



Family
Services
Of Haliburton
County

**Annual Report
2005—2006**

Family Services of Haliburton County

Mission Statement

To identify, provide and strengthen support services enabling children, youth and families to function at their highest potential.

Philosophy of Service

Family Services uses an holistic approach to meet its mission. The staff of Family Services work with individuals, families, groups and the community using a wide range of techniques and modalities (assessment, education, training, counselling, therapy, research, facilitation, activity, adventure, play, arts, community animation, activation and advocacy). Though individual staff members of Family Services have specific areas of expertise, they work in a cooperative and collaborative manner to provide service for the community so that the whole is greater than the sum of its parts. Volunteers and community involvement play an important role in planning, evaluation and the delivery of service. Family Services encourages and supports learning and personal growth for its staff and strives to be, and to be seen to be, a positive, pro-active, responsive, and visible organization within Haliburton County.

BOARD OF DIRECTORS

September 2006

Penny Obee, President
Ann Maher, Vice-President/Secretary
Marg Cox, Treasurer
Jim McMahon, County Representative
Carol McClennan
Fred Phipps
Patricia Wilson
June Forsbrey
Norman Thomas



Family Services
of Haliburton County

STAFF MEMBERS

September 2006

Fay Martin, Executive Director

Barb Fraser
Program Supervisor

Adele Espina
Finance & Administration Manager

Program Staff

Darlene Box
Kathryn Boyd
Carol Brentnall
Mara Hallman
Lisa Hamilton
Vicki Hoare

Sharon Lynch
Marilou Mizzan
Dawn Mole
Claire Sylvan
Norris Turner
Michelle Wolfe

Administrative Services

Kelly Harrison
Ginny Urquhart
Loran Upton
Dawn Milburn

Youth Outreach

Donna Austin, Justice Circle Coordinator
Dianne Cullen

Meet Family Services' Board of Directors

Penny Obee, President, lives on Twelve Mile Lake in Carnarvon with her husband Bill. Their lives are enriched by their three children and their spouses and their four wonderful grandsons. Penny has retired from a lengthy career in teaching and administration in elementary, secondary and post-secondary education. She now takes great pleasure helping people plan their perfect vacations through her travel business and also enjoys the professional development that creates! In her spare time Penny manages to squeeze in some time for cycling, golf, bridge and reading.

Ann Maher, Vice-President/Secretary, is a retired elementary teacher with experience in adult education and outdoor education. She is a writer of articles and curricula, educational presenter and facilitator as well as an artist in stained glass, painting and drawing, an avid gardener and co-chair of the Yes We Will Build A Pool in Haliburton County Committee.

Marg Cox, Treasurer lives in Haliburton and is the parent of two teenage daughters. Marg is Executive Director of a multi-service agency that focuses on providing supports and services to families with young children. She enjoys kayaking, cycling, Nordic skiing and carpentry.

Jim McMahon, County Representative, is the Reeve of Minden Hills and owns and operates McMahon Feeds 'n Needs in Minden. Jim has been involved in municipal politics for the past 19 years and presently chairs the County Policing Advisory Committee. He drives an original 1952 Buick Custom classic and operates a hobby farm in his spare time.

Carol McClennan, along with her husband, is an owner/operator of Ogoopogo Resort on Mountain Lake north of Minden. Carol enjoyed previous work experiences as a Senior Manager with Family Services in Peel, and as a Labour Adjustment Consultant and College and Community Counsellor in the Niagara Peninsula. In the Highlands, Carol pursues hiking, curling, canoeing and the arts. She attributes four overseas family assignments in four third world countries as providing the greatest source of personal learning.

Fred Phipps retired from the CBC after 35 years of service, during which time he held the positions of National Photo Editor and Senior Still Photographer. Since he and his wife retired to Haliburton to be closer to their daughter and her family, his interests have included doing private portrait work, reading, making paths and rehabilitating wounded material he finds at the local dump.

Patricia Wilson is a newcomer to Haliburton, moving here in July 2004 with her husband Jim. A retired public health nurse, Pat worked with pregnant teens, families of young children and people with mental health issues. She continues to be very interested in programs that support families and the housing and food security issues that affect them. A home on Twelve Mile Lake has meant increased family time with her two sons, their partners and her three grandchildren. Swimming, boating and walking with family and friends are much more enjoyable in this beautiful county.

June Forsbrey retired from a lengthy career in senior management with two major Toronto law firms. She now operates her own consulting business. Retirement from city life has enabled June and her husband to reside permanently on Mountain Lake in Minden, after being cottagers there for over 30 years. June is involved in many community activities and enjoys reading, gardening, sailing and travel.

