

ANNUAL REPORT - 2007/08



It's about HOPE



Our Vision

A caring community working together for children.

Our Missions

Peel Children's Centre

To provide a range 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 - 2007/08

OFFICERS:

Valerie Stove (President), Ken Foxcroft (Vice President),
Wendy Walker (Secretary/Treasurer) and Don Skinner (Past President)

DIRECTORS:

Roman Boychuk, Dan Compagnon, Andrew Davies, Colin DeCunha,
Brad Ebel, Anne Horton, Nora Krane and Dennis Schembri

Our Message to the Community

This year's theme for our annual report is "Accountability," one of the corporate values that guide our work at Peel Children's Centre and Nexus Youth Services.

Peel Children's Centre and Nexus Youth Services recognize that the journey towards excellence is long. For well over 20 years, our agencies have strived to deliver high quality mental health services for children, youth and their families. We remain committed to travelling the road towards excellence and, as we do, to celebrating our successes along the way.

Today we are pleased to share with you our Accountability Framework – an adaptation of the Balanced Scorecard. Following an overview of the Accountability Framework, you will have the opportunity to learn about exciting accomplishments in each of the Framework's four quadrants:

- exceptional results from our recently administered Employee Feedback System survey
- outstanding Consumer Satisfaction ratings that speak to the quality of our clinical services
- impressive Outcomes Data that confirm our ability to make a difference, and
- exciting horizons in child and youth mental health services through Growth.

We are exhilarated and energized by the progress we are making. Most of all, we are thrilled by our clients' strides towards a brighter future. From small steps to big steps to giant leaps, their progress has been truly remarkable. Please join us in celebrating their success as you peruse our newly designed report.

Thank you to everyone who is part of our "Caring Community Working Together for Children": our funders and donors, volunteers and staff, service partners and collaborators, and – at the centre of this community – the children, youth and families who work with us. Ultimately your success is our success!

Valerie Stove
President, Board of Directors

Humphrey Mitchell
Executive Director



Valerie Stove



Humphrey Mitchell

It's about PERFORMANCE

Peel Children's Centre and Nexus Youth Services are proud to share with you our Accountability Framework. An adaptation of the Balanced Scorecard, our Accountability Framework puts vision, mission and strategy at the centre of everything we do. As a performance management tool, it emphasizes accountability and excellence, and our commitment to innovate, learn, evolve and grow.

Holding ourselves to the highest of standards, Peel Children's Centre and Nexus Youth Services use the Accountability Framework to evaluate and report on our agencies' performance. As such, this annual report provides a detailed picture of an area of performance in each quadrant of the framework.

In the **Financial and Human Resources** quadrant, we are delighted to share the outstanding results of our 2007/08 Employee Feedback System survey, which demonstrates that we have a highly engaged workforce at Peel Children's Centre and Nexus Youth Services.

Satisfied employees, in turn, enable us to provide high-quality mental health services for children, youth and their families. The **Consumer and Community Perspective** section of this report shares our consumers' very high ratings of the quality of service received at Peel Children's Centre and Nexus Youth Services.

We also measure whether our services are effective in treating our clients' mental health challenges. Our report on the **Clinical Utilization and Outcomes** quadrant illustrates the substantial gains in functioning that our clients have achieved over the course of treatment at Peel Children's Centre and Nexus Youth Services.

Building on the strength of this foundation – the experience and expertise of our staff; the perspective of our consumers; the evidence of outcomes – we leverage our entrepreneurial spirit and transcend the ordinary. In our report on the **Learning, Innovation and Growth** quadrant, we share our success story of new and enhanced programs targeted to the needs of our rapidly growing and changing communities.

When children, youth and their families are successful in treatment, all of us at Peel Children's Centre and Nexus Youth Services re-energize. We continue to learn, take risks, change, and grow in order to better serve our communities in the future. We come full circle.

Read on to learn more about the engaged, satisfied employees who provide services at Peel Children's Centre and Nexus Youth Services.



