



CHILDREN'S
AID SOCIETY
of TORONTO

LA SOCIÉTÉ
DE L'AIDE à
L'ENFANCE
DE TORONTO

SERVICE MATTERS

annual report
2013-2014

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Message from Our CEO & Board Chair



The Child & Youth Advocacy Centre
- a collaborative service initiative



Canadian Mental
Health Association
Toronto

Innovative service with
community partners

The Children's Aid Society of Toronto remains a leader in the field of child welfare even as the sector undergoes a period of significant change in Ontario. Nowhere is this leadership more evident than in our commitment to provide innovative service to children, youth and their families. We do not take our responsibility to protect Toronto's abused and neglected children lightly. Every day, we see the difference we make in the lives of these young people.

Service Matters is not a catchphrase. It is the foundation of our commitment to children, youth, families and communities. We strive to maintain a service-focused approach that puts the safety and best interests of children first. We know that long after we have helped a child or their family through a particularly difficult time in their lives, there are two things that they often remember: their worker and how they were treated. We want every person whose lives we touch to experience our commitment to them.

Last fall, we collaborated with several important community partners, including the Catholic Children's Aid Society of Toronto, the Hospital for Sick Children, BOOST and the Toronto Police, to open the city's first Child and Youth Advocacy Centre. Located in downtown Toronto, this innovative service offers a seamless and coordinated approach to children and youth who report physical or sexual abuse. The Centre brings together skilled child protection investigators in a single location, where they can conduct investigations and provide services such as: crisis support, specialized assessment and treatment and, if necessary, court preparation. This eliminates the need for children and youth to go to numerous locations to receive these crucial services. Our agency has assigned seven child protection staff to work at the Centre.

In what is a Canadian first, we have partnered with the Toronto Branch of the Canadian Mental Health Association to develop a 13-month pilot project to provide immediate assessments and community linkages to caregivers who experience mental health problems. Two mental health social workers, a nurse and an occupational therapist are situated within one of our community branches. They accompany our staff and assist in providing support to families where at least one of the caregivers has an identified mental illness.

Service Matters also means looking at what we have been doing and asking ourselves if there is a different or better way to deliver these services. Our agency has adopted The Signs of Safety as our clinical practice framework. This innovative strengths-based and safety organized approach to child protection casework has been embraced by many child protection agencies across Australia, Europe, Japan and North America.

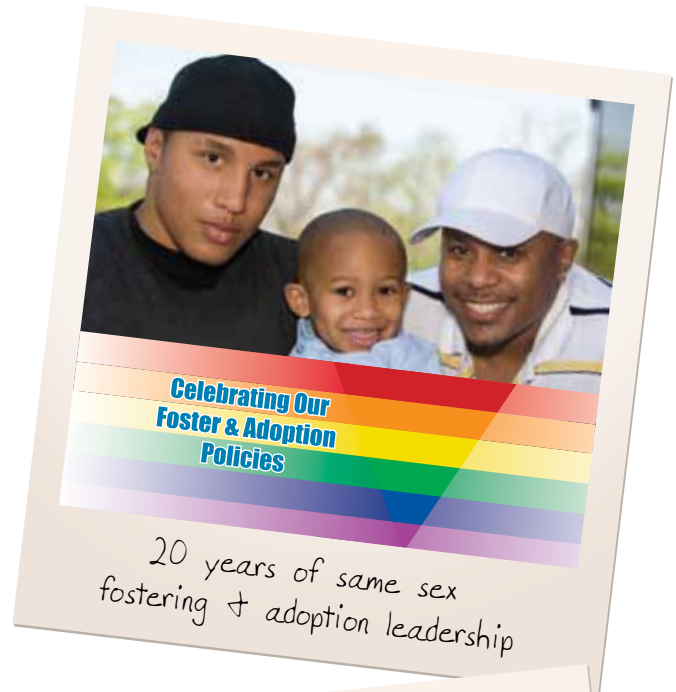
In the ongoing effort to more readily access the information held by Ontario's children's aid societies, our agency has committed numerous staff to work with the Ministry of Children & Youth Services to prepare for the implementation of a province-wide information network called Child Protection Information Network (CPIN). When fully implemented, CPIN will allow for the timely

sharing of information and data among all CAS's regarding children who have, or who are currently receiving services. As well, CPIN will record services that parents may have received related to other children and will track referrals received that may not have been investigated. This is a critical and long recommended component of our service that will ensure the protection of children in Ontario.