Norman Thomas is a retired United Church minister. Norm came to the Haliburton area five years ago. During his career, Norm participated and/or led in a variety of community service endeavours; the Riverdale Community Organization, The Matachewan Recreation Council, two group homes for teen age native girls, organizational redevelopment for a variety of service organizations, as well as serving on several social service boards.

President's Message

Welcome to the Annual General Meeting of Family Services of Haliburton County. At this time, we are celebrating the year that has passed and looking with anticipation to the year ahead.

Earlier this year, we had an opportunity to begin the process of strategic planning for our future, but that same process gave us a chance to reflect on our past and on the successes it has held. Our staff is incomparable, and their dedication and love of children is reflected daily in the concerned, caring work they do, and in the difference they make to the lives of the families of Haliburton County. Our whole Board of Directors thanks each and every staff member for this wholehearted approach to their jobs.

Our strategic planning revealed to us it was time for a change of image for our organization, so the process of reimagining has begun. You will hear lots about it in the weeks and months to come, but it is an exciting change and will reflect positively for us within our local community.

Fay Martin, our Executive Director, has made the difficult decision that it is time for her to retire, and thus the process of hiring a new Executive Director has begun. You may have seen the advertisements in the local papers, or on provincial websites, and we hope to be able to make an announcement of a new Executive Director within a couple of months. We are hopeful that we will be able to find someone with the qualifications and breadth of experience that Fay brought to us.

Obviously, with a new identity and a new Executive Director, Family Services will be undergoing a phase of enormous change. How fortunate we are that our staff and the Board of Directors are such good agents of change, and welcome this new direction. Once the initial changes are in place, we hope to begin the process of consolidating and encouraging growth in our existing programmes.

Needless to say, throughout this whole process, with the amazing staff we have, we will continue to serve the families of Haliburton County in the same caring, sensitive way we have always done.

Penny Obee
President

Executive Director's Annual Report

Since this will be my last AGM with the agency, I'm going to indulge in a bit of a retrospective.

It was nine years ago, August 1997, that Family Services appeared in the real world as a functioning agency. What I recall most fondly about that momentous day was the huge leap of faith made by the staff who 'came over' from their old organizations without all the nitty-gritty details of salaries and benefits and policy having been settled, trusting that we could and would work out an arrangement that we could all live with. I think that the belief that we are able to figure out how to do what needs to be done is a hallmark of the agency, at every level of the organization.

We are also held together as an organization by a shared commitment to the well-being of children. Sometimes there is friction because we come at that commitment from as many directions as there are staff. Our diversity makes us strong, but it's a bit challenging to manage. There is a constant risk, even a probability, that someone is feeling under-valued. Keeping the organization looking and feeling like a circle, rather than a hierarchy, and rolling along on course while we smooth out the bumps, was the most demanding aspect of my job.

Whatever the internal challenges, I believe we have collectively made a very powerful contribution to the well-being of children in our community. This has taken place at every level of social organization, from individual therapy to address internal issues, through every combination of family relationship, to child-adult and child-child relationships in the larger community; we are there and we are making a difference.

We hardly ever have the satisfaction of completely succeeding in our work. We hold ourselves to the standard of doing the very best we can at the time while striving always to improve, and we expect no more and no less of those with whom we work. We practice being patient with change, allowing others to do what they will with what we give, knowing the pay-off may be far in the future and that we may never learn of it. This can leave self-esteem a bit underfed, and therefore we as an organization must pay constant attention to nurturing each other so as to stay strong in the struggle. This is the most compelling reason to strive for an organization that is a circle, not a hierarchy.

As the organization moves forward, with Big Changes in the near future, I feel proud and positive about the footprint made by our first decade of service. I think children in Haliburton County have an increased probability of achieving their potential because of who we are and what we do, day after day. I thank the staff and management and the Board for what they have done to make that happen, and give you all good wishes as you continue.

Fay Martin
Executive Director

Programs and Services Report

“Collaboration, partnership, coalition, alliance, cooperation, teamwork, joint venture” –these words are now common language and are entrenched in the delivery of most services today. You will notice this theme of “working together” throughout this report whether it is internal to the agency amongst our teams of workers or within the spectrum of services delivered in our county. Although many of our programs and services do receive annualized funding, we often rely on additional dollars from others to supplement programs e.g. nutritious snacks, or on partners to provide space to deliver services e.g. Trillium Lakelands District School Board. Without these partners we could not have the level of outreach and depth of services our community needs.

As per usual, the year has flown by in the blink of an eye! This year we had a few new faces join us. Mara Hallman finished her externship with us, graduated! and joined our clinical team as a Family Therapist (1.0 FTE). Dianne Cullen was hired as our Youth Outreach Worker (.6 F.T.E.) to re-invigorate our youth outreach initiatives. Vicki Hoare was hired to assist Marilou with our volunteer services (.4 contract), Dawn Milburn helped us track down lost books and organize them as our Resource Librarian (occasional), and Kim Ross undertook a social service college placement under Michelle Wolfe’s tutelage (finished April 2006).

