to URS since the start of this fiscal year, 49 eligible, and 18 still in the screening process. We had 122 clients still active on April 1<sup>st</sup> from the previous fiscal year. In May, we averaged 14 new referrals per week.

We have 106 clients currently actively receiving URS support, averaging 26.5 caseloads for each of our 4 URS Coordinators, and the Ministry expectation is a caseload of 22. We can anticipate probably 50% of those in the screening process to be deemed eligible.

I have previously assigned a Resource Coordinator (RC) to assist with URS intakes - Lindsay is doing almost full-time work assisting with URS intakes for the past few weeks. Yesterday, I assigned another RC to assist with URS screening to try to address the demand for service. MCCSS tells us that since this is an urgent response service, we cannot carry a waitlist.

In a meeting this morning with Scott Gregory, MCCSS Program Supervisor, I was given the go-ahead to use our URS Purchased Client Services budget to hire a contract URS Coordinator for the remainder of this fiscal year.

I now require Board approval to hire a temporary contract position as soon as possible for the remainder of this fiscal year.

Following is the projected budget for this staff position to be taken out of the URS revenue targeted for the Purchased Client Services (based on 10 months):

71,689	Salary and mandatory Benefits
750	Training
4,200	Transportation & Communication (includes IT software, maintenance, etc.)
2,900	Building Occupancy costs
1,400	Professional/Contracted Services (audit, legal, bank/payroll fees, etc.)
1,000	Furniture and Supplies
<b>81,939</b>	Sub-total
8,194	ACA (Allocated Central Admin.
<b>90,133</b>	<b>Annual TOTAL (\$75,111 for 10 months)</b>

### Recommendation:

Approve the hiring of a temporary contract Urgent Response Service Coordinator for the remainder of the fiscal year using URS revenue as approved by MCCSS.

Jill, Jenna, Kelly, Jennifer, Laura, Emily

**2. Email approval re URS Provider Monthly Payment:**

Bethesda Direct Services is already approved as a URS Provider with a flow-through monthly contract of \$65,291.78 for Interdisciplinary Consultation and Direct Caregiver-mediated Services. They now have the capacity to provide Respite services and a revised flow-through agreement needs to be created to fund them for \$77,655.36 per month to address this additional service. We will be making their June payment next week, and they have already started providing respite, so am seeking approval now.

**Recommendation:** Approve the contractual agreement payments for URS purchase of services for April 1, 2023, to March 31, 2024, for Bethesda Direct Services Inc. for \$77,655.36 monthly.

Brian, Jennifer, Jill, Elizabeth, Laura, Kelly, Emily, Greg

**3. Email approval re URS Provider Payment**

Approval to pay \$23,940.00 to Genesis Community Rehabilitation for URS Respite services provided during the month of May 2023 is requested. This exceeds the executive limitation and requires Board approval to pay this cheque.

**Recommendation:** Approve payment of \$23,940.00 to Genesis Community Rehabilitation for URS Respite services.

Greg, Elizabeth, Jenna, Emily, Laura, Kelly, Jill, Jennifer, Brian


# Financial Report May 31, 2023



	2022-2023 Actual	2023-2024 BUDGET	2023-24 MCCSS Forecast	2023-24 MOH Forecast	2023-2024 Forecast	2023-2024 YTD
<b>REVENUE</b>						
Access - Children's (MCCSS)	1,200	1,200	1,200		1,200	200
DS Children's Specialized (MCCSS)	185,315	185,315	185,315		185,315	30,895
RPAC (MCCSS)	692	692	692		692	122
Coordinated Service Planning (MCCSS)	261,100	261,100	261,100		261,100	43,520
Complex Needs (MCCSS)	65,280	65,280	65,280		65,280	10,880
FASD (MCCSS)	180,000	180,000	180,000		180,000	30,000
Urgent Response Service (MCCSS)	3,404,453	3,974,000	4,081,406		4,081,406	680,236
Access Intake Service Planning (MOH)	351,493	351,493		351,493	351,493	58,588
Service Coordination Process (MOH)	14,566	14,566		14,566	14,566	2,431
<b>Sub-Total Ministry Actual Revenue</b>	<b>4,464,099</b>	<b>5,033,646</b>	<b>4,774,993</b>	<b>366,059</b>	<b>5,141,052</b>	<b>856,872</b>
Off-Setting Revenue Info Services (211-\$43,116; Findhelp \$1,435.54)	45,598	44,518	44,552	0	44,552	10,779
Off-Setting Maternity Leave Group Benefits	224	0				0
Off-setting Revenue - SLT Osborne Group	12,473	0				0
Amortization Deferred Capital Contributions	0	0			0	0
<b>TOTAL Revenue</b>	<b>4,522,393</b>	<b>5,078,164</b>	<b>4,819,545</b>	<b>366,059</b>	<b>5,185,604</b>	<b>867,651</b>
<b>Applied from Projects</b>	<b>633</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

	2022-2023 Actual	2023-2024 Budget	2024-25 MCCSS Forecast	2024-25 MOH Forecast	2023-2024 Forecast	2023-2024 YTD
<b>EXPENSES</b>						
<b>Total Salaries</b>	<b>1,226,194</b>	<b>1,333,239</b>	<b>1,060,780</b>	<b>272,459</b>	<b>1,333,239</b>	<b>210,940</b>
Staff Salaries	1,226,194		992,099	241,756	1,233,855	210,940
ACA Salaries	0		68,681	30,703	99,384	0
<b>Benefits</b>	<b>201,401</b>	<b>266,648</b>	<b>226,648</b>	<b>40,000</b>	<b>266,648</b>	<b>40,680</b>
Mandatory Benefits (CPP, EI, EHT)	87,902	114,659	94,659	20,000	114,659	15,998
Benefits Other (WSIB, group benefits )	113,499	151,989	131,989	20,000	151,989	24,681
<b>Training (education, meetings, recruitment - staff &amp; board)</b>	<b>49,774</b>	<b>19,300</b>	<b>16,300</b>	<b>3,000</b>	<b>19,300</b>	<b>1,428</b>
Staff Development	20,623	8,000	7,000	1,000	8,000	900
Staff and Board Expenses	29,152	11,300	9,300	2,000	11,300	528
<b>Transportation &amp; Communication</b>	<b>175,797</b>	<b>106,319</b>	<b>82,753</b>	<b>23,600</b>	<b>106,353</b>	<b>6,907</b>
Travel	1,500	3,000	3,400	100	3,500	57
Communication - (Postage, Bell, Cozzmic)	16,882	18,200	12,200	6,000	18,200	3,134
Promotion and Membership Fees	68,566	17,500	15,000	2,500	17,500	89
IT software & IT equipment & photocopier	35,957	36,000	30,500	5,000	35,500	390
IT - Maintenance and DataBase Service (Backup Server,KCL, EMHware)	52,892	31,619	21,653	10,000	31,653	3,237
<b>Building Occupancy (Lease, Insurance, Repairs &amp; Mtce)</b>	<b>53,641</b>	<b>55,800</b>	<b>40,800</b>	<b>15,000</b>	<b>55,800</b>	<b>8,255</b>
Lease and Building Maintenance	38,584	40,800	30,800	10,000	40,800	5,544
Insurance Expense	15,058	15,000	10,000	5,000	15,000	2,711
<b>Professional/Contracted-out (legal, audit, bank, payroll services, consultant fees)</b>	<b>28,486</b>	<b>25,300</b>	<b>15,300</b>	<b>10,000</b>	<b>25,300</b>	<b>-9,423</b>
Audit, Legal, Bank Charges, Payroll, Other	23,067	25,300	15,300	10,000	25,300	-9,423
Consulting	5,418	0	0	0	0	0
<b>Other Program/Service Expenditures ( Dues/Fees for Memberships, all other not classified)</b>	<b>1,823,787</b>	<b>3,265,558</b>	<b>3,372,964</b>	<b>0</b>	<b>3,372,964</b>	<b>373,380</b>
Purchased Client Services	1,815,968	3,255,558	3,362,964	0	3,362,964	372,492
Interpretation and Translation Services	7,819	10,000	10,000	0	10,000	889
<b>Supplies &amp; Equipment</b>	<b>31,487</b>	<b>6,000</b>	<b>4,000</b>	<b>2,000</b>	<b>6,000</b>	<b>505</b>
Furniture and Office Supplies	31,487	6,000	4,000	2,000	6,000	505
<b>Amortization Deferred Capital Contributions</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Contingency</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>TOTAL Ministry Expenses</b>	<b>3,590,568</b>	<b>5,078,164</b>	<b>4,819,545</b>	<b>366,059</b>	<b>5,185,604</b>	<b>632,671</b>
<b>Ministry Surplus (Loss)</b>	<b>932,458</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>234,980</b>

Quick Books Cash Balance*	1,005,487
Internally Restricted BHN	16,374
QuickBooks Balance	989,114 *
TD Account Actual Balance	1,239,162
Outstanding Transactions	233,674
Cash Balance (TD - Outstanding)*	1,005,487
Restricted Funds for Future Corp. Pressures	27,240

 <div> <div>May 31, 2023</div> <div>PROJECT FUNDS</div> </div>				
	2022-2023 Actual	2023-2024 BUDGET	2023-2024 Forecast	2023-2024 YTD
<b>REVENUE</b>				
Your Guide	23,240	23,240	23,240	23,240
FASD Caregiver Support Group	4,500	4,500	4,500	0
Health Spending Account	5,000	3,000	8,000	8,000
Group Benefits - Mat Leave Reimbursement (1119)	582			358
SLT Osborne Group Contract	12,473			0
Other (Accrued, Interest Earned, Staff payments, <b>GIC Interest</b> , Miscellaneous)	948	1,000	1,000	0
Non-Ministry Amortization Deferred Capital Contributions	0	0	0	0
<b>TOTAL Projects Revenue</b>	<b>46,742</b>	<b>31,740</b>	<b>36,740</b>	<b>31,598</b>
<b>EXPENSES</b>				
Your Guide	23,240	23,240	23,240	0
FASD Caregiver Support Group	4,514	4,500	4,500	200
Health Spending Account	5,000	3,000	8,000	1,334
Group Benefits - Mat Leave Reimbursement	582	0	0	0
Off-setting Revenue for SLT Osborne Group	12,473	0	0	0
Other Expenses	0	1,000	1,000	0
Non-Ministry Amortization Deferred Capital Contributions	0	0	0	0
<b>Applied to Ministry</b>	<b>633</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Total Projects Expenses</b>	<b>45,808</b>	<b>31,740</b>	<b>36,740</b>	<b>1,534</b>
<b>Projects Surplus (Loss)</b>	<b>301</b>	<b>0</b>	<b>0</b>	<b>30,064</b>

**TOTAL MINISTRY AND PROJECTS**

<b>TOTAL REVENUE</b>	<b>4,569,136</b>	<b>4,912,903</b>	<b>4,917,903</b>	<b>899,249</b>
<b>TOTAL EXPENSES</b>	<b>3,636,377</b>	<b>4,912,903</b>	<b>4,917,903</b>	<b>634,205</b>
<b>TOTAL Surplus (Loss)</b>	<b>932,759</b>	<b>0</b>	<b>0</b>	<b>265,044</b>

ACCRUED EXPENSES 2022-2023	Amount	Amount Paid	Date Paid
Audit Expenses - 2022-2023 Fiscal Year	10,000.00		
VISA - Zehrs - Meeting Costs	500.00	500.00	May 1, 2023
VISA - 4imprint - Promotional Items CSP	2,259.15	2,348.16	May 1, 2023
Service Provider - Innovative Occupational Thereapy Services	672.00	672.00	April 13, 2023
<b>TOTAL ACCRUED</b>	<b>13,431.15</b>	<b>3,520.16</b>	

AMORTIZATION	Annual 20/21
Equipment/Furniture	4,256
Computers	11,615
Software	37,029
<b>Amortization MCCSS</b>	<b>52,900</b>

<b>HST Refund</b>	0.00
<b>HST Paid/yet to be Refunded</b>	991.31

16,454.92 submitted for 2022/23

HST is paid at time of cheque issued, yet bookkeeping & financial report take out the rebate which will be refunded; this reflects the rebate which balances the cheque written to the bookkeeping/financial report.