A significant part of being considered a service leader is having the courage to be a trailblazer. Twenty years ago, our Board of Directors initiated what was then a controversial step to be the first CAS in the province to create and implement a policy permitting same-sex couples the opportunity to become foster parents. In the same year, the Board adopted the position that same sex couples should have the right to be considered to adopt without discrimination on the basis of sexual orientation, even though the law at the time limited joint applications for adoption to spouses - defined as a man and a woman. What is commonplace now was highly contentious at the time and underscored this agency's place as a leader. Our commitment to inclusivity and ensuring that children be placed in safe and loving homes far outweighed the prevailing social norms of the day. These policies and the advocacy that accompanied them helped open the door to a new and enlightened way of thinking in child welfare. Another facet of being a service leader is understanding that leaders need to be visible. To that end, our staff are involved in numerous community efforts throughout the year. From participating in the White Ribbon Campaign's annual 'Walk a Mile in her shoes' event with our Domestic Violence team on hand distributing information on our related services, to opening up our buildings for Toronto's Doors Open event, our staff are active participants and take pride in showcasing our agency at numerous local events. Our Speakers' Bureau regularly accepts over 130 invitations a year to speak at functions hosted by community groups and service partners on our role and the value that we add to the city.

It is no secret that our staff, foster parents, volunteers and care providers are our agency's greatest asset. Their commitment to service and desire to make our Vision of 'A city where children are safe, families are strong and communities are supported' is on display every day. Our relationship with the Children's Aid Foundation is unique. Its support and partnership allows us to provide levels of service and program initiatives afforded to very few agencies anywhere across the country.


Service Matters speaks to and is woven into the fabric of who we are as an agency. From the exceptional governance of our Board of Directors to the new employee just beginning their career, understanding that their role, whatever it may be, contributes to and makes our city a better place for all who call it home. That's what matters.




David Rivard
Chief Executive Officer

Anthony Fralick
Chair, Board of Directors


Our Service Commitment to Children and Youth




We believe in you and will encourage you to try new things, learn new skills and develop to the best of your abilities.



You are the focus of our work and our decisions.




You have the right to be involved in and understand decisions about your life.




We will be honest with you about what we know and how we make decisions.



We will help you build caring, lifelong relationships and a sense of belonging.



We will treat you with respect.



We will help you any way we can.

Notable Accomplishments

- The percentage of families whose protection cases we closed in 2012-13, with no reoccurring safety concerns within 12 months remains at 86.7%.
- Collaborated with Women's Habitat and Yorktown Women's Shelter to develop a pilot project in which three violence against women workers are located at our agency and accompany our child welfare staff on home visits to support, advocate for and provide safety planning for women and children living in abusive situations.
- In partnership with the Children's Aid Foundation, the City of Toronto, Sinking Ship Productions and ING Direct, we participated in the complete make-over of Treverton Park adjacent to our Scarborough Branch. The make-over project was featured on the TVO program *'Giver'*, which aired in June 2014.
- In a Canadian first and in collaboration with the Toronto Branch of the Canadian Mental Health Association, we have introduced a pilot project that has a mental health worker accompany one of our workers on home visits where one of the adult caregivers is suffering from a mental illness. This provides immediate assessment and referrals to appropriate community services.
- In partnership with the Child and Youth Work (CYW) Department at Centennial College, we offer our foster parents the opportunity to acquire a post-secondary education in the Child and Youth Work Apprenticeship program. By the end of the 2013-14 school year, eight of our foster parents have graduated with CYW diploma/certificates. The benefits of their continued learning on the children in their care have been immeasurable.



