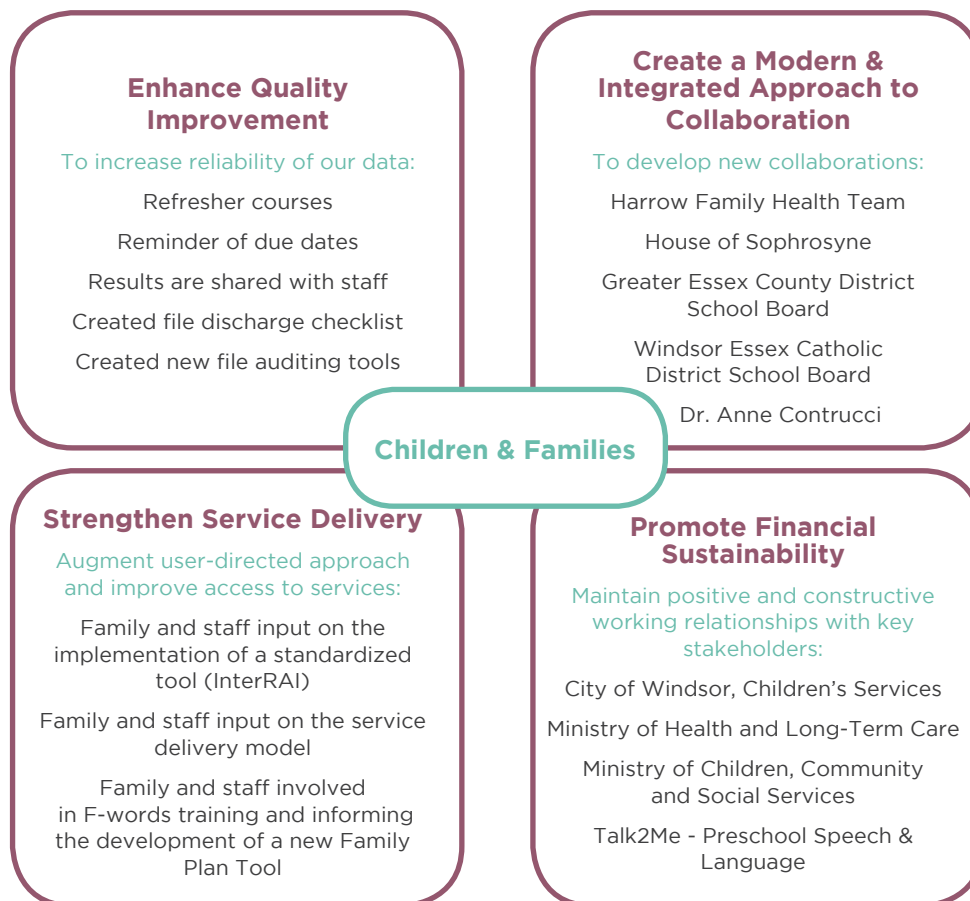


Children  First

2018-19  
ANNUAL REPORT



## STRATEGIC DIRECTION & GOALS HIGHLIGHTS 2018-2019



## STRATEGIC DIRECTION & GOALS PRIORITIES 2019-2020



# A message from the Board President and Executive Director

Once again, another year has come and gone. Thank you to our staff, volunteers and management team of Children First for your commitment to our vision: **Every Child Every Opportunity Any Future.**

This past year we attended or participated in a number of events throughout Windsor and Essex. It is only through the dedication of our staff that we can enhance our outreach. Our efforts to reach families of younger children is due to our belief that earlier intervention is important to physical, social and intellectual development. We know and accept that children function differently, but we also believe that all children should have fun, be fit and healthy, and develop friendships and a sense of belonging. Together, with family and community, we set the foundation for their future.

To further enhance our promotion of earlier intervention, we launched four new videos which reinforce the story of courage - the courage it takes for any family to take that first step and contact us. We redesigned our website for parents and caregivers to learn about our services and to ask a question or simply make a referral. These initiatives were made possible because we have a committed Board of Directors with a vision.

Thank you to our dedicated Board of Directors. Your passion for this community is remarkable. With support of the Board, Children First is excited to be one of 40 participating agencies who have expressed interest in collaborating on a submission for a Windsor Essex Ontario Health Team. The Board's direction for this agency is always based on the best interest of the children and families of Windsor Essex.

We would like to acknowledge our two newest Board Members. Jackie Chartier and Nicole Ouellette joined our Board at the 2018 Annual General Meeting. This year we will welcome a new Board President. Marina Iannitelli has been in the role of Board President for the past two years and will continue to serve on the Board. We appreciate her ongoing commitment to the children and families, our community, and the Children First staff and management.

Last year we spoke of the importance and value of the voice of our families. We have always perceived our families as partners and are forever grateful for the trust they bestow upon us in allowing us to help establish the foundation for their child's future. This last year, we asked our families for their help.