Month's Transaction Totals	
Total revenue deposited	432,194.57
Total cheques and payment withdrawals	351,882.04



**Board of Directors  
Report from the Chief Executive Officer - Open Meeting  
June 27, 2023**

**Communication and Counsel to the Board**

**Decision Making over the Summer Months 2023**

The Board of Directors does not usually meet over the summer months, which means the next regularly scheduled meeting of the Board is September 26<sup>th</sup>. Although we usually try to avoid decision-making by email, it has been customary that decision-making during the summer months is carried out by email.

It is important that Directors continue to monitor emails from Contact Brant to ensure timely response to any requests for Board decisions.

At any time that more discussion is needed than email might provide, a Director or the Chief Executive Officer can request a meeting.

**Recommendation:** Decision-making over July and August 2023 will be made by email unless a meeting for further discussion is requested by a Director or the Chief Executive Officer.

***Decision***

**Community Information and Findhelp Agreement**

Annually we receive funding from Findhelp for sharing some of our Community Information records with them. This year's agreement will provide us with \$1,435.54, which is approximately \$35 less than last fiscal year.

***Information***

**Community Partnerships**

The Strategic Leadership Table is a multi-sectoral leadership committee that works together to create positive outcomes for children, youth, and families in Brant including:

- build understanding, leadership, capacity, and confidence amongst system staff so they can implement effective practices that are consistent with their role
- ensure alignment and coordination across initiatives, tiers, organizations, and sectors to enhance an integrated system of care
- ensure that organizations have access to evidence-based, locally relevant, scalable and sustainable practices
- ensure that differentiated and unique supports are developed for and developed with specific populations.

Contact Brant has historically played a leadership role with the child and youth planning table, including currently being co-chair. The committee has done a lot of work in the past year to focus on what we can do collectively to make some real change/raise the bar in our historically poor demographics (lower post-secondary rates; high opioid usage; high teen pregnancy; poor rates on young children being ready to learn in the education system; lower scores in provincial education testing; etc.) By the end of June, the committee is hoping to have a clear 2-year workplan to advance this goal. It has been suggested that Contact Brant should include information on the community's work at our public AGM meeting as a 'kick-off' of this community collaboration.

As identified in Contact Brant's 2023-24 Strategic Work Plan, we have begun work with partner agencies to provide at least 2 training sessions on service coordination and an orientation to community protocols that have been developed to support collaborative work together.

The AGM could be a good venue to highlight Contact Brant's leadership in collaboration.

***Information***

**Strategic Planning**

In the Fall of 2020, we engaged Nancy Dubois to facilitate our Strategic Plan for 2021 – 2024. We need to go through the strategic planning process again this Fall. Hiring a facilitator to help the Board and Staff Team through this process is beneficial. Nancy has facilitated our last 2 strategic planning processes and was good to work with. Shall we again look to contracting with Nancy, or would it be best to look to a new person?

***Direction***

**URS MCCSS Report**

Attached is the Q4 URS Report submitted to MCCSS. It includes both a Quarterly Data Report as well as the Annual Narrative Report. We also submitted copies of the CANS Outcomes scores and the Family Feedback Survey, also attached.

***Information***

**CSP Annual Report**

The attached Annual CSP Report submitted to MCCSS was reviewed by the CSP Steering Committee (now called the Service Coordination Network).

***Information***

**MCCSS Annual Reconciliation Report (formerly TPAR)**

A Memo was received on June 20<sup>th</sup> stating that, "The Annual Reconciliation Report is no longer a requirement for the MCCSS Budget Package Category and will not be available for download." The Final Reports, due on July 31<sup>st</sup>, are to include the Audited Financial Statements, Post Audit Management Letter, Segmented Schedules, and Agency Signed Certification, which are to be uploaded to the TPON system.

***Information***

**Communication Strategy**

The Communications Strategy Committee has identified a plan to distribute promotional materials that were developed last year. This is time-consuming and I am concerned that we will not be able to fulfill the plan. As not all employees are at top of grid, yet our budget plans for everyone at top of grid, I would like to hire a part-time contract fiscal Communications/Marketing Coordinator to support the work of our communication strategy. Additionally, they would implement some of our fiscal Work Plan including developing a 'special event' such as an Open House, evaluating the need for creating a newsletter, targeting communication with doctors and schools, etc. The projected salary and mandatory benefits would not be greater than \$15,000.

**Recommendation:** Approval to hire a temporary part-time Communications Coordinator up to March 31, 2024.

***Decision***

Urgent Response Service - 2022/23 Quarterly Reporting Elements						
Lead Organization						
Quarterly Data Report						
Service Data Name	Definition	July 20, 2022 Response	November 4, 2022 Response	January 20, 2023 Response	June 15, 2023 Response	TOTAL
# of Individuals Contacted within Two Business Days: OAP urgent response service	The total number of individuals contacted within two business days following referral to OAP urgent response service.  Counting should begin on the day following referral.		119	119	116	354
# of URS Child and Adolescent Needs and Strengths (CANS) Assessments Completed: OAP urgent response service	The total number of individual URS CANS assessments completed for OAP urgent response service.		85	69	85	239
# of Individual Crisis/Emergency Referrals: OAP urgent response service	The total number of individual referrals made for OAP urgent response service, determined to exceed threshold for URS and referred to crisis/emergency services.		1	0	0	1
# of Individual Referrals Below Threshold: OAP urgent response service	The total number of individual referrals made for OAP urgent response service, determined to be below threshold for URS and referred to more appropriate services/supports outside the URS.		54	31	38	123
Average # of Business Days to Service Plan Implementation: OAP urgent response service	Average number of business days between initial referral and service plan implementation (i.e., initiation of the first service element) for those deemed eligible.		20.96	26.54	38.8	86.3
# of Individuals Served by High-Risk Factor: OAP urgent response service	Total number of children/youth for whom a service plan was developed and implemented to address <u>aggression</u> and the children/youth discharged.		7	19	13	39
	Total number of children/youth for whom a service plan was developed and implemented to address <u>property destruction</u> and the children/youth discharged.		0	2	1	3
	Total number of children/youth for whom a service plan was developed and implemented to address <u>violent thinking</u> and the children/youth discharged.		2	5	2	9
	Total number of children/youth for whom a service plan was developed and implemented to address <u>fire setting</u> and the children/youth discharged.		0	0	1	1
	Total number of children/youth for whom a service plan was developed and implemented to address <u>harm to animals</u> and the children/youth discharged.		0	0	0	0
	Total number of children/youth for whom a service plan was developed and implemented to address <u>risk of exploitation</u> and the children/youth discharged.		0	0	1	1
	Total number of children/youth for whom a service plan was developed and implemented to address <u>self-injurious behaviour</u> and the children/youth discharged.		3	15	7	25
	Total number of children/youth for whom a service plan was developed and implemented to address <u>suicidal thoughts or behaviour</u> and the children/youth discharged.		1	4	3	8
	Total number of children/youth for whom a service plan was developed and implemented to address <u>inappropriate sexual behaviour</u> and the children/youth discharged.		1	0	0	1
	Total number of children/youth for whom a service plan was developed and implemented to address <u>flight risk</u> and the children/youth discharged.		1	5	3	9
Average # of Business Days for Service Plan Completion: OAP urgent response service	Average number of business days for service plan completion i.e., from initiation of the first service element to discharge, for those deemed eligible.		85.5	74.9	61.77	222.17

# of Unique Individuals Who Did Not Complete Service: OAP urgent response service	The total number of unique children/youth who did not complete their service plan (i.e., stopped receiving services before they were formally discharged).		0	5	3	8
# of Unique Individuals Served who Reside in a Rural or Remote Community: OAP urgent response service	<p>The total number of unique children/youth served through the urgent response service who live in a rural or remote community.</p> <p>A rural community is defined as any community that either:  - Has a score of 40 or greater on the Rurality Index of Ontario (<a href="https://www.health.gov.on.ca/en/pro/programs/northernhealth/rio_score.aspx">https://www.health.gov.on.ca/en/pro/programs/northernhealth/rio_score.aspx</a>); or,  - Has a population of less than 1,000 people and a population density of 400 or fewer inhabitants per square kilometer.</p> <p>Remote communities are typically isolated and only accessible by air for most of the year. Some communities may have limited access to seasonal ice roads or long and unreliable gravel roads, ferries or remote railway. Ontario has 21 communities that have been assessed by Transport Canada and/or the province (<a href="https://www.canada.ca/en/transport-canada/news/2020/08/new-measures-to-support-essential-air-access-to-remote-communities.html">https://www.canada.ca/en/transport-canada/news/2020/08/new-measures-to-support-essential-air-access-to-remote-communities.html</a>) as remote.</p>		10	30	10	50
# of Unique Families Served in a Language Other than English and French: OAP urgent response service	The total number of unique families or youth served in a language other than English and French.		3	0	0	3
# of Unique Indigenous Individuals Served: OAP urgent response service	The total number of unique, self-identified Indigenous children/youth served by the OAP urgent response service.		0	3	5	8
# of Unique Francophone Individuals Served: OAP urgent response service	The total number of unique Francophone children/youth served by the OAP urgent response service with program delivery in French.		0	0	0	0
# of Individuals Served without an Identified OAP Registration Number: OAP urgent response service	The total number of children/youth served (i.e., service plan developed, implemented and children/youth discharged) without an identified OAP registration number.		0	0	0	0



