
Counselling Services of Belleville and District

ANNUAL REPORT

September 16, 2020

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BOARD OF DIRECTORS

1. PRESIDENT
Ronuk Thackray
2. VICE-PRESIDENT
Ray Dassylva
3. TREASURER
David Rutherford
4. Chris Barry
5. Ruth Chisholm
6. Barbara Deacon
8. Ken Lewis
9. Ken Dostaler

STAFF LIST

2019/20

SENIOR MANAGEMENT

Susan Seaman	- Executive Director
Nicole Chevalier	- Clinical Services Manager
Trish McKinnon	- Program Manager
Michelle Vieira	- Clinical Supervisor Autism

ADULT PROTECTIVE SERVICES

Rebecca Harvey	- Adult Protective Services Worker, Trenton
Alice Haveman	- Adult Protective Services Worker, Madoc
Tammy Kavanagh	- Adult Protective Services Worker, Bancroft
Cathy Orr	- Adult Protective Services Worker, Belleville
Virginia Pearsall	- Adult Protective Services Worker, Picton
Jill Thurston	- Adult Protective Services Worker, Belleville

ALTERNATE DISPUTE RESOLUTION/FGC

Marilyn Brooks	- ADR Coordinator (contract)
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AUTISM PROGRAM

Ellen Anderson	- Family Support and Transition Coordinator
Ann-Marie Wilson	- Family Support and Transition Coordinator
Paige Bertelink	- Instructor Therapist
Katie Bishop	- Instructor Therapist
Lauren Kirkpatrick	- Instructor Therapist
Brigitte Cote	- Instructor Therapist
Whitney Dorland	- Instructor Therapist
Meagan Desforge-Petrie	- Instructor Therapist (contract)
Angela French	- Instructor Therapist
Corrin Harris	- Instructor Therapist
Hayley Stolarchuk	- Instructor Therapist
Kelly Truscott	- Instructor Therapist
Ann-Marie Wilson	- Instructor Therapist

BEHAVIOURAL CONSULTING SERVICES

Cindy Adamson	- Behavioural Consultant
Lonnie Farrell	- Behavioural Consultant
Janet Stapley	- Behavioural Consultant

BEHAVIOURAL CONSULTING SERVICES – ABA

Anne Brennan	- Clinical Lead/Behavioural Consultant/ABA program
Nik Pankow	- Behavioural Consultant/ABA program
Monica Richardson	- Behavioural Consultant/ABA program

COMMUNITY SUPPORT SERVICES (formerly Home Personnel Resource Program)

Patti Dionne	- Special Needs Supervisor
Kelly McMillan	- Community Support Services (contract)

FAMILY COURT CLINIC

Patricia Gray	- Assessment Worker
Eileen MacDonald	- Assessment Worker

FAMILY RESOURCE AND SUPPORT

Andrea Brennan Doucette	- Family Resource Worker
Tammy Kavanagh	- Family Resource Worker
Renee O'Hara	- Family Resource Worker
Judy Robertson	- Family Resource Worker

INDIVIDUAL, MARITAL AND FAMILY COUNSELLING

Nicole Chevalier	- Therapist – (Fee for Service)
Eileen MacDonald	- Therapist – (Fee for Service)

INFANT CHILD DEVELOPMENT

Joan Batchelor-Smith	- Infant Development Worker
Miranda Johnston	- Infant Development Worker
Cheryl Marlin	- Infant Development Worker
Hope Robson Harper	- Infant Development Worker
Hillary Snow	- Infant Development Worker

INTAKE PROGRAM

Tracey Corrigan	- Intake and Waitlist Support Worker
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INTENSIVE SERVICE PLAN COORDINATION

Anne Clark	- Intensive Service Plan Coordinator
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OFFICE ADMINISTRATION

John Paul Chusroskie	- Finance Manager
Tammy Shiers	- Executive & Financial Assistant
Virginia Barker	- Office Administration
Alison Spry	- Office Administration

SUPERVISED ACCESS SERVICES

Cheryl Clarke	- Supervisor
Susan Morley	- Supervised Access Service Worker
Samantha Williams	- Visit Monitor

Executive Director's Report

I am pleased to have this opportunity to reflect upon the activity of the agency and its accomplishments for the fiscal year of 2019/20.

The Government continues to explore “transformation” of developmental services to focus on inclusion and community participation for individuals who have a developmental disability. This is a massive undertaking given the complexity of the system. We are fortunate to have strong leadership across the province through organizations such as OASIS (Ontario Agencies Supporting Individuals with Special Needs), the Provincial Network and Community Living Ontario. These groups are made up of representation of all agencies across Ontario and they have the opportunity to meet with the Assistant Deputy Ministry of MCCSS to provide input and suggestions to the transformation. This will be a work in progress and will evolve over a number of years.