Accountability Framework



It's about EXCELLENCE

Quadrant: Financial and Human Resources

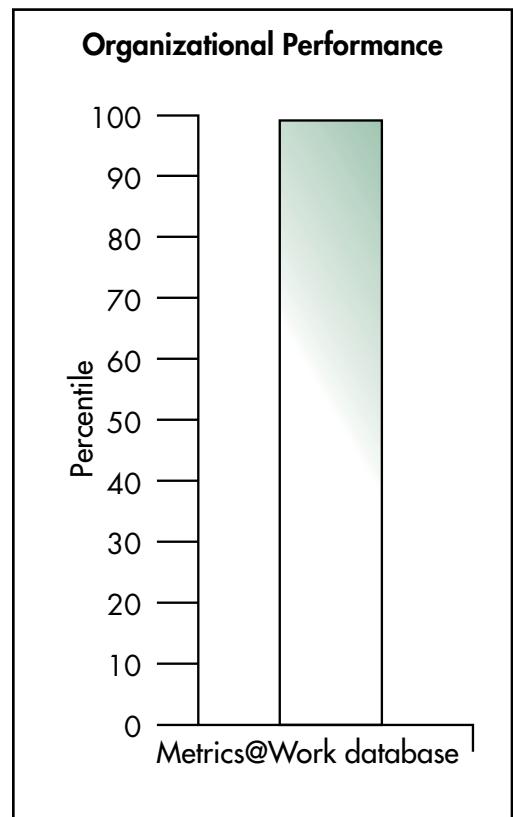
Competent, motivated and satisfied employees are the key to our ability to deliver high-quality mental health services for children, youth and their families. That is why Peel Children's Centre and Nexus Youth Services are committed to asking for and acting on employee feedback – a progressive management practice to help create a better workplace.

We do this in partnership with Brock University's Workplace Health Research Unit (now Metrics@Work), which independently administers the Employee Feedback System (EFS) survey of our workforce, analyzes the results, and provides a detailed report. Our results are reported within a context that also benchmarks our performance against other organizations that have participated in an EFS survey process.

It is with great pride that we share a few highlights from our 2007/08 survey results.

- **92% of our employees completed the survey** – an extremely high response rate.
- Peel Children's Centre and Nexus Youth Services ranked **3rd highest overall** in the Metrics@Work database, placing us in the **top 2 percent of all organizations** surveyed.
- We **exceeded the database average for all 28 standardized scales** used in the survey – a first-ever achievement for a Metrics@Work client!
- Our employees rate Peel Children's Centre and Nexus Youth Services as "**High Performance**" organizations – just one step away from "**World Class.**"
- We scored the **highest results in the EFS database** in the following six scales:
 1. Performance Management
 2. Opportunities for Advancement
 3. Communication in Your Work Area
 4. Satisfaction with Strategic Leadership
 5. Employment Relationships, and
 6. Job Clarity.

Peel Children's Centre and Nexus Youth Services





Peel Children's Centre & Nexus Youth Services –
great places to work:

"Open communication"

"'Walks the walk' rather than just 'talks the talk'"

"Flexibility"

**"Professional development,
growth and promotion"**

"Real attempts to get input from all employees"

"Fiscally responsible and stable"

"Positive change and continuous growth"

**"Openness and respect with which
staff and clients are treated"**

**"FORWARD
THINKING"** **"Respect"**

"GENUINE QUALITY ASSURANCE"

"Constantly aiming to do better"

"HUMOUR"