Urgent Response Service - 2022/23 Annual Narrative Report Elements		
Lead Organization		
Annual Narrative Report		
Data Element	Definition	June 15, 2023 Response
Summarize general observations on child and family outcomes	<p>General observations on child and family outcomes as reported by parents/caregivers/youth, which may include but are not limited to:</p> <ul style="list-style-type: none"><li>• Stabilization of the situation and prevention of crisis;</li><li>• Reduction of harm to child, others and/or property (e.g., reduction in high risk behaviour);</li><li>• Reduction in family stress (e.g., improvement in contextual factors);</li><li>• Increased ability of family/caregivers to cope (e.g., improvement in contextual factors);</li><li>• Integration of the OAP URS with core clinical services, foundational family services, early years supports, the care coordinator role and other non-OAP services; and,</li><li>• Number of re-referrals for same or new high-risk factors</li></ul>	<p>Used the Family Feedback Survey, developed by the provincial URS Leads Network and 88% noted "Overall I am satisfied with the URS and/or supports my child and family received." 87% responded "I feel the URS helped our family avoid a crisis. 88% indicated they were "able to use the strategies given to me to help my child". Only 74% felt they were "better able to cope with our child's behaviour"; this aligned with the outcomes of the CANS at intake compared to at discharge regarding Family Stress where 78% indicated no change. See the attached CANS Outcomes scores for Targeted Behaviour and Family Stress which reflect that the vast majority identified a significant decrease/stabilization of the behaviour; however, parent stress for most did not change. In the fiscal year, we received 17 eligible referrals; of these, 7 were rereferrals for the same, and 10 were rereferrals for a new high-risk behaviour. For families who have their funding and are accessing Core Clinical Services alongside URS, it has been quite seamless and collaborative. The integration with the AccessOAP Care Coordinators needs further work to help inform Care Coordinators better of the eligibility for URS. FFS is a key service we refer to post-URS for continued support. Many families who have re-referred to URS indicate that while they wait for access to OAP Core Clinical Services, URS is something that is readily available and supportive and that they would likely not be re-referring had they had access to CCS. We have seen good outcomes when it relates to school attendance; we have had some children/youth that were unable to attend school safely prior to URS and at the end of URS were able to attend at least part-time, safely. This improved family stress outcomes as well.</p>
Summarize general observations on system/program outcomes	<p>Summary of general observations on system/program outcomes including challenges and opportunities for improvement.</p> <p>This could include but is not limited to:</p> <ul style="list-style-type: none"><li>• achieving and maintaining fidelity around coordination, and enhancing capacity and improving coordination within the regional service system to better meet the needs of children and youth on the autism spectrum;</li><li>• large and small-scale challenges/barriers your organization faced;</li><li>• approaches that worked well and successes achieved; and,</li><li>• lessons learned.</li></ul>	<p>In the Hamilton-Niagara Region (Brant, Haldimand-Norfolk, Hamilton, Niagara), we received 355 referrals and served 217 eligible clients. 6 of these referrals were for out-of-region, resulting in an eligibility rate of 62%. Although we hired a URS Front Door position as part of our original plan to respond within 2 business days and complete the intakes, we continue to need to utilize other staffing within the agency and previously also relied on our partners, HDGH, to meet the high demand for intake. We discharged 97 by March 31, 2023, which is only 44% of those served; counting only those discharged does not reflect the actual service provided. Our service demand is greater than our discharge rate. By September 2022 we were averaging 35 referrals per month with over 22 eligible per month resulting in needing to hire a 4th URS Coordinator to keep up with managing the caseloads. Our November data showed our caseloads would have been 37 each if we had kept only 3 URS Coordinators! With the 4 Coordinators, we were averaging 28 each, which was still significantly higher than the next-highest caseload in the province which had an average of 22.5. The pattern has been increasing referrals and eligibility as the year progressed - in March we hit a record high of 49 referrals and 38 eligible (77% eligibility). We have continued to fund a 4th URS Coordinator in 2023-24 using our URS budget to meet our service demand - we entered April 1, 2023, with 100 active clients which is 49% of our fiscal 202 target. Originally, we provided 12 weeks of service for each service in a client's service plan; by early Fall 2022, we had aligned with provincial expectations for 12 weeks maximum service so new clients were served for 12 weeks or less and this was key to managing the service demand. Some of the reasons for the increased numbers over the target may be due to splitting the West Region's total registered OAP numbers in half rather than by area within the region. MCCSS's numbers for West Region last fiscal was 380 and the Hamilton-Niagara Region's numbers were 231 which is 60% of the West Region total and our target was 190; for 2023-24, the HNR numbers provided are again 60% of the West Region total and we are funded for 50% of the region's target. A great success is the outcomes scores of the CANS - see the attached data for the target behaviour at intake and at discharge for each client. Another great success was the role of a Peer Support Navigator - when we were planning for URS, we heard from parents and caregivers that having someone with lived experience to help navigate services and talk to was key. Due to caseload capacity (and family choice), only 40% of the families served benefited from having a Peer Support Navigator whose caseload averages 40 - 50. The PSN's role has elements of a service coordinator's job yet extends beyond this to take advantage of their unique experience as a family member in the service system. The PSN's role focuses on (1) Direct support and guidance to families by helping them facilitate partnerships with professionals and informal support to empower families/strengthen the family's confidence and understanding of their situation, and reinforce strengths, (2) Building family capacity and skills - Support the family's involvement with service organizations while providing opportunities for families to learn and build skills relating to navigating the service system, and (3) Facilitating collaboration between agencies and professionals working with the family. We would recommend that a Peer Navigator is key to URS. We also recommend that 20 is a more realistic caseload for URS Coordinators due to their responsibilities to develop each Plan by contracting with appropriate providers and continuing to coordinate and revise the Plan throughout the next 12 weeks. Please note that although funded originally for 3 URS Coordinators, which we increased to 4 last year, we have contracted fiscally for a 5th URS Coordinator to assist with both the intake process/service demand and caseloads - as of mid-June we have 122 active, eligible clients in URS (average caseload is 24.4 for 5 Coordinators, and have received 124 new referrals (averaging 49.6 new referrals per month) with an eligibility rate of 68%. We are concerned about funding this fiscal to purchase URS services, and our flow-through URS Providers are commenting on their concern about being able to serve the high numbers.</p>

Addressing general observations on regional challenges and opportunities	<p>Describe regional context, including any unique challenges and opportunities your service area presents.</p> <p>How have you addressed the needs of the various cultural, socio-economic and linguistic populations within your service area? This may include but is not limited to:</p> <ul style="list-style-type: none"><li>• socio-economically disadvantaged communities;</li><li>• racialized communities;</li><li>• the Francophone community;</li><li>• First Nations, Métis and Inuit communities;</li><li>• rural and remote communities; and,</li><li>• new Canadians and refugees.</li></ul> <p>Include details of any innovative service delivery practices or approaches that were effective in addressing the needs of the various cultural, socio-economic and linguistic populations.</p> <p>Describe any barriers faced in delivering urgent response services to the cultural, socio-economic and/or linguistic populations within the service area.</p>	<p>For families whose first language is not English, services are primarily using an interpreter. Contact Brant has the ability to complete intakes in French, German, Hindi, Punjabi and Urdu. There is much more work we need to do as the Lead Agency in better addressing racialized communities, Francophone communities, Indigenous communities and immigrant populations; unfortunately, our focus the first year was just on meeting the service demand in a timely manner and quality assurance. We also want to develop stronger discharge planning - this was a challenge with such large caseloads and the lack of services to connect people to. Lack of services is due to long waiting lists, lack of mental health treatment support for children and youth with Autism and other disabilities, limited families having budgets to purchase Core Services, and families not being able to find service providers to purchase services from. The largest opportunity is to continue to provide interdisciplinary consultation into the URS Plan using more multi-disciplines more regularly - we could not always access social work, OT, and speech and language to inform the URS Plan yet found their involvement invaluable. We want to consider psycho-pharmacology more as this is an area we have not had ready access to but believe it would be very beneficial. We have found more difficulty in securing services quickly for those in more rural communities.</p>
Summarize general observations on family satisfaction	<p>Summary of feedback from families about their satisfaction with the urgent response service which may include but is not limited to:</p> <ul style="list-style-type: none"><li>• Families’ perceptions about being active team members in their child’s service planning, service delivery, transition planning and discharge;</li><li>• Families’ perspectives on the level of communication, coordination, and collaboration between families, URS coordinators, care coordinators, service providers, professionals etc.;</li><li>• Families’ perspectives on whether they felt services and supports were responsive to their child/family’s diverse needs e.g., cultural, religious/spiritual, geographical etc.; and,</li><li>• Families’ perspectives on whether services and supports were accessible and provided in a timely manner.</li></ul>	<p>See attached Family Experience Survey results. From the Family Survey: 89% indicated they felt "services and supports I received were responsive to my family's diverse needs - for example, cultural, religious, spiritual, geographical". 94% stated they "Felt well supported by the URS Coordinator", "My family and I were involved in making decisions about how to help my child", and "My questions were listened to and answered thoughtfully". Although many families really appreciated respite being part of the URS Plan, a number found respite workers were not able to manage the high behavioural support needs of their children; we have identified that highly skilled respite workers are invaluable! Bethesda Community Services, one of our URS Providers, developed a 'therapeutic respite training' and the supports provided were not only well-received by families but is a training we would like to see offered to all our respite providers (looking to apply for the OAP Workforce Capacity Fund). In a survey distributed to the OAP Providers that are also URS Providers the following comments were noted: "Families have seemed positively shocked about how quickly various professionals can come together to support the needs of the client and their family in a collaborative fashion, both in and outside of the URS team"; "Families are active team members right from the start and there is very good communication, coordination, and collaboration between the URS Coordinator, family, and service providers." "With it being a parent model some families benefit from this where others may not. It is great having a multi-disciplinary team to ensure consistency across all environments and people." Feedback from families about the Peer Support Navigator include: "I finally felt seen in this process. Not that I don't appreciate the help for (son) but up until today the help was focused on support for (son) or for us helping (son) and nothing checking in on me or my family", and “My conversation with (PSN) was great. It was nice to speak with someone who actually lives it.” Parents have reported that the role of the Peer Support Navigator was what made the difference in service for them.</p>

## Pre Intake vs. Post Discharge Change in Targeted Behaviour Rating

April 1, 2022 -  
September 30, 2022



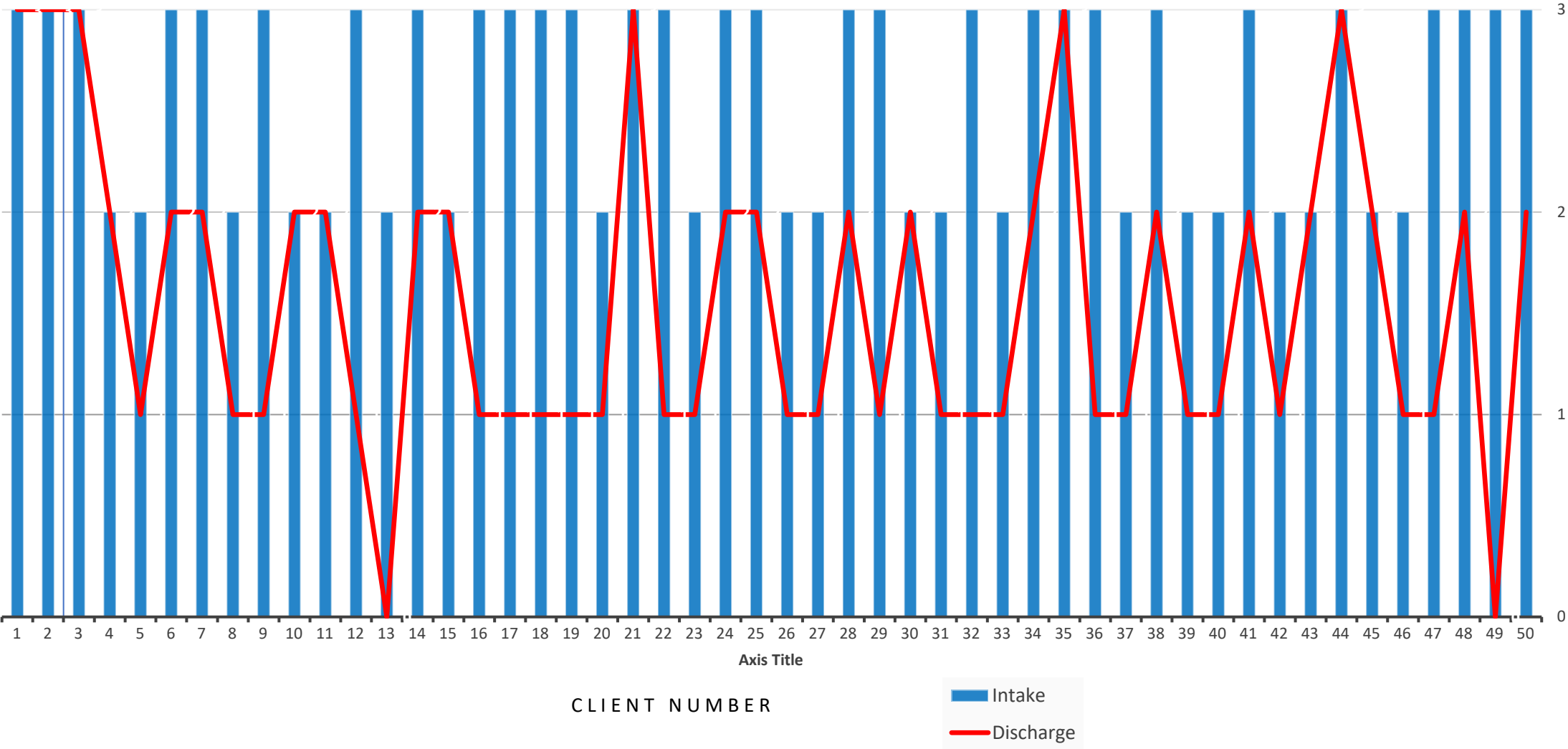
**CANS Outcomes - Intake vs. Discharge**  
**Change in Targeted Risk Factor Rating**

