



It's about **HOPE**



Peel Children's Centre

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Charitable Donation No. 11908 7807 RR0001

Nexus Youth Services

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Charitable Donation No. 13039 7631 RR0001

ANNUAL REPORT - 2011/12



It's about **HOPE**



Our Vision

A caring community working together for children and youth.

Our Missions

Peel Children's Centre

To provide a continuum of high quality mental health services for children, youth and their families who are experiencing or may experience serious emotional difficulties.

Nexus Youth Services

Nexus Youth Services creates opportunities for youth by providing high quality services that are inclusive and responsive to the needs and voices of youth.

Our Values

Flexible	Accountable
Accessible	Efficient
Responsive	Respectful
Effective	Continuity of Service

Peel Children's Centre/Nexus Youth Services Board of Directors - 2011/12

OFFICERS:

Mr. Roman Boychuk (President), Mr. Michael Cantlon (Vice-President),
Ms. Tammi Lisson (Secretary/Treasurer)

DIRECTORS:

Ms. Gail Anderson, Ms. Sangeeta Chopra-Charron, Mr. Mark Figueiredo,
Ms. Sharon Goodland, Ms. Patricia Grady, Mr. John Harkness,
Mr. David Herzstein, Mr. Rudy Riske, Dr. Smeeksha Sur

Doing More – and Doing Better

2011/12 has been a very special year in the history of Peel Children's Centre and Nexus Youth Services.

It's not often that the children's mental health sector gets new provincial funding. But in 2011/12, Peel Children's Centre and Nexus Youth Services received funding for a total of 26 new positions! For the first time, this new funding was apportioned based on the distribution of Ontario's child and youth population. We were thrilled to receive a "fair share for Peel" – and to thank our Members of Provincial Parliament for recognizing the needs of high-growth communities like ours.

We were also pleased that the new funding enabled us to expand our less intensive services. Traditionally, new dollars have been allocated to services for children and youth with the highest levels of need. But funding for earlier intervention enables us to serve more children and youth, and to help them before their problems become more serious and potentially lifelong.

The new dollars also added staff to services like our Sexual Abuse Treatment Program, helping to alleviate long wait lists where the need for service had outpaced available funding.

Not only the Ministry of Children and Youth Services blessed us with new funds. We also received generous support from the Ontario Trillium Foundation for Nexus Youth Services' youth engagement project, and from several corporate and private supporters. Our other major funders – the United Way of Peel Region (for Nexus Youth Services), Regional Municipality of Peel, Ministry of the Attorney General and City of Mississauga – continued to provide vital support.

With growth, the energy within our organizations has been palpable. Staff have worked very hard to operationalize new programs quickly. New employees have added greatly to the diversity of our workforce, better enabling us to meet the needs of Peel's diverse population.

Many of our new services have been developed and delivered through community partnerships. AYSP and Rapport are Peel Children's Centre's partners in Tangerine Walk-In Counselling, while the district school boards are partnering with Peel Children's Centre to provide new school-based mental health services. Our collaborations have been congenial and productive, building a more integrated service system for the benefit of Peel residents.

To everyone who contributed to this year of spectacular growth, we extend our grateful thanks on behalf of families with mental health challenges. You have demonstrated that we are, indeed, *A Caring Community Working Together for Children and Youth*.

Roman Boychuk
President, Board of Directors

Humphrey Mitchell
Executive Director



Roman Boychuk



Humphrey Mitchell

Fast Access to HIGH-QUALITY SERVICES

Last fiscal year, we applauded the Ontario government's commitment to mental health and addiction services for children and youth across Ontario, and welcomed the news of a \$78M infusion in 2011/12, growing to \$93M in 2013/14.

This year we celebrate the realization of this promise and the targeted distribution of new funding across three priority areas:

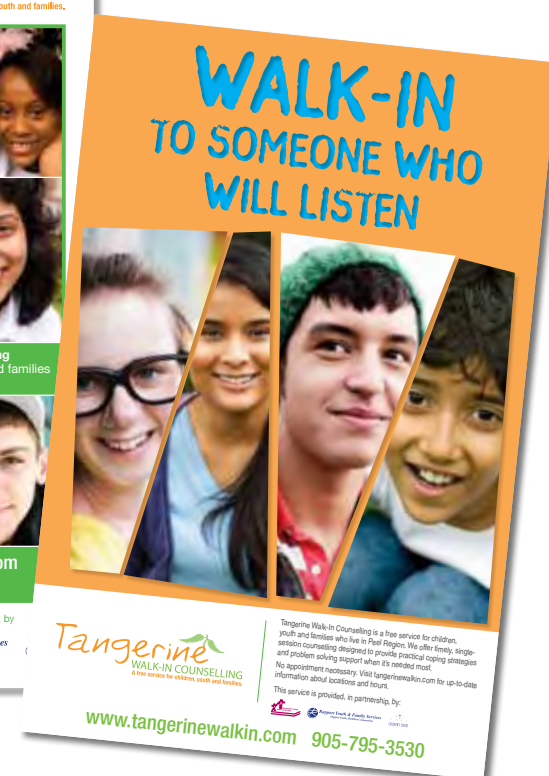
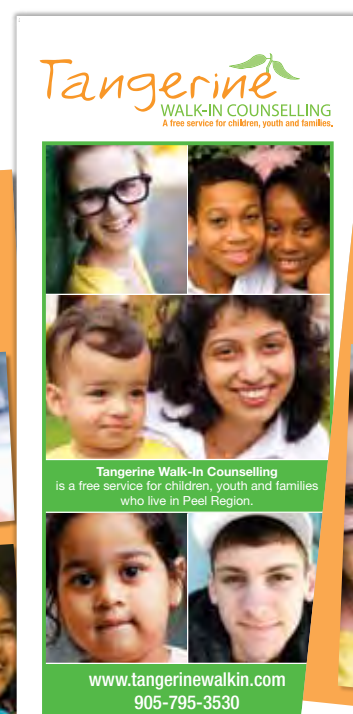
- fast access to high-quality services
- early identification and support, and
- helping vulnerable kids with unique needs.

The new provincial funding for Peel Region focuses primarily on fast access to high quality services and on early identification and support within the school system.

With this new funding, Peel Children's Centre:

- Launched Tangerine Walk-In Counselling in partnership with Associated Youth Services of Peel and Rapport Youth & Family Services. This new program currently operates one day per week at each agency.

Tangerine
WALK-IN COUNSELLING
A free service for children, youth and families.



- Created additional capacity in Counselling and Group Services to enhance faster access.
- Expanded our Intensive Child & Family Service and Sexual Abuse Treatment Program, two services that historically have had long wait lists.
- Partnered with the Dufferin-Peel Catholic District School Board and the Peel District School Board to provide complementary mental health supports within schools.
- Hired additional bilingual professionals to enhance our ability to deliver new and existing services to French-speaking clients.



Celebrating Peel's "Fair Share"

In February, Peel Children's Centre, sister mental health service providers, the Fair Share for Peel Task Force, and other social service agencies hosted a celebration with MPPs representing ridings in Peel to thank them for their advocacy on behalf of the Peel community. As a result of their efforts, Peel did realize its "fair share" of the new mental health funding.



Photo by Bryon Johnson

What's New at NEXUS?



Nexus Youth Services has had an exciting year advancing our Youth Engagement initiative and expanding our mental health services for youth ages 14 to 24 living in the Peel community.

In June 2011, with funding from the Ontario Trillium Foundation, Nexus embarked on a three-year project to enhance our capacity to engage youth in meaningful ways – not only as recipients of service, but also as leaders and decision-makers.

Youth Engagement is critical to Nexus' mission of creating opportunities for youth by providing high quality services that are inclusive and responsive to the needs and voices of youth. We are committed to working with all levels of our organization – Board of Directors, staff and youth – to develop sustainable youth engagement practices in:

- policy
- quality assurance
- safety
- public education
- program development
- evaluation
- clinical treatment
- governance.

To date, Nexus Youth Services has assessed its strengths and identified opportunities for youth engagement. Additionally, we have:

- hired a Youth Engagement Coordinator and two Peer Youth Workers
- formed a Youth Engagement Working Group of youth and adult allies
- partnered with the Ontario Centre of Excellence for Child and Youth Mental Health to host "The Art of Youth Engagement"
- formally engaged a constituency of youth and adult allies to help us implement our Youth Engagement strategy
- reached out to community partners to share ideas and explore opportunities for collaboration.



Photo by Rob Beintema,
The Mississauga News



Ontario Centre of Excellence
for Child and Youth
Mental Health
Bringing People and Knowledge Together to Strengthen Care.



Nexus Youth Services is grateful to our funders and major donors:

- The United Way of Peel Region
- The Ministry of Children and Youth Services
- The Regional Municipality of Peel
- The Ontario Trillium Foundation
- The City of Mississauga
- Hustler Young Men's Bible Class Foundation.