It's about QUALITY

Quadrant: Consumer and Community Perspective

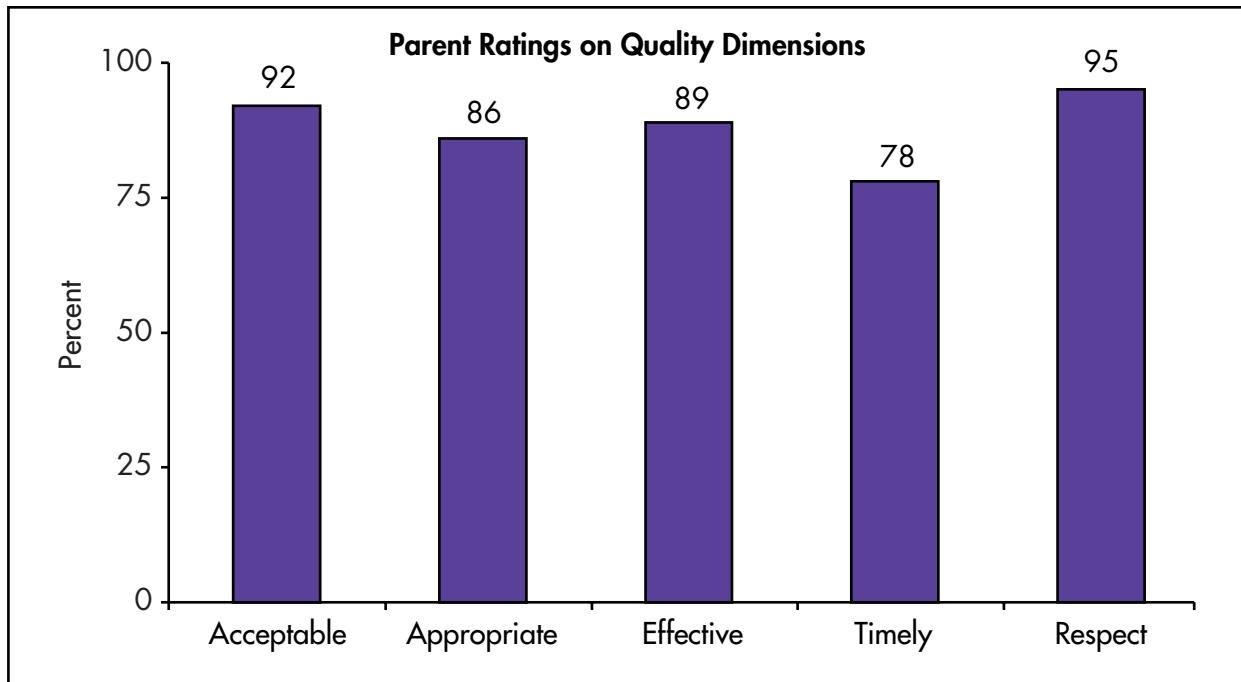
What our consumers experience matters.

Consumers – the children, youth and families that we serve – are integral to our Continuous Quality Improvement processes at Peel Children’s Centre and Nexus Youth Services. We count on their feedback to help us improve our services.

To that end, Consumer Satisfaction data are systematically gathered from our clients, who are asked to rate our services on five dimensions of quality – Acceptability, Appropriateness, Effectiveness, Respect/Caring, and Timeliness – as well as Global Quality and Overall Satisfaction.

With an 85% response rate as a result of improvements to our consumer survey process, the following graphs accurately reflect our clients’ overall experience.