Q3: Oct. 1 - Dec. 31, 2022

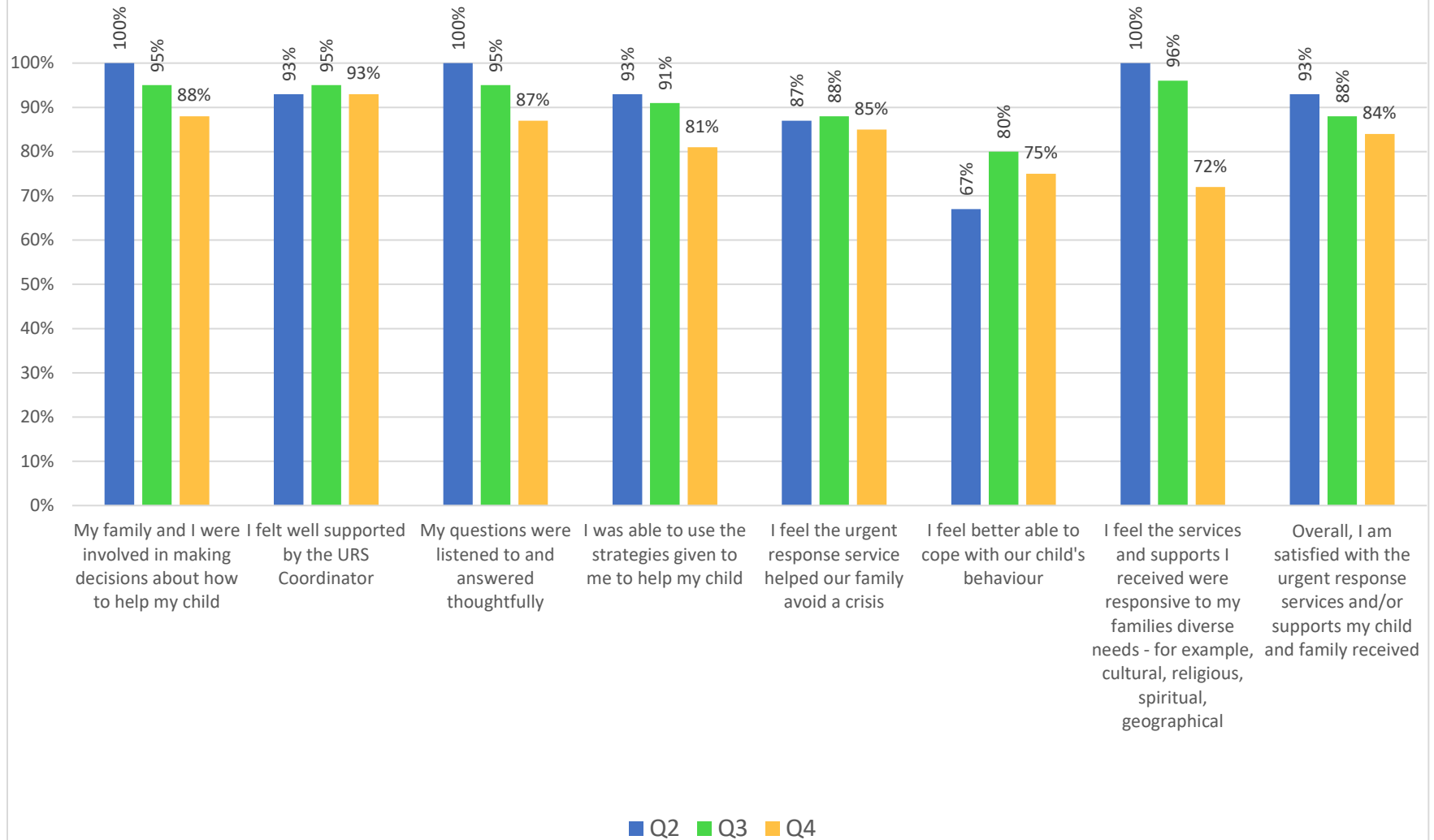


# CANS Outcomes - Intake vs. Discharge Change in Targeted Risk Factor Rating

Q4: January 1 - March. 31, 2023



## URS Family Feedback Survey Results 2022-23



**Q4: Things that I found most helpful about this service are (please comment)**

Every thing seems well occurring to our Children's needs I and my entire family are fully happy to get such a nice program we will greatly appreciated we wish you the best wishes Tnks

I do not believe this program was helpful at all. In fact the lack of continuity of care harmed my child. Our care providers lacked integrity and the skill set to properly treat my child.

We got to continue using the BT we already had in place.

Overall all services were good. With the exception respite.

They went out of the way to connect us with services.

Found the service coordinator and the Peer support very helpful

Positive Strategies for behaviours

Everything

Leah was incredible.

My child like many other kids have been on waiting list for services and funding. URS came to our rescue with their knowledgeable, supportive and understanding workers..... whether it was on the phone or in person in form of therapists. Thank you for helping my baby

**Q4: Things that could have been done better to support my child and family are (please comment)**

Although our some not yet started the program we hope he will enjoy

Better communication between contact & the care providers and families. Hiring more skilled providers. Better vetting & training of the providers.

Unfortunately was not able to utilise respite services as the provider was unable to be available outside school hours.

offering new and different strategies.

Would have liked more service provider options.

Nothing

Being told that respite was available at the beginning not half way through.

I wish the duration was longer than 12 weeks.

**Q4: Please provide any other comments about your experience**

Well we are hoping everything will be good.

I am extremely disappointed with how this service was implemented. This program was not ready for roll out to clients.

No further comments.

Overall no complaints.

Thanks for the help

The 12 week schedule be more flexible based on needs

I would recommend this program to others. Very positive experience.

It was good experience

Thank you for being so supportive of my family. I absolutely adored working with our coordinator Andi Dimashkie. Super kind, knowledgeable, understanding and caring.

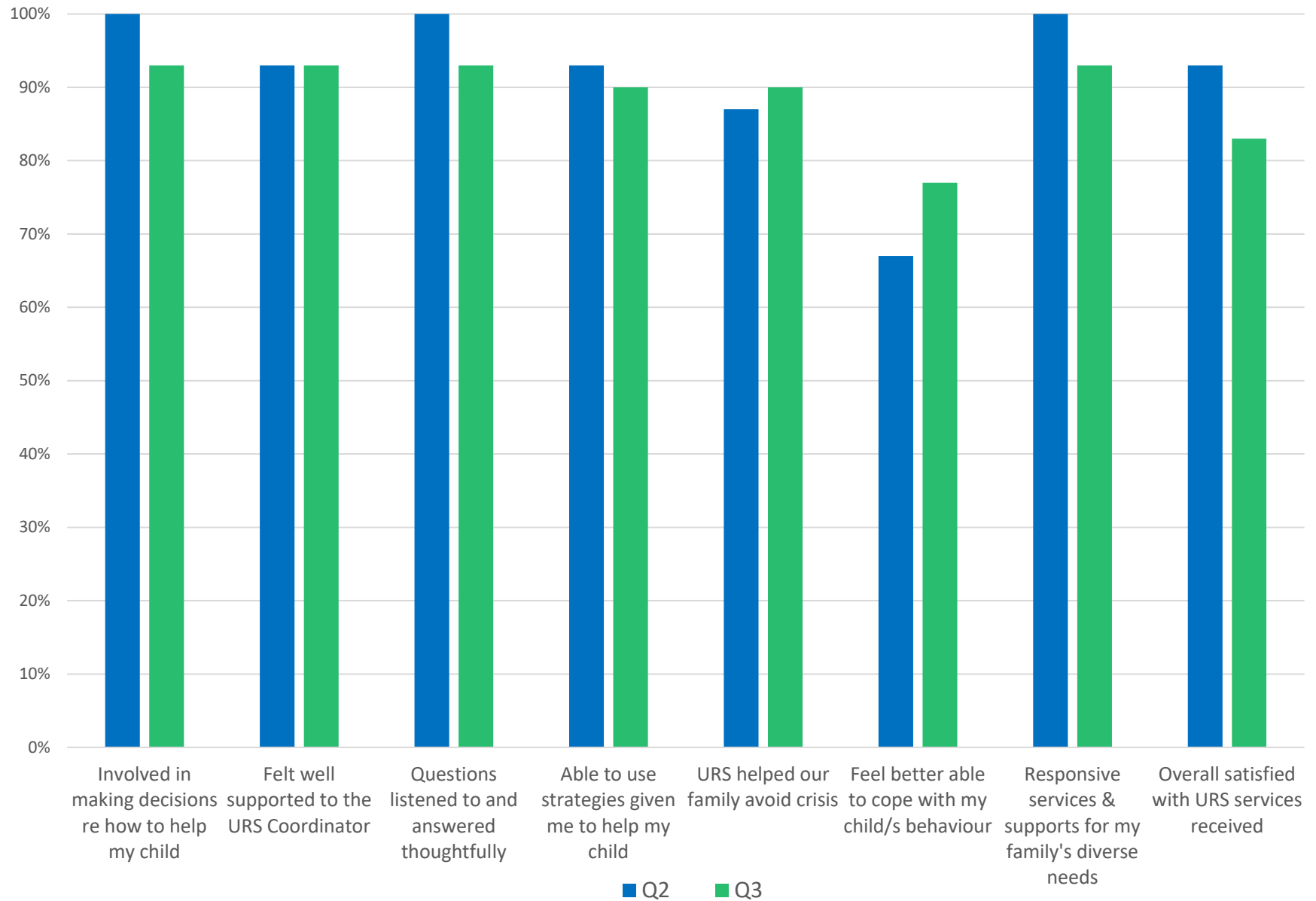
Q4:

Total Survey's Sent – 27

Total Survey's Received – 15



URS Family Feedback Survey Results 2022-23



Q3 October – December 2022:

Total Surveys Sent – 52; Total Surveys Received – 8

**Things that I found most helpful about this service are (please comment)**

They were able to come in at a time that was crucial to us, as our son was about to finish school for the year and summer was about to start.

Great service coordination

Kind and caring worker that came and tried to build a relationship with my son. Played new games and brought interesting material to cover

Urs Coordinator

Sara showed me how to do shopping with Kenji. And also, she gave me picture. she observed him at school.

It was received quickly. Within a short time, we had already had appointments and help lined up. When your family is in crisis, this was a tremendous relief.

The quick response to our needs. The many observations of our son by the staff. The attentiveness to our family. The re-introduction of PECS, which seem to help him visualize what is next to come.

The therapy and respite care

The swiftness of the response from Urgent Response team. The understanding from the Team and their appreciation of my circumstance. No judgement. The tools I was taught to use to help me get back in control of a quickly deteriorating situation. The relief and hope for the child's future once more.

-flexible scheduling -team approach with multiple professionals -home-school connection for consistency parenting courses (NVCi) accessed concurrently while in program -amazing, differentiated visuals that correlate to current goals and strategies -proactive and practical strategies to maintain for long trajectory responded to the needs of the entire family unit -prompt action and feedback to new concerns

**Things that could have been done better to support my child and family are (please comment)**

Better commitment from worker.

