

It shouldn't hurt to be a child

Last year we helped to protect 32,862 children and youth from abuse and neglect

You can help by:

- reporting child abuse and neglect
- making a donation
- volunteering
- learning about adoption
- being an advocate
- fostering a child
- requesting a speaker
- taking out a membership

416-924-4646

www.TorontoCAS.ca

Central Branch
33 Charles Street East
Toronto ON M4Y 1R9

Toronto Branch East
15 Huntley Street
Toronto ON M4Y 2K9

Toronto Branch West
900 Dufferin Street
2nd Floor, Suite 201
Toronto ON M6H 4B1

North Branch
Foster Care Resource Services
4211 Yonge Street, 4th Floor
Toronto ON M2P 2A9

Scarborough Branch
843 Kennedy Road
Toronto ON M1K 2E3

Internal Resources
837 Kennedy Road
Toronto ON M1K 2E3

Etobicoke Branch
70 Chartwell Road
Toronto ON M8Z 4G6

Finance, Information Services,
Human Resources
625 Church Street, 5th Floor
Toronto ON M4Y 2G1

Legal Services
45 Charles Street East, 8th Floor
Toronto ON M4Y 1S2



**CHILDREN'S
AID SOCIETY
of TORONTO**

Annual Report 2002 - 2003

A MESSAGE FROM THE BOARD PRESIDENT AND THE EXECUTIVE DIRECTOR REAL STORIES, REAL SUCCESSES

This past winter, the abandonment of Baby Mira in Nathan Phillips Square captured the hearts and minds of Torontonians, Canadians and the world. While the circumstances surrounding this particular situation were unique, the social and economic pressures for 13,478 families and the resulting risk for the 32,862 children and youth whom we served last year in Toronto mounted. As incidents of homelessness, drug abuse, ill mental health and violence grow, our intake screening team receives an average of 140 calls a day for help; after hours, we provided an emergency response to 15,219 individuals throughout the year. Each call set our dedicated team of staff, foster parents and volunteers in motion to take up the challenge to protect children, strengthen families and support our growing and diverse community.

RISING TO THE CHALLENGE

Children experiencing neglect and exposure to domestic violence now constitute the fastest growing group requiring assistance. As essential supports such as education, children's mental health and social housing have eroded, the safety net of child welfare has been stretched. Provincial child welfare funding has expanded to help meet this demand for service, but it has fallen woefully short of meeting the real need. The CAS of Toronto has risen to the formidable challenge of doing more with less through a steadfast commitment to innovative service approaches and community partnerships.

For every child brought into the care of the Society we were able to successfully support eight more in their own home. 'Out of home' care costs an average of \$2,213 per month while support in the child's own home can be achieved for as little as \$117 per month. Intervening early with families to help prevent situations from worsening and reduce risk to children is critical. Adoption reform and a formalized kinship care program will help to expand options and the chances for more children to grow up in safe, nurturing and permanent families when they can no longer remain at home.

SINGING THE PRAISES OF UNSUNG HEROES

Last fall, the Society embarked on the Heroes Come in All Forms employee recruitment campaign with advertisements in subway cars depicting child protection work for the noble vocation that it is. Homes for Kids — a collaborative foster family recruitment approach among CASs within the Greater Toronto Area — was publicly introduced to capture the attention of community members who want to "Foster a Future." On a high note, the number of Agency volunteers has reached a five-year peak of 647. Life has been brought to the Society's education policy and our commitment to educate every child to their full potential. Since scholarships for Society youth were established by the Foundation in 1995, 262 youth have gone on to attend post-secondary education.

PLUGGED INTO SUCCESS

Children's ability to access and master technology is imperative to their future success. With the help of the Children's Aid Foundation, we are creating a level playing field for children who are at a disadvantage. Our Windows of Opportunity project recycles and redistributes computers and software for children and youth in care as well as the community. The Motoring Mike project, which uses life-like robots, is engaging at-risk children in new and useful ways. We are also exploring ways to bring technology to children in under resourced neighbourhoods through a mobile computer lab.

PLANNING FOR THE FUTURE

Unprecedented growth in demand for service, heightened public awareness of child welfare and a stronger emphasis on accountability were but three of the factors influencing the Board of Director's decision to embark on a broad and inclusive long range planning process last year. Senior staff and board members hosted more than 100 consultations, which successfully engaged 1,200 staff, foster parents, volunteers and community stakeholders. Other agencies, diverse community based organizations, our

fundes and most importantly 150 children, youth and parents helped to shape our future direction. With a clear focus on diversity, measuring outcomes and expanding funding options, there is a strong consensus to:

- Strengthen our core services
- Increase client-staff contact
- Continue our efforts to increase staff retention and safety and reduce workload
- Increase prevention and advocacy efforts

THE YEAR AHEAD

In 2004 we expect to break ground for construction of our new Child Welfare Centre at the 33 Charles Street East complex. The new Centre will save an estimated \$1 million annually in overhead costs and create child-friendly facilities with updated workspace, visiting rooms and a community day care centre. At our annual youth recognition, we will celebrate the strength of 90 young men and women who are coming of age and leaving our care. No doubt, Baby Mira will one day have a graduation of her own attended by her adoptive family. Graduations are hopeful; true success lies in everyone doing their part to help children and youth realize their full potential.

