



It's about HOPE



Peel Children's Centre

85A Aventura Court
Mississauga, ON L5T 2Y6
Ph.: (905) 795-3500
Fax: (905) 696-0350
www.peelcc.org

Charitable Donation No. 11908 7807 RR0001

Nexus Youth Services

85A Aventura Court
Mississauga, ON L5T 2Y6
Ph.: (905) 795-3518
Fax: (905) 696-0350
www.peelcc.org/nexus-services

Charitable Donation No. 13039 7631 RR0001

ANNUAL REPORT - 2010/11



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 - 2010/11

OFFICERS:

Roman Boychuk (President), Michael Cantlon (Vice-President),
Kevin Greco (Secretary/Treasurer)

DIRECTORS:

Sangeeta Chopra-Charron, Raquel da Cunha, Mark Figueiredo,
Patricia Grady, John Harkness, David Herzstein, Tammi Lisson, Rudy Riske

Celebrating Our Journey

Peel Children's Centre and Nexus Youth Services celebrated our 25th anniversaries in 2010. As such, this Annual Report provides an opportunity not only to highlight our recent accomplishments, but also to reflect on our journey.

It all started 25 years ago with a vision of hope. Today, that vision is as strong and powerful as it has ever been. Why? Because Peel Children's Centre and Nexus Youth Services know that we make a real difference in the lives of tens of thousands of children, youth and families struggling with mental health issues! This is both our history and the foundation for our future. We hope you enjoy this year's report, and join our celebration of hope.

In the first article, we celebrate growth and renewal. Even in difficult economic times, there are opportunities. 2010/11 was a case in point. Beyond the privilege of working with our clients, we were blessed with new and renewed partnerships with our funders, donors, and community partners. Indeed, we are *a caring community working together for children and youth*. Looking forward, we applaud the additional resources committed to mental health and addiction services, and look forward to hearing that the funding allocations recognize and rectify historic funding inequity. The Government of Ontario has an opportunity and obligation to do the right thing for children and families in Peel.

Our journey towards excellence has also evolved from an accountability perspective. Rudimentary reporting routines have been replaced with our Accountability Framework, a performance management tool that emphasizes transparency and excellence. Beyond accountability, we are committed to leading the way. QUEST[®], our Quality Enhancement Strategy, supports this journey. Most recently, we are proud to have contributed to advancements in clinical research, knowledge and practice in child and youth mental health. Combining best practices with innovative, promising approaches, Peel Children's Centre and Nexus Youth Services make a difference – we know that treatment works!

One cannot celebrate a 25-year milestone in the Peel community without celebrating its diversity. Peel has not only grown in size; it has grown in richness. Today it is one of the world's most diverse communities. Peel Children's Centre and Nexus Youth Services celebrate *all the ways in which we are similar, and all the ways in which we differ*. We formally embarked on our diversity journey towards inclusion and cultural competence several years ago, and much has been achieved. Read about our progress to date, and the journey that lies ahead.

And when we refer to Peel Children's Centre and Nexus Youth Services, what do we really mean? At the heart of our agencies are our exceptional staff and collective passion for doing the best job possible, supported by a large corps of dedicated volunteers. In this report, we highlight our workforce from both staff and volunteer perspectives. We celebrate the relationship between high levels of engagement and service excellence.

In closing, we acknowledge the journey of our clients. In partnership with them, and with support from our caring staff, volunteers, service partners, funders and donors, we find hope and realize brighter futures. Thank you to our caring community. We look forward to doing even more, even better, in the next 25 years of our journey.



Roman Boychuk



Humphrey Mitchell

Roman Boychuk
President, Board of Directors

Humphrey Mitchell
Executive Director



Celebrating GROWTH AND RENEWAL



Twenty-five years ago, the vision became reality. After many years of “borrowing” mental health treatment services from Toronto-based agencies, the bedroom community of Peel and its growing citizenship were recognized as separate and distinct. For the very first time, with the creation of Peel Children’s Centre and Nexus Youth Services, children, youth and families who lived in this region could receive mental health treatment services in Peel – their home community!