We offered a few new initiatives this year. Norris and Sharon ran Temper Tamers at Archie Stouffer Elementary School with research being undertaken by a team from Chedoke McMaster. Donna, Dianne and Kim developed and implemented H.Y.P.E (Helping Youth Perform and Excel) a skills for life group program. Youth Justice (probation) was a funding partner (and terrific source of moral support) for this project. While this project brought its own challenges, the youth taught us a lot! Mara and Kathryn created and delivered “Girlz Power” at Archie Stouffer Elementary School. This group was developed at the request of the school to help a group of girls cope with and confront bullying. We cooperated with Five Counties Children’s Centre in the delivery of a new recreation program called Music Makers. Essentially, this was an after school activity group for students with special needs at the High School.

We agreed to be the Administrative sponsor for the After School Recreation Programs being offered in Minden, Wilberforce and Cardiff. These programs had started the year before with funds through Health for Life. They were caught without a sponsor and risked not being offered, so we agreed to help. The programs were warmly received by many enthusiastic children and grateful parents and were delivered by very committed recreation leaders (Cheryl Smith, Erin Lynch, Andrea Stasiuk, Ella van Gent, Michelle Wolfe and Kim Ross). Important to the long term sustainability of these programs is the strong partnership with the Trillium Lakelands District School Board, Health for Life, Minden Rotary, Municipality of Highlands East, Eastern Ontario Development Fund, and the Haliburton County

Development Corporation. Without many partners providing funding, space, equipment, administration and planning these programs would not have continued.

Healthy living continued to be a theme with the running of two Nia groups for girls (Grades 6 – 8) at JDH Elementary School. This lively program was funded under Health for Life, coordinated by Dianne Cullen and delivered by Lynda Shadbolt. Once again, the cooperation of the personnel at JDH was an instrumental element of the success of the program.

Our staff attended a variety of interesting conferences and workshops this year. Some of which included: Fetal Alcohol Spectrum Disorder, Early Intervention for Children with Behavioural Problems, Creating and Adapting Play Activities for Children with Special Needs, Asperger Syndrome with Tony Atwood, Mean Girls, Therapeutic Crisis Intervention, Working with Self-Harming Behaviours, Temper Tamers, First Aid, Collaborative Community Practice Group, Narrative Work with Youth, Children's Mental Health Ontario, The Friendship Class Program, Alternatives to Custody, Attachment Theory, Brain Booster/Stress Buster, Crisis Intervention Following Traumatic Events, Mindfulness Meditation and You Can Resolve It 2006 Symposium on Peacebuilding. These sessions provide opportunities for professional growth and development, collegial connections and support, as well as program ideas and intervention strategies.

Of course I do need to mention that all staff received training in the use of our client information data system (KIDS). This was a significant shift for everyone. Up to this point, the inputting of client data had been done by our Admin staff. We survived a few growing pains in this process (ok, well more than a few), but gradually this is moving to be a more workable arrangement as our staff increase their level of expertise in the use of the software.

To help meet our agency's mission, staff participate on and contribute to a variety of community planning and action committees including: FoodNet, Food for Kids, Food Security (hmm a bit of a theme going here...), Understanding the Early Years Coalition, Complex Care Special Needs Reference Group, Four Counties Hard to Serve Allocations Committee, Haliburton County Children's Planning Table, Housing Planning Group, Breastfeeding Promotion Network, After School Recreation Planning Committees, Health for Life, Community Wellness Committee of Haliburton, Best Start Network, Four Counties Respite Advisory Team, the District Pre-school Speech Committee, and several community clothing exchanges. All this work makes a significant contribution to improving the community at a systems level.

This year we traveled 113,044 kilometres (98,300 by year round staff and 14,744 by summer students). This is a 6.5% increase over last year. The grand prizes for travel go to Claire (14,249 kms) and Lisa (13,964 kms). Their work is exclusively home-based and covers the far reaches of the county. The challenge here

(especially with the rising cost of gas) is to find the balance between cost-effectiveness and the demand for service responsiveness/accessibility; this is an issue we monitor regularly.