The Quinte Region Professional Development Committee I participate on once again planned a day-long workshop with the theme of “Think Different, Do Different” to be held in October 2020. Unfortunately, we decided in March to cancel this due to the outbreak of Covid 19. The committee continues to work on how we best share resources for the purposes of shared training, etc.

CSBD continues to participate and work collaboratively with many sectors. I am part of the Coordinating Group of the Children and Youth Services Network. We have been working to create a model that will support children through a family driven and coordinated system. We are currently exploring alternate models to create this. We have been lacking an actual Coordinator to manage the work of this committee, however we have a strong commitment from all members who are eager to ensure we work together as a community and support each other's work with families. It is also our intent this collaboration becomes well established and that all agencies and Board of Directors remain committed to such an endeavor.

Autism Services continued to be a major focus. The Ministry contracted with EKO (Empowered Kids Ontario) to provide training and guidance to all funded agencies providing components of Autism Services in the development of a “fee for services” system. The information focused on legal considerations as well as social enterprise development. While the sessions were of extreme interest and helpful in absence of knowing what the new OAP will be, it has caused much difficulty in actually planning for the future. The Ministry introduced the “Expert Panel” and to provide them time to develop the new needs based service there was a commitment of ongoing funding into the new fiscal year (2020/21). Unfortunately, it remains unclear if this is for the full year. Families have continued to be given the opportunity to apply for a childhood budget, which morphed into “one time funding” late in 2019/20 while the new program in being developed. Funding levels remained the same, which were \$20,000 for children under the age of 6 and \$5,000.00 for children over the age of six.

I greatly appreciated the energy and optimism staff have demonstrated over the past year. It has and will continue to take time and effort to work through the various expectation of the Ministry.

As always, it is a pleasure to have the opportunity to work with such a professional Board, Management team and employee group. I appreciate the talents of everyone as we continue into another year.

I thank the Board of Directors, the management team and our Program Supervisors for their ongoing support, direction and commitment to CSBD.

Administration

Administration Team consists of two full time Administrative Assistants overseen by the Executive and Financial Assistant. We also have a contract hourly employee to provide after hour reception for the Individual, Marital and Family Program (IMF).

The Admin team continues to offer full supports to all programs and provide reception to clients of the agency as well as the general public. The team fields many calls a day and have been a very helpful in the redirection of phone calls when required.

The Team also supports families with funding and who are purchasing Autism Services. They have assisted the Autism Team in developing forms and booking appointments, etc. during this transition time to a fee-for-service model.

The front office was remodeled this year to make the entrance more accessible and secure. The new design improved the overall function and look.

Adult Protective Services

The team provided services to 162 adults during the year. The APSW's provided support to people who presented with a variety of needs. Collaborative work with community programs and services assisted in the provision of optimal supports. Staff assisted people with their assessments through Developmental Services Ontario (DSO) and with the complex onboarding process for Passport allocations.

The team worked diligently throughout the year to incorporate any updates required to meet the expectations for the Compliance Review as outlined in the Quality Assurance Measures documents (QAM). The compliance review occurred in March 2020. Overall, the report was extremely positive. Individual client files met all requirements. A number of agency policies were refined as indicated in the Compliance Action Report (CAT). The report was forwarded to the Ministry in late March and all requirements were met. Congratulations to the team and management.

The succession planning documents were refined throughout the year and were finalized in March 2020.

In mid March CSBD's offices were closed due to the Covid-19 Pandemic and staff begin to work remotely from home. The efforts of all staff to support people and their families during these unprecedented times is well recognized. Staff will continue to adapt service delivery methods using remote connections to successfully meet the needs of those they support.

Alternate Dispute Resolution

The Alternative Dispute Resolution Program is now in its 14th year. This program known as “ADR” provides services that can assist families in resolving issues identified by the CAS and/or the Court in child protection matters. It reinforces the importance of family participation in planning for children to address concerns related to risk, and additionally assists in permanency planning.

The program approves referrals and provides Child Protection Mediation, Family Group Conferencing or an Indigenous Approach, depending on the circumstances of the family. The program is voluntary and there is no cost to the family. ADR encourages the involvement of extended family and community supports. The program has grown significantly over the past number of years. We are now managing in excess of 200 referrals per year. Referrals are received from Highland Shores CAS, Frontenac, Lennox and Addington Family and Children’s Services and Lanark, Leeds and Grenville Family Services.

We continue to participate in the Provincial table to develop processes consistent across all areas and to develop systems and provide feedback to the funders. We have also finalized our brochures for the various services. These will be sent for printing and then distribution.

