
Counselling Services of Belleville and District

ANNUAL REPORT

September 21, 2022

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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
7. Ken Dostaler
8. Ken Lewis

STAFF LIST

2021/22

SENIOR MANAGEMENT

Susan Seaman	- Executive Director
Nicole Chevalier	- Clinical Services Manager
Trish McKinnon	- Program Manager
Anne Brennan	- Acting Program Manager – Autism Services

ADULT PROTECTIVE SERVICES

Alice Haveman	- Adult Protective Services Worker, Madoc
Tammy Kavanagh	- Adult Protective Services Worker, Bancroft
Cathy Orr	- Adult Protective Services Worker, Belleville
Spencer Parsons	- Adult Protective Services Worker, Trenton
Virginia Pearsall	- Adult Protective Services Worker, Picton
Candice Roberts	- Adult Protective Services Worker, Picton
Jill Thurston	- Adult Protective Services Worker, Belleville
Jessica Wood	- Adult Protective Services Worker, Trenton

ALTERNATIVE DISPUTE RESOLUTION/FGC

Marilyn Brooks	- ADR Coordinator (contract)
Amanda VanNess	- ADR Coordinator

AUTISM PROGRAM

Anne Brennan	- Clinical Supervisor – Autism
Nicole Storms	- Clinical Supervisor – Autism
Ellen Anderson	- Family Support and Transition Coordinator
Ann-Marie Wilson	- Family Support and Transition Coordinator
Paige Bertelink	- Instructor Therapist
Katie Bishop	- Instructor Therapist
Brigitte Cote	- Instructor Therapist
Meagan Desforge-Petrie	- Instructor Therapist
Corrin Harris	- Instructor Therapist
Lauren Kirkpatrick	- Instructor Therapist
Nik Pankow	- Instructor Therapist
Monica Richardson	- Instructor Therapist
Kelly Truscott	- Instructor Therapist

BEHAVIOURAL CONSULTING SERVICES

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

COMMUNITY SUPPORT SERVICES

Bryanna Best - Community Support Services

FAMILY COURT CLINIC

Patricia Gray - Assessment Worker

FAMILY RESOURCE AND SUPPORT

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

INDIVIDUAL, MARITAL AND FAMILY COUNSELLING

Mary Ann Brooymans - Therapist – (Fee for Service)
Nicole Chevalier - Therapist – (Fee for Service)

INFANT AND CHILD DEVELOPMENT

Lauren Isenegger - 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

INTENSIVE SERVICE PLAN COORDINATION

Anne Clark - Intensive Service Plan Coordinator

OFFICE ADMINISTRATION

John Paul Chusroskie - Finance Manager
Tammy Shiers - Executive & Financial Assistant
Virginia Barker - Office Administration
Shannon McGill - Office Administration
Lola McMurter - Office Administration

SUPERVISED ACCESS SERVICES

Cheryl Clarke	- Supervisor
Samantha Williams	- Supervised Access Service Worker
Julie Staley	- Visit Monitor
Shelby St. Hilaire-Skinner	- Visit Monitor (contract)

Executive Director's Report

Though I was not in the position of Executive Director during the fiscal year, 2021/2022, as Clinical Services Manager, I am pleased to be able to provide a few words about the activity of CSBD during the fiscal year of 2021/2022.

The outset of the year saw us all once again in a lockdown situation and continuing to work remotely, due to the COVID-19 pandemic. In her report to the Board in May of 2021, Susan commented that many families were reportedly at “a breaking point” due to ongoing restrictions, children home from school and limited to no options for respite or summer programming. Our staff continued to connect with families by phone and virtually in order to provide supports and service. Referrals to most programs increased as restrictions eased later in the year.