MAKING SERVICE MATTER

1875

Establishment of the Infants' Home and Infirmary



1891

Children's Aid Society incorporated

J.J. Kelso - founder and first president of the Children's Aid Society of Toronto



1910

Camp Happiland opened in Orillia, Ontario



1919

Vera Moberly introduces 'boarding room' care



Statistics

THE TEAM

Staff	2012-13		2013-14			2012-13		2013-14	
	Employees	FTEs ¹	Employees	FTEs ¹					
Core Funded Positions	753	731.84	748	727.29	CAS of Toronto Foster Families	215		214	
Residential Positions ²	27	26.6	19	18.6	(beds)	552		498	
Subtotal	780	758.44	767	745.89	Volunteers	544		480	
Non-Core Funded Positions	26	25.18	31	29.58	Placement Students	110		71	
TOTAL	806	783.62	798	775.47					

¹ Full-Time Equivalent | ² Funding comes from Boarding Rate

WHERE CHILDREN & YOUTH IN OUR CARE LIVE

	2012-13	2013-14
Family Based Foster Care (society and externally operated)	841	861
Kinship Foster Families (in-care)	39	26
Group Care	185	201
Independent Living and ECM	421	382
Total Number of Days in Care	559,073	525,538
Total Cost of All Forms of In-Care Services (000's)	\$56,862	\$53,505



1927

Infants' Home recruits 632 foster homes



1941

Adoption policy updated to focus on "best interests of child"

1950

Society promotes that the best place for children is in their own home

The "Radio car" allows workers to communicate with the office via two-way radio



1951

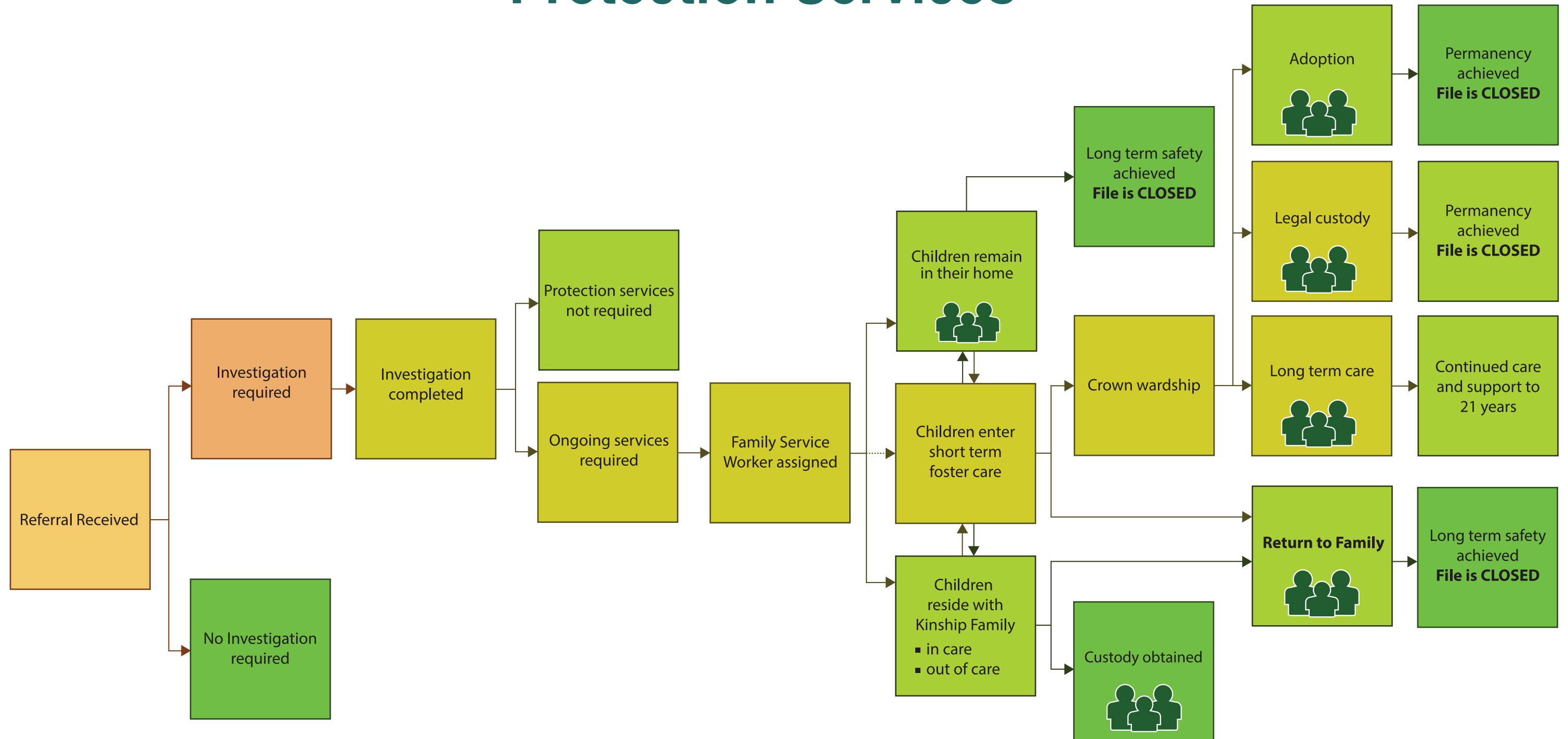
Children's Aid Society and Infants' Home of Toronto amalgamate