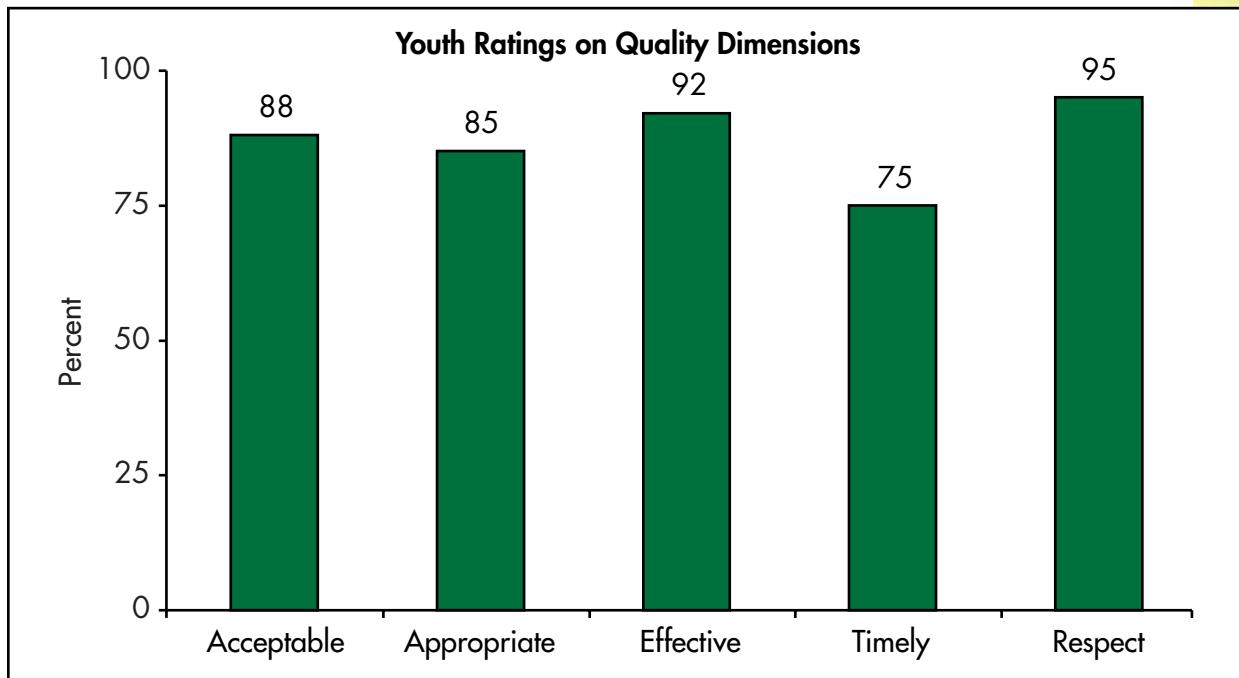
Peel Children’s Centre - Fiscal Year 2007/08



- **Global Quality, 93%**
- **Overall Satisfaction, 93%**



Nexus Youth Services - Fiscal Year 2007/08



- **Global Quality, 89%**
- **Overall Satisfaction, 90%**

Not only do we ask our clients about their experiences; we also ask them to offer suggestions for improvement. Here are just a few examples of programming changes made in response to suggestions from clients.

- Developed Single Session Therapy to reduce wait times for our counselling programs
- Implemented a youth-specific Wraparound Process, and
- Extended hours of operation at Square One Youth Centre.

Our high levels of client satisfaction are also positively correlated with client outcomes. Read on. Peel Children's Centre and Nexus Youth Services are making real differences as evidenced by our Outcomes Data.