Since those early days, Peel Children’s Centre and Nexus Youth Services have experienced dramatic change and growth. Serving 225 children in its first year, Peel Children’s Centre has grown to serve more than 3,700 children and youth each year. In 2005, this growth took on a new dimension with the opening of the first of three Residential Treatment Programs located in Greater Moncton, New Brunswick.

Nexus Youth Services has also grown and changed with the evolving and divergent needs of youth in Peel Region. Serving 155 youth in 1985, Nexus has expanded to serve more than 2,100 youth annually, thanks largely to the addition of the Nexus Youth Centre (now located in Mississauga’s Central Library) in 1998. Presently, in addition to its long-standing Community Counselling Program, Nexus Youth Services engages youth in developing their leadership capacity and provides social and life-skills groups, drop-in recreation, computer/Internet access, and support/referral services (e.g. helping youth build connections to employment, education, and safe/affordable housing).

Successful partnerships with our major funders, coupled with increased individual, foundation, community and corporate donations, have made this growth possible. We thank all our funders and donors for generously supporting our continuum of mental health services. Over this past quarter century, you have helped make a difference. Today, tens of thousands of children, youth and families celebrate hope because you believe in brighter futures.



“Extreme Reno” event at Peel Children’s Centre’s new Brampton residence with Children and Youth Services Minister Laurel Broten, Peel Regional Chair Emil Kolb, and the project’s funders.

As we reflect on our 25th year, there continues to be much to celebrate:

- Renovations to a newly purchased Brampton residence will enhance our ability to provide residential treatment for at-risk children, some as young as seven years old. We are grateful to the Ministry of Children and Youth Services for its \$450,000 capital grant, and to TD Bank and CIBC for their major gifts (\$25,000 and \$10,000).
- Additional renovations to our original residential treatment home in New Brunswick are planned for early fall.
- Following a successful program evaluation review of our two newest services – Intensive Support and Resource Coordination Program (ISCRP) and out-of-home Respite Services – Ontario’s Ministry of Children and Youth Services approved annualized funding.
- Nexus Youth Services was awarded a three-year, \$225,000 grant from the Ontario Trillium Foundation to support the agency’s vision for a robust youth-engagement model of service delivery.

The Nexus Youth Centre received a welcome facelift through the United Way’s 2010 Days of Caring. Many thanks to the employee volunteers from Bell Mobility and Tech Data, and to our youth volunteers!



Looking ahead, we applaud the Ontario government’s commitment to mental health and addiction services for children and youth across Ontario, and welcome the requisite infusion of \$78M in 2011/12, growing to \$93M by 2013/14. The children, youth and families of Peel look forward to hearing more as the government makes allocation decisions that respect the principles of equity and fairness.

Celebrating TREATMENT THAT WORKS

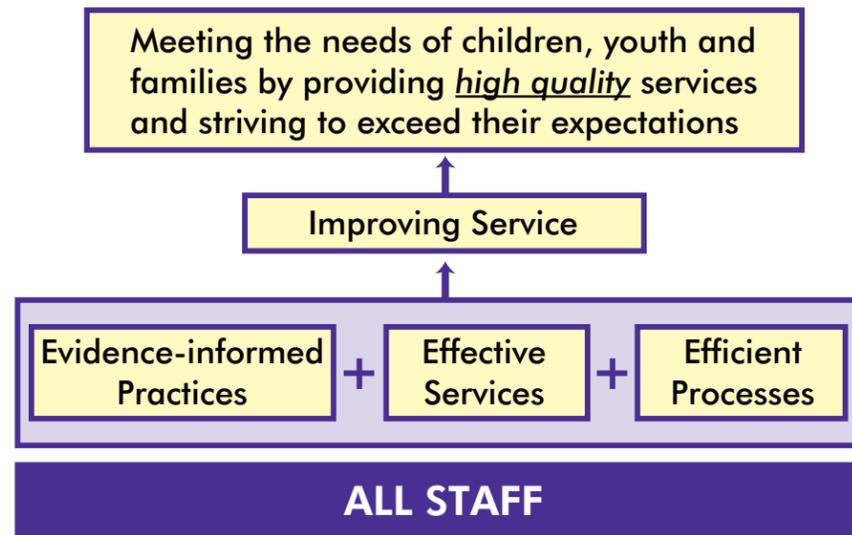


Excellence is a journey – one that is not for the faint of heart. For 25 years, Peel Children’s Centre and Nexus Youth Services have been travelling this road towards excellence, determined not only to know that we are delivering high quality treatment services, but also to show that we do make a positive difference in the lives of children, youth and their families who are struggling with mental health issues.