1954

Lloyd Richardson becomes executive director (right) - John Yaremko, Ontario's Minister of Community and Social Services (left) and a young friend cut the ribbon at a new residence



Protection Services

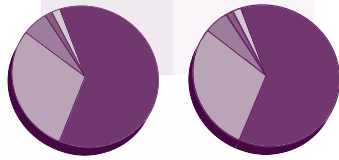


Referrals to community based services happen throughout our work and play a vital role in child safety and family reunification.

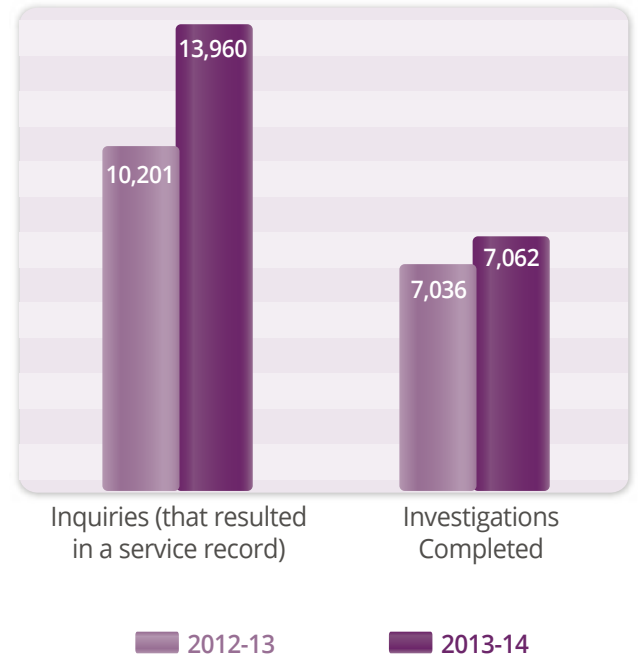
Year In Review

OUR CLIENTS

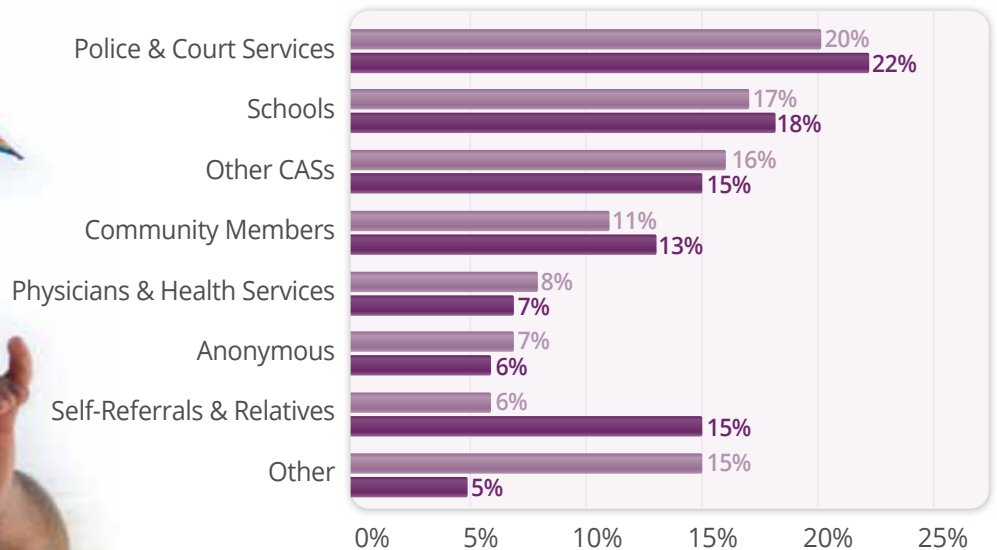
	2012-13	2013-14
Children	24,208	23,820
Families	11,469	11,285
Children in Care	2,292	2,155
Number of Youth Supported (age 18 - 21)	654	624
Number of Children Discharged from Our Care	729	674



A SNAPSHOT OF OUR WORK



REFERRAL SOURCES


1967

Foster Parent Association established


1968

Majority of the agency's social work staff are professionally qualified

1972

The Yorkville Trailer Program is introduced

1973

Society establishes a Central Abuse Committee

Community-based alternative care introduced in the mid 1970's

1975

Volunteers outnumbered staff



ALLEGATIONS

	2012-13	2013-14
Physical Abuse	22 %	25 %
Sexual Abuse	4 %	4 %
Neglect	16 %	13 %
Domestic Violence Related	31 %	29 %
Caregiver Capacity	22 %	23 %
Caregiver-Child Conflicts	5 %	5 %

	2012-13	2013-14
Children Served by Fetal Alcohol Spectrum Disorder (FASD) Respite Program	45	45
Families Served by FASD Respite Program	40	40
