



Children First

2023-2024
ANNUAL REPORT



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

Celebrating Family and Caregivers

According to research, family-centred service is the best practice for delivering services to children and their families. Research has shown a direct and significant relationship between the extent of family-centredness of services experienced by caregivers and satisfaction with services. Further, families who report receiving family-centred services also reported fewer mental health problems and less stress.

In 2022, Children First contracted CanChild to evaluate the family-centredness of our services.

Using the Measure of Processes of Care (MPOC), a 20-item tool that measures parents' perceptions of the extent to which services are family-centred, CanChild collected responses from 99 families between December 2022 and November 2023. After data cleaning, a total of 95 responses were analyzed and used to examine family-centred services at Children First.

Children First invited families who were receiving services to participate in the MPOC survey. Parents were given the choice of completing the survey online or on paper.

We are very grateful to all the families for their participation in this evaluation project.

The results for this evaluation indicate that Children First is providing services that parents/caregivers perceive to be highly family-centred:

Parents shared they appreciated information about their child that is consistent from person to person.

- “Very friendly and caring staff, care a great deal for our child which is extremely comforting to us parents.”
- “Every worker putting lots of effort and support into having a good relationship with my son and myself.”

Parents reported they received sufficient time to talk and did not feel rushed.

- “Caring and compassionate workers.”
- “Things are always thoroughly explained.”
- “They have always made us feel supported and are extremely patient and kind.”
- “Made us feel like our child is always a priority.”

Further, caregivers shared that they were treated as an equal in their child's care rather than just as a parent or caregiver.

- “Treated our family as a whole unit, didn't just focus on the child receiving services.”
- “I felt the consultant was 100% supportive of my child.”
- “I felt like I wasn't alone and had someone to help me understand my child better.”

Parents particularly commented on how they appreciated the personalized approach to services; kind, empathetic, compassionate, and supporting nature of staff; the information, resource, and strategies provided; and effort in understanding their child.

- “When they assessed my son, they showed love, care, and concern.”
- “They are courteous, non-judgmental, and know what they are doing.”



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

Although there are many reasons to celebrate, we are also committed to continuous quality improvement.

Areas for Improvement:

Provide opportunities for parents or caregivers to connect with each other.

- “Create things for the community to do.”
- “Support groups for parents so they know they aren’t alone.”
- “Parenting workshops”

Provide more opportunities for the entire family to obtain information.

- “Monthly newsletter for things us parents can do to support our kids (eg. games to play crafts).”

Provide resources in various forms (websites, booklets, videos, etc).

- “More at home worksheets.”
- “More virtual afternoon courses.”

Provide timely access to intake, and assessments.

- “Shorten the wait.”
- “Families who need help should not have to wait too long.”
- “Provide services sooner.”

At Children First We Value

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.

We are not only committed to collecting feedback from families and caregivers all through the different stages of their journey with us, but we are also committed to evolving our service delivery model to grow in ways that best meet family needs.

Thank you Children First. Parents shared that they believe Children First is succeeding in providing a family-centred environment! The results highlighted our staff received high ratings with their interpersonal behaviours – the highest ratings were associated with coordinated and comprehensive care, and respectful and supportive care. Thank you for the work you do and your commitment to children and families in our community. This level of engagement truly takes a team effort. We appreciate the outreach by the clinical staff and the diligent follow-up by our administrative team. Without you, we could not do the great work we do.

Rachel Stewart
President, Board of Directors

Lori Kempe, MSW, RSW
Executive Director

2023-2024 Continuous Quality Improvement:

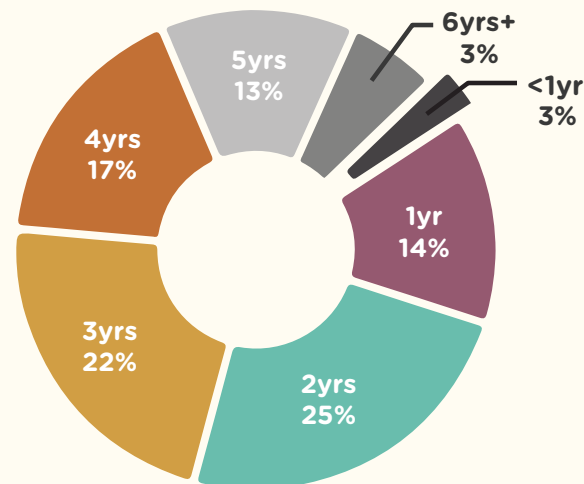
Number of New Referrals to Children First with the Query of Autism by Year					
2018-19	2019-20	2020-21	2021-22	2022-23	2023-24
93	90	102	268	208	145

AUTISM CONTINUES TO BE A PRIMARY REFERRAL CONCERN INCREASINGLY REPRESENTED IN ALL SERVICE STREAMS.

THERE WAS A 30% DECREASE FROM LAST YEAR, HOWEVER, THERE REMAINS A 61% INCREASE FROM PRE-PANDEMIC LEVELS.

AGE AT REFERRAL TO AGENCY

DISTRIBUTION IS STABLE FROM LAST YEAR. ALMOST DOUBLE THE NUMBER OF CHILDREN 6+ THAN THE PREVIOUS YEAR.



