Family & Children's Services
of Renfrew County

Services à la famille et à l'enfance
du comté de Renfrew

2023-2024

ANNUAL REPORT

Family & Children's Services of Renfrew County

Land Acknowledgement

We at Family and Children's Services of Renfrew County wish to express our ongoing commitment to formally recognize and acknowledge the traditional lands on which we live and work. We find it essential to honour that for time immemorial, and long before our arrival, Indigenous Peoples lead fruitful and full lives on these lands.

We acknowledge that the land we are standing upon is the traditional territory of the Algonquin People. The citizens of the Algonquin Nation did not relinquish title to their land to the government by treaty or otherwise. The Algonquin way of living has resulted in great stewardship of this land and preservation of the beautiful landscape and bounty provided by Mother Earth.

As we journey along the path of reconciliation, we commit to educating ourselves as individuals, as professionals and as a community. We look forward to a new reconciled, respectful relationship with all Indigenous People.

About Us

Family and Children's Services of Renfrew County is a multi-service organization providing, child and youth safety and well-being services, child, youth, and adult developmental services, family access, and community-based programs throughout the County of Renfrew.

MISSION:

Helping families and communities in Renfrew County protect and support the development and well-being of children, youth, and adults through integrated services, prevention, and social inclusion.

VISION:

Together, a caring community.

VALUES:

- We humbly engage without judgement to understand and learn.
- We plan with and walk alongside the people we serve.
- We advocate and act to ensure people's unique voices are heard.
- We communicate with a foundation of openness and honesty.

A year of reflection and renewal...

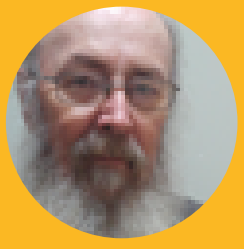
The past year has been a period of pivotal change and strategic assessment for Family and Children's Services of Renfrew County (FCSRC). With the appointment of a new Executive Director, new Chair of the Board of Directors, and a modernized Strategic Plan, our organization embarked on a journey of reflection and renewal in 2023-2024.

Central to our reset is a renewed commitment to our mission, vision and values, fostering a culture of inclusion, empathy, and dedication among staff, volunteers, and stakeholders. This cultural shift has helped to restore a sense of organizational pride and improved team morale, which in turn serves to strengthen our capacity to deliver quality caring services to those who depend on us.

A comprehensive evaluation of our programs, services, and operational efficiencies was completed to ensure we are maximizing resources, enabling us to chart a course forward toward sustainability and growth. This report highlights the many important programs delivered through FCSRC, as well as our continued commitment to excellence in the delivery of services tailored to meet the unique needs of the children, youth, and families of Renfrew County.

We are so proud of everything we have accomplished and extend our sincere gratitude to all who have supported this journey. None of this would have been possible without the collaborative efforts of our staff, Board, caregivers, youth, volunteers and community partners. This year we have proven that together we can do great things.

Looking forward to another great year ahead!



Mike Noon - Board Chair

Jennifer White - Executive Director

Family & Children's Services of Renfrew County

Board of Directors

BOARD CHAIR

Mike Noon

VICE CHAIR

Steven Parker

TREASURER

Tiffiny Hughes

SECRETARY

Karina Dewar

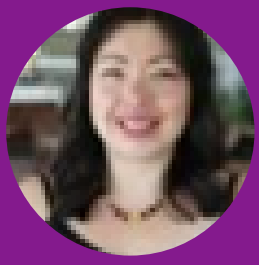
Wendy Jocko

Nicole Castle

Maggie Murdock

Amanda Wilson

Jane Weir



Naomi Fong

"Be the change that you wish to see in the world."

Strategic Plan 2023-2025

www.fcsrenfrew.on.ca

Family & Children's Services of Renfrew County
Services à la famille et à l'enfance du comté de Renfrew

Vision, Mission & Values

Vision

Together, a caring community

Mission

Helping families and communities in Renfrew County protect and support the development and well-being of children, youth, and adults through integrated services, prevention, and social inclusion

Values

We humbly engage without judgment to understand and learn.

