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# 2017-18 ANNUAL REPORT





# COMING SOON TO WINDSOR, HARROW AND LEAMINGTON: COUNSELLING CLINIC FOR FAMILIES WITH CHILDREN BIRTH TO SIX.

**The clinic provides quick access to therapy for families with children birth to six.**

## **It will offer:**

An opportunity to see a social worker in your moment of need.

Immediate opportunity for therapeutic conversation and problem solving.

Connection to other services if needed.

## **Who can attend the clinic?**

Families with children birth to six years of age.

Caregivers can come on their own and/or with support people.

## **What can you expect?**

The focus for the counselling session is based on what the caregiver and/or family members want from the conversation.

We will focus on your needs & strengths.

We will work hard with you to find solutions.

You will leave with a plan.

# A message from the Board President and Executive Director

As we take the time to reflect on this past year, we can confidently say that it has been a year of significant change. Change is never easy but then again, anything worth doing will not be easy.

*“Nothing in the world is worth having or worth doing unless it means effort, pain, and difficulty...”*

*-Theodore Roosevelt*

First and foremost, we would like to acknowledge the staff, volunteers, children and families of Children First in Essex County. All our staff should be commended on their ongoing commitment and endless support provided to each other, our children and families. Despite the many changes, staff have continued to provide the quality services that our families deserve. This past year we sought out additional feedback from our staff through two break away

days which also helped to inform the organization’s new Strategic Plan. In addition to our Family Satisfaction survey, we also spent time following up with families at three and six-month post discharge and completed a random survey of our families who received services through an Early Signs pathway. The voice of family will not be undervalued nor underestimated, and we look forward to continuing to build this feedback from families in every aspect of the work we do. To support the facilitation of feedback, we have established our first Children First Family Engagement Facebook group. The goal of this group is to be able to offer families a network for support and camaraderie. We are truly grateful to have a family who formerly received services from Children First to lead this closed group on behalf of families. We also surveyed our community partners and local pediatricians and had an increase in response rates from

previous years. This year, our survey focused on what we can do as an organization to better meet the needs of our community. We are grateful for everyone’s participation on our journey. We are proud to present our new strategic plan, and revised mission, vision and values that truly is a culmination of the feedback from our families, community partners, staff and Board members.

The mission of Children First in Essex County is to provide opportunities for children and families through early intervention to build a strong foundation for today and tomorrow. This is our agency “Why”. At Children First we value:

## Family Centered

We believe every family is competent and capable and adds value to our partnership.

## Inclusion

We believe all children, of all abilities, have the right to fully participate in every aspect of society with the right supports at the right time.

## Responsive

We utilize best practice standards that promote ongoing quality improvement and responsive, effective community services.

## Strengths based

We build and focus on the strengths, gifts, needs and challenges of the children and families we support.

## Timely

We respond in a timely manner striving to ensure no child waits for service.



## OUR VISION

**EVERY CHILD EVERY OPPORTUNITY ANY FUTURE!**

# STRATEGIC DIRECTION & GOALS

## *Enhance quality improvement*

- Formalize outcome measurement
- Increase accountability
- Improve transparency internally and externally
- Track results through continuous improvement

## *Create a modern and integrated approach to collaboration*

- Develop a technology plan
- Explore innovative ways to collaborate
- Strengthen partnerships
- Improve communication internally and externally

## *Strengthen service delivery*

- Improve access to services
- Enhance consistency at all levels
- Respond effectively to change
- Augment user directed approach

As we embark on this new strategic plan, we have pledged our commitment to continuous quality improvement. We now have a Manager of Mental Health and Quality Improvement and welcomed Joel Schryer to this new position. Further, we welcomed Jayne Kellam as the Program Manager, Development and Child Care services. We are confident that through the leadership of these two roles, our agency vision, mission and values will be at the heart of all our decisions and interactions.

We have made the decision to adopt a Lean management approach which supports one of our strategic pillars: Enhance Quality Improvement. A Lean management approach is a long-term commitment which embraces problems as opportunities for learning. We are committed to achieving small, incremental changes in processes to improve our services to children and families. Since last fall, twenty-three employees earned their Lean White Belt Certificate in continuous quality improvement, and two Managers went on to earn their Lean Yellow Belts.

As a first step toward Creating a Modern and Integrated Approach to Collaboration. Children First moved to a paperless clinical recording system through the installation of EMHWare in August, 2017. This system holds considerable potential, not only for the work we do with our families but with how we will be able to collaborate with other children, youth and adult mental health agencies. EMHWare is essential to contributing to a seamless system for children and families receiving mental health services in Windsor and Essex County. We will also have improved access to data about our program, both for planning and quality assurance purposes and reporting to our funders. Our staff's dedication and enthusiasm made this a successful transition.