Inclusion and CULTURAL COMPETENCE

Peel Children's Centre and Nexus Youth Services embarked on an intentional, iterative, yet structured journey towards inclusion and cultural competence several years ago. While there is still road to be travelled, we are proud of the distance we have come. This past year has been no exception as we continue to make changes to policy and practice.

What has been exceptional this year, however, is the momentum we are gaining as we reach out to others, and as others connect with us. Together we learn from each other and celebrate ***all the ways in which we are similar, and all the ways in which we differ.***

Here are a few highlights:

- Building on positive staff feedback, the Diversity Leadership Counsel (DLC) organized a second series of World Cafés.
- Diversity celebrations spear-headed largely by front-line staff included a myriad of opportunities for inclusivity and learning. Festivities during PRIDE Week, Black History Month, Diwali, and International Women's Day were certainly highlights.
- Efforts to enhance community connectedness are proving effective. For instance, specific to our large South Asian community, a more formal link to the Punjabi Community Health Services is helping to build bridges, as are our outreach efforts to parents, caregivers and young children in community settings, such as the Hickory Wood Public School Readiness Centre in Brampton.
- The diversity of our staff group has never been so rich, nor has the desire to learn and share our knowledge and experience for the benefit of our clients!

- The DLC transitioned to a Steering Committee with the launch of six working groups, consisting of staff volunteers who will focus on areas such as centralized access to diversity resources; education and diversity training; ongoing opportunity for organizational dialogue (World Cafés); and community outreach.

Peel Children's Centre and Nexus Youth Services remain passionately committed to being inclusive and culturally competent organizations, skilled in meeting the mental health treatment needs of our diverse community.



Nexus Youth Services partnered with the Mississauga Arts Council to launch the Youth Writers' Guild. The launch, "I Have Roots," was a spoken-word performance and coffee house that celebrated Black History Month.

Photo by Fred Loek, The Mississauga News



Service EXCELLENCE

High quality service has always been at the heart of all we do at Peel Children's Centre and Nexus Youth Services. As such, we are committed to getting and using feedback from parents, youth and children. We ask them to evaluate their experience with us along several quality dimensions, including Acceptability, Appropriateness, Effectiveness, Timeliness and Respect/Caring. These ratings are consistently high and for our aggregate ratings of **Overall Satisfaction** and **Global Quality**, we are pleased to report results **above 90%** again this year!

"Your staff is amazing. I honestly can't think of a single suggestion to improve your services ... I will never forget the help your services gave to my family."

"I was impressed with the compassion and understanding ... Very satisfied. "

"It was a very difficult time in our lives ... The support we received enabled us to move forward with confidence. Thanks."

"I was both grateful and impressed with the timeliness and the quality of your services. Thanks."

As important as these measures are to our quality improvement journey, ultimately the effectiveness of our services matters most to our families and to our funders. Are we making a meaningful, measurable difference in the lives of the children, youth and families we serve? Again we are pleased to report that outcome data for 2011/12, as measured by CAFAS®, indicate that **88% of children and youth who completed treatment experienced clinically significant improvements in functioning**.

Internal quality metrics are complemented by external opportunities to demonstrate our commitment to high quality. Peel Children's Centre and Nexus Youth Services continue to be **fully accredited** by Children's Mental Health Ontario. Additionally, we are a Gold Partner of Excellence and beginning our quality journey with Excellence Canada through their Progressive Excellence Program®. Combined, these external partners provide ongoing opportunities for continuous quality improvement, while assuring the public that we meet Ontario-wide standards for child and youth mental health services.



Our commitment to excellence also extends into the realm of **clinical research**:

- A grant from the Ontario Centre of Excellence for Child and Youth Mental Health to extend and evaluate **Coping Power**, an evidence-based group treatment for children with emotional/behavioural difficulties. Peel Children's Centre leads this project in partnership with Dr. Brendan Andrade, Centre for Addiction and Mental Health and University of Toronto. Program developer Dr. John Lochman, University of Alabama, has also supported this initiative.
- A continuing partnership with Maria Liegghio, PhD candidate, Wilfrid Laurier University: **Participatory Action Research Study working with youth facing mental health issues as collaborators in research about the stigma of mental illness**, funded by the Mental Health Commission of Canada.
- 25th Annual Children's Mental Health Research and Policy Conference at the University of South Florida. One of our presentations profiled our QUEST® framework: **Weaving Evaluation into the Fabric of Clinical Practice: Everyone plays a role in pursuing quality and learning**.
- A blossoming partnership with Dr. Patrick J. McGrath, Centre for Research in Family Health. **Strongest Families, Ontario Study** is an evaluation of telephone-based mental health interventions focused on Disruptive Behaviour disorders.