We plan with and walk alongside the people we serve.

We advocate and act to ensure people's unique voices are heard.

We communicate with a foundation of openness and honesty.

The vision statement describes the desired future state for FCSRC. It guides decisions and supports the alignment of resources and actions needed to reach identified goals.

The mission statement supports the vision and communicates the organization's overall purpose and direction. Organizational policy confirms that the mission includes ensuring that service users from all diverse groups can access our services and that services provided are responsive to their unique needs. Within a Signs of framework, "Nothing about us without us" is an integral part of all aspects of the organization.

The values describe the intent behind FCSRC's actions and decisions. They are intended to inform the decision-making process and guide how the organization operates internally and alongside the community it serves.

As part of the planning process, staff provided input on the current vision, mission, and values and suggested enhancements that would ensure each of these remains relevant to the future of the organization. Their feedback is captured in this report.

OUR PRIORITIES

In creating our plan, consideration was given to the core foundational components from which the strategic priorities emerged. These strategic priorities are the "load bearing walls" of the strategy.

All of our work is embedded in inclusivity, equity, diversity, and Signs of is our framework.

Priority #1: Caring Services

Provide preventative, protective, and socially inclusive services that empower and strengthen everyone.

Why we are focusing on services: We are invested in delivering the best possible support and service we can. The pandemic has exacerbated the stress on families and resulted in increased demands for service support.

Priority #2: Caring Culture

Become an employer of choice cultivating a team-oriented work environment where everyone thrives.

Why we are focusing on culture: The work we do is demanding, and employees deeply feel the stories and experiences of the families we serve. We want to care and provide for our employees as they do for the families. Employees are the heart of an organization.

We know that there is a parallel process to organizational culture and service delivery. A psychologically safe work environment where employees feel valued and included fosters health, wellness and positive outcomes for families of Renfrew County.

Priority #3: Caring Community

Value, strengthen and develop collaborative partnerships to increase availability, accessibility, and quality of care.

Why we are focusing on community: We are a remote rural area with unique and diverse communities. People are biologically wired to connect, and community is an important part of identity, support and healing for the families we work with. We cannot do this work alone and we recognize the ways our community can contribute to our vision and mission.

Strategic Plan 2023-2025

PRIORITY 1

Caring Services

Provide preventative, protective, and socially inclusive services that empower and strengthen everyone.

Goal: Establish reciprocal and restorative Indigenous relationships

ACTIONS

- Together with Indigenous communities assess our present relationships and co-create an Indigenous strategy
- In recognition of Indigenous rights and obligations as an agency, identify Indigenous communities within the county to understand who they are
- Our governance engages and incorporates the priorities of Indigenous communities
- Understand and support the implementation of the Truth and Reconciliation Commission recommendations

Goal: Collaborate with our community to identify and address service gaps for children, youth, and adults with complex and special needs

ACTIONS

- Take leadership to create a collaborative community working group focused on serving children, youth and adults with complex special needs better.
- Facilitate an initiative to develop a community respite program
- Deliver a community awareness campaign advising families of services available for children, youth, and adults

Goal: Develop a sector leading integrated service model that incorporates Signs of Something (SOS)

ACTIONS

- Develop a work plan to create a new service model

PRIORITY 2

Caring Culture

Become an employer of choice cultivating a team-oriented work environment where everyone thrives.

Goal: Strengthen organizational sustainability and financial stewardship

ACTIONS

- Use outcome-based, multi-year, multi- service budgeting
- Manage resources efficiently and effectively to achieve a balanced budget
- Investigate additional ways to obtain funding

Goal: Strengthen FCSRC as an equitable, diverse, and inclusive organization

ACTIONS

- Implement equity audit recommendations
- Annual training on anti-oppression and anti-racism to improve staff and volunteer knowledge and support for marginalized communities

Goal: Leverage the skill and commitment of our staff and volunteers to build our future

ACTIONS

- Strengthen workforce capacity, recognizing the implications of the pandemic on the workforce

Goal: Create a culture of organizational wellness and learning

ACTIONS

- Implement an organizational wellness program incorporating evidence-based resources

PRIORITY 3

Caring Community

Value, strengthen and develop collaborative partnerships to increase availability, accessibility, and quality of care.

