



Family & Children's Services
of Renfrew County

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

2024-2025 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...



Progress with Purpose: Advancing Our Mission Together

2024–2025 has been a year of steady progress and meaningful impact for Family and Children's Services of Renfrew County (FCSRC). Guided by our core mission and values, we have focused on strengthening services, deepening relationships, and improving outcomes for the children, youth, and families we serve.

This year, we:

- Enhanced service excellence, delivering more responsive, inclusive, and high-quality care.
- Improved data accuracy, enabling stronger, evidence-informed decision-making.
- Strengthened cybersecurity to protect sensitive information and maintain system integrity.
- Expanded collaboration with community partners for more coordinated, holistic supports.
- Increased advocacy with local and provincial governments to help shape policy and strengthen community supports.

At the heart of these achievements is a culture rooted in empathy, inclusion, and teamwork. The dedication of our staff, Board, caregivers, volunteers, youth, and community partners continues to drive our success.

We are proud of what we've accomplished together and remain committed to building a stronger, more connected future for those who count on us.

Thank you for being part of this journey.



Tiffiny Hughes - Board Chair



Jennifer White - Executive Director

Board of Directors

BOARD CHAIR



Tiffany Hughes

VICE CHAIR



Steven Parker

TREASURER



Mike Noon

SECRETARY



Nicole Castle



**Maggie
Murdock**



**Amanda
Wilson**



Jane Weir



Naomi Fong



**Donna
Anderson**



**Natalie
Walters**

"Leadership is not about being in charge. It is about taking care of those in your charge."

- Simon Sinek

Strategic Plan 2023–2025

www.fcsrenfrew.on.ca



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

ACTIONS

Develop a work plan to create a new service model

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

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: Create a culture of organizational wellness and learning

ACTIONS

Implement an organizational wellness program incorporating evidence-based resources

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

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: Offer culturally relevant and responsive Francophone services