Autism Services

The past year has been dedicated to the development of a new fee for service system while maintaining services to children currently in receipt of services. There are a few children receiving intensive 1:1 services as well as a number of children considered as receiving “continuous” supports. This was to avoid discharging children while the new program was being designed.

The Government has provided information on their website and hosted “town hall” meetings to keep families and services aware of pending changes and new directions.

Foundational services have continued to be offered to families, which include parent education, consultation and family support services. Fee for Service programs were also created and a number of families who had childhood budgets enrolled in these services. Some families purchased these programs using personal resources.

The team has remained committed to providing quality services in all components of the program. They have continued to work collaboratively with both Boards of Education and other community programs such as the Children’s Treatment Centre. Joint parent education sessions and consultations were being explored.

All team members participated in the Registered Behaviour Technician training, an on-line course offered by St. Lawrence College.

As offices were closed in mid-March due to the pandemic, staff continued to maintain contact with clients virtually as best they could as well as create materials for families, which they dropped off at family homes.

Behavioural Consulting Services

Behavioural Consultants provided support to 85 individuals during the year. Children and adults continue to present with challenging needs and consultation is provided in a wide range of settings including family homes, schools, workplaces and group homes.

Working together with those referred and with mediators, the team continued to refine and strengthen the framework for Behaviour Support Plans to include more specific goals, with measurable outcomes for all.

All team members participated in the Registered Behaviour Technician training, an on-line course offered by St. Lawrence College.

As offices were closed in mid-March due to the pandemic, staff continued to maintain contact with clients virtually. Where necessary, staff provided additional guidance to families around structure and schedules for school-age children. The efforts of all staff to accommodate individuals and families during these unprecedented times is well recognized. Staff will continue to adapt service delivery methods using remote connections to successfully meet the needs of people they support.

Community Support Services

The program continues to offer support to families and individuals who qualify for Ministry funds or other individualized funding. 106 people were supported during the past year.

Staff continued to work together with CLPE to update the respiteservices.com website to be more responsive and user friendly. Meetings were held throughout the year to review challenges and promotional ideas. Connections with the Geneva Centre as it related to respiteservices.com continued.

Staff invested increased attention to the Centre Hastings area to recruit individuals for expansion of the list of available providers. Support to families and individuals in the search for effective respite options continued. Staff also offered resources to staff within CSBD and throughout the catchment area.

Events attended throughout the year include Belleville Career Fair, Loyalist College Developmental Services Worker class presentation, HPEDSB Information Fair, Respiteservices.com meetings and collaboration with other community services. Program promotional materials were updated and enhancement of presentation resources occurred.

CSBD's offices closed in mid March due to the Covid-19 Pandemic and program staff began working remotely to provide support and resources to families and respite providers. Connections will be made through the telephone or other electronic methods as we continue to provide support over the next months.

Family Court Clinic

The Family Court Clinic completed assessments involving 57 individuals during the year. The number of cases referred was lower than previous years. One assessment worker left employ in the fall of 2019 to pursue another position. Another staff member was not hired at that time. Currently the program has one Assessment Worker on staff.

Communication with Highland Shores Children's Aid occurred throughout the year to review the newly established referral conference process. Three families were referred for referral conferences and two were opened for a full assessment. Further review of this process will occur in the coming year.

Early in 2019 the team offered monthly "drop-in" information sessions to be held at Highland Shores Children's Aid. It is hoped that positive outcomes, including increased referrals and streamlined processes will be realized.

In mid March CSBD's offices were closed due to the Covid-19 Pandemic and staff began to work remotely from home. The efforts of all staff to accommodate individuals and families during these unprecedented times is well recognized. Staff will continue to adapt service delivery methods using remote connections to successfully meet program expectations.

Family Resource and Support

Program staff provided support to 236 children, youth and young adults in 2019-2020. The process of assigning referrals at monthly team meetings continues to be successful and has significantly reduced wait time for families. Staff assisted many families with the “Onboarding Process” for PassportONE as new dollars were allocated to young adults on their caseloads.

The Coordinated Service Planning process was incorporated into work with families as was appropriate. Team members worked together with CSBD’s Coordinated Service Planning staff and other community partners to develop plans for children with complex needs and their families.

Throughout the year there were changes with the Autism Ontario program that required a review of how Family Resource services are provided. The mandate of Family Resource & Support was reviewed and clarified with respect to services and supports that are available to families who have a child with a diagnosis of Autism Spectrum Disorder and a Developmental Disability. Staff worked together with all services to provide support and resources to these children and families.

CSBD offices were closed in mid March due to the Covid-19 Pandemic. Family Resource Workers began working remotely from home and developing creative ways to meet the needs of children, youth and families during this time. Staff began using phone and internet connections to provide services and offer other resources to families. This will continue in the coming months.