Goal: Advance our public engagement

ACTIONS

- Increase presence and collaboration within our community to address service gaps and meet unmet needs.
- Convey the value of our brand by building our identity as a multi-service agency, sharing our stories and communicating our promise to communities
- Update and maintain protocols and collaborative agreements

Goal: Optimize internal and external communication

ACTIONS

- Evaluate and update organizational internal communication plan
- Evaluate and update external organizational communication plan

Goal: Offer culturally relevant and responsive Francophone services

ACTIONS

- Obtain agency designation under the French Language Services Act

Child & Youth Safety & Well-being

Number of Referrals Received

2179

Safety Assessments Completed

922

Families Receiving Ongoing Support

114

Community Links

404

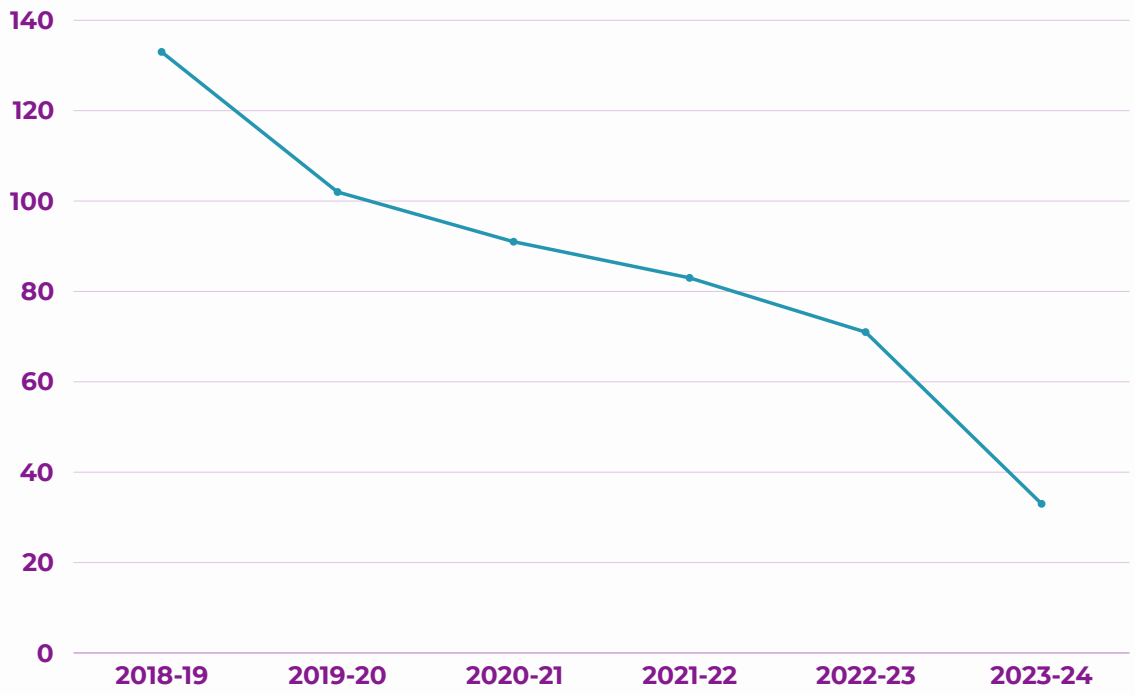
Kinship Placements Supported

43

Adoptions Completed

4

Children & Youth in Care



Keeping Children & Youth Connected to Family, Culture, & Community

- We work in partnership with families and communities to keep children and youth safely in their homes.
- When children cannot remain with their primary caregivers, kin and alternate care placements are prioritized.
- We work hard to ensure that children and youth are residing with people they know, and stay connected to their family, culture, and community.