Our third pillar in our new strategic plan is to Strengthen Service Delivery. Children First is currently partnering with Western University, London Ontario to pilot the new InterRAI Early Years tool: a strength and needs assessment for children 47 months and younger. It is an incredible journey to be part of a larger provincial team who will help to inform the field in the application and implementation of this tool. We have also committed to implementing the InterRAI screener and the InterRAI Child and Youth Mental Health (CHYM) and Developmental tools. In supporting the philosophy that children and families are not referred to a single agency but to a larger system, our move to the implementation of the InterRAI suite of tools supports our children and families through their life time. The InterRAI tool is largely used throughout Ontario and our Windsor-Essex Community.

Thank you to the Board of Directors for their endless commitment to Children First. The support of a highly cohesive, efficient and compassionate Board is clearly another strength of this organization.

On behalf of the Board of Directors, and your family at Children First, thank you for your continued collaboration and partnerships. We look forward to providing children and families with opportunities for endless possibilities!



**Marina Iannitelli**  
*President, Board of Directors*



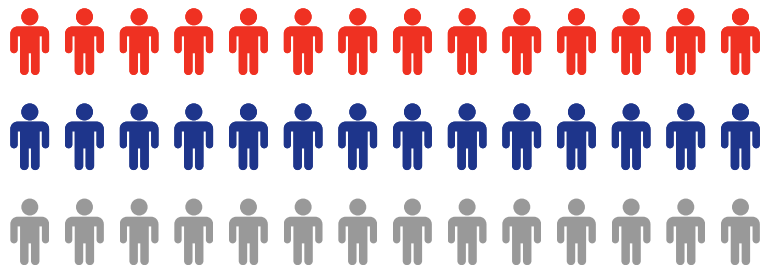
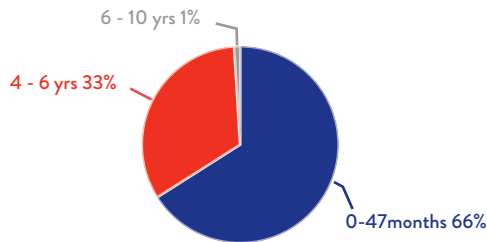
**Lori Kempe**  
*Executive Director*

# 2017-18 YEAR IN REVIEW

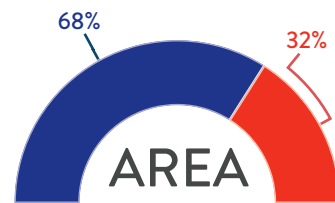
# 1758

Unique individual children served.

1027 REFERRALS RECEIVED

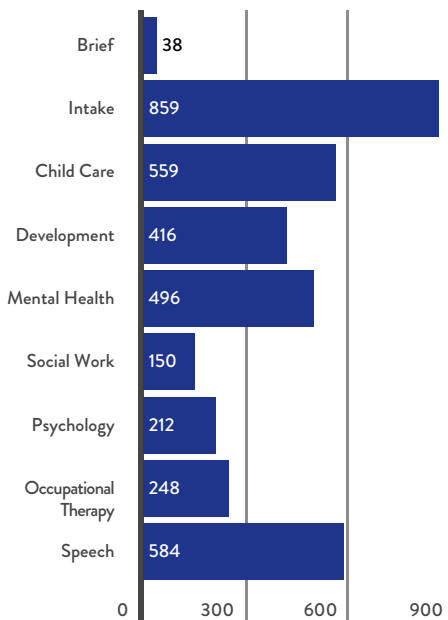


33% Child Care    33% Infant Development    34% Mental Health



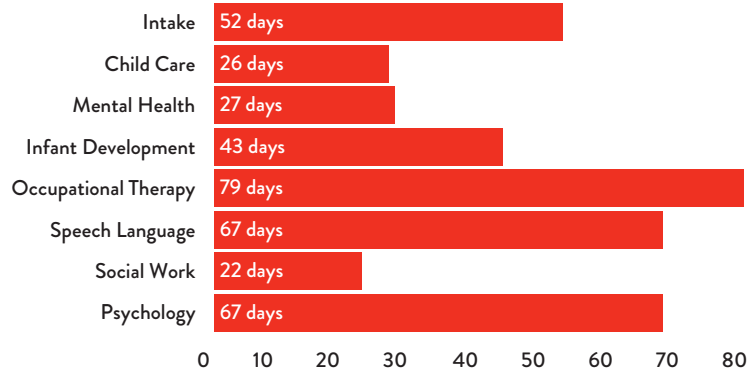
68% City    32% County

## PROGRAM UTILIZATION



Every child.  
Every opportunity.  
Any future!

## AVERAGE WAIT TIME BY PROGRAM



## FAMILY SATISFACTION



264,954 Km Driven

The same as driving from Windsor to Disney World and back 68 times.