I'm not sure

More trained respite

Better respite company, who had experience workers for high needs kids, so we didn't lose respite hours.

The RECREATIONAL respite services: Although the concept of this is great in theory, it was an added expense of time and money that we could not afford, adding to extra stress. I think that allowing families the same "services" that they would receive from Special Services at Home would have been more beneficial. Currently, we are approved for the program, however, there is no funding. These services would have provided better relief.

Connecting with a psychiatrist for the obvious mental health urgency.

Wish we had more time than 3 months because it takes longer for autistic children to learn and find the right lesson plan that works for the individual child's needs

The respite unproductive, interfering, inconsistent, last minute changes, often cancelled. The culmination was a completely new worker sprung on us when not many sessions were left. The child did not have the chance to get comfortable with the previous 2 worker one of which only came once.

-the program is not nearly long enough -there needs to be more time to change course and try new ABA strategies as the child adapts and changes their behaviours accordingly. -these kids are so complex, 12 weeks doesn't even scratch the surface of how to effectively observe and collect data, assess motivation, create a plan, share with multiple parties, implement multiple new modalities, refer to other health care professionals to add medication, trial and live a new contrived reality, and then not allow any room for incidentals of factors that will change the cause and response chain. - not enough time to treat the emotion or respite needed to absorb and live a stable life style.

### **Please provide any other comments about your experience**

The worker assigned to us on three different occasions never showed up for her appointment and did not contact us to let us know she was not coming. We finally had to make the decision to ask her supervisor to tell her not to return. I had to spend the last three weeks of summer supporting my child which was very stressful to me and I lost a lot of time away from my own work responsibilities. I am very disappointed at how this turned out for us from Urgent Care.

Over all helped our family.

I'm not entirely sure how receptive he was to the information..... the time slot was tricky because it was after a long day of camp for my son and around dinner time

Urs services should be longer than 12 weeks as I am at the same situation where I was before as a parent

Overall, this service was great.

Written detail of what went on during each visit would have been appreciated. From what I understand my child was supposed to receive therapy services for self injurious behaviour but from the information I have been given so far, they just received respite care.

Bethesda is an exceptional organization that worked well both individually and as a team. Their level of service to the whole family brought the escalation down quickly. I cannot say enough wonderful things about them. Although we had a hiccup in the beginning with another Respite company, we ended up with Trillium who were very accommodating and had a wonderful team to work with. Finally, Ellen Tansony, from Contact Brant was fantastic. She had time to listen and really helped me when I needed it. The overall experience we received was perfect and I hope that these services will continue to be offered and thrive. Thank you.

The staff at Bethesda are so supportive and helpful.

Nothing I can think of at this time.

Apart from the respite I was very pleased with the service we received.

I am eternally grateful for this program. I feel like I'm further ahead in the autism matrix of understanding and being connected to many services that my son will need going forward. This program is incredible for learning and anticipating your child in a deeper way. This program is exemplary at delivering accurate and differentiated proactive strategies to maintain predictable and regulated behaviour. Unfortunately it only works if your child's regulation is resting at a 6 on the scale of aggression. Some teens aggression is too severe for this program to have the same efficacy.

# BRANT COORDINATED SERVICE PLANNING

## ANNUAL REPORT 2022 - 2023



**Coordinating Agency:** Contact Brant for Children's and Developmental Services

### 1. Feedback from Families, Children and Youth

With the MPOC tool not being used after March 31, 2023, the Brant community will return to using the Parent Satisfaction Survey that was originally developed by the CSP Steering Committee. The community feels this will gather more informative feedback.

### 2. Cross-Sector Partnerships are Working Together

- a) *The Coordinated Service Planning Steering Committee* met three times. The committee has endorsed changing the focus of CSP Steering to a *Service Coordination Network* to address cross-sectoral and inter-professional communication, collaboration and networking at a leadership level to meet together towards system improvement. Membership will be expanded.
- b) *New Referrals for CSP:* There was an 80% increase in referrals to CSP in 2022-23 over the previous fiscal year.
- c) *New Referrals for FASD:* There was a 35% decrease in referrals to FASD; however, caseloads remained the same. There was a 6% increase in the total number of participants served (caseloads and in capacity-building opportunities).
- d) *Implementation of OAP URS:* Contact Brant implemented the URS for the Hamilton-Niagara region, surpassing the Ministry target for the number eligible by 14%. The CSP Steering Committee continues to look at the impact of URS on CSP.
- e) *What Partners Say About CSP* – The Community of Practice members regularly identify partnerships they are involved with and appreciate learning from each other/ having an opportunity to network and learn about services and resources in the community, as well as problem-solving re caseloads.

### 3. Successes

- ✓ 21 (16%) children and youth served in CSP identified as Indigenous.  
9 (20%) children and youth served in FASD identified as Indigenous.
- ✓ 4% of CSP families identified that English was not their first language. Interpreters were hired for support during service provision to these families; the languages identified were Punjabi, Cantonese, and Farsi.  
All families served in FASD identified English as their first language.
- ✓ The community continued to see a decrease (11%) in the number (8) of children/youth recommended for Complex Special Needs funding. The Committee continues to wonder if the numbers served in CSP (due to 5 additional CSP Providers identified in Brant) support this.

- ✓ The FASD Caregiver Group Support Group offered 2 virtual presentations by Nate Sheets and had 142 registrants, both families and professionals.

#### 4. Challenges

- ❖ There have still been no referrals or services provided to any families identifying as Francophone; this may be due to the area's very small population.
- ❖ 30% of CSP clients and 11% of FASD clients did not report on the question about identifying as Indigenous.
- ❖ The complexity of children and youth served in CSP and FASD continues to increase. Their multiple needs and limited access to interdisciplinary services (mental health treatment, OT, speech and language, respite, etc.) are a barrier. 100% of the children and youth that receive CSN funding have a dual diagnosis.
- ❖ The CSN-funding eligibility guideline regarding no services during school hours is a barrier and a challenge for the provision of CSP as services have been exhausted.
- ❖ Child welfare redesign puts greater pressure on CSP to respond to situations where families state they will no longer care for their complex needs child and

<b>CSP Steering Committee - Organizations and Members</b>	
Affiliated Services for Children & Youth (IHP and BLVEIP)	Lisa Sylvester
Brant Haldimand Norfolk Catholic District School Board	Philip Wilson; Sandra DeDominicis
Child and Family Services Grand Erie	Sarah Robertson
Conseil Scolaire Catholique MonAvenir	Celine Ranger-Rush
Contact Brant (Coordinating Agency)	Jane Angus (Chair); Alison Hilborn
Grand Erie District School Board	Fran Lainson; Jeff Senior
Home and Community Care Services HNHB	Marta Wagner
Lansdowne Children's Centre	Bettina Oulton
Six Nations of the Grand River Health Services	Jessie Gartshore
Six Nations Schools	Sandra Graham
Willowbridge Community Services	Edie Mous
Woodview Mental Health and Autism Services	Christine Dragojlovich; Christina Ferrell

child welfare indicates a community response is needed, not protection services.

The Brant Service Coordination Network reviewed the Annual Report electronically in May.

**CSP Providers** are noted in blue font.



**Policy Review Committee  
Recommendations to the Board  
June 27, 2023**

HRCovered provided recommendations for a *Computer Use and Social Media Policy*. Our current *Computers and IT Policy* was revised based on their recommendations.

**Recommendation:** Approve the revised *Computer Use and Social Media Policy* as presented.

***Decision***



## **POLICY AND PROCEDURE MANUAL**

**SECTION:** Administrative

**Policy:** AD 07

**Policy Date:** June 2023

July 2022; April 2021; March 2015

**Page:** 1 of 6

### **COMPUTER USE AND SOCIAL MEDIA POLICY**

#### **PREAMBLE**

Contact Brant's business relies on the use of internet technologies, resources, and systems including computers, laptops and other portable internet technologies (e.g., flash drives, cell phones, projectors, cameras, etc.), email, databases, agency's network, and social media.

This policy outlines the terms for the appropriate use of computers, email, intranet and internet at work as well as provides guidelines concerning the appropriate use of social media by employees, both while at work and outside of work hours and activities.

The equipment made available for employees belongs to the company. Management has all the rights to monitor the Internet activity of all workers; the data transmitted, created and received via the company's equipment can be monitored as well.

This policy outlines the terms for the appropriate use of computers, email, intranet and the internet at work; makes employees aware of their responsibility to maintain a positive image of the organization; and provides guidelines concerning the appropriate use of social media by employees, both while at work and outside of work hours and activities.

While Contact Brant respects the privacy and personal lives of our employees, our employees remain representatives of the company outside of work. As such, employees must be aware of their responsibility to maintain a positive image of the organization, including appropriate use of social media both while at work and outside of work hours and activities.

This policy applies to all employees, volunteers, students, and other authorized individuals who represent the organization.

#### **POLICY**

Employees are responsible for the appropriate use and security of agency computers, email accounts, and/or technology assigned to them. Employees shall use appropriate passwords and protections and ensure their computer is secured when unattended.

While Contact Brant respects the privacy and personal lives of employees, employees remain representatives of the company outside of work; as such, employees must be aware of their responsibility to maintain a positive image of the organization through the appropriate use of social media.

Contact Brant reserves the right to review and/or access employees' agency computers and emails at any time, as well as monitor employee company emails, computer use, and internet use.



## PROCEDURES

### 1. Equipment and Technical Support

- 1.1 When experiencing problems with IT equipment and networks, employees must first problem-solve with the Administrative Assistant, who will submit a ticket to IT Support when required.
- 1.2 Contact Brant retains professional IT support to maintain computer equipment, appropriate security measures, and the network. IT support is authorized to access all systems as requested by the employer.
- 1.3 Confidential information should be stored on the agency's client database or the server. Computers, laptops and other portable equipment (including flash drives) should never have client-related or confidential information stored on the hard drive or laptop.
- 1.4 Employees will use VPN functions to access and store information on the agency's server when working out of office.
- 1.5 The Executive Assistant will maintain a record of all Contact Brant IT equipment and the name of the employee provided with each resource.

### 2. IT Security

- 2.1 Employees are provided with a username and secured access to their computers and the agency's network and must protect this.
  - Any changes to an employee's password for computer log-in and email will be provided to the Executive Assistant; otherwise, this access is not to be shared with coworkers or people outside the organization.
- 2.2 Employees are responsible for the use and security of the company computers including their email account and technology assigned to them.
  - To assist with security, Contact Brant provides a Password Manager program that must be used by employees.
  - Employees will use appropriate passwords and protections and ensure their computer is secured when unattended.
  - Passcodes must be utilized on portable IT equipment including company-provided cell phones.
- 2.3 The CEO will assign user privileges as well as assign an administrator/ super user for each software and platform. Usually, this will be the Administrative Assistant responsible for IT coordination and data and/or the Executive Assistant.
- 2.4 The employer reserves the right to monitor employee company emails and computer use, which includes intranet and internet use, as well as review and/or access employees' computers and emails at any time.

### 3. Appropriate Use of Computers, Email and the Internet

Employees are expected to use company computers, email, technology and access the internet for employment purposes which are the duties outlined in the employment agreement, job description and/or as directed by the CEO.