Service Delivery Highlights

We've seen more children and youth in our services than ever before, 745 (48.6% males, 51.4% females)! This represents a 12% increase over last year and a 61% increase since our early 1998/99 days! We've grown and changed in the range of services we have to offer and the staff we have to deliver them. On the upcoming pages you will see the data presented for each of our services. Some of the highlights include:

- A fairly equal number of males (48.6%) and females served (51.4%)
- A 25% increase in number of referrals over last year which represents a 114% increase since 1998/99. Our staff compliment has grown slightly since then (to 12 F.T.E. in direct service from 9.6 F.T.E.). We also now offer more large group programs and services e.g. After School Recreation, Summer Adventure Day Camp, and Peer Pursuits.
- The second and third quarters tend to be the busiest for referrals due to the running of summer programs and fall referrals for counseling. This makes for a hectic time for the Admin Staff to track all the client data.
- The highest proportion of children and youth we serve are school aged 8 – 11 and 12 - 15 years of age with 55% of our clientele being in this age group.
- Most of the children who participated in our services live in Minden Hills (38.5%) followed closely by Dysart et al. (30%). Not unusual given that's where most of our families live.
- Predictably, more girls participate (52% vs. 48%) in our services under Child and Family Intervention (all forms of counseling and some group programming more tailored to girls). The staff can attest to the fact that we saw a high number of intense 15 year old girls.
- The most interesting blip in terms of gender split was in Special Needs Resource Consulting where boys aged 4-7 far outweighed the number of girls served (22 boys vs. 6 girls) and across the whole age group twice as many boys were seen as girls (67% males, 33% females). The trend was similar in Infant and Toddler Early Intervention where twice as many boys were seen as girls. One might wonder about the reasons for this gender split in these early intervention programs?
- Volunteers continue to be an essential part of our service spectrum. You can see on the following chart the particulars of their work with us. We have volunteers who drive, provide respite, are mentors or help with community activities e.g. Climbing Club, Fishing Adventure. In total we had 41 volunteers who provided 5,193 hours of service (excluding the time contributed by volunteer board members).

Finally some words of thanks. Our staff are to be commended for their expertise, their creativity, their insight, and on many days their fortitude. Thank you to each of them for showing up each day with energy, fresh ideas, enthusiasm and a sense of humour! I'd like to also take this opportunity to thank Claire for many years as Editor of our Roots and Wings Newsletter. She has taken on this extra task with pleasure and produced many delightful editions enjoyed by our staff, colleagues and parents.

The last nine years with Fay at the helm have been a wondrous ride. She has taken us from our first tentative steps together to our present state as a high quality professional agency. I thank her for the vision she has brought and for her passion and motivation so that we all could bring it to life. I personally thank her for inspiration, ingenious ideas, leaps of faith, many moments of laughter (often at her expense!), support, direction and caring. I will miss her.

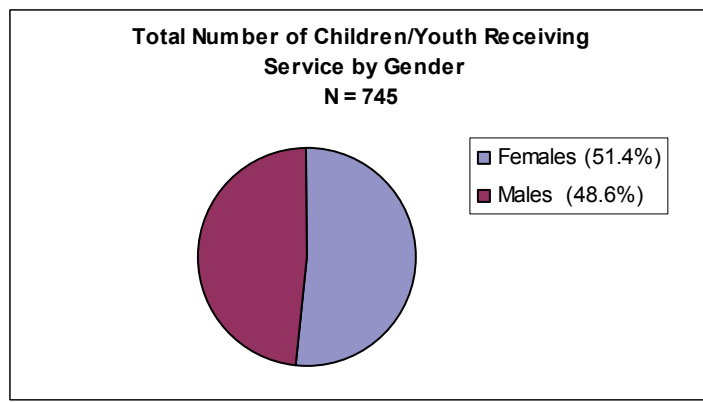
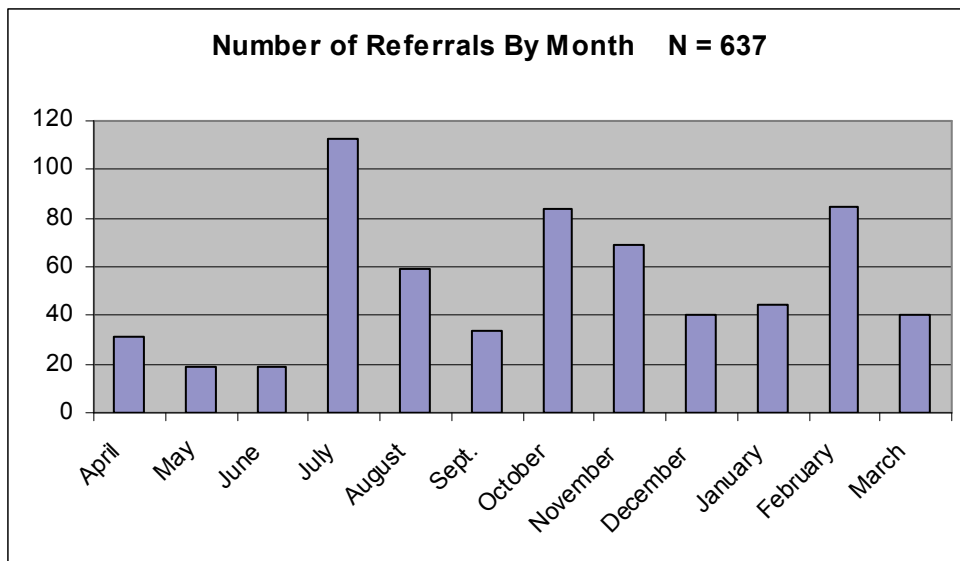
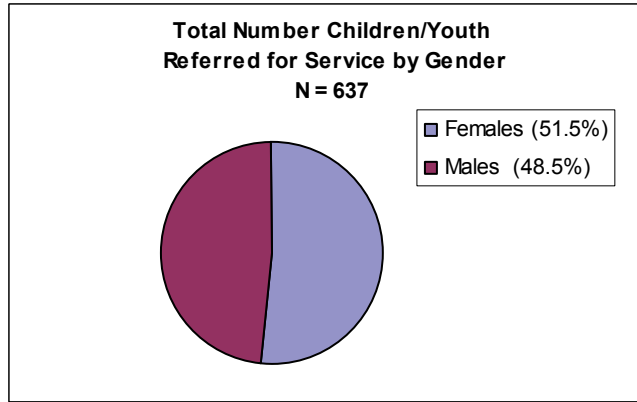
Thank you to the all the members of the Board of Directors for the overall grounding they provide to the organization. For most of us you are an invisible but not forgotten force. You too are to be acknowledged for being forward-thinking leaders whose actions and decisions enable us to create change and improve the lives of children, youth and families in Haliburton County.