Children Served by Therapeutic Access Centre	128	119
Families Served by Therapeutic Access Centre	83	73
Adoptions Completed	73	80
Adoption & Former Crown Wardship Disclosure	496	508
Families Receiving Adoption Subsidies	481	502
Kinship Service Families (out of care, monthly average)	149	151



1975

100 years of service



1978

Multicultural Task Force established

1979

Children's Aid Foundation established



1982

The High Risk Infant Program begins

Development of an integrated response to the sexual abuse of children

1985

Toronto Street Youth Program begins

Pape Adolescent Resource Centre opens

Financials at a Glance

CONDENSED STATEMENT OF OPERATIONS (in thousands of dollars)

REVENUES BY SOURCE

	2012-13	2013-14
Government of Ontario	\$ 157,857	\$ 160,420
Government of Canada	3,842	3,687
Children's Aid Foundation	2,412	2,280
Sundry	2,499	2,334
TOTAL	166,610	168,721

EXPENSES

	2012-13	2013-14
Salaries & Benefits	\$ 79,020	\$ 83,284
Boarding	56,682	53,819
Other	31,214	30,479
TOTAL	166,916	167,582

SUMMARY OF OPERATIONS

	2012-13	2013-14
Revenue	\$ 166,610	\$ 168,721
Expenses	166,916	167,582
Excess (deficiency) of revenue over expenses	(306)	1,139

GOVERNMENT OF ONTARIO REVENUE BY PROGRAM

	2012-13	2013-14
Child Welfare Program	\$ 154,800	\$ 156,859
Generic Contracts	1,571	2,077
OCBe ¹	1,486	1,484
TOTAL	157,857	160,420

Audited financial statements are available upon request.