- 3.1 Restricted comments and/or behaviours may lead to discipline, up to and including termination, and could lead to criminal or civil action against an employee. Refer to the Sections on Restrictions.
- 3.2 Appropriate use of Contact Brant IT equipment, databases, email and internet include:
- Maintenance and storage of client, employee and agency records.
  - Use of email for business-related communication.
  - Web search for business-related information.
  - Utilization of unique passwords to protect information from inappropriate access.
  - Professional development activities.
- 3.3 Computers and Technology: Employees may use company computers and technology, as well as access the internet, for appropriate personal use on designated breaks, lunch and off-work times. This limited, occasional or incidental use of the agency's network for personal activities is acceptable, provided the privilege is not abused.
- 3.4 Emails: E-mails must conform to organizational standards and be created using a high level of professionalism in both language and tone. Emails are a permanent electronic record.
- An email signature must be formatted for all emails being sent and will include Name, Position, Organization Name, Address, Email, Phone, Website, Agency logo, a confidentiality statement, and an 'unsubscribe' option.  
Suggested confidentiality statement: This information is confidential and directed solely to the person named above and may not otherwise be distributed, copied or disclosed. If you have received this email in error, please notify the sender immediately via a return email. If you are the intended recipient of this email and no longer wish to receive emails from Contact Brant, please reply with the direction to remove your email from our contact list - please mark your email Subject as "Unsubscribe". Thank you.
  - Employees must proofread emails and use the spell check function before sending.
  - Where confidential email communication is used, documents must be encrypted, and a password sent to the recipient in a separate email. No identifying confidential information will be in email messages.
  - If an inappropriate email or link is received, it must be deleted as 'Junk' immediately. The email must be reported to the Chief Executive Officer or alternate if sent internally. Employees will alert the Administrative Assistant to inform IT support of any breach in email security or a high volume of spam.
  - Company emails will be sent or received to and from people as required for employment purposes. Company emails are subject to the organizations' policies including workplace violence, harassment, discrimination, professional conduct and confidentiality; employees sending inappropriate emails will be subject to discipline.

#### 4. Social Media

Social media refers to forms of electronic communication through which users create online communities to share information, ideas, personal messages and other content. Examples include but are not limited to Facebook, Linked In, Twitter, Instagram, etc.

4.1 Employee's Social Media: Employees are representatives of the company both during and outside of work hours, and it is a condition of employment that employees represent themselves and the company professionally (also refer to the *Professional Code of Conduct Policy*). As social media is a medium to exchange information, employees will be held accountable for what is written, portrayed or displayed on their social media. This is the case whether it be during or beyond work hours or activities.

- Social media content will be deemed to be that of the registered user/owner of the account.
- Employees are encouraged to use appropriate passwords and protections and ensure their social media accounts are secure.
- Where a staff member publicly associates with Contact Brant, all materials associated with their social media outlet may reflect on the company - the terms of this policy apply.

4.2 Contact Brant's Social Media Accounts: Contact Brant will use social media accounts for the purpose of promoting the agency and supporting the public in communicating with our agency. Contact Brant's social media accounts must be used appropriately by the designated employees who have the administrative logins and are assigned responsibility for managing accounts:

- Ensure regular review of the social media accounts and respond appropriately to all postings. If uncertain how to respond to a specific post or group, discuss the issue with the Chief Executive Officer.
- Employees will be held responsible for what they write or post on the Contact Brant social media pages. Use good judgment when posting agency photos and notify any employees who are in photos to be posted so that they may approve.
- The Chief Executive Officer will work with employees to develop a social media plan for agency promotion.

4.3 Contact Brant's Website: Contact Brant strives to maintain a current and progressive online presence by updating our website regularly and maintaining the website in a consistent and appropriate manner that provides clients and the public at large with a professional and accessible resource.

- Website maintenance will be performed by the Executive Assistant. Content will be approved prior to posting by the Chief Executive Officer.
- All employees should propose appropriate revisions and additions to the Chief Executive Officer.
- The Chief Executive Officer will ensure a monthly review of the website.

## 5. Restricted Use of Contact Brant Computers, Email and Internet

Any activity that reflects negatively on the organization; poses a danger to equipment, the organization or others; or conflicts with Contact Brant's policies will not be permitted. The following use of Contact Brant equipment, email, intranet and the internet is restricted and subject to discipline:

- 5.1 Personal use during work time, including personal emails, unless otherwise authorized to do so.
  - On designated breaks/lunch and off-work times, provided the privilege is not abused, employees may make limited, occasional or incidental use of company computers and technology, and access the internet for appropriate personal use.
- 5.2 Internet sites which are deemed to be inappropriate are not to be accessed. Examples include pornographic websites, blocked websites, gambling websites, potentially harmful websites, etc.
- 5.3 Downloading files, music, videos, pictures, etc. not required for employment purposes.
- 5.4 Conducting unapproved business for any alternate sources of employment, compensated or otherwise, or for any home-based business at any time.
- 5.5 Installing or running security programs or utilities unless specifically instructed to do so.
- 5.6 Not complying with copyright and licensing restrictions on any information which has been downloaded or is protected by the organization.
- 5.7 Allowing others who are not authorized users to access and utilize company equipment or software.
- 5.8 Other inappropriate use of Contact Brant IT equipment, databases, and internet includes, but is not limited to:
  - theft or falsification of records.
  - neglect or wilful destruction of equipment and records.
  - engaging in illegal activities.

## 6. Restrictions regarding Social Media

The following outlines the restrictions regarding employee's social media and will be subject to discipline:

- 6.1 Any comments and/or behaviour that is deemed to constitute discrimination, harassment, sexual harassment, or workplace violence, as outlined in the organization's policies.
- 6.2 Inappropriate comments or displays, disrespectful conduct about or towards the organization, another employee, client, or someone affiliated with the organization, as outlined in the organization's policies.
- 6.3 Any other comments, displays or behaviours that would reflect, or ought to reasonably have known to reflect, negatively on the organization, another employee, client or someone affiliated with the organization.
- 6.4 Should the employee affiliate themselves with the organization on social media, any comments made will be required to include a disclaimer stating

that any opinions expressed are the employee's own and do not represent the company's positions, strategies, or opinions (this may be done via a general disclaimer on their social media outlet or page).

- 6.5 The employee must not speak on behalf or represent the organization in any way, release or disclose internal, confidential, or proprietary information of any kind, without express written authorization from the organization.
- 6.6 Employees are prohibited from using protected materials (copyright material, branding and/or logos) without prior express written permission.



Board of Directors  
**Nomination Committee Report**  
**Nominations for Slate of Officers**  
June 27, 2023

Annually the Board elects the Officers of the Board, as outlined in the Contact Brant By-Laws:

- The Board shall appoint from among the Directors a Chair, Vice Chair, Treasurer, and Secretary at its first meeting following the Annual Meeting of the Corporation.

According to the Governance Policy, which outlines the roles of the Officers, no Director may serve for more than 3 consecutive years in one office.

Following is the current slate of Officers and terms, which was just revised effective May 1, 2023:

Director	Executive Position	Executive Start date	End Date re Maximum 3 Years
Kelly Skrzypek	Chair	May 2023	June 2026
Kelly Skrzypek	Treasurer	June 2021	June 2024
Greg Hackborn	Vice-Chair	May 2023	June 2026
Laura Miedema	Secretary	May 2023	June 2026

**Recommendation:**

Approve the following slate of Officers for July 2023 – June 2024:

1. **Chair:** Kelly Skrzypek
2. **Vice-Chair:** Greg Hackborn
3. **Treasurer:** Kelly Skrzypek
4. **Secretary:** Laura Miedema

***Decision***



Board of Directors  
**Annual Striking of Committees**  
June 28, 2022

According to Governance Policies, the Board has two Standing Committees, Nominating and Policy Review. The Board annually appoints the members of these Standing Committees at the first Board Meeting following the AGM.

Both committees require a minimum of 2 Directors, and the Board must identify the Chair of each committee.

**a. Nominating Committee:**

Governance Policy Terms of Reference for the Nominating Committee:

- *Responsibilities:* Nominate persons for election to the Board to fill any vacancies on the Board, and consult with the Chief Executive Officer with respect to the type of candidates that the Committee ought to recruit
- *Authorities:* Empowered to request appropriate candidates for their interest in the Board, and to interview potential members
- *Accountability and Reporting:* Accountable and report to the Board.
- *Time Frame:* Standing Committee struck annually at the first board meeting following the AGM; meet as needed by the Board when new members are required
- *Membership:* The Board appoints a minimum of 2 Directors to the Nominating Committee, and identifies the Chair of the Committee
- *Staff Roles:* The Chief Executive Officer is a resource to the members of the Committee when requested.

**b. Policy Review Committee:**

Governance Policy Terms of Reference for the Policy Review Committee:

- *Responsibilities:* Review Operational Policies, Governance Policies and By-Laws.
- *Authorities:* Develop draft revisions or new policies and By-Laws for recommendation to the Board.
- *Accountability and Reporting:* Accountable and report to the Board.
- *Time Frame:* Standing Committee struck annually at the first board meeting following the AGM.
- *Membership:* The Board appoints a minimum of 2 Directors to the Nominating Committee, and identifies the Chair of the Committee
- *Staff Roles:* The Chief Executive Officer is an equal partner in the discussion and will draft revisions or develop new policies under the direction of the Committee and the Board.

**Recommendation:**

1. Approve the membership for the Nominating Committee for July 2023 to June 2024:
  1. Chair:
  - 2.
  - 3.

and,

2. Approve the membership for Policy Review Committee for July 2023 – June 2024.
  1. Chair:
  - 2.
  - 3.

***Decision***



# 2022 - 2023 Annual Report



Start with us for child and youth services.



# Message from the Board Chair & CEO

This was an exciting and challenging year as we fully implemented the Ontario Autism Urgent Response Service for the Hamilton-Niagara Region.

We almost doubled our staff team with this new program. The demand for this interdisciplinary service was much higher than expected, and our professional team was outstanding in their efforts to implement this service with a focus on quality service and outcomes! The partnerships with service providers across the region are what has made this program so successful.

Access, Service Coordination and FASD services continued to see an increased demand too. Contact Brant is working with Ontario 211 to put the Community Information records on a different platform while ensuring our public-facing resource is up-to-date for all to use.

We thank our dedicated staff team for their commitment to responding to children, youth and families through live answering calls and not having people wait for our services. We also want to recognize their dedication to collaborative work with community stakeholders, which is what families ask for and is key to our work.

**Kelly Skrzypek**

Board Chair

**Jane Angus**

Chief Executive officer

## 2022 - 2023 Board of Directors

Susan Fitzgerald/Kelly Skrzypek, Chair

Greg Hackborn, Vice-Chair

Kelly Skrzypek, Treasurer

Laura Miedema, Secretary

Emily Miller, Director

Elizabeth Abraham, Director

Brian Konst, Director

Jenna Dierick, Director

Jennifer Tonnie, Director

# Meet Our Team



**Sheryl Ruman**

Lead Resource Coordinator



**Paul Sanderson**

Resource Coordinator



**Stuart Shaw**

Resource Coordinator



**Sue Vincze**

Resource Coordinator



**Lindsay Izsak**

Resource Coordinator



**Linda McFadyen**

FASD Coordinator



**Lyndsey Campbell**

FASD Coordinator



**Alison Hilborn**

Manager of Service  
Coordination



**Katie Boyd**

Service Planning  
Coordinator



**LeaAnn Boswell**

Community Navigator



**Karen Sweeting**

Administrative Assistant



**Cindy Landry**

Executive Assistant



**Andi Dimashkie**

Lead Urgent Response  
Service Coordinator



**Grace Matson**

Urgent Response Service  
Coordinator



**Lynn White**

URS Administrative  
Assistant



**Jane Angus**

Chief Executive Officer



**Ellen Tansony**

Urgent Response Service



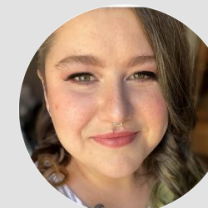
**Craig Tustin**

Peer Support Navigator



**Ayesha Hameed**

URS Front Door Coordinator



**Leah Adam**

Urgent Response Service

**Lauren Freeborn,**  
Service Planning Coordinator



# VISION

Contact Brant is the first place for children, youth, and families to:

- Connect to community services
- Understand available resources
- Receive coordinated supports

# MISSION

By working together, we will improve the well-being of children, youth, and families.