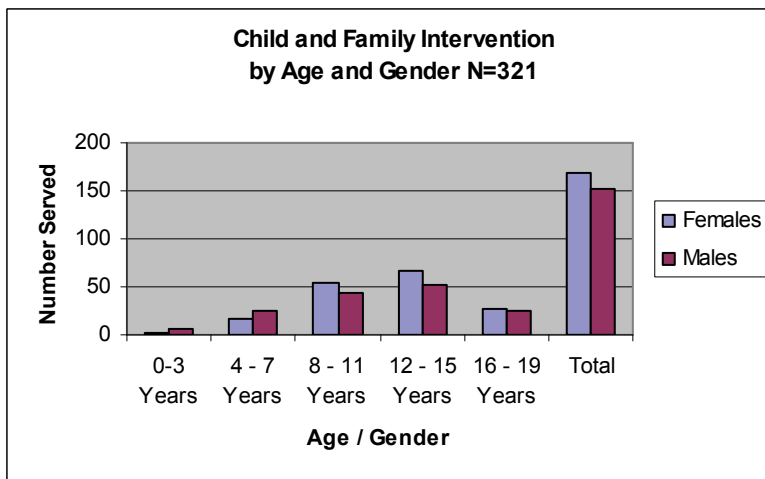
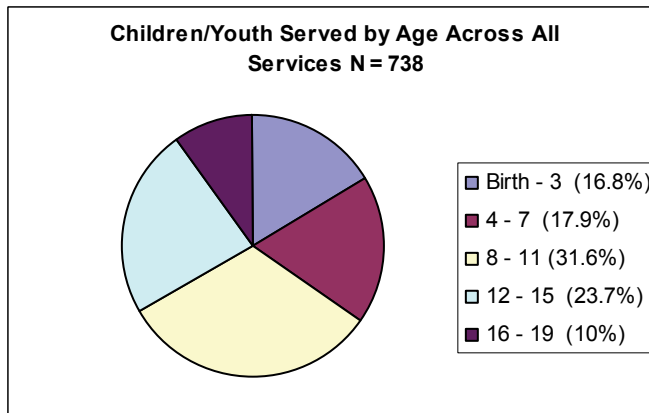
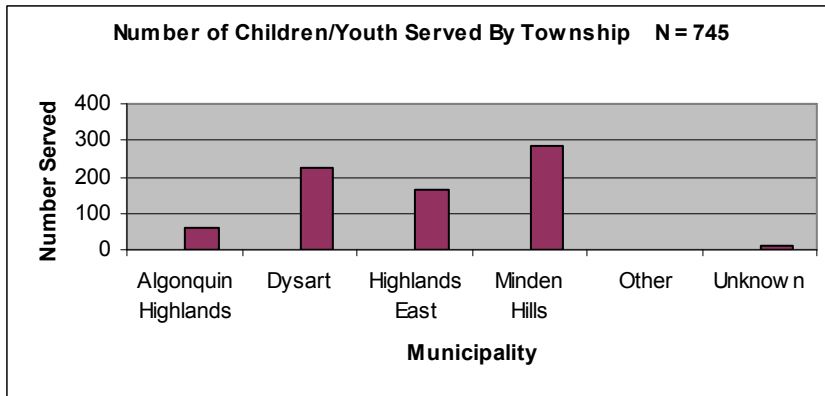
So much of our work is helping families to cope with change and challenge in their lives. This will be a pervasive theme for us over the next year or so as the organization experiences and moves through many significant changes. I am confident that the same skills our staff share with families, children and youth will guide our way and will nurture, care and support all of us over the ensuing months so that we continue to be the strong professional team that everyone has come to know and expect.