Our agency experienced many changes in staffing due to resignations and retirements. We welcomed new staff in Community Support Services, Office Administration, APS, and ICD. Our agency had contracted with Marilyn Brooks to provide ADR Coordination for many years. With Marilyn's retirement after 15 years, the role of coordinator became a CSBD staff position. We also said goodbye to Ginny Pearsall who retired as an APSW after 31 years. We wish both Marilyn and Ginny well and acknowledge their many years of excellent service.

The Ontario Autism Program continued to evolve, and CSBD continued to develop a fee-for-service model in addition to providing funded services to eligible families. Funded Services included Project ImPACT as well as Foundational Family Services. CSBD also entered into an agreement with KidsInclusive in Kingston to provide Behaviour Services as part of the OAP Urgent Response Services Program, which launched April 1st. Also, in partnership with the Children's Treatment Centre, a successful proposal was developed to offer “clinics” to eligible families, through a Community Capacity Grant.

Within adult developmental services, the Ministry launched an initiative to support adults seeking housing. Our APS team has been augmented in order to provide additional housing navigation supports.

CSBD continued to have input in the work of the Out of Home Respite committee who worked diligently on a plan to allocate respite funds in a different way for families and this work is ongoing. The goal has been to provide families some flexibility as to how funds may be used.

CSBD provided consultation and support to Community Living Prince Edward in their efforts to develop one of their properties into a respite home for children. This work is ongoing.

With some heaviness of heart, we decided to close our Individual, Marital and Family Counselling Program. This was one of the founding programs at CSBD, though it has not been a funded program for CSBD. For many years we were able to offer

subsidized counselling to community members through fees generated by EAP services. However, the program was becoming more difficult to sustain financially and therefore we made the difficult decision to close the program.

Within the Family Court Clinic we proposed a pilot project which was accepted by our MCCSS Program Supervisor. This program will offer evidence-based group supports to child welfare involved families in hopes of helping them to enhance their ability to care sensitively for their children.

As of November 2021, staff were beginning to trickle back to the office, with many continuing to work remotely. As our fiscal year ended, we were all preparing to return to the office as of April 1st. I want to acknowledge that this was, once again, a difficult year due to the pandemic and all of the challenges it presented. I want to thank the Board of Directors for their ongoing service to our agency and the community, and for their support. I also want to commend the staff for continuing to provide a full range of services under challenging conditions and for continuing to find innovative ways to provide services and supports to the individuals and families we work with. I hope you are able to share my hope and optimism as we return to a more typical way of doing business, and the efficiencies and new skills we have learned as a result of the pandemic will help us in our ongoing work.

Administration

The Administration Team consists of two full time Administrative Assistants overseen by the Office and IT Manager.

With continued restrictions due to the COVID-19 pandemic, the Admin team needed to rely heavily on technology. Through all these challenges, they were able to continue to provide support to all agency staff, both in the office as well as to those working remotely, by editing reports and correspondence.

While the doors remained locked to the public as an added safety precaution, the administration team was still able to provide a positive experience for both clients and collaterals who contacted the agency.

The Administration team continues to provide administration support to families with funding and who are purchasing Autism Services. They continue to provide support with formatting the parent and client programming flyers for Autism Services.

The team provides all administration support to the Individual, Marital and Family Counselling program, which includes managing waitlists, booking clients, compiling statistical data, and preparing the billing.

The Administration team is a continuing support to staff in the use of Nucleus. The many hours spent identifying and compiling the list of duplicate case files within Nucleus culminated with the successful purge of all duplicate files, which was completed by the NucleusLabs Support team.

Adult Protective Services

The APS team provided services to 172 adults during the year. In March of 2021, an additional staff member joined CSBD to cover the vacancy created in Hastings County when the team expanded to Lennox and Addington County. This brought the staff compliment to 7 for the 2021-2022 fiscal year.

In addition to the expansion to Lennox and Addington, the team also received augmentation to the APS budget to provide support to people who are living with aging parents and for whom assistance is required to explore alternative housing opportunities. This allowed one part-time APS employee to move up to a full-time status in the program.

