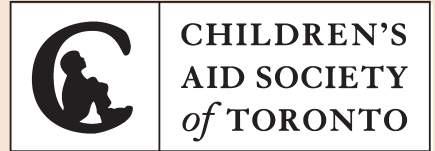


Annual Report 2009-2010



CHILDREN'S
AID SOCIETY
of TORONTO

Because children depend on all of us

*For more than **25,000** children and youth, we make a difference.*

We protect children from abuse and neglect, help parents build healthy families and provide safe, nurturing places for children and youth to grow.

YOU can help by:

• • •

Reporting Suspicions of
Child Abuse and Neglect

• • •

Volunteering

• • •

Adopting a Child

• • •

Fostering a Child

• • •

Making a Donation

416.924.4646

TorontoCAS.ca

*"I Am Your Children's Aid
Society of Toronto"*

CEO and Board Chair's Message

For the 12 Months from April 1, 2009 to March 31, 2010

Connecting with the various communities we serve has always been at the core of what we do. The nature of our work means that we often make those connections at very difficult points in people's lives. It's not always easy, but when we keep families together, or see a child triumph over adversity, there is no better outcome. These success stories have for too long gone untold.

Advancing the Public's Understanding of Our Work

This year, for the first time, Children's Aid Societies across the province have engaged in a public awareness campaign. "*I Am Your Children's Aid*", tells the stories of real people who have had their lives changed by a CAS. We hope that community members will see themselves in these stories and be moved to get involved with our agency. This open invitation means working together to "create a city where children are safe, families are strong and communities are supported." The campaign has also provided our agency with the opportunity to reflect on our own stories and the close relationships that exist between our staff, volunteers, foster parents, donors and community partners. You will find several of these stories inside this report. They tell the story we already know; each of our staff, volunteers and foster, adoptive and kinship parents, plays an important role in helping us change lives.

Promoting Organizational Excellence

A significant factor in working toward organizational excellence is fiscal responsibility and sustainability. Despite the fact that Ontario's 53 Children's Aid Societies carried a combined \$32 million deficit into the new fiscal year, our agency balanced its budget in 2009–10. Earlier this year, our Executive Team visited each branch within the agency to meet with staff and to detail the uncertain state of child welfare in the province. We also sought input from staff on how best to contain future costs. Many good ideas were put forward, several of which have already been implemented. The government-appointed *Commission to Promote Sustainable Child Welfare* continues to meet with CASs across the province and we look forward to working with them to improve and promote the overall effectiveness and efficiency of our sector.

Our Board of Directors believes that diversity is crucial to organizational excellence and good governance. At the 2009 Annual General Meeting, the Board welcomed seven new members that reflect the ethnic, cultural and sexual-orientation diversity of Toronto. This year, two former youth in care will be invited to join the Board.

Advocacy on Behalf of Children, Youth and Families

Of the many causes that our agency supports, three remain priorities

- **Affordable housing:** Our staff are at the forefront of numerous coalitions that refuse to abandon the need for a long-term affordable housing strategy that will eliminate housing-related poverty.

- **Youth transitioning out of care:** We continue to encourage the provincial government to extend the age at which youth can remain in our care from 21 to 24.
- **Adoption and fostering:** We have a continuing need to attract more people to fostering and adoption. As an agency, we are mindful of the need to develop outreach strategies and new partnerships to encourage more people to consider opening up their lives to foster or adopt a child.

Pursuing Collaborative Ventures

Collaborating with others who can help us improve our service to children and families or better understand a community's needs is simply good practice. Our agency is committed to this and continues to work toward establishing shared services with the other CASs in Toronto. One project we are collaborating on with the three other Toronto-based CASs and community partners, including the Toronto Police, Hospital for Sick Children, Crown Attorney's Office, The Gatehouse, Safe-T program and BOOST, is the creation of a joint child advocacy centre to provide a coordinated response to child abuse investigation and treatment. Furthermore, we will continue our many outreach initiatives to diverse cultural groups across the city learning from them how we can better meet their needs.

Moving Forward

In December 2009, we received \$1.26 million in infrastructure funding from the federal and provincial governments to redevelop our Scarborough office site. With an additional \$633,000 contributed by the Children's Aid Foundation, we have just under \$2 million for this important project. Our expected completion date is Spring 2011.

As we enter the 2010–2011 fiscal year, we will be doing so without the experience, knowledge and leadership of nine long-serving employees who chose to accept the agency's early retirement offer. In addition, three veteran Board members will be leaving us in June at our AGM. Collectively, these individuals possess over 270 years of dedicated service. They will be greatly missed and we know their many contributions will leave a lasting impact.

However, with the development of our new three-year Strategic Plan, the refinement of the Balanced Scorecard and the commitment to key organizational/corporate goals, we are confident we are moving in the right direction to reach our goal of improved services and value to children, youth, families and communities across the city. We can proudly say, "We Are Your Children's Aid Society of Toronto."