# VALUES

We value...

- Our clients through a respectful family-centered approach
- Our community partners and the work we do together
- Our commitment to diversity and inclusion
- Our knowledgeable team who make it happen.



Contact Brant is the first point of contact for children and youth ages 0-18 years with developmental disabilities, mental health concerns, and special needs, including Autism and FASD. We help you navigate the community services available, connect you to the services you need, and provide on-going support regarding the coordination of services.

# WHAT WE ACCOMPLISHED FOR CHILDREN, YOUTH AND FAMILIES

Total Unique Served



3,172 Mental Health Sector

2,068 Developmental/Special Needs Sector

355 OAP Urgent Response Service



[www.info-bhn.ca](http://www.info-bhn.ca)

PUBLIC VIEWS

**1,237,162**

UNIQUE VIEWS

**121,524**



**285 SERVED**

individually and in capacity building



REFERRALS

**355**

ELIGIBLE SERVED

**216**

(113% of target)



**Coordinated  
Service Planning  
Brant**

# SERVED

**160 children & youth with complex needs**

**6 CSP PROVIDERS**

Contact Brant, Lansdowne, Home & Community Care HNHB,  
Six Nations Health Services, Willowbridge, Woodview



**47**

Case Resolution Reviews  
for Complex Special Needs

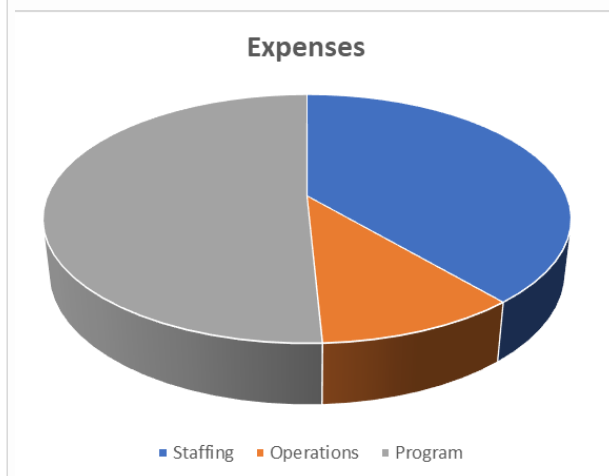
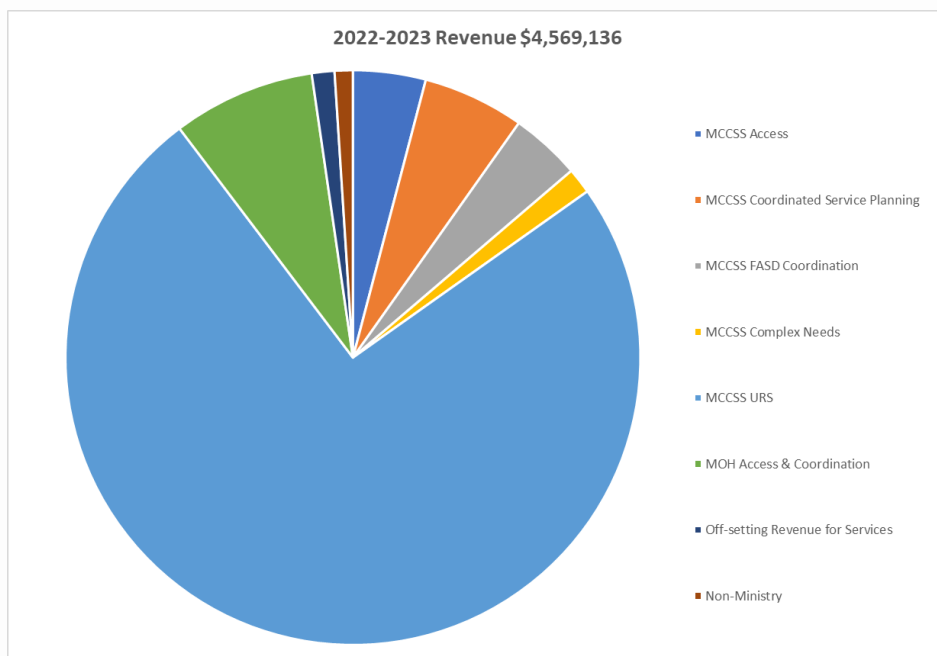


**298**

Transitional Aged Youth with a  
developmental disability supported in  
planning for the future



# FINANCIAL OVERVIEW



*Contact Brant is funded by the Ministry of Children Community and Social Services, and the Ministry of Health*

## WHAT PEOPLE ARE SAYING

Visit our YouTube channel @Contact Brant to learn more about all of the services we offer.

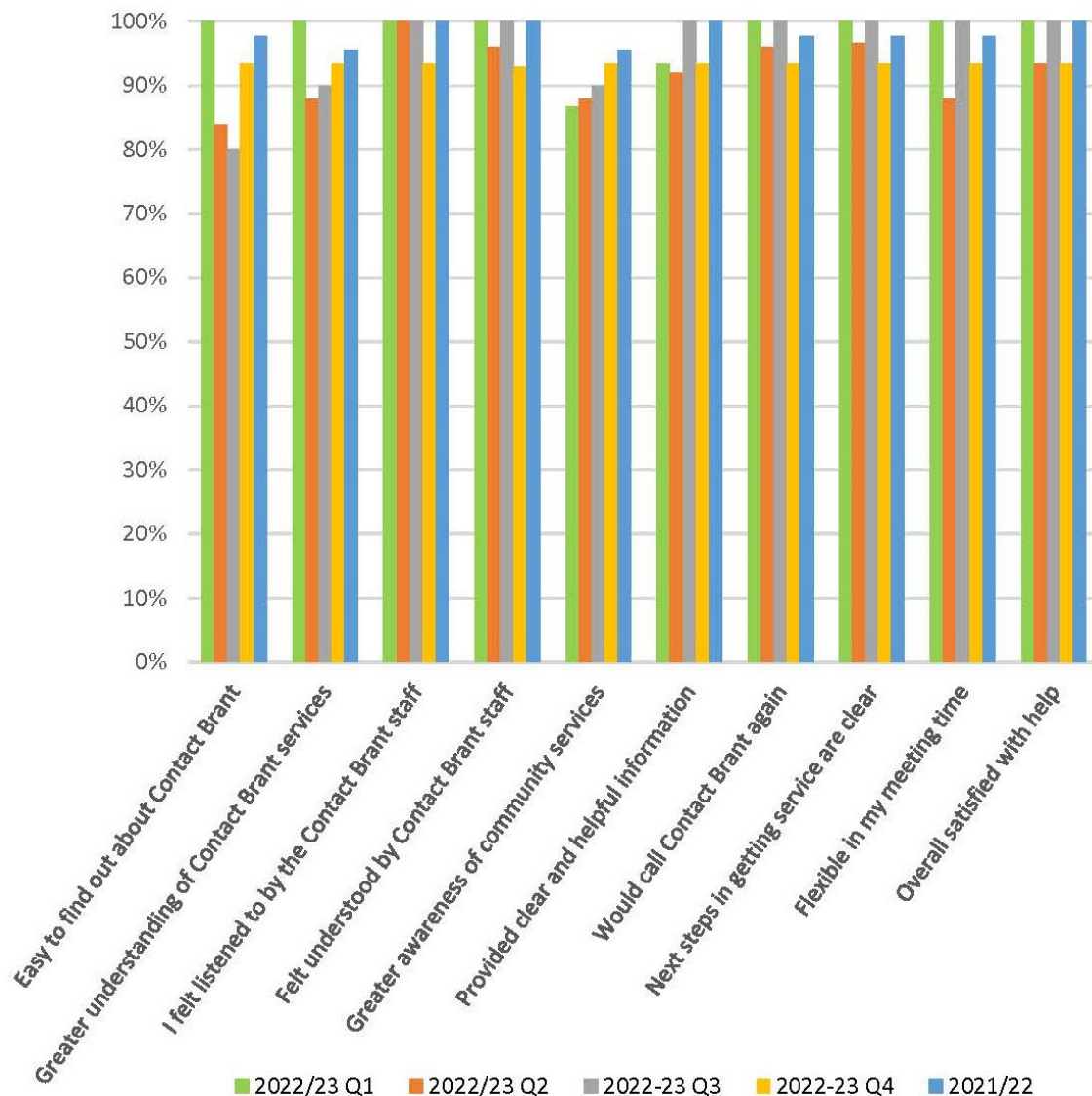


**Here are some of the the things Laurie and her family had to say about Contact Brant....**

"We were really frustrated. We didn't know what to do for her. Contact Brant - it really feels like they've saved our lives because they saved our family. They don't just refer, they're involved. They give me support, they give her support, they give our family support. If your child is struggling and if your family is struggling, just give them a call and go with an open mind."

# QUALITY ASSURANCE

Quality Satisfaction Survey Results 2022-23



## SERVICE FEEDBACK

- Fast to respond to requests for services, very thorough with information and programs available.
- Experience was amazing!!
- Warm, friendly and easy to talk to about sensitive issues. They put a plan in place, followed through on all items discussed and put my mind at ease. Thank you.
- The intake process was in-depth and done well so that you could capture all the challenges to get my family the right support.
- Informative, professional and personable. Thank you.
- I appreciated the quick initial contact and that the staff were knowledgeable. They were very in tune with the types of behaviour challenges typical for us which was a relief to not have to over-explain our situation.

# Your Front Door to Child and Youth Services



643 Park Road North, Brantford, ON N3T5L8

**519-758-8228**

**[www.contactbrant.net](http://www.contactbrant.net)**

**[www.info-bhn.ca](http://www.info-bhn.ca)**

We are on social media.  
Check out our website or YouTube channel to view our videos.





**2021-22 Final Report - Child and Youth Mental Health**  
**Instructions for Transfer Payment Annual Reconciliation (TPAR) submission**

**Due Date:**

The deadline for the submission is Friday June 30, 2023.

**Submission:**

Please submit the completed TPAR Report along with all the accompanying documents in Transfer Payment Ontario (TPON) by June 30, 2023.

**To be included with your submission:**

1. The completed Excel TPAR Template
2. Full Audited Financial Statements
3. PDF or other electronic version of the "I. Certification & Verification" tab completed and duly signed (electronic signature is acceptable)
4. Post Audit Management Letter (if prepared)

**Instructions**

- This TPAR Report form collects financial information that is required as part of the funding agreement/s applicable to your organization.
- Organizations should only report on activities that occurred during the indicated reporting period : April 1, 2021 through March 31, 2022.