- Help us create a service delivery model that makes sense to families.
- Help inform the implementation of a new standardized strength and needs assessment tool.
- Help us to honour the strengths of your family and your story.

Together, as partners, staff and families continue to work on these important initiatives which will set the stage for our future. Through this process we gained some valuable insights and although there are lessons to be learned from reviewing results, and from past successes and mistakes, we need to continue to look toward the future.

Once again, thank you to our community partners for your trust in our services and for strengthening our partnership year after year.

On behalf of the Board of Directors and your family at Children First we would like to say thank you for believing in us, sharing your children, allowing us to be a part of your family, your agency, your school or your practice. Remember, your first step leads to their possibilities.



**Marina Iannitelli**

President, Board of Directors



**Lori Kempe**

Executive Director

Staff from across the various programs and services participated in research being conducted by Western University to validate the InterRAI 3-0 Early Years assessment tool. Further to this, a third-party consultant, Lisa Raffoul, has led family and staff engagement initiatives to inform continued implementation of this tool for ongoing agency use.

Families and staff have been working to explore “what information do we collect and when?” This has provoked many insights regarding the current service delivery model. This group has been guided by how we can improve the identification of needs, access to services, standardization of information across programs, referral processes, care planning, information sharing and reduce wait times.

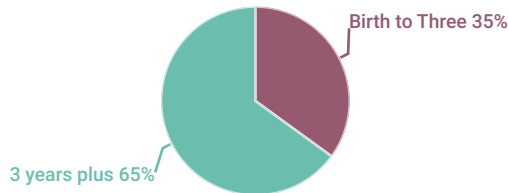
I would like to thank the families and staff who have participated in this process. Once this project is completed, families and staff will directly contribute to the construction of a proposed service delivery model that is based on their perspectives, input, and collaborative decision making.

- JOEL SCHRYER, PROGRAM MANAGER

# 1797

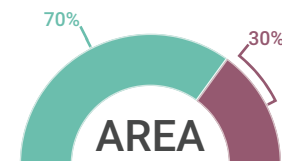
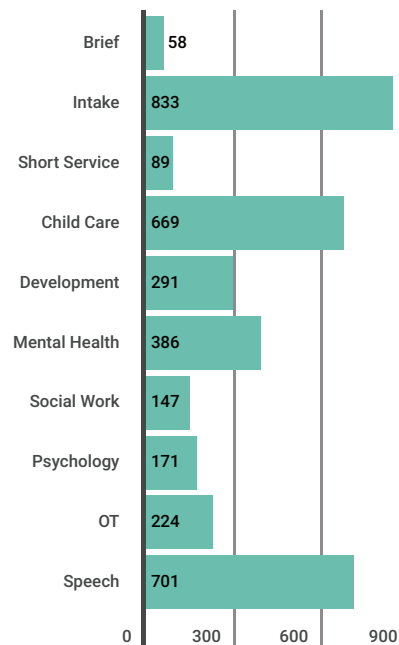
Unique individual children served.

1085 REFERRALS RECIEVED



50% Child Care 21% Infant Development 29% Mental Health

## PROGRAM UTILIZATION

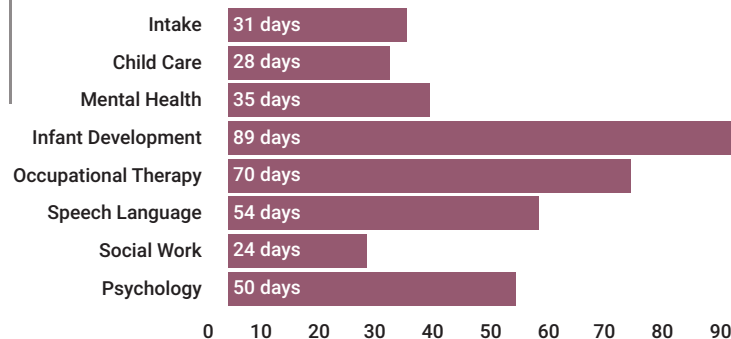


City County

Continuous Quality Improvement  
Consultation Clinics  
Lisa Raffoul Seminar Series  
Family Engagement  
Coaching  
**Children First**  
Innovation Encouraged  
CanChild F-Words Website  
Menu of Services Sharepoint  
New Initiatives  
School Transition  
Public Education  
OAICD Guidelines  
Scan Scan Scan  
Classroom Consultation



## AVERAGE WAIT TIME BY PROGRAM



## FAMILY SATISFACTION



# 243,117 km driven

Take the first step  
and visit our  
new website  
[www.children-first.ca](http://www.children-first.ca)  
to see our  
news and events!