David Rivard
CEO



Dr. Janet Morrison
Board Chair

The Year in Numbers

For the 12 Months from April 1, 2009 to March 31, 2010

Where Children & Youth in Our Care Live

OUR CLIENTS	2008-2009	2009-2010
Children	25,467	25,710
Families	11,263	11,486
Children in Care	2,712	2,332
Number of Youths Supported (age 18-21)	474	687
Number of Children Discharged from Our Care	839	576
A SNAPSHOT OF OUR WORK		
Inquiries (that resulted in a service record)	12,190	10,760
Community Links Completed	1,645	1,250
Investigations Completed	6,936	7,063
ALLEGATIONS		
Physical Abuse	22%	21%
Sexual Abuse	3%	6%
Neglect	10%	12%
Domestic Violence Related	33%	32%
Caregiver Capacity	24%	22%
Children Served by Fetal Alcohol Spectrum Disorder (FASD) Respite Program	43	38
Families Served by FASD Respite Program	27	29
Children Served by Therapeutic Access Centre	112	127
Families Served by Therapeutic Access Centre	68	80
Adoptions Completed	81	70
Adoption & Former Crown Wardship Disclosure	754	505
Families Receiving Adoption Subsidies	431	447
Kinship Service Families (out of care, monthly average)	151	144
Telephone Responses by Emergency After Hours Services	44,674	43,215
Speaker's Bureau Presentations	114	135

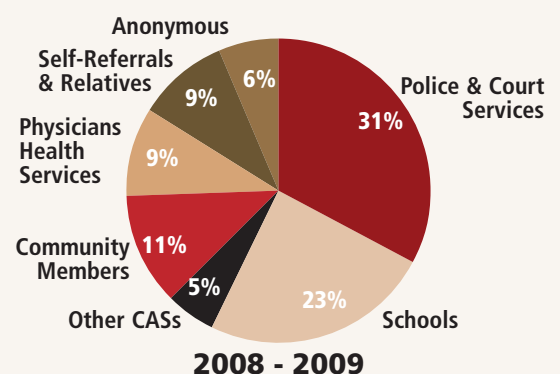
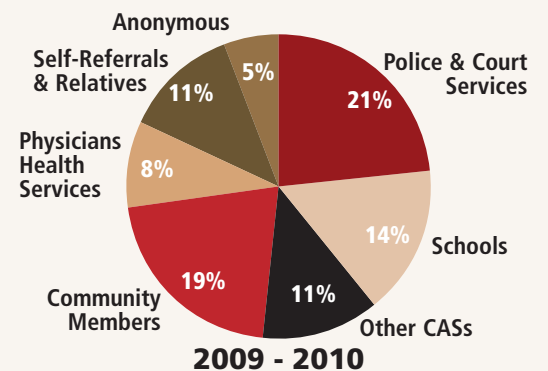
	2008-2009	2009-2010
Family Based Foster Care (society & externally operated)	1,049	1,172
Kinship Foster Families (in care)	21	33
Group Care	203	313
Independent Living & ECM	460	442
Total No. of Days in Care	675,527	638,325
Total Cost of all Forms of In-care Services (000's)	\$64,777	\$63,973

The Team 2009-2010	Employees	FTEs ¹
Core Funded Positions	778	753.59
Residential Positions ²	43	42.4
Sub total	821	795.99
Non-Core Funded Positions	32	30.98
Total	853	826.97

CAST Foster Families	265
Beds	689
Volunteers	597
Placement Students	102

¹ Full-Time Equivalent ² Funding comes from Boarding Rate

MAJOR SOURCES OF REFERRAL



2009-2010
BOARD OF DIRECTORS

Geraldine Connelly
James Donaghy
Anthony Fralick
Rex Hagon
Jessica Hill
Barbara Hopper
Victoria Kondo
Niru Kumar
J. David Livingston
Haroldene Peters
Dr. Aqeel Saeid
Harold Shepherd
Sangeeta Subramanian*
Ene Underwood*
Tony Veneziano

* resigned during year

EXECUTIVE COMMITTEE

Dr. Janet Morrison
Chair

Wayne Zronik
Treasurer

Laurie Dart
Secretary

David Rivard
Chief Executive Officer

CENTRAL BRANCH

30 Isabella Street
Administration • Communications
Child & Family Disclosure Unit
Child Welfare Institute • EAHS
Child and Youth Services
Community Development & Prevention Program
Finance • Human Resources
Internal Resources • Information Services
Intake • Legal Services
Medical, Dental & Psychological Services
Quality Assurance, Systems Support
& Record Services Department
Toronto Branch • Volunteer Services

NORTH BRANCH, FOSTER CARE
AND ADOPTION SERVICES

4211 Yonge Street, 4th Floor

SCARBOROUGH BRANCH

843 Kennedy Road

ETOBICOKE BRANCH

70 Chartwell Road

Condensed Statement of Operations

Expenses by Service (MCYS)	2008 - 2009	2009 - 2010
Child Welfare Program	163,519	163,426
Generic Contracts	2,200	2,327
Non-MCYS Revenue	(6,930)	(6,725)
Net Expenditure	158,789	159,028

Expenses	2008 - 2009	2009 - 2010
Salaries & Benefits	74,430	77,454
Boarding Rate	64,938	64,154
Other	27,630	27,372
Total	166,998	168,980

Revenue	2008 - 2009	2009 - 2010
Government of Ontario	158,650	159,253
Government of Canada	4,190	4,311
Children's Aid Foundation	2,228	2,433
Tax Rebates and Sundry	3,265	2,883
Total	168,333	168,880

For the year that ended March 31, 2010 with comparative figures for the year that ended March 31, 2009 (in thousands of dollars).
Audited statements available upon request.

FOR ALL OUR
COMMUNITY BRANCHES
416.924.4646