More recently, our journey towards excellence has been guided by a quality enhancement strategy and framework, QUEST®. Its main purpose is to help us demonstrate in a measurable way that our agencies meet the needs of children, youth and families.

Built on a strong foundation of passionate professionals, we are committed to a continuous process of improving our clinical services to meet, and strive to exceed, our clients’ expectations.

QUEST® Framework



Evidence-Informed Practices

Peel Children’s Centre has led or partnered in clinical research projects and communities of practice. Supported by research and program evaluation grants, this work has enabled us to contribute to our field’s knowledge of evidence-based and promising practices.

Our partners have included researchers at several universities (Dalhousie, McMaster, Toronto, Western Ontario, Wilfrid Laurier, York), the Centre for Addiction and Mental Health, Hamilton Health Sciences Centre, Mental Health Commission of Canada, Ontario Centre of Excellence for Child and Youth Mental Health, Ontario Mental Health Foundation, SickKids Hospital, IWK Health Centre and Stollery Children’s Hospital.

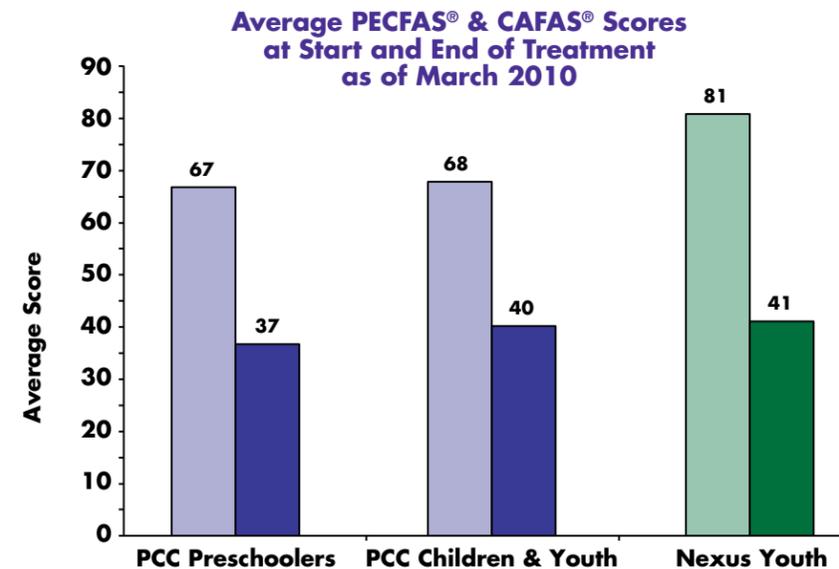
New 2010/11 research initiatives included the following:

- Grant support from the Ontario Centre of Excellence for Child and Youth Mental Health has enabled us to continue implementing and evaluating Coping Power, an evidence-informed treatment that works with parents and young children (7-11) who display aggressive behaviours. This intervention, which was successful in our Connect Program, is now being implemented in two Day Treatment classrooms.

- With funding support from the Mental Health Commission of Canada, we are contributing to the mental health field’s understanding of how to reduce stigma associated with a mental health diagnosis through a partnership with Maria Liegghio, Wilfrid Laurier University. The project is entitled, *Working with Youth with Mental Health Issues as Collaborators in Research about Self and Family Stigma*.

Effective Services

CAFAS® and PECFAS® are used to measure the effectiveness of our clinical services. These standardized tools compare the degree of functional impairment at the beginning and end of treatment. An overall drop of 20 or more points indicates clinically significant improvement. In 2010, **functioning improved for 82% of children and youth** who completed treatment!