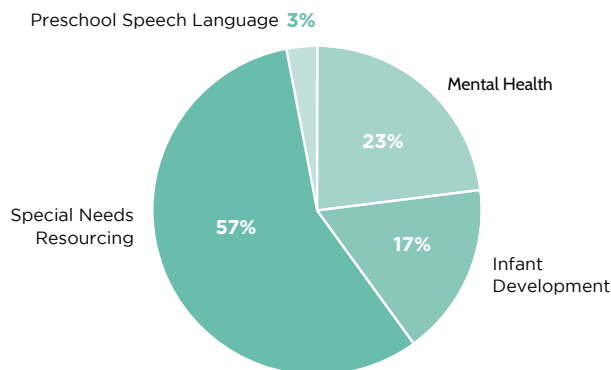
The same  
distance can  
be covered by  
taking  
304 million  
steps.



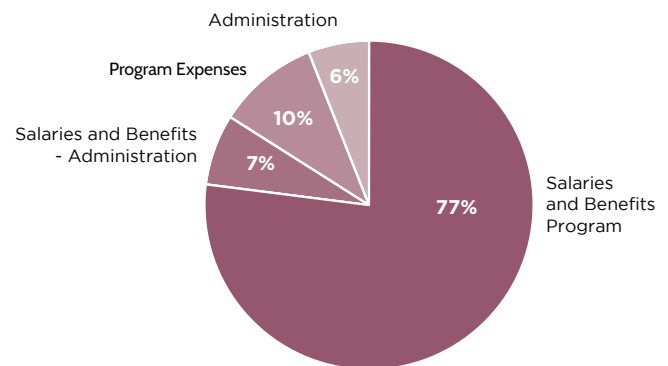
# 2018-19 FINANCIAL REPORT

2018-19 Financial Summary for the year ended March 31, 2019	Total
<b>Funding</b>	
Province of Ontario	\$2,584,259
Connections Early Years Family Centre	\$165,014
City of Windsor	\$3,832,953
Rebates, Interest and Recoveries	\$41,613
Fundraising	\$5,493
	<b>\$6,429,332</b>
<b>Expenses</b>	
Salaries and Benefits	\$5,318,887
Program Supplies	\$655,284
Administration	\$362,632
Amortization	\$76,243
	<b>\$6,413,046</b>
Surplus / (Deficit)	\$16,286

2018-2019 Expenses by Program



2018-2019 Expenses by Area



## Board Members

**President** Marina Iannitelli

**Vice President** Paul Layfield

**Past President** Brian Dube

**Treasurer** Kristen Micallef

**Secretary** Andrea Tremblay

Jackie Chartier | Adriana McVicker | Nicole Ouellette | Jennifer Pestrin

Christina Pottie | Jennifer Rooke | Rachel Stewart

We invited Dr. Peter Rosenbaum and Rachel Teplicky from CanChild to share the F-words story with us. The F-words are built around the World Health Organization's international standard for describing health and disability.

This approach is family-centred and considers the strengths and needs of all family members. Some of our families joined us for training and shared positive stories of their children. This part of the training truly had the most impact on all participants. Going forward, our new family plans will be centered around the 6 F's which are **Function, Family, Fitness, Fun, Friends** and **Future**. This will further enhance our work with children and families as we build a strong foundation for today and tomorrow.

- JAYNE KELLAM,  
PROGRAM MANAGER

## Parent and Professional Partnership: Aligning the Paths

How can we bring the perspectives together, to find common ground, balance and ultimately, continuous improvement?

As I began my career, one of my earliest mentors had advised, "Ask families what they want. If you provide what they want, they will get involved and participate because it will be meaningful for them." This was my first lesson into design thinking and creating service and support based on observed human need.

The key is to strengthen what is working on both ends, to remove unnecessary activities and find a balance that provides positive outcomes for both. This equalizes and balances the power among all involved, fostering shared leadership, collective decision-making, and united responsibility, and strengthening empathy by helping others feel into the situation of others.

I am pleased to be working with Children First, working toward transformational change, co-designed by families and professionals. By understanding the experience of both the user of service as well as the provider of service, we learn from the knowledge and experience that lie along both of their paths. Recognizing that the family is the constant in a child's life, while the service systems and personnel within those systems fluctuate, engaging the voice of families, continually learning and reorganizing based on to what people say is important, will guide the on-going effort to improve.

Children First is an organization committed to meaningful engagement. Finding ways to include the expertise of families and co-develop solutions – aligning the paths. This work is a model for equal voice and impact.

"You asked and we listened and based on that, this is what we have created."

- LISA RAFFOUL



children-first.ca



**Small concerns, or big challenges, we're here to help.**

**Name\***

**Email\***

**Phone\***

**Message\***

**GET INFO**

**OUR VISION**

**EVERY CHILD EVERY OPPORTUNITY ANY FUTURE!**

3295 Quality Way | Suite 102 | Windsor, Ontario N8T 3R9 **Phone** 519 250 1850