Individual, Marital and Family Counselling Program

The Individual, Marital and Family Counselling Program continues to provide individual, family and marital counselling services on a fee-for-service basis to members of the community, as well as services through Employee Assistance Program contract brokered through Family Services EAP. We continue to offer counselling subsidies, supported by fees generated through our fee-paying clients and EAP contracts.

Community Capacity Building funding has continued, which has allowed us to continue to provide services to individuals referred by Highland Shores Children's Aid. Our initiative to reduce wait times within this service continues.

We were approached by the Student Services department of Loyalist College to enter a partnership to provide counselling services through a grant process with the Centre for Innovation in Campus Mental Health (CICMH). We were contracted to provide 100 hours of counselling services to students who required services beyond the typical offerings of Campus Mental Health services, such as couple or family counselling.

As offices were closed in March due to the pandemic, we continued to offer services by telephone.

The Individual, Marital and Family Counselling Program provided 438 sessions during the fiscal year, with 165 being EAP sessions and 273 provided on a fee-for-service basis.

Infant and Child Development Program

The program received 124 referrals during the year. Overall, the statistics for the program remain consistent with previous years with 206 children being served in 2019-2020. The staff complement remains the same at four Infant and Child Development Workers.

The team and management participated in a community project through the Infant Mental Health Promotion program that focuses on improving outcomes across the lifespan, specifically as it relates to early mental health. All staff are involved in on-line training presented by leading experts in areas directly related to infant and early mental health. Once completed all will obtain a certificate in infant mental health. The project also involves working collaboratively with our early years community partners to develop an enhanced pathway for early intervention. This will continue in the coming year.

The team was successful in reducing the waiting list and wait time for infants referred to the program by reviewing and assigning referrals monthly.

CSBD offices were closed in mid March due to the Covid-19 Pandemic. ICDP staff began working remotely from home and developing creative ways to meet the needs of infants, young children and their caregivers. Staff began using phone and internet connections to provide services and offer other resources to families. This will continue in the coming months.

Intake and Waitlist

Staff continues to provide intake for Adult Protective Services, Family Resource & Support, Behavioural Consulting Services, Infant and Child Development and Community Support Services. Referrals continue to be received by staff and information is logged and reported at monthly team meetings. Beginning in mid March 2020 staff began to work remotely.

The staff person also continues to provide administrative support to the Pressures and Priorities Committee. She continues to offer valuable support to committee members and CSBD staff throughout this process.

Intensive Service Plan Coordination

The coordinator in the program continues to provide consultation to collaterals regarding the processes involved in conducting Coordinated Services Plans, as well as applications for Children with Complex Special Needs (CWCSN) funding. The coordinator continues to carry a caseload of children and youth who are in receipt of CWCSN funding.

The coordinator and management continue to meet with counterparts from other regions to discuss practices and share expertise and resources.

Supervised Access Services

The staff complement for Supervised Access Services remains the same, consisting of the Supervisor, the Supervised Access Service Worker, and the full-time Visit Monitor, enhanced by fee-for-service Visit Monitors and students.

During 2019, Supervised Access Services averages approximately 316 adults and 185 children coming through our doors each month. The service provided 3098 direct service hours to our clients in 2019, which includes visits, exchanges, intakes, telephone contacts, and orientations. During this time, 1,312 visits and 1000 exchanges were scheduled. During this same period, 36 reports were completed, taking 348 hours to complete.

The Supervisor continues to be a member of the Supervised Visitation Network and also serves as the treasurer and a member of the Quinte Coordinating Committee against Violence. She also sits on the Social Service Worker Advisory Committee, which meets twice a year. The Supervisor attends Bench and Bar meetings that are held approximately twice a year.

In April 2019, the Government announced an expansion of the Unified Family Courts and Belleville was named as part of that expansion. With the transition of the local Court House to a Unified Family Court, the development of a Community Liaison committee was a requirement and the Supervised Access Program is to be part of that committee. The Supervisor has been attending these monthly meetings and the committees' focus is to ensure the Court and the Community understand how each other work.

In May of 2019, the Supervisor attended the annual Coordinators' meeting in Toronto and participated in a number of training opportunities which included a presentation on "Not a Danger to Our Kids: Parenting while Trans", and more training and discussion about the iSAID database. A presentation from Dr. Nicholas Bala on Children Resisting Contact with a Parent and Supervised Visitation was offered through a day-long event sponsored by the Ontario Chapter of the Supervised Visitation Network.

In March 2020, Covid 19 Pandemic happened and all face to face contacts stopped for clients to see their children.