Barb Fraser
Program Supervisor

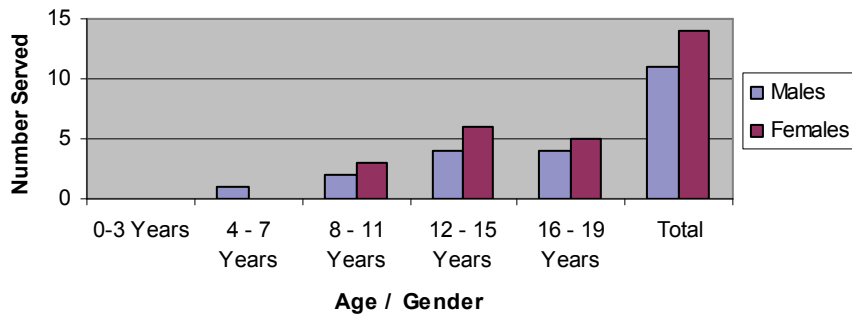
Program Statistics

(April 1, 2005 – March 31, 2006)

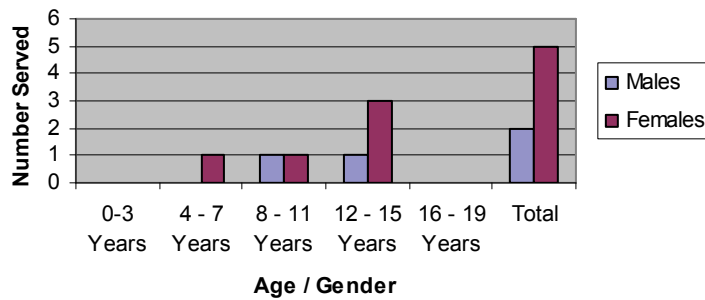




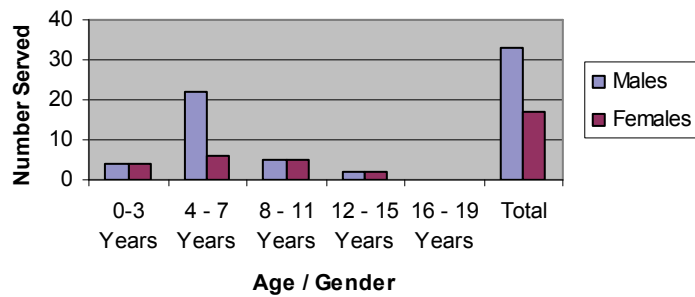
Crisis Intervention Service by Age and Gender
N = 25