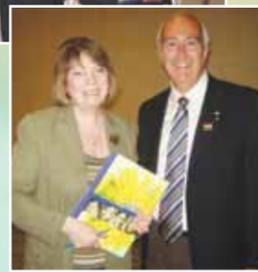


Efficient Processes

Living our Missions of high quality services and holding ourselves accountable also requires regular feedback from those whose lives we touch directly. As such, we regularly survey our parents/caregivers and youth. The 2010/11 results are a powerful testament to high quality services with **Global Quality and Overall Satisfaction ratings above 90%** for both Peel Children’s Centre and Nexus Youth Services!



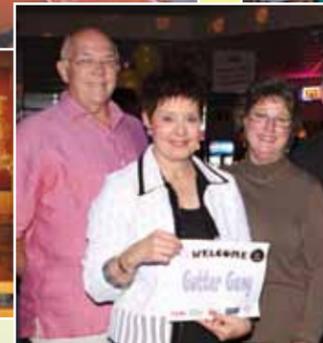
NEXUS
A YOUTH SERVICE AGENCY



NEXUS



NEXUS 25 YEARS
YOUTH SERVICES



PEEL
CHILDREN'S CENTRE 25 YEARS

Celebrating OUR RICH DIVERSITY



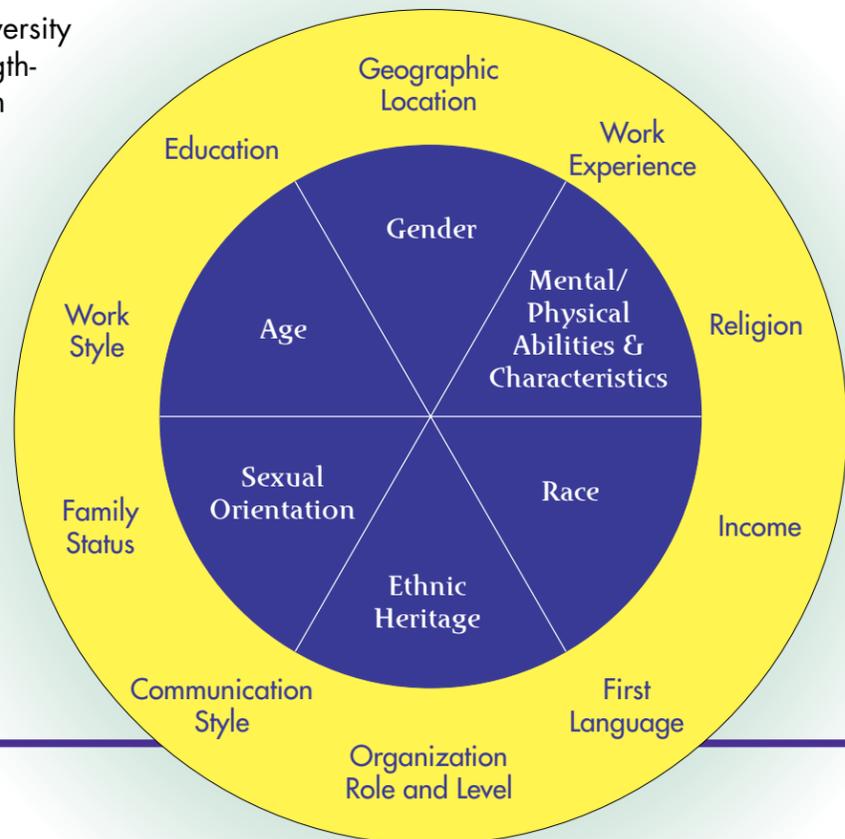
Since Peel Children’s Centre and Nexus Youth Services were founded, the Peel community has changed dramatically. Today, Peel is one of the most culturally diverse regions in the world. Immigrants comprise 49% of Peel’s population and 44% of Peel residents have a mother tongue other than English. Beyond these two significant dimensions of diversity are other aspects of diversity, some visible and some invisible. Together, they combine to make the Peel community – our community – unique.