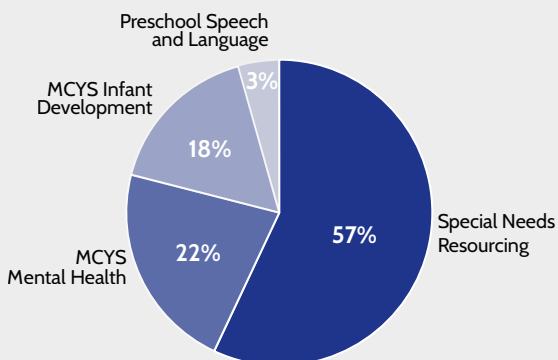
### COUNSELLING CLINIC

Coming September 2018!  
Scheduled appointments for single session counselling for caregivers of children ages 0-6. Locations in Windsor, Leamington and Harrow.

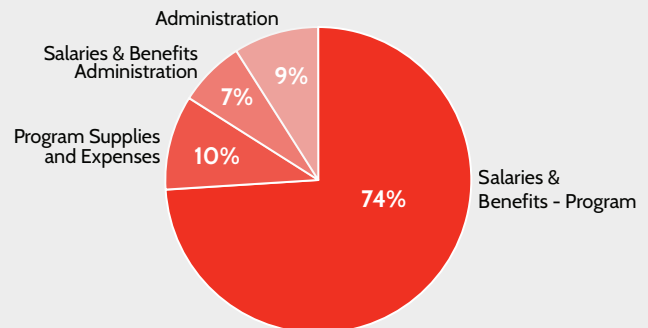
# 2017-18 FINANCIAL REPORT

	Infant Development	Mental Health	Preschool Speech and Language	Special Needs Resourcing
<b>FUNDING</b>	For the year ended March 31, 2018			For the year ended December 31, 2017
Ministry of Children and Youth Services	\$1,113,940	\$1,350,503		
Connections Early Years Family Centre			\$165,014	
City of Windsor				\$3,507,578
Rebates, Interest and Recoveries	\$6,032	\$7,015		\$24,865
Fundraising	\$136	\$201		
<b>TOTAL</b>	<b>\$1,120,108</b>	<b>\$1,357,719</b>	<b>\$165,014</b>	<b>\$3,532,443</b>
<b>EXPENSES</b>				
Salaries and Benefits	\$957,029	\$1,134,872	\$158,030	\$2,724,169
Program Supplies	\$99,129	\$134,384	\$6,984	\$401,481
Administration	\$63,950	\$88,463		\$406,793
<b>TOTAL</b>	<b>\$1,120,108</b>	<b>\$1,357,719</b>	<b>\$165,014</b>	<b>\$3,532,443</b>
Surplus	\$0	\$0	\$0	\$0

### Funding by Program 2017-18



### Expenses 2017-18





# CELEBRATING 30 YEARS

## Heather Redpath

*Intake*

Heather has been a long standing professional in the field of early intervention. Heather believes strongly in the work that we do with families and that passion is clear in her daily interactions with children, their families and our staff. Heather's sense of humour, the sayings and expressions she uses makes her team laugh every day. Heather is approachable and builds rapport with families with ease. Her knowledge and skills are exceptional, and her input is valued by all staff. Congratulations Heather on 30 years of service. You continue to impact the lives of our Children First children and families each day.

## Leslie Wagner

*Team Supervisor  
Infant and Child Development*

We celebrate the wonderful work Leslie has done while with this agency over the past 30 years. Leslie started out as a Resource Consultant, supporting children and families and now as a supervisor she continues to support them with the decisions she makes. Her door is always open, and her kind and gentle demeanor allows you to let your guard down and trust her with your questions. Leslie, as supervisor for the South West Infant Development team, takes all of her team's questions seriously and brings them forward, always advocating on their behalf. Leslie continues to be the warm, open and welcoming person to all who meet her, and we are so thankful to have her. To use her words, she has been here for 30 years and she still loves her job. How awesome is that!

## Laurie Dew

*Resource Consultant*

An optimist can be defined as "a person who is hopeful and confident about the future or the success of something". Laurie Dew is an optimist. She looks for and finds the positive in all situations. Laurie is passionate about children of all abilities being included and successful in all environments and her work over the past 30 years reflects her dedication to children and their families in this community. Laurie believes strongly in the power of early intervention and the work done by herself and her colleagues at Children First. Laurie is a member of the North East Child Care Support Services team and her positive outlook and approach is infectious and appreciated by her team members. Congratulations Laurie on 30 years of service. The future for children, families and Children First is brighter because of people like you.

## 2017 - 2018

# BOARD MEMBERS

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3295 Quality Way, Suite 102  
Windsor, ON N8T 3R9  
519-250-1850



[www.children-first.ca](http://www.children-first.ca)