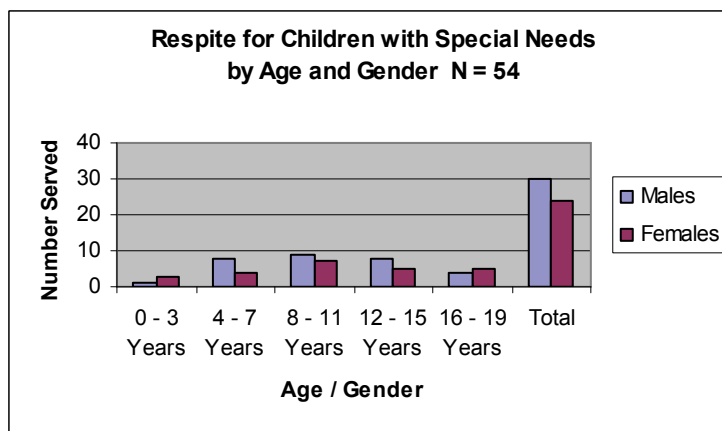
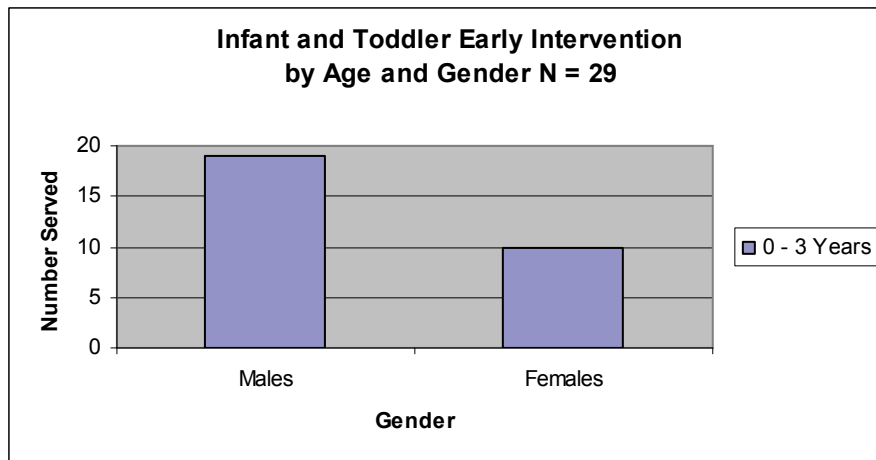
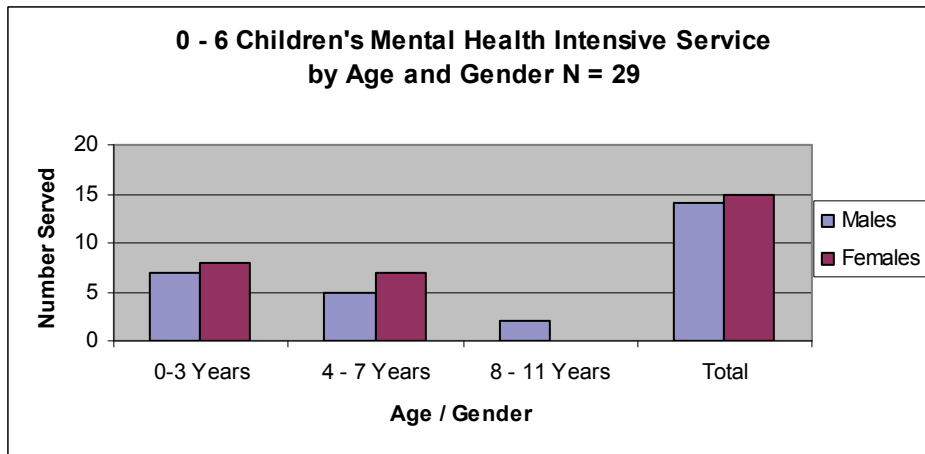


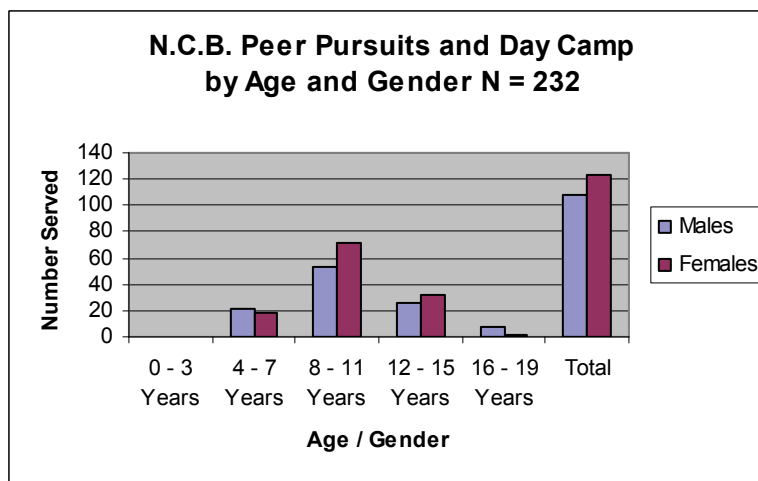
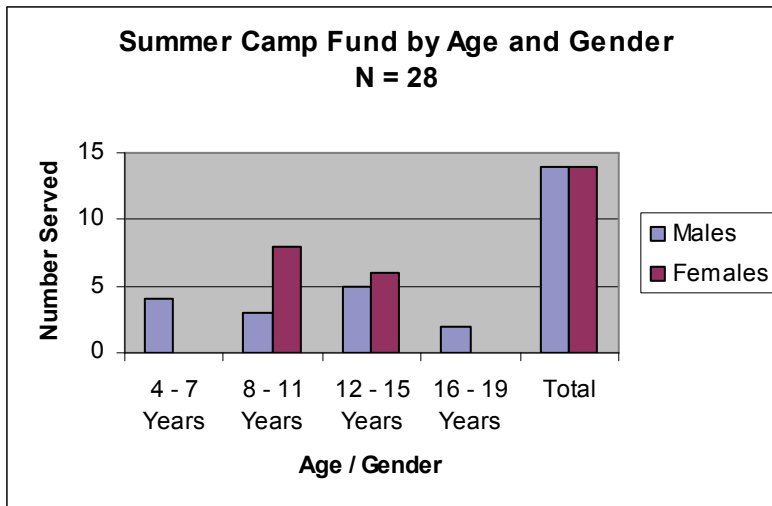
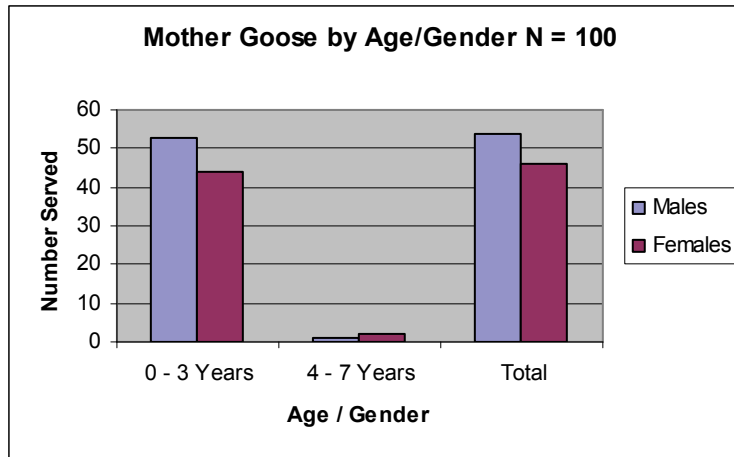
Service Coordination for Children and Youth
by Age and Gender N = 7