Your agency has been working with the **Strongest Families Ontario Study** since February 2010... We are thankful for your commitment to this important and innovative research in support of the families that you serve.

Patrick J. McGrath, OC, PhD, FRSC, FCAHS
Vice-President of Research, IWK Health Centre
Professor of Psychiatry, Dalhousie Medical School

Within the child and youth mental health sector, Peel Children's Centre is recognized as a leader in **clinical training and development**. We are pleased to support our staff, emerging professionals and our service partners. Examples have included:

- Clinical training leadership for the launch of Tangerine Walk-In Counselling. We provided **training in Single Session Therapy** – a brief-therapy best practice – for staff from AYSP and Rapport, as well as our own staff.
- **Student placements** for interns from Child and Youth Worker programs at George Brown, Humber, Niagara and Sheridan colleges, and from Social Work programs at Ryerson, Toronto, Wilfrid Laurier and York universities.
- Opportunities for our clinical staff to share their experiences and learnings with colleagues across program areas through **Reflections on Clinical Practice**.



Our Caring COMMUNITY

Nowhere is our Vision of **A Caring Community Working Together for Children and Youth** more evident than in the community's generous support of our fundraising efforts. Peel Children's Centre and Nexus Youth Services gratefully recognize the sponsorships and major donations that have supported our continuum of high quality mental health services for children, youth and their families over the past year.



Our Maritime Operations

Since 2005, Peel Children's Centre has operated residential mental health treatment services in Moncton, New Brunswick, providing safe, accepting and supportive environments that offer temporary out-of-home treatment for Maritime children and youth with serious emotional, behavioural and/or relationship difficulties.

Peel Children's Centre currently offers two staff-operated residential treatment programs (Ritchie Road and Dover Road) and one parent-operated residential treatment program (Elmwood Drive).

The most recent Outcomes Report on our Maritime-based programs was released this year. Highlights included:

- 91% of youth who completed treatment showed clinically significant improvements in functioning across all domains.
- 85% of youth were either reunited with their family/foster family or able to move successfully towards independent living following discharge from our programs.
- 87% of youth who completed treatment returned to a community school. At intake, 51% of clients were not attending school.



Financial OVERVIEW



Peel Children's Centre/ Nexus Youth Services

Statement of Revenue and Expenses
Year ended March 31, 2012



Program	Revenue	Expenses	Excess Revenue over Expenses
Children's Mental Health 0-6	847,694	847,913	(219)
Court Clinic	226,537	226,633	(96)
Intensive Child & Family	3,261,256	3,262,553	(1,297)
Mental Health Workers in Schools	407,400	407,400	-
Targeted Increase - New Workers	761,718	761,718	-
Mobile Crisis	865,200	865,760	(560)
Nexus Youth Services	680,684	675,247	5,437
Non-Residential	2,453,955	2,456,663	(2,708)
Sexual Abuse Treatment Program	634,636	634,932	(296)
Preschool Services	738,016	745,727	(7,711)
Day Treatment	1,508,475	1,524,528	(16,053)
Respite	485,066	486,067	(1,001)
Child Witness	165,000	165,000	-
Residential	4,155,557	4,266,934	(111,377)
Development and Social Enterprise	3,097,283	2,447,408	649,875
Total	20,288,477	19,774,483	513,994

Peel Children's Centre and Nexus Youth Services are separate not-for-profit corporations. Since 1996, the two corporations have operated within a mutually beneficial Strategic Alliance. Together, Peel Children's Centre and Nexus Youth Services provide continuity of service for youth as they make the transition from childhood to adulthood. Both agencies achieve cost savings by combining Board governance and administrative services, while Nexus Youth Services benefits from Peel Children's Centre's larger infrastructure, including centralized intake, multi-disciplinary consultations, program evaluation and professional training.

The financial statement above combines the program expenditures of both agencies on a cash basis, as reported to Ontario's Ministry of Children and Youth Services. Separate audited financial statements are available upon request.

THANK YOU TO OUR SUPPORTERS

Peel Children's Centre and Nexus Youth Services thank our funding partners. We greatly appreciate the generous support we have received from many individuals, community groups, corporations and foundations in our community. We also recognize the support we receive for our two special events, Cosmic Bowl and the Holiday Brunch and Auction. The following is a list of donors who supported at the \$250+ level from April 1, 2011 to March 31, 2012.