It's about SUCCESS

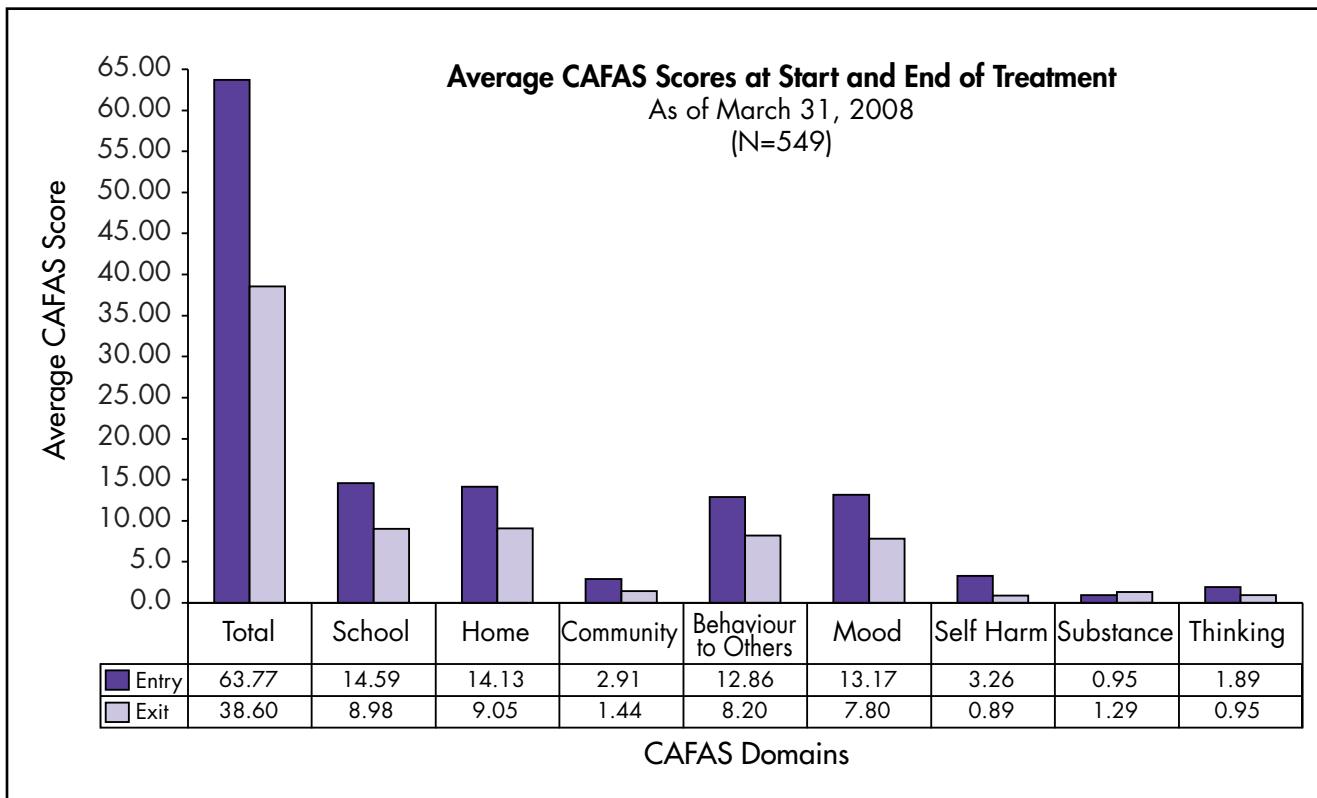
Quadrant: Clinical Utilization and Outcomes

Results matter. Being "Effective" is one of our corporate values at Peel Children's Centre and Nexus Youth Services, and "Effectiveness" is a Quality Dimension in our Accountability Framework.

Indeed, we are very proud to demonstrate through Outcomes Data that the services offered at Peel Children's Centre and Nexus Youth Services make a real, measurable difference in the day-to-day functioning of the children and youth who are our clients.

