



Children First

2022-2023
ANNUAL REPORT



A Message from the Executive Director and President of the Board of Directors

Our new strategic plan for 2023-2028

In December 2021 Children First engaged the services of Janice Forsyth, President of Foresight Management Consulting (FMC), to design and facilitate a strategic planning process. As part of that process, an environmental scan was conducted gaining input from both internal and external sources. Sources included eight stakeholder interviews; an online survey with the Board of Directors, staff, partners and child care centres; and input from families through the quarterly Satisfaction Survey.

Source	Number	Participants
Stakeholder Interviews	8	City of Windsor; JMCC; Ska:na; WECAS; GECD SB; Connections; WECHU; HDGHC and RCC
Survey	98/136 = 72%	Staff 68% Board 11% Student placements/ Community Partner 4% Child Care Providers 16% Associated < 5yrs. 34%; 6-15 yrs. 26%; 16+ yrs. 42%
Parent Satisfaction Surveys April 2021 - March 2022	34	Families who received services

An external environmental scan in partnership with Family Service Windsor was developed to identify trends and issues within five categories:

- Healthy Communities
- Economic/Financial
- Political/Legal
- Social/Cultural
- Technological



Results of the environmental scan were documented in a presentation and shared with the Board of Directors and management team.



A Message from the Executive Director and President of the Board of Directors (Continued)

The data was analyzed using SOAR:

Strengths	What assets can we build on?
Opportunities	What are stakeholders asking for?
Aspirations	What do we care deeply about?
Results	How do we know we are succeeding?

SOAR is a strengths-based approach that focuses on what is going well, what skills can be improved and what is most compelling to stakeholders. This process encouraged the organization to develop dynamic, creative, and optimistic strategic plan.

An interactive planning session was held in September 2022 and included: reviewing the input of environmental scan; developing themes; revisiting the vision and mission, rewriting values, and developing broad strategic directions and goals. The planning session included the Executive Director, management team and the Board of Directors.

Values have three roles within a Strategic Plan. First, they provide the opportunity to further define elements of the Mission Statement. Second and most importantly, they address how the organization views and interacts with people. Third, they can begin to identify key areas of accountability for the organization. Through this session, we refreshed our organizational values.

Our Values

Collaboration: Building connections with the community through engagement and partnerships.

Family-led: Families are the experts about their children and their best advocates.

Inclusion, Diversity, and Equity: Everyone has the right to be respected and have equitable access to opportunities within a barrier-free environment.

Resilient: Honouring the inherent strengths of families and their ability to adapt.

Strength-focused: Building on the skills, knowledge, and resources of children and families.

Timely: Children and families should not wait for service.



A Message from the Executive Director and President of the Board of Directors (Continued)

Strategic Directions for 2023-2028 are:

Sustainability: Invest in the agency's people, programs, policies, and potential.

Equity, Diversity and Inclusion: Embed equity, diversity, and inclusion into the culture of Children First.

Workforce: Build a talented workforce for today and tomorrow.

Innovation: Be open to change and to discover new opportunities.

Operational Plan

The Operational Plan is a basic tool that directs the day-to-day activities of organizational staff. It is important for all staff to be aware of the existence of the operational plan, what its purpose is and why it is important to them. The Operational Plan is only as good as the diligence of staff in putting it into action.

The operational plan is our roadmap that ensures the organization is achieving its goals within the Strategic Plan. The operational plan includes objectives - measurable statements that lead to the accomplishment of a goal. Our work continues with management and staff breakaway days to develop deliverables associated with our objectives. It is recognized that the operational plan continually needs to be reviewed and will change as the organization moves forward over time and as events unfold within the operating environment.

Thank you to everyone who contributed to the development of our strategic plan. We couldn't do this work without you - our staff, families, community partners, and all our stakeholders. You keep our vision alive as **every child** should have **every opportunity** for **any future!**

Rachel Stewart
President, Board of Directors

Lori Kempe, MSW, RSW
Executive Director

CAREGIVER TESTIMONIALS

“We like the way the people who are working at Children First helped X with patience, respect and tolerance. What we like best is the psychologist consultation and the pathologist consultation for speech and language. From X’s family we thank all the Children First staff workers.”

- Anonymous

“Working with X has been wonderful, she listened to my concerns and worked dutifully to address and provide so many wonderful resources to help my family. I am so pleased with our working relationship and the organization as a whole.”

- Anonymous

CREATE IMPACT IN THE COMMUNITY

“Children First has the unique ability to meet the child and family in a variety of settings such as home, childcare, EarlyON etc. This allows consultation to take place with a wider audience and impacts other children/families in an indirect way.”