ACTIONS

Obtain agency designation under the French Language Services Act

Goal: Optimize internal and external communication

ACTIONS

Evaluate and update organizational internal communication plan

Evaluate and update external organizational communication plan



Child & Youth Safety & Well-being



Alternative Dispute
Resolution

43



Families Receiving
Ongoing Support

113



Safety Assessments
Completed

856



Community
Links

499



Number of
Referrals Received

2292



Adoptions
Completed

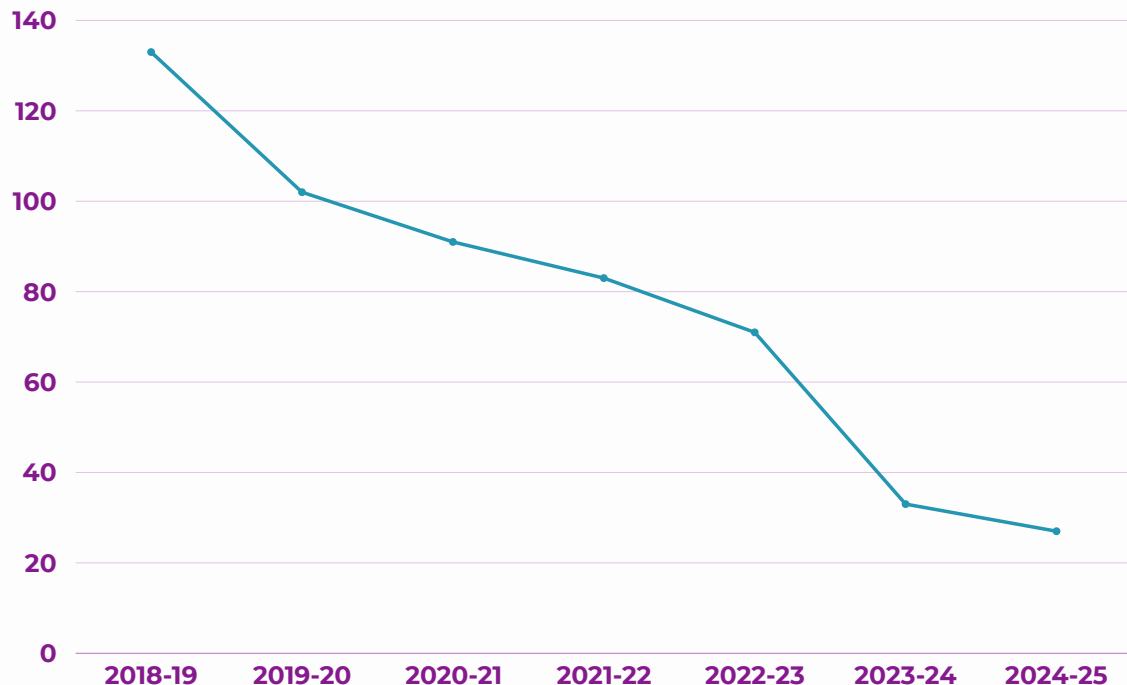
2



Kinship Placements
Supported

42

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

27



Child & Youth Developmental Services



Children's Service
Coordination

589



Infant & Child
Development Program

147



Children's
Behavioural Support

159



Fetal Alcohol
Spectrum Disorder

35



Coordinated Service
Planning

106



Complex Special
Needs

14



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



Adult Speech &
Language

17



Community-Based Programs

Family Visitation & Exchange



Families
Served

67



Visits
Facilitated

412



Exchanges
Facilitated

455

EarlyON Child & Family Centre



Children
Visits

7465



Individual
Children Served

2266



Caregiver
Visits

5974



Individual
Caregivers Served

581



KUMON



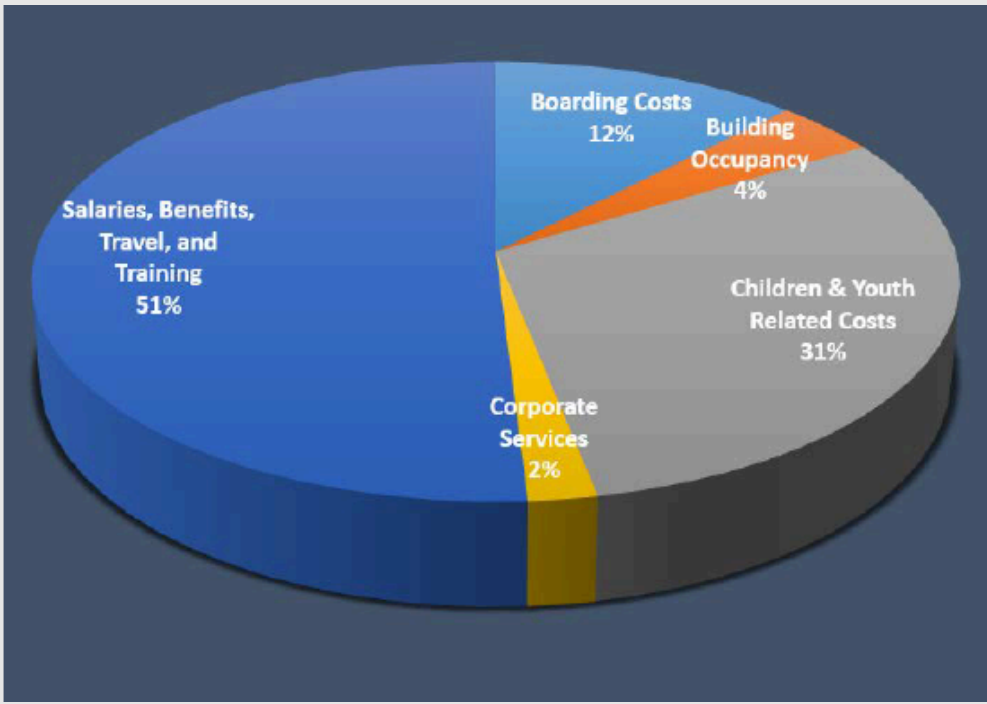
Students Enrolled

224



Financial Summary

2024-2025



Program Funding

Program	2024-25 Revenue	2024-2025 Expenditures	Surplus/ (Deficit)
Child Welfare	\$12,360,197	\$12,144,962	\$215,235
Developmental Services	\$12,817,058	\$12,552,192	\$264,866

Overview of Audited Financial Statements

TOTAL REVENUE	\$26,536,617
TOTAL EXPENDITURES	\$26,493,403
SURPLUS	\$43,214

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

Thank You!



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

TELEPHONE: (613)-735-6866

TOLL FREE: 1-800-267-5878

FAX: 1-888-812-3115

EMAIL: inquiries@fcsrenfrew.on.ca

MAIN OFFICE

77 Mary Street, Suite 100
Pembroke, ON K8A 5V4