But how do service organizations such as ours embrace and respond to the opportunities and challenges associated with such a richly diverse community? How do we optimally deliver on our Missions for high quality service?

In 2007, Peel Children’s Centre and Nexus Youth Services committed to an intentional, iterative, and structured process towards diversity, inclusion and cultural competence. Taking a change-management approach, we formed the Diversity Leadership Counsel, a cross-section of management and frontline staff who have become our champions of diversity and cultural competence.

With support from DiversiPro, a team of diversity professionals, we embarked on our journey of learning and growth. We developed a Charter to guide us; conducted a diversity survey; and facilitated focus groups, internally and externally, to ensure self-reflective learning and to hear from our community partners.

We embraced a holistic view of diversity in a positive, constructive and strength-based way so that we could learn to intrinsically value diversity and celebrate **all the ways in which we are similar, and all the ways in which we differ.**



Dimensions of Diversity

Then, using DiversiPro’s Six Cylinders™ Framework, we critically examined our organization and its operations from the perspective of *what the ‘client’ experiences* in order to identify areas of strength and areas for development.

This comprehensive process culminated in four overarching recommendations, in place to guide our next steps:

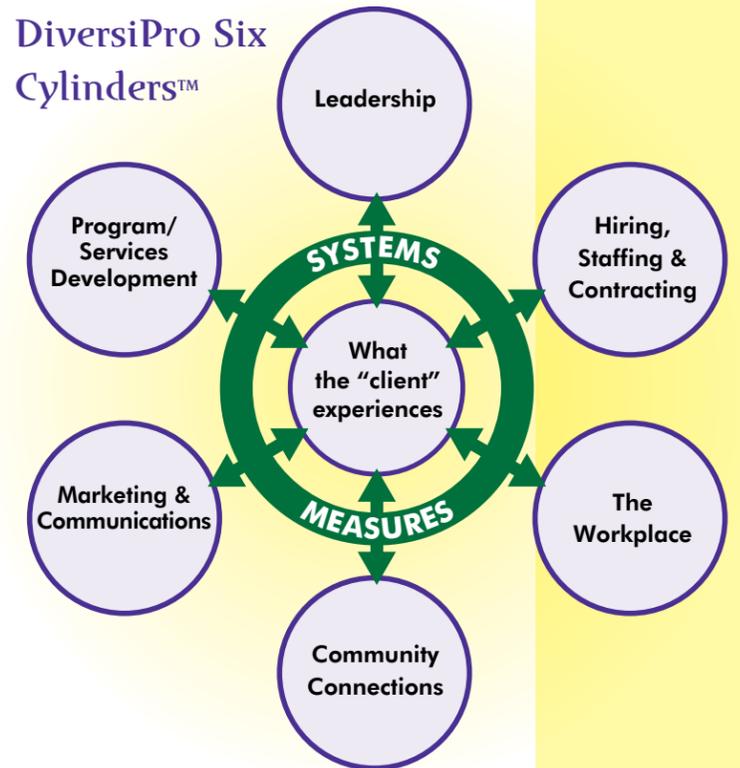
- At a leadership level, embed diversity and cultural competence in all organizational direction-setting and planning.
- Develop a model of culturally competent program and service delivery.
- Diversify and educate our leadership and our professional, clinical and administrative staff.
- Reach out to, and connect with, the ethno-cultural communities in the Region.

Further supporting these four overarching recommendations are specific recommendations for consideration in each of the Six Cylinder areas.

During this review, as opportunities became available, we started to implement changes to policy and practice, inside and outside our organizations. Changes to our recruitment/hiring policies and practices; monitoring employee engagement as part of our Employee Feedback Survey process; and involvement with the Regional Diversity Roundtable (of Peel) and other community groups are but several. Additional efforts underway include cultural competence training opportunities for management and frontline staff; presentations; town hall meetings; and new opportunities for more staff to provide input and get involved in our diversity journey.

While we celebrate our diversity successes, we are keenly aware of the work that lies ahead. We are committed to realizing our goal of being inclusive and culturally competent organizations, skilled in serving the mental health treatment needs of our richly diverse community.