TOP 5 PRESENTING CONCERNS FOR RECEIVING SERVICE

SPECIAL NEEDS RESOURCING

- Communication
- **Parent Education**
- Regulation
- Delayed Development
- Parenting Education

INFANT & CHILD DEVELOPMENT

- **Parent Education**
- Communication
- Delayed Development
- Parenting Education
- Social Pragmatics/Skills

MENTAL HEALTH

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

The question of Autism as a concern has fallen out of the top five from both SNR and ID. However, is still a main concern when only considering needs specifically related to children.

2023/24 REFERRAL SUMMARY



66%

OF NEW REFERRALS FROM CITY



3.4yrs

AVERAGE AGE AT REFERRAL (2.9YRS FOR CHILDREN UNDER THE AGE OF SIX)



67%

OF REFERRALS WERE MALE



33%

OF NEW REFERRALS FROM COUNTY



1,240

REFERRALS RECEIVED BY THE AGENCY AT CENTRAL INTAKE



33%

OF REFERRALS WERE FEMALE



2,128

UNIQUE CHILDREN RECEIVED SERVICE IN 2023/24 THROUGH ALL CHILDREN FIRST PROGRAMS AND SERVICES

2023-2024 Program and Service Performance Data:

PROGRAM/SERVICE	New Referrals to Program	# of Children Received Service	Average Service Duration	Average Wait Time
ASD Hub	64	85	67 days	63 days
OAP Caregiver Mediated	11	29	120 days	43 days
Brief Service	141	179	64 days	98 days
Special Needs Resourcing*	192	687	397 days	75 days
Infant and Child Development	153	359	244 days	100 days
Mental Health	152	359	248 days	88 days
Social Work**	23	27	114 days	76 days
Psychology	34	69***	138 days	86 days
Occupational Therapy	37	149***	270 days	49 days
Speech and Language	278	662	404 days	177 days
Circle of Security Group	104	132	8 weeks	Self-Register
FRIENDS Group	49	57	8 weeks	Self-Register
Zoom Rooms	Twenty-two Zoom Room Sessions were provided through 2023/24 with topics of parenting, sleep, toileting, school transition, picky eating, and screen time.			

* Figures based on January - December 2023 as reporting period to funder based on calendar year.

** Social Work referrals directed to brief service counselling as a response to increased demand in agency referrals.

*** Psychologists provided 50 consultations in addition to assessments completed. Occupational Therapists provided 164 consultations upon referral.

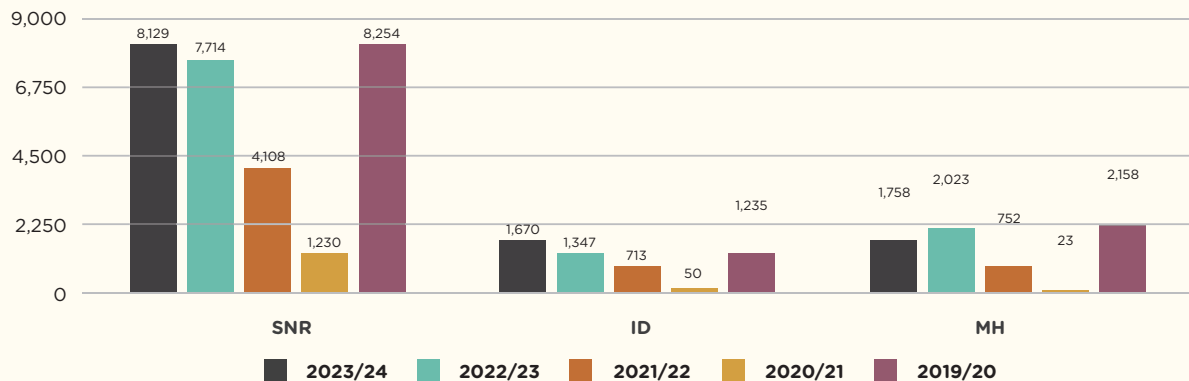


2023-2024 Service Contact:

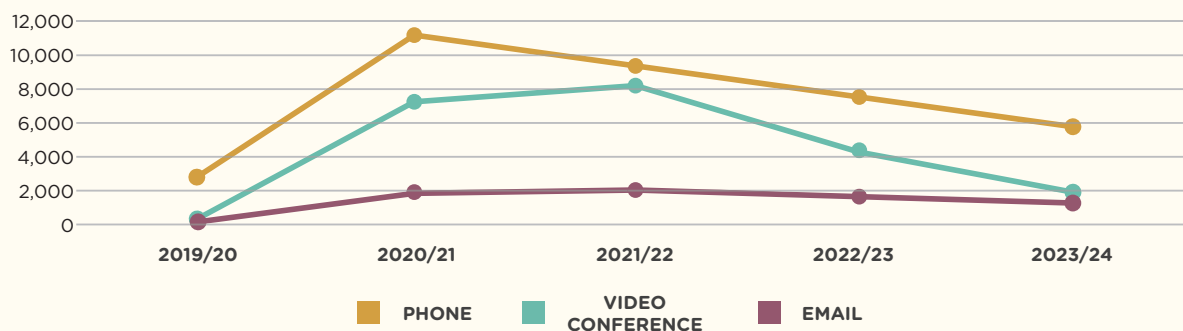
Total Agency Contacts with Children and Families by Method