**Where to start**

**Warning – Please do not insert, edit or delete any tab, row or column.**

- Every tab in this workbook requires your input and or review. Organizations should start at "Instructions-Please Read" and work through each tab until the final "III. AFS Reconciliation" tab is completed.
- Instructions on how to complete the specific tab are provided as follows:

Tab Name	Purpose	Description
I. Certification & Verification	Data Input	<ul style="list-style-type: none"> <li>• This form must be completed, and then signed by two (2) signing authorities of the organization: <ul style="list-style-type: none"> <li>* Head of the Organization (example Executive Director or Chief Operating Officer); and</li> <li>* Chairperson of the Board of Directors</li> </ul> </li> </ul>
II. Funding Reconciliation	Data Input	<ul style="list-style-type: none"> <li>• This form must be completed at the service delivery area and program (program component in Transfer Payment Ontario) level.</li> <li>• The funding amount by service delivery area and program in this form has been pre-populated with information that is specific to your organization, for all the funding you received in 2021-22 and has been reconciled to your final Ministry of Health remittance. If it appears to be incorrect, please contact your Program Supervisor or the contact person/s below.</li> <li>• Provide the year-end actuals, as of March 31, 2022, spent/incurred under each budget line item (example Salaries, Benefits, Training etc.). Please note that, where available, actual year-end expenditures have been prepopulated with information you have submitted to the ministry as part of your Final Year-End report/s. Please review the information and if incorrect, please overwrite the amounts with the correct ones.</li> <li>• Column "C" in this form relates to the actual amount spent on central administration costs. The Allocated Central Administration (ACA) expenditure line item from each program component will be summed as a negative in Line <b>262</b>, as it will act as offsetting revenue for the Central Administration costs incurred. Please input the actual Central Administration costs incurred under each budget line item in column "C", so as to have a net \$0 amount in the Adjusted Gross Expenditures Line <b>263</b>.</li> <li>• Line <b>281</b> in this form has been pre-populated with the Ministry's approved carry over amount for the particular Program Component or funding initiative. Do not adjust this amount, if it appears to be incorrect please reach out to your Program Supervisor or the contact person/s below.</li> </ul>
III. AFS Reconciliation	Data Input	<ul style="list-style-type: none"> <li>• This form is to reconcile the TPAR to the overall Audited Financial Statements for your Organization for the 2021-22 fiscal year. Please complete all relevant cells and provide explanations where applicable.</li> </ul>

**Assistance / Contact Information**

Contact Name	Phone #	E-mail
Alicia Joubert	(647) 289-5891	Alicia.Joubert@ontario.ca
Susana Maldonado	(416) 303-4568	Susana.Maldonado@ontario.ca

END OF WORKSHEET

## SECTION I: CERTIFICATION AND VERIFICATION

I hereby certify that, to the best of my knowledge, the financial data in the Transfer Payment Annual Reconciliation to which this certification is attached, is true, correct, agrees with the books and records of the organization and has been prepared in accordance with the Technical Instructions and ministry financial policies provided by the Ministry of Health.

### CERTIFICATION BY TRANSFER PAYMENT RECIPIENT

Contact Brant for Children's and Developmental Services

Name of Transfer Payment Recipient

Signature of Service Provider / Delivery Agent Authority

Jane Angus

Name of Service Provider/Delivery Agent Authority

Chief Executive Officer

Title

27/06/2023

Date (dd/mm/yy)

### VERIFICATION BY THE BOARD OF DIRECTORS

The above certification, together with the Transfer Payment Annual Reconciliation, was received and approved by:

the Board of Directors on the 27 day of June, 2023

Chairperson of the Board of Directors:

Signature

Kelly Szrypek

Name of Chairperson or Designate

Chair

Title

TRANSFER PAYMENT ANNUAL RECONCILIATION  
SECTION II: MINISTRY FUNDING RECONCILIATION

FOR THE YEAR ENDED: March 31, 2022	SERVICE PROVIDER / DELIVERY AGENT:	Contact Brant for Children's and Developmental Services
	IFIS Supplier Number:	100925
	TPON Case Number	2021-10-1-1640583296 /

200	SERVICE DELIVERY AREA					
201	SERVICE / PROGRAM NAME					
202	FLEXIBILITY					
210	APPROVED FUNDING / FUNDING RECEIVED					
211	Provincial Funding Received on Account - Current Year					
215	TOTAL of Funding Received - Current Year					
	* Funding received recorded net of recoveries					
230	EXPENDITURES					
231	Salaries					
232	Benefits					
233	SUBTOTAL - Salaries & Benefits					
234	Travel and Communication					
235	Mortgage Principal					
236	Other Building occupancy Costs					
237	Staff Training					
238	Professional/Contracted-out Services					
239	Supplies and Equipment					
240	Other Services					
241	SUBTOTAL					
	OTHER TRANSACTIONS					
245	Small Water Works					
246	Pay Equity					
247	Other Transaction					
248	GROSS EXPENDITURES					
250	Adjustments / Recoveries:					
251	Adjustments / Recoveries:					
252	Adjustments / Recoveries:					
253	Adjustments / Recoveries:					
254	SUBTOTAL - In-Year Adjustments					
	DEDUCT: OFFSETTING REVENUE (Enter as a negative)					
260	Offsetting Revenue (-)					
261	ADJUSTED SERVICE EXPENDITURES					
262	Allocated Central Administration					
263	ADJUSTED GROSS EXPENDITURES					
270	TOTAL ELIGIBLE EXPENDITURES					
280	TRANSFER PAYMENT ANNUAL RECONCILIATION (Line 215 minus Line 270)					
281	Approved Carryover Amount (manual input, amount should be <= approved Ministry carryover amount)					
282	REVISED TRANSFER PAYMENT ANNUAL RECONCILIATION (Line 280 minus Line 281)					

### SECTION III: Audited Financial Statement Reconciliation

Organization Name: Contact Brant for Children's and Developmental Services

LINE

400	<b>TOTAL GROSS REVENUES PER AUDITED FINANCIAL STATEMENTS</b>	\$ 1,260,282
401	<b>LESS: Other Revenue (excluding MOH-CYMH) (i.e. funding from other sources not related to ministry services)</b>	\$ 831,747
402	<b>Adjustments for Revenues from Ministry(ies) Funding calculation</b>	
403	Less: Non Retainable Revenues	
404	Specify (e.g. Expenditure Recoveries)	
405	Specify (e.g. Offsetting Revenues )	\$ 44,461
406	Specify (e.g. Specific Operating Donations )	\$ -
407	Specify (e.g. Inter-Agency Chargebacks)	\$ -
408	Less: Amortization of Deferred Revenue	\$ 64,524
409	Less: Other (specify) - DSO & Projects	\$ 16,685
410	Less: Other (specify)	\$ -
	<b>Subtotal</b>	<b>\$ 125,670</b>
411	Add: One-Time Capital Expenditures Approved & not included in Revenue	\$ 63,194
412	Add: Other (specify)	\$ -
413	Add: Other (specify)	\$ -
414	<b>Subtotal</b>	<b>\$ 63,194</b>
415	<b>Total Revenue Reported (Line 400 - Line 401 - Line 404 to Line 410 + Line 414)</b>	<b>\$ 366,059</b>
420	<b>Total Approved Ministry Funding</b>	<b>\$ 366,059</b>
	<i>(Lines 415 and 420 should equal)</i>	
430	<b>Variance (420-415)</b>	<b>\$ -</b>
440	<b>TOTAL GROSS EXPENDITURES PER AUDITED FINANCIAL STATEMENTS</b>	\$ 1,260,482
441	<b>LESS: Other Expenditures (excluding MOH-CYMH) (i.e. expenditures from other services not related to ministry services)</b>	\$ 878,398
442	<b>Adjustments for Inadmissible Expenditures related to Ministry Funded Programs</b>	
443	Less: Accruals (Payables greater than 30 day i.e. Vacation/Sick Accrual)	\$ -
444	Less: Appropriations	\$ -
445	Less: Amortization on Capital Assets	\$ 64,524
446	Less: Donations to Individuals or Organizations	\$ -
447	Less: Fundraising Costs	\$ -
448	Less: Loans to Clients or Staff	\$ -
449	Less: Retainer Fees	\$ -
450	Less: Provisions for Bad Debt	\$ -
451	Less: In Kind	\$ -
452	Less: Other (specify)	\$ -
453	Less: Other (specify)	\$ -
	<b>Subtotal</b>	<b>\$ 64,524</b>
	<b>LESS: Other Adjustments</b>	
455	Less: Expenditure Recoveries/ Offsetting Revenues	\$ 4,695
456	Less: Other (specify)	\$ -
457	Less: Other (specify)	\$ -
	<b>Subtotal</b>	<b>\$ 4,695</b>
460	<b>ADD: Adjustments for Admissible Expenditures, attach prior approval documentation</b>	
461	Add: One-Time Capital Expenditures Approved & Capitalized	\$ 63,194
462	Add: Other (specify)	\$ -
463	Add: Other (specify)	\$ -
	<b>Subtotal</b>	<b>\$ 63,194</b>
470	<b>Total Surplus/(Deficit) reported in Audited Financial Statements</b>	\$ (200)
475	<b>Total Ministry (MOH-CYMH) Eligible Expenditures reported in the Audited Financial Statements</b>	<b>\$ 376,059</b>
480	<b>Total Eligible Expenditures</b>	<b>\$ 366,059</b>
	<i>(Lines 475 and 480 should equal)</i>	
490	<b>Variance (480-475)</b>	<b>\$ 10,000</b>
485	<b>Total Ministry Approved Carry Over</b>	\$ -
500	<b>TRANSFER PAYMENT ANNUAL RECONCILIATION: Surplus/ (Deficit)</b>	<b>\$0</b>

\$200 deficit taken from Project Funds and is not related to MOH. Off-setting revenue from DSO \$10,000 was used.

May 24, 2023

**MEMORANDUM TO:** Executive Directors, Chief Executive Officers and Board Chairs

**FROM:** Kyra Augustyn, Community Programs Manager

**RE:** **Launch of the 2023 CYFSA Review**

I am writing to inform you that the [Child, Youth and Family Services Act](#) (CYFSA) five-year legislative review has officially launched.

The CYFSA is the primary legislation governing child, youth and family services that are provided through the Ministry of Children, Community and Social Services. This includes services such as child welfare, adoption, youth justice and out-of-home care services, as well as services for First Nations, Inuit and Métis children and youth.

The legislation requires that a formal review and a public report be completed every five years. The CYFSA was proclaimed in 2018, and the 2023 review will be the first review of the legislation.

The Ministry has developed [Discussion Guides](#) in order to support feedback on the review, including one guide for partners, service providers and sector stakeholders and one for youth, families and caregivers. These guides include a series of questions organized by the following key areas of focus:

1. Child and youth rights
2. First Nations, Inuit and Métis peoples
3. Equity and anti-racism
4. Prevention and community-based care
5. Quality services
6. Accountability

Feedback is welcome from any interested individuals or organizations through a written submission or through an [online survey](#). Please share the online survey widely within your networks and provide feedback by no later than July 14<sup>th</sup>, 2023.

.../2

London

217 York Street, Suite 203,  
London ON, N6A 5R1, P.O. Box 5217  
Tel: 519-438-5111 | Fax: 519-672-9510  
Toll Free: 1-800-265-4197 | TTY: 519-663-5276

217, rue York, bureau 203,  
London ON, N6A 5R1, C.P. 5217  
Tél: 519 438-5111 | Téléc.: 519 672-9510  
Sans frais: 1 800 265-4197 | ATS: 519 663-5276

Hamilton

119 King Street West, 7th Floor  
Hamilton, ON, L8P 4Y7  
Tel: 905 521-7318 | Fax: 905 546-8277  
TTY: 905-546-8276

119, rue King ouest, 7<sup>e</sup> étage  
Hamilton, ON L8P 4Y7  
Tél: 905 521-7318 | Téléc.: 905 546-8277  
ATS: 905-546-8276

Windsor

270 Erie Street East  
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The insights you provide will help the Ministry assess the effectiveness and relevance of the CYFSA and gather feedback on further areas for improvement to ensure that the Act continues to promote the best interests, protection and well-being of children and youth.

The Ministry has also developed a [social media toolkit](#) that I encourage you to share on your channels to create awareness of the CYFSA review.

Thank you for your support of this important work. If you have any questions, please send an email to [CYFSA@ontario.ca](mailto:CYFSA@ontario.ca).

Thank you,



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Community Programs Manager

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