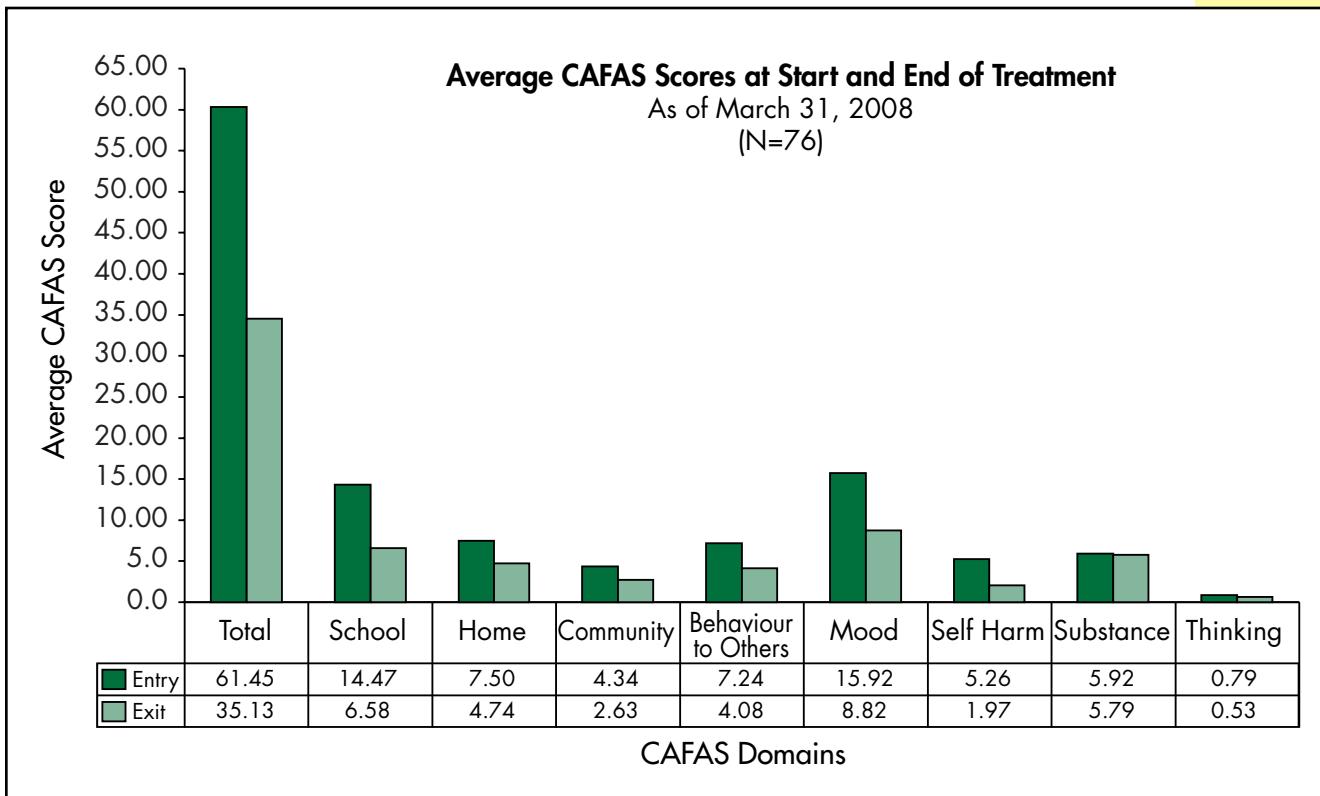
The main tool used to measure outcomes is the Child and Adolescent Functional Assessment Scale (CAFAS®). We compare the degree of functional impairment in children and adolescents with social, emotional, behavioural, or substance use problems at the beginning and end of treatment. A decrease in the CAFAS score indicates an improvement in clients' day-to-day functioning.

Peel Children's Centre



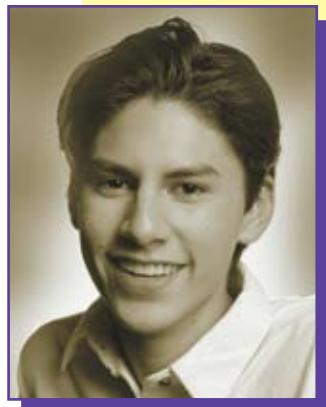


Nexus Youth Services



"Now I attend full day classes...I live in a home and everything is great. My temper is pretty much non-existent and I am able to hold a job and pass my grades. If it weren't for you I would probably still be a stubborn kid with one heck of a short temper fuse. Thank you..."

"As I end treatment, you helped me because all the things I was taught they stay with me. I recommend this program to any youth who went through what I have..."



It's about GROWTH

Quadrant: Learning, Innovation and Growth

Peel Children's Centre and Nexus Youth Services are honoured to serve some of Canada's most vibrant and rapidly growing communities. Consistent with our Vision of "A caring community working together for children," we are committed to serving an increasing number of children, youth and their families who are experiencing serious social, emotional or behavioural challenges.