Principal Funders

\$100,000+

Ministry of Children and Youth Services
Ministry of the Attorney General
Regional Municipality of Peel
The Ontario Trillium Foundation
United Way of Peel Region
[Nexus Youth Services only]

Leadership Gifts

\$20,000+

CIBC Corporate
City of Mississauga
DTZ Barnicke
Pendle Fund at the Community
Foundation of Mississauga
RBC Foundation

Major Gifts

\$5,000+

Credit Valley Golf Club
Ken and Linda Foxcroft
GlaxoSmithKline Foundation
The Hazel McCallion Charity
Golf Tournament
The Hustler Young Men's
Bible Class Foundation
Humphrey Mitchell
Hydro One Brampton Networks Inc.
PricewaterhouseCoopers Canada Foundation
Rotary Club of Brampton
Staples Business Depot
TD Canada Trust
The Toronto Star Fresh Air Fund

\$2,500+

Dorothy Bakos
Bentall Kennedy LP
Binswanger Hectare, Brokerage
Michael Ciufa
The Mississauga Central Lions Club
The Mississauga Firefighters
Association Benevolent Fund

RBC Royal Bank

Sutton Group — Summit Realty Inc.
Zonta Club of Brampton-Caledon

Sustaining Gifts

\$1,000+

John Armstrong
Elizabeth Bishop
Cart Wheels International Inc.
Coty Canada
Linda Berkowitz
Roman Boychuk
Bruce Ferguson
Glen Schnarr & Associates
Patricia Grady
Ceri Hamden
John D. Rogers & Associates
Anita and David Katz

Amrit Khaper
Sheila Lavallee
LoGograph
Mary and Dan McDonald
Donna McIlroy
Metalworks Institute
The Mississauga News
Pallett Valo LLP
PCL Constructors Canada Inc.
Pearson Dunn Insurance
The Regional Municipality of
Peel Police Services Board
Rudy Riske
Rogues Restaurant
Royal LePage Real Estate Services Ltd.
Kathy Sdao-Jarvie
Patricia Shields
Renee Sloos
Sherry Sklar
Jim Stinson
Valerie Stove
TransCore Link Logistics
Wendy and Fred Walker

Individual

\$500+

Susan Berry
Carl Blacquiere
Claudia Clipsham
Susan Elbe
David Kingsland
Tammi Lisson
Janet McKernan
Janet Parker
Nancy Pereira
Patricia Shields
John Smith
Joan Stulac
Dilys Watanabe

\$250+

Gail Anderson
Colleen Bennett
Stephen Bishop
Debbie Fedyk
Sharon Goodland
Carolyn Gordon
Carol Haynes
Kate Jedan
Janice Jordan
Cindy LeBlanc
Paul Lundie
Sarah Mohan
Janet Parker
Juan Romero
Scott Sweatman
Mora Thompson
Vicki Truman

Corporations

\$500+

Bell Canada
Brampton Golf Club
Children's Aid Society of Peel
Claudio Cugliari Photography
CIBC

City of Brampton
Delta Grandview Hotel
Dylanico Supplies Inc.
EllisDon Corporation
Enersource
Hydro One Inc.
K Promotions
Lowe's Home Improvement Warehouse
Metroland Media Group Ltd.
Mississauga Convention Centre
OGPI Management LP o/a Oxford
PriceWaterhouseCoopers LLP
Rexall
Shoeless Joe's Courtneypark
Sigma Convector Enclosure Corp.
Sota Glazing Inc.
Spacefile International Corp.
Telus Corporation
Thompson MacColl & Stacy LLP
Toronto Zoo
20 VIC Management Inc.
Valspar Paint
Versent Corporation, ULC
Whirlpool Canada

\$250+

CIBC
Colourific Coatings Ltd.
C.R.A. Social Fund
Dufferin Peel (OECTA) Elementary Unit
Habib Canadian Bank
Panasonic Canada Inc.
Purdy's Chocolates
Region of Peel
Rogers TV
Russel Metals Inc.
Smith Venditti Chartered Accountants LLP
St. Bartholomew's United Church
St. Marguerite d'Youville School
United Way of Burlington and
Greater Hamilton
UPS-SCS-Burlington

While we strive for accuracy, in case of discrepancy, please contact the Development Office at 905-795-3500 Ext 2298.