¹ Ontario Child Benefit Equivalent



1990's

Introduced:

- Family Builders
- Babies Best Start
- Family Resource Centre
- Day Treatment Programs

1994

The Continuity of Care service model introduced

Board of Directors approved a same-sex fostering and adoption policy

2000

First same sex couple adopts

2001

Child Robot Motoring Mike introduced by Volunteer Services

2003

Kinship Care Team is created

Board of Directors

Marv Bernstein
 Gerry Connelly
 Rex Hagon
 Jessica Hill
 Barbara Hopper
 Jamil Jivani
 Victoria Kondo
 Niru Kumar
 Steve Malone
 Noella Milne
 Haroldene Peters
 Shelley C. Quinn
 Aqeel Saeid
 Margot Trevelyan
 Wayne Zronik

EXECUTIVE COMMITTEE

Anthony Fralick, Chair
 Karen Engel, Vice-Chair
 Tony Veneziano, Treasurer
 Sheila Jarvis, Secretary

 David Rivard, Chief Executive Officer



2005

A new building opens at 30 Isabella Street



2006

Therapeutic Access Centre opens

Anti-Oppression / Anti - Racism policy introduced

2007

Peer Support Team marks a decade of existence

2009

'I Am Your Children's Aid' campaign launched



2011

Redeveloped Scarborough Branch opens



Our Branches



Central Branch



Northwest Site



Scarborough Branch +
Moberly Residence

CENTRAL BRANCH

30 Isabella Street

Administration
Communications
Corporate Services: Administration, Finance, IT, Property
Child & Family Disclosure Unit
Child and Youth Services Child Welfare Institute
Community Development and Prevention
Emergency After Hours Services
Human Resources
Internal Resources
Intake
Legal Services
Medical, Dental & Psychological Services
Quality Assurance, Systems Support & Record Services
Toronto Branch
Volunteer Services

NORTHWEST SITE

20 De Boers Drive, 2nd and 3rd Floors

Etobicoke Branch
North Branch
Resources for Children and Youth
Health Services
Therapeutic Access Centre

SCARBOROUGH BRANCH AND MOBERLY RESIDENCE

843 Kennedy Road

2012

YouthRap.ca website
launched

Agency participates for
the first time in
'Doors Open Toronto'



2013

The Child & Youth Advocacy
Centre opens in Toronto

Etobicoke and North
Branch amalgamate
to De Boers Drive



25 Years of Black
History Month Galas



2014

Training begins for the
Child Protection Information
Network (CPIN)



Because children depend on all of us

Puisque les enfants
dépendent de nous tous

ਕਯੋਂਕਿ ਬੱਚੇ ਹਮ ਸਮੀ ਪਰ ਨਿਰਮਰ ਹੋਤੇ ਹੈਂ

ਕਿਉਂਕਿ ਬੱਚੇ ਸਾਡੇ ਸਾਰਿਆਂ
'ਤੇ ਨਿਰਭਰ ਕਰਦੇ ਹਨ

Bởi vì trẻ em trông cậy ở
tất cả mọi người chúng ta

Maxaa yeelay caruurta annaga
oo dhan ayey nagu tiirsan yihiin

因为孩子依赖我们所有人

ஏனெனில் குழந்தைகள் எங்கள்
எல்லோரிலும் தங்கியுள்ளனர்

I'm calling CAS...

I think this should be reported

Have you seen or do you suspect that a child has been abused or neglected? Each day we receive over 100 calls from people who have. It is everyone's responsibility to watch out for children in our community, often it takes just that one call to protect a child from experiencing reoccurring harm.

The Children's Aid Society of Toronto is legally required to investigate reports or allegations that children have suffered or are at risk of abuse or neglect. If you suspect that a child is being harmed or abused, call us. Our trained and experienced staff will take the information you provide and determine what follow-up steps are needed to keep the child safe.

416-924-4646 or
email us at inquiries@torontocas.ca
visit: www.TorontoCAS.ca



Protecting children since 1875