While we have received new funding from a variety of funders, it has been insufficient to keep pace with the unprecedented growth experienced within our communities. Through our fundraising and Economic and Business Development endeavours, we are very proud of our collective ability to sustain and enhance our services.

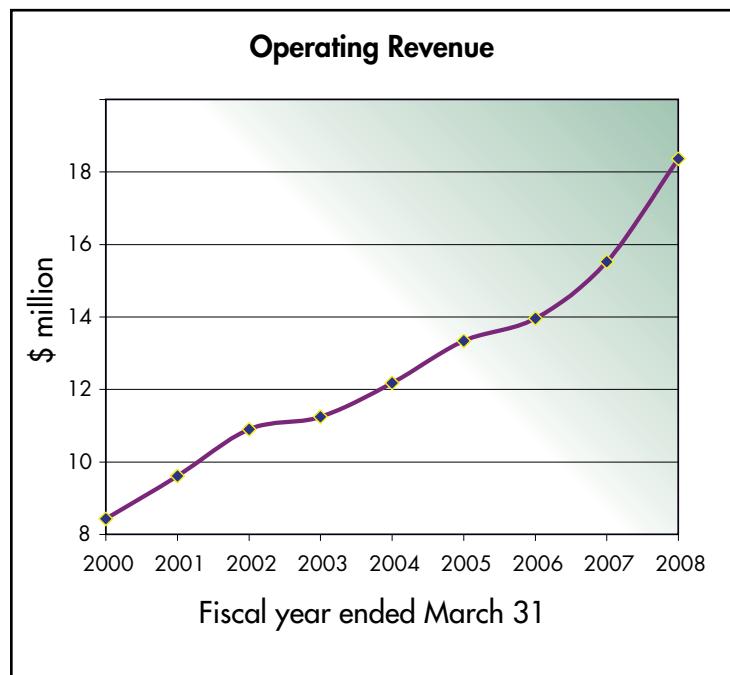
Since 2000, Peel Children's Centre has introduced the following programs:

- **Intensive Child and Family Services**
- **Crisis Response Service**
- **Right from the Start, The Incredible Years** and **COPEing with Toddler Behaviour**
- **Connect Program**
- **Respite Services**
- **Parent-Operated Residential Treatment Program**
- **Valley Infant-Parent Program**, and
- **Maritime-Based Staff- and Parent-Operated Residential Treatment Programs.**

We have also been able to expand significantly the following programs:

- **Alternatives to Day Treatment**
- **Centralized Intake**
- **Intensive Child and Family Services**
- **Peel Wraparound Process**, and
- **Child Witness Preparation Program.**

Peel Children's Centre and Nexus Youth Services



Since 2000, Nexus Youth Services has also grown, increasing its programming to include:

- **Informal and Single Session Counselling**
- **Community Outreach**
- **Group Services**, and
- **Evening and Weekend Drop-In Hours at Square One Youth Centre.**

During this period, the number of services provided annually by Peel Children's Centre has increased from 2,740 to 5,700 while the number of services provided by Nexus Youth Services has grown from 215 to 1,750.