DiversiPro Six Cylinders™



Celebrating OUR WORKFORCE

Effective teams, organizations and leaders exist to serve others. And those who provide the highest level of service/quality enjoy the richest rewards.

Jim Clemmer, President, The Clemmer Group Inc.

We are the heart and pulse of Peel Children's Centre and Nexus Youth Services – more than 300 professionals and 100 volunteers committed to our organizations' Missions, passionate about our work, dedicated to making a difference, and "richly rewarded" by our clients' success stories.

It is not easy work. In fact, it is very challenging work for our families – and for us as professionals. We believe that the highest level of service delivery to clients hinges on our ability to attract and retain the best and the brightest – highly competent staff who are fully engaged!

So, are we succeeding? The results of our third Employee Feedback Survey, initially implemented in 2004 and administered tri-annually by Metrics@Work, are a telling measure. Here are some highlights:

- 94% of staff completed the 2010 survey, compared to 92% in 2007 and 91% in 2004.
- Peel Children's Centre and Nexus Youth Services are **"High Performance"** organizations.
- We continue to exceed the Metrics@Work database averages, this year in 25 of 26 categories. Our Corporate Grand Average was also significantly higher than the database average.
- Our overall Organizational Engagement Index, a combination of three scales (Organizational Satisfaction, Personal Involvement and Intention to Remain) remained consistently high – despite the severe economic downturn in the past three-year window.
- Particular organizational areas of strength include levels of Job Satisfaction, Co-worker Cohesion, Communication in Your Work Area, and Strategic Leadership.

Why are staff engagement levels high? Here's what some of our staff have to say:



"The clients' needs come first"

"Consistent commitment to the mission"

"High standard of service delivery"

"Genuine, caring, dedicated people"

"Incredibly friendly and inclusive"

"Outstanding leadership"

"Always striving for best practice methods"

"Culture of respect and supportive relationships"



In June 2010, Peel Children's Centre also initiated a feedback survey for our volunteers. More than 100 trained volunteers support our clients each year as tutors, mentors, drivers, respite providers, childcare workers, and fundraising assistants.

A focus group with volunteers informed the design and development of the survey. In our first Volunteer Survey, Peel Children's Centre volunteers rated the **Global Quality of their experience at 88% and their Overall Satisfaction at 86%**.

Thanks to the Ontario Trillium Foundation for supporting our Volunteer Program with a three-year, \$225,000 grant. The system enhancements that have been implemented with this funding are strengthening our relationship with these special community members who seek to make a difference by giving freely of their time and talent.



Angeline Edralin, the Peel Children's Centre 2010 Ron Lenyk Volunteer of the Year.

Photo by Fred Loek, The Mississauga News.

Financial OVERVIEW



Peel Children's Centre/ Nexus Youth Services

Statement of Revenue and Expenses
Year ended March 31, 2011



Program	Revenue	Expenses	Excess Revenue over Expenses
Children's Mental Health 0-6	847,694	847,694	-
Court Clinic	233,537	282,465	(48,928)
Intensive Child & Family	3,275,289	3,275,289	-
Mobile Crisis	888,739	888,739	-
Nexus Youth Services	472,262	472,738	(476)
Non-Residential	2,073,354	2,073,354	-
Sexual Abuse Treatment Program	634,636	634,636	-
Preschool Services	674,671	721,072	(46,401)
Day Treatment	1,539,711	1,539,711	-
Respite	485,066	485,066	-
Child Witness	165,000	165,000	-
Residential	4,612,990	4,929,873	(316,883)
Economic & Business Development **	3,093,755	2,463,752	630,003
Total	18,996,704	18,779,389	217,315

** Includes Development & Maritimes activities

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, 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 are grateful to our funding partners. We are also indebted to the many individuals, community groups, corporations and foundations that support our work with children, youth and families. As well, two special events, Cosmic Bowl and the Holiday Brunch and Auction, bring together many friends, donors and sponsors each year to raise funds for Peel Children's Centre. The following is a list of donors from April 1, 2010 to March 31, 2011 who contributed at the \$250+ level.