Children & Youth in Care

33

Child & Youth Developmental Services

Children's Service Coordination

621

Infant & Child Development Program

156

Children's Behavioural Support

198

Fetal Alcohol Spectrum Disorder

35

Coordinated Service Planning

73

Complex Special Needs

17

Adult Developmental Services

Adult Residential Services

56

Adult Protective Services

200

Adult Urgent Response Services

33

Adult Behavioural Support Services

75

Direct Support Provider Program

12

Community-Based Programs

Family Visitation & Exchange

Families Served
66

Visits Facilitated
780

Exchanges Facilitated
494

EarlyON Child & Family Centre

Children Visits
6764

Individual Children Served
738

Caregiver Visits
5587

Individual Caregivers Served
771

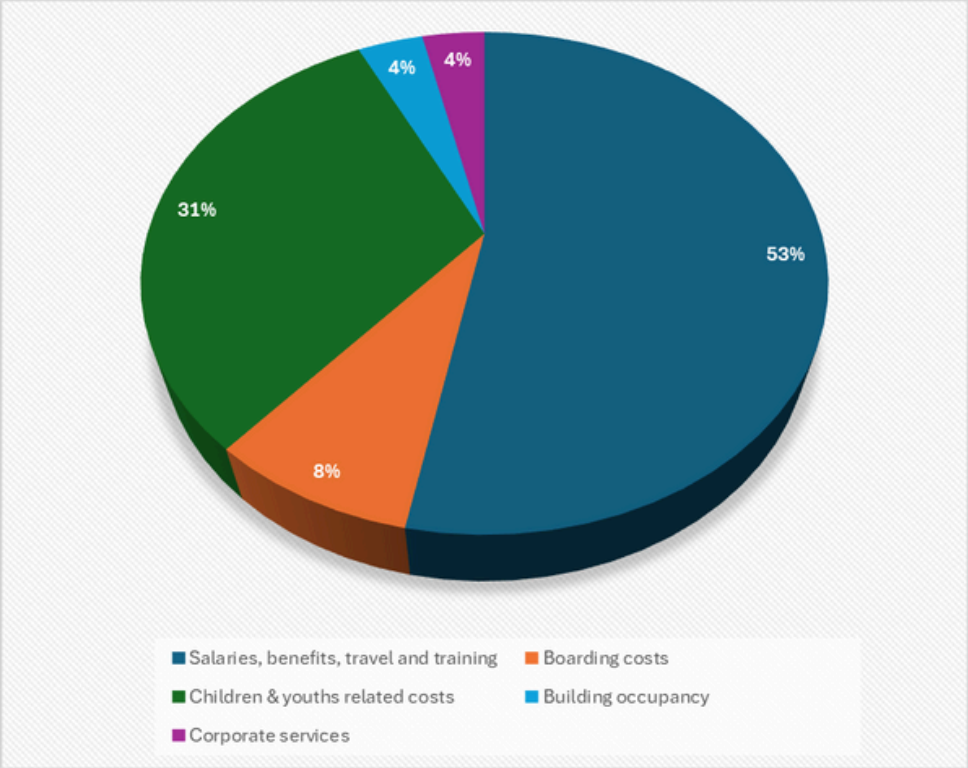
Supervised Access Program

Number of Visits
180

KUMON

Students Enrolled
203

Financial Summary 2023-2024



Program	2023-24 Revenue	2023-2024 Expenditures	Surplus/ (Deficit)
Child Welfare	$13,008,569	$12,522,236	$486,333
Developmental Services	$12,587,550	$12,567,301	$20,250

TOTAL REVENUE	$26,725,143
TOTAL EXPENDITURES	$26,296,342
SURPLUS	$428,801

*For complete audited financials, visit www.fcsrenfrew.on.ca

Thank You!

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