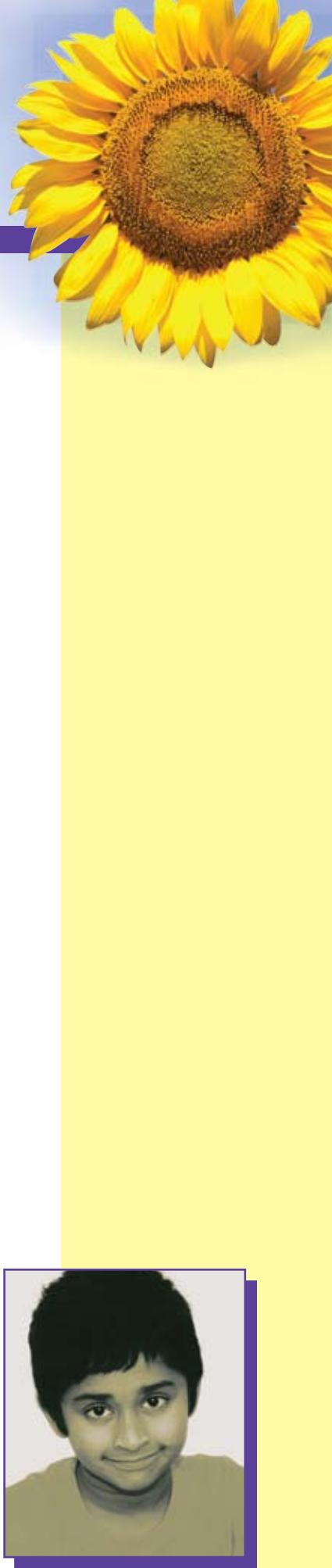
Peel Children's Centre and Nexus Youth Services are grateful to the funders and donors that have made this growth in service possible. We have received substantial increases from our principal funders: Ontario's Ministry of Children and Youth Services; the United Way of Peel Region; the Regional Municipality of Peel; and the Ontario Trillium Foundation. More recent partnerships with the Ministry of the Attorney General and the Department of Social Development, New Brunswick, have expanded and strengthened our capacity to realize our Vision of "A Caring Community Working Together for Children."

Our growth is also a result of generous donations from many private and public foundations, community organizations, individuals and corporations.

Visit our website for more information on our comprehensive continuum of high quality mental health treatment services at www.peelcc.org.

To everyone who has supported our Vision and Mission through growth of our services at Peel Children's Centre and Nexus Youth Services, we extend a huge thank you on behalf of the children, youth and families with whom we work.

"[The clinician] was a big help with my son's needs and development.... We had home visits from her that were very helpful and I could not say by words how she helped us. I really appreciate her hard work and thank you for all you have done for us."



Financial OVERVIEW



Peel Children's Centre/ Nexus Youth Services

Statement of Revenue and Expenses



| Program | Revenue | Expenses | Excess Revenue over Expenses |
|----------------------------------|------------|------------|------------------------------------|
| Children's Mental Health 0 - 6 | 935,887 | 935,887 | - |
| Court Clinic | 233,537 | 262,077 | (28,540) |
| Intensive Child & Family | 3,188,359 | 3,188,359 | - |
| Mobile Crisis | 949,685 | 949,685 | - |
| Nexus Youth Services | 422,255 | 465,460 | (43,205) |
| Non-Residential | 2,625,173 | 2,625,173 | - |
| Sexual Abuse Treatment Program | 758,291 | 758,291 | - |
| Preschool Services | 680,885 | 656,353 | 24,532 |
| Day Treatment | 1,701,526 | 1,728,580 | (27,054) |
| Respite | 524,849 | 524,849 | - |
| Child Witness | 82,500 | 110,088 | (27,588) |
| Residential | 4,268,760 | 4,380,184 | (111,424) |
| Economic & Business Development* | 2,091,779 | 1,535,809 | 555,970 |
| Total | 18,463,486 | 18,120,795 | 342,691 |

*In addition, grant revenue of \$124,977 has been committed for the 2008/09 fiscal year.



Our Facts Tell a Story!

At Peel Children's Centre and Nexus Youth Services,
our collaborative efforts are making a difference.

320 Staff

Clinical disciplines
Child and Youth Work,
Early Childhood Education,
Psychiatry, Psychology,
Social Work,
Speech and Language

More than
200
community partners

5,050
Children/youth served
in one year

220 volunteers

1,254
Separate
donations
last year

34 Program options

ALL Programs are supported by
fundraised dollars

Thousands of success stories to celebrate!

It's about HOPE



Peel Children's Centre

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Charitable Donation No. 11908 7807 RR0001

Charitable Donation No. 13039 7631 RR0001