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+

RBC Foundation
CIBC
TD Bank
Pendle Fund at the Community
Foundation of Mississauga

Major Gifts

\$5,000+

Coty Canada
DTZ Barnicke
GlaxoSmithKline Foundation
Humphrey Mitchell
PricewaterhouseCoopers Canada Foundation
Toronto Star Fresh Air Fund

\$2,500+

The Alice & Murray Maitland Foundation
Dorothy Bakos
Bentall LP
CIBC Charitable Foundation
Linda and Ken Foxcroft
David Katz
Laurie Williamson Motors Ltd.
LoGograph
The Marion Ethel & Frederick John Kamm
Charitable Trust
RBC Royal Bank
Rogues Restaurant
Staples Business Depot
Sutton Group - Summit Realty Inc.
Waste Management

Sustaining Gifts

\$1,000+

Anonymous
Linda Berkowitz
Binswanger Hectare, Brokerage
BMO Employees Charitable Foundation
Bodyworks Auto Collision Specialists
Roman Boychuk
Canon Canada Inc.
Ceridian Canada Ltd.
The Clorox Company of Canada Ltd.
EllisDon Corporation
Enersource Corporation
Graham Construction And Engineering Inc.
Ceri Harnden
Keyser Mason Ball, LLP Barristers & Solicitors
Amrit Khaper
David Kingsland
Sheila Lavallee
Metroland Media Group Ltd.
The Mississauga News
Pallett Valo LLP
Pearson Dunn Insurance Inc.
Royal LePage Real Estate Services Ltd.
Kathy Sdao-Jarvie
The Skinner Family
Sherry Sklar
Renee Sloos
Rich and Val Stove
Thompson, MacColl & Stacy
Versent Corporation, ULC
Fred and Wendy Walker

Individual

\$500+

Anonymous
John Armstrong
Holly & Richard Benson
Terri and Dominic Caroleo
Sangeeta Chopra-Charron
Susan Elbe
Patricia Grady

Tammi Lisson
Donna McIlroy
Nancy Schmidt
John Smith
Joan Stulac
Dilys Watanabe

\$250+

Colleen Bennett
Madonna Benoit
Susan Berry
Cindy Bower-Sudeyko
Karen Burns
Michael Cantlon
Claudia Clipsham
Steve Gottdank
John Huether
Andrew Kowalczewski
Cindy LeBlanc and Harry Tideman
Genevieve Martins
Mary and Dan McDonald
Janet McKernan
Connie Niro
Janet Parker
Cathy Robertson
Juan Romero
Scott Sweatman
Mora Thompson
Vicki Truman

Corporations

\$500+

Ascona Foods Group (Canada) Ltd.
Brampton Golf Club
CIBC Retirees
Dylanico Supplies Inc.
Habib Canadian Bank
Holcim Canada
John D. Rogers & Associates
K Promotions
KIDDOONS Inc.
Manulife Financial
Mary Kay Cosmetics Ltd.
National Bank Financial

Presentation Plus
PriceWaterhouseCoopers LLP
Rexall
Royal LePage Real Estate Services Ltd.
Ryan ULC
Sigma Convector Enclosure Corp.
Skinner Signature Properties Ltd.
Spacefile International Corp.
Spin Master Ltd.
Square One Shopping Centre
Village Orthodontics

\$250+

Applebee's Neighbourhood Grill and Bar
Canadian National Exhibition
Cruiseshipcentres - Mississauga
Delta Chelsea
Derrydale Golf Course
Furrow Systems International Ltd.
Grant Thornton LLP
Home Depot
John D. Rogers & Associates
Nainesh Kotak Professional Corp.
Barrister & Solicitor
Panasonic Canada Inc.
Pillitteri Estates Winery
Prime Restaurants Of Canada
Rogers TV
Russel Metals Inc.
Smith Venditti Chartered Accountants LLP
Spacefile International Corp.
VED Printing Ltd.
Victoria Janitorial Ltd.
Warehouse Books Ink

Community

\$1,000+

Mississauga Central Lions Club
Mississauga Firefighters' Benevolent Fund

\$250+

St. Bartholomew's United Church
St. Marguerite D'Youville School

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