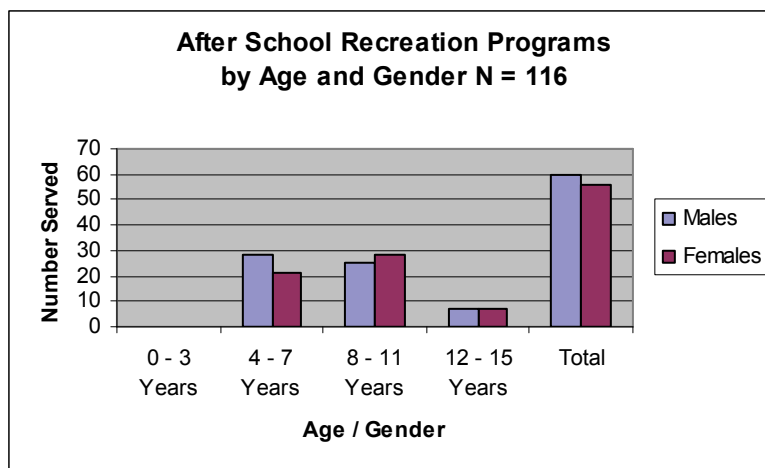


Resource Consulting for Children with Special
Needs by Age and Gender N = 50









Total Number of Children/Youth by Service (Units of Service)

(duplicated within and across sectors)

FTE= full time equivalent direct service staff only

Child & Family Intervention n = 452	
Brief Consult	106
Counselling (all forms)	162
Parent Support	33
Psychiatric/Psych	22
Youth Outreach	96
Respite	33
FTE—	6.05

Service Coordination n = 7	
FTE—	.14

Infant and Toddler Early Intervention n = 137	
Brief Service	3
Home Visiting	31
Mother Goose	103
FTE—	1.0

Crisis Intervention n = 25	
FTE—	.65

N.C.B. n = 250	
Day Camp	121
Peer Pursuits	129
FTE—	0

0 – 6 Mental Health n = 35	
Home Visiting	21
Incredible Years	3
Lullabies to Literacy	11
FTE—	1.0

Special Needs Resourcing n = 57	
Brief Service	5
Resource Consult.	49
Incredible Years	3
FTE—	1.8

Special Needs Respite n = 83	
Host Family	7
One on One	20
Camp	31
Summer Respite	25
FTE—	.30

After School Recreation n = 79	
Cardiff	26
Minden	25
Wilberforce	28
FTE—	.18

Summer Camp Fund n = 28	
Day Camp	11
Residential Camp	17
FTE—	0

Volunteer Services

April 2005—March 2006

Family Services of Haliburton County

	This Year	Last Year
Transportation		
Number of drives completed	66	58
Number of Kms traveled	8982	8912
Number of hours of service	247	226
Number of volunteer drivers	9	9
Number of families served	21	17
Respite		
Number of children in program	14	16
Number of hours Kid Kompanion/Mentor	505	436
Number of hours Host Family	4263	5541
Number of overnights	170	218
Number of respite volunteers	15	13
Community and Group Volunteers (Climbing Club, Fishing Adventure, Adventure Day Camp, Office Support, Parade)		
Number of Volunteers	14	12
Number of hours of service	178	360
Volunteer Board Members	8	6
Total Volunteer Hours	5593	6581
Total # of volunteers	41	40