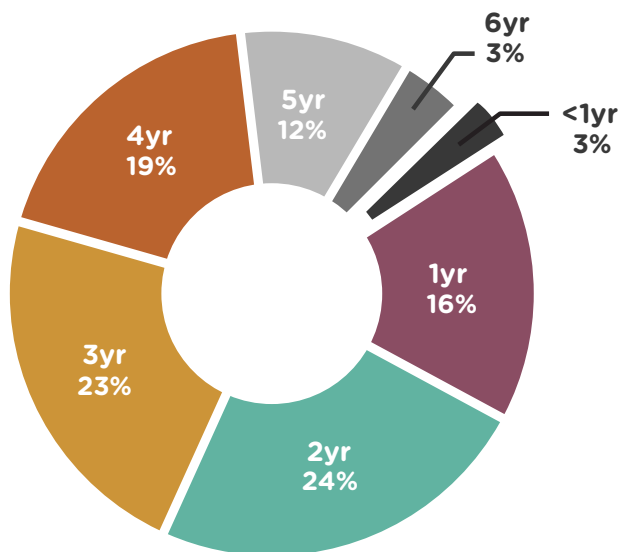


Children First

2022-2023 Continuous Quality Improvement: A YEAR IN REVIEW

A YEAR IN REVIEW

AGE AT REFERRAL TO AGENCY



Largest increase by age group
for children 6+



PRESENTING CONCERNS FOR RECEIVING SERVICE

SPECIAL NEEDS RESOURCING

- Communication
- Delayed Development
- Parent Education
- Regulation
- Question of Autism (87)

INFANT & CHILD DEVELOPMENT

- Communication
- Parent Education
- Delayed Development
- Social Pragmatics/Skills
- Question of Autism (76)

MENTAL HEALTH

- Parent Education
- Regulation
- Parenting Education
- Temper Tantrums
- Aggression

2228

UNIQUE CHILDREN RECEIVED SERVICE IN 2022/23 THROUGH ALL CHILDREN FIRST PROGRAMS AND SERVICES

1199

REFERRALS RECEIVED BY THE AGENCY AT CENTRAL INTAKE

333

CAREGIVERS INVOLVED IN CAREGIVER EDUCATION PROGRAMS AND SERVICES

2022-2023 Program and Service Performance Data:

PROGRAM/SERVICE	# of Children Received Service	Average Service Duration	Average Wait Time
ASD Hub	60	88 days	95 days
Brief Service	270	59 days	59 days
Special Needs Resourcing *	726	330 days	69 days
Infant and Child Development	325	286 days	103 days
Mental Health	392	269 days	105 days
Social Work	20	107 days	59 days
Psychology	115	135 days	124 days
Occupational Therapy	187	294 days	102 days
SL Initial Assessment	327	34 days	13 days
SL Pathologist	639	377 days	171 days

Parent Education Programs	# of Children Received Service
Circle of Security Group	61
FRIENDS Group	36
Triple P	156
Zoom Room Q&A	80



2022-2023 FINANCIAL REPORT

Revenue Fund for the year ended March 31, 2023	Total
Funding	
City of Windsor	\$3,880,374
Province of Ontario	\$2,732,159
Connections Early Years Family Centre	\$369,757
ASD Hub	\$130,560
John McGivney Children's Centre	\$81,352
Rebates, Interest and Recoveries	\$53,487
Other	\$60,799
Fundraising	\$6,076
	\$7,314,564
Expenses	
Salaries and Benefits	\$5,393,967
Program Expenses	\$1,257,407
Administration	\$716,185
	\$7,367,559
Excess (shortfall) of revenue over expenses	\$(52,995)

BOARD MEMBERS

PRESIDENT
Rachel Stewart

VICE PRESIDENT
Jennifer Rooke

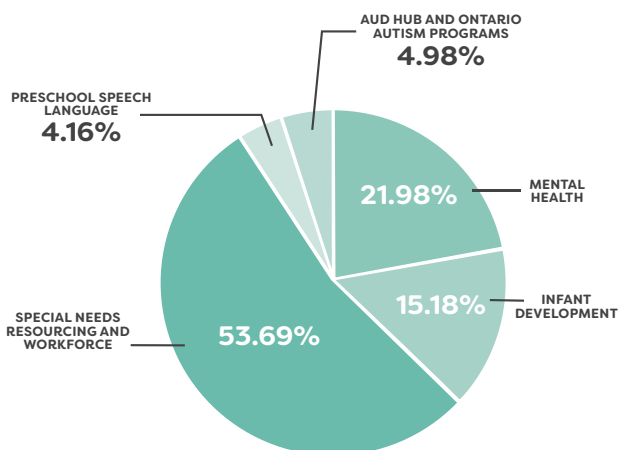
PAST PRESIDENT
Adriana McVicker

TREASURER
Kristen Micallef

SECRETARY
Nicole Ouellette

DIRECTORS:
Marina Iannitelli
Rob Carruthers
Venus Olla
Joyce Zuk
Maria Sanders
Sierra Slikboer
Steven Berthiaume

2022-2023 Expenses by Program



2022-2023 Funding