Condensed Statement of Operations

For the year ended March 31, 2003 with comparative figures for the year ended March 31, 2002 (In thousands of dollars)

| Expenses by Service (MCFCS) | 2003 | 2002 |
|-----------------------------|----------------|----------------|
| Residential | 87,652 | 80,080 |
| Non-Residential | 26,102 | 22,567 |
| Program Support | 14,537 | 13,625 |
| Central Admin | 6,552 | 6,386 |
| Other | 1,458 | 1,690 |
| Total | 136,301 | 124,348 |

| Revenue | 2003 | 2002 |
|--------------|----------------|----------------|
| Ontario | 131,229 | 123,665 |
| Toronto | 7 | 172 |
| Canada | 4,236 | 3,922 |
| Sundry | 2,515 | 2,196 |
| Total | 137,987 | 129,955 |

| Expenses | 2003 | 2002 |
|---------------------|----------------|----------------|
| Salaries & Benefits | 49,536 | 44,771 |
| Boarding Rate | 73,850 | 67,737 |
| Other | 20,583 | 18,541 |
| Total | 143,969 | 131,049 |

Service Statistics

| | 12 Mths 1/4/02 to 31/3/03 | 12 Mths 1/4/01 to 31/3/02 |
|---|---------------------------------|---------------------------------|
| TOTAL NUMBER OF CHILDREN SERVED | | |
| In own home | 29,338 | 25,518 |
| In Care | 3,524 | 3,489 |
| Total | 32,862 | 29,007 |
| CHILDREN IN CARE (as at March 31) | | |
| CAST Foster Homes | 766 | 764 |
| CAST Residences | 59 | 48 |
| Adoption Probation | 136 | 123 |
| Independent Living | 295 | 263 |
| Outside Paid Resources | 1,003 | 1,026 |
| Other (home visits, etc.) | 98 | 94 |
| Total | 2,357 | 2,318 |
| ADMISSIONS TO CARE | | |
| Admissions and readmissions to care | 1,206 | 1,252 |
| Discharges | 1,167 | 1,171 |
| Average number of days in care | 564.1 | 597.7 |
| FAMILIES SERVED | | |
| Intake and Ongoing Protection | 13,478 | 11,468 |
| Adoption Disclosure | 701 | 1,029 |
| Former Crown Wardship Disclosure | 128 | 60 |
| Total | 14,307 | 12,557 |
| PROTECTION INVESTIGATIONS ¹ | | |
| Physical Harm by Commission | 3,525 | 3,302 |
| Sexual Harm by Commission | 694 | 656 |
| Neglect | 6,116 | 5,101 |
| Emotional Harm | 2,388 | 1,682 |
| Total | 12,723 | 10,741 |
| AFTER HOURS SERVICES | | |
| Telephone Responses | 52,731 | 51,672 |
| Cases Served | 15,219 | 14,979 |
| FOSTER CARE AND VOLUNTEERS | | |
| Foster Homes | 364 | 364 |
| Volunteers | 647 | 569 |
| PERMANENT STAFF POSITIONS | | |
| Child Welfare | 378.3 | 368.3 |
| Clerical/Case Aides/Writers | 165.1 | 161.1 |
| Specialists/Other | 76.8 | 75.4 |
| Child and Youth | 103.5 | 106.5 |
| Management | 101.8 | 97.8 |
| Total | 825.5 | 809.1 |

Footnotes:

1. Protection Investigation cases served with the Intake reason coded above the Intervention Line of the Eligibility Spectrum.

Board of Directors

Kevin Drynan, President * Richard Cunninghamham, Past President * Paul Gallagher, Vice President * James Donaghy, Treasurer * Stephen Lewis, Secretary * Ibrahim Absye * Bill Blair * Debbie Chin * Marguerite Jackson * Lisa R. Lifshitz * Dr. Janet Morrison * Robert W. Paul * William Perkins * Azmina Rana * Lucille Roch * Liz Rykert * Dr. Susan Silva-Wayne * William Timmouth+ * Purvaiz Yusuf * Bruce Rivers, Executive Director
+Resigned during the year