All Clinical Staff			
Method	# of Contacts	Time (hrs)	Change from 2022/23
Email	8,024	1,184	Reduction by 23%
Phone	17,977	5,770	Reduction by 21%
Video Conferencing	2,167	1,770	Reduction by 59%
Face to Face	18,088	16,403	Increase by ~1%*
Stream Totals	52,401 documented contacts	29,477 documented hours	Approx. 2,000 more contacts and hours

Hours of Face to Face Contact per Year by Service Stream



Clinical Staff Contact Time in Hours by Method

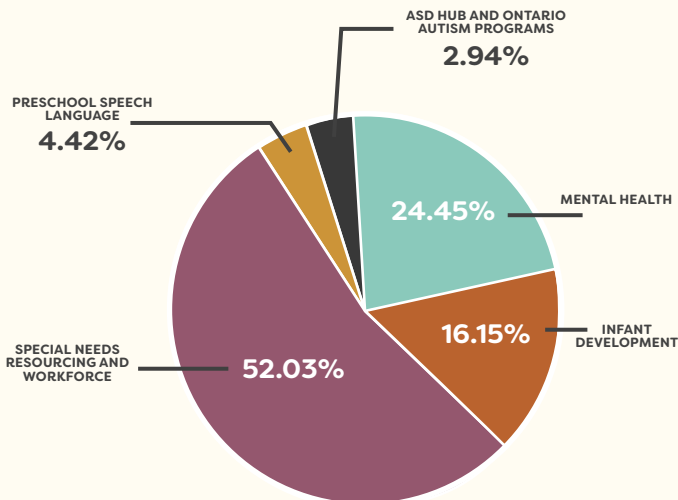




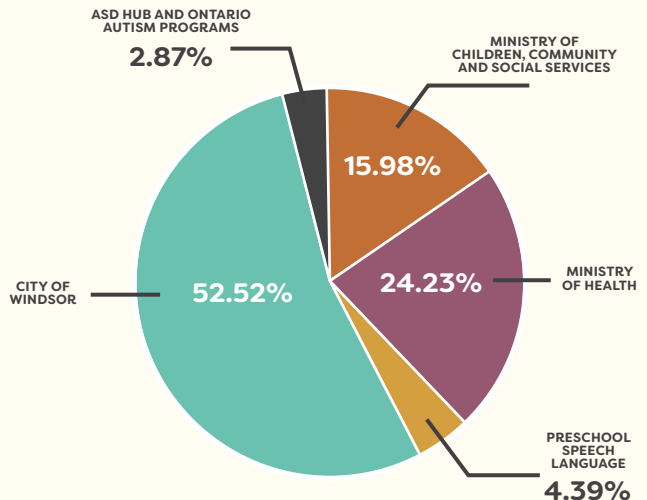
2023-2024 FINANCIAL REPORT

Revenue Fund for the year ended March 31, 2024	Total
Funding	
City of Windsor	\$ 3,673,759
Province of Ontario	\$2,812,959
Connections Early Years Family Centre	\$360,325
ASD Hub	\$147,968
Rebates, Interest and Recoveries	\$67,482
Hotel Dieu Grace Healthcare	\$79,280
Fundraising	\$ 1,884
	\$ 7,143,657
Expenses	
Salaries and Benefits - Program	\$5,408,550
Program Expenses	\$1,066,663
Administration	\$694,542
	\$ 7,169,755
Excess (shortfall) of revenue over expenses	\$(26,098)

2023-2024 Expenses by Program



2023-2024 Funding



ADDING IT UP:

Notes from Accounting

It has been my privilege to serve Children First for over 20 years. Looking back on all of the budgets and financial statements that I have prepared, I am reminded of an accounting professor who said that a financial statement is not just a dry schedule of numbers. Instead, it is a story of life. And what a story it tells.

This story is about families and children – our very reason for being, and for reaching for new challenges. I am proud to have been part of this story, and to have been given the opportunity to support those who, together with families, make a difference in the life of a child.

Hidden in our statements is the tale of hard work, accountability, and responsiveness to our community, and the relationships that we build and maintain with our funders and partners. There is excitement at success in developing new programs, and frustration with stagnant funding levels that do not seem to match the demand for our service.

In our statements, I see the many accomplishments of our Executive Directors, the growth of our agency under their guidance, and the many lessons I have learned from each of them. I see my teammates who carry the responsibility of leadership with grace. The story grows sweeter as I recall all the committed, talented, and caring people I have learned from, laughed with, and admired.

Our Board of Directors breathes between the lines of the financial statements. Through the years, these devoted volunteers have provided a solid foundation for our growth, and oversight for our vision: Every Child. Every Opportunity. Any Future.

This story will live on. Thank you for allowing me to be a part of it.

Jane

Jane Patterson

CPA, CA
Administration Manager

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