Despite the continued challenges related to Covid 19 restrictions, such as limited opportunities to attend day programs and staffing shortages with community support providers, APS employees were steadfast in their goal to provide a high level of support to people on their caseloads. The use of technology, engagement through virtual meetings, increased phone connections, outdoor visits, as well as face-to-face meetings as required or appropriate, ensured that the people we support were able to maintain consistent contact with our agency. All Health regulations and recommendations were observed throughout the year.

Alternative Dispute Resolution

The ADR program has now been operating for 15 years. We are fortunate to have a roster of experienced, independent mediators, coordinators and facilitators who offer Child Protection Mediation, Family Group Conferencing and customized Indigenous approaches to families referred by our partner Child Welfare and Child Wellbeing Agencies.

Given the COVID-19 pandemic continued throughout 2021/2022, we are very pleased that our dedicated service providers continued to offer services virtually. As noted during the last fiscal year, providing services through virtual means requires additional challenges with regard to technology and privacy. In spite of these hurdles, we received a high number of referrals, 154 for the fiscal year.

After 15 years of excellent and dedicated service, our consultant Coordinator, Marilyn Brooks decided to pursue retirement. We have established an internal position for the ADR Coordinator, and at year end, the new coordinator was being oriented to the position.

Autism Services

The Ontario Autism Program (OAP) and Autism Services at CSBD continue to evolve. The fee for service option continued to be available to families looking to access individual or group based Applied Behaviour Analysis (ABA) services for their children. In-person group-based services returned in March 2022, after being on hold since March of 2020 due to the COVID-19 Pandemic. The team continued to support two 'legacy' children who receive services under the former OAP model. Project ImPACT and Foundational Family Services remain funded programs and continued to be offered free of charge to families who are enrolled in the OAP.

The Autism Services Team was successful in their application for the OAP Capacity Grant, which provided funding to develop and implement a multidisciplinary clinic in partnership with Quinte Children's Treatment Center. CSBD worked with consultants from People Minded Business to develop the clinic model, which will launch in the summer of 2022. The goal of the clinic will be to offer families the opportunity to meet with a Speech and Language Pathologist, Occupational Therapist, and ABA therapist in one appointment to address one skill or concern. Clinic days will be available monthly in Belleville and Trenton, and alternate months in Picton and Madoc. The funding for this project is for one year, after which the service will become fee for service.

CSBD entered into an agreement with KidsInclusive in Kingston to provide Behaviour Services as part of the OAP Urgent Response Services program, launching April 1, 2022.

The Ministry continues to develop and roll out the new needs based OAP program. Many families have accessed their second and final round of interim one-time funding, and are waiting to access Core Services Funding. The Ministry announced the launch of AccessOAP, the independent intake agency which will provide care coordination and service navigation to families enrolled in the OAP. The Ministry reported they will have 8000 children enrolled in the new needs based program by the fall of 2022.

The Autism team participated in a number of training sessions related to assessment and curriculum tools. The team is now qualified to deliver services using the PEERS program, Accept Identify Move (AIM) curriculum and the PEAK curriculum. They continued to develop new service offerings that will generate revenue to support the program when the base funding is completely withdrawn.

The team has continued to work well together to offer quality services to clients in a time of prolonged uncertainty. They are to be congratulated for their dedication, patience and collaboration.

Behavioural Consulting Services

Behavioural Consultants provided support to 105 children and adults during the year. This significant increase from the previous year reflects the improved stability after the significant Covid restrictions of 2020. Much of this can be attributed to the resumption of in-person school attendance, and the higher number of referrals from our community partners as some programs and services resumed some in-person opportunities. In addition, the confidence of families to request safe, in-person consultation contributed to the rise in referrals to the program. While following Covid-19 health and safety guidelines for in-person contact with many families and collateral services, our Behavioural Consultants also continued to provide support and intervention in a variety of creative ways, such as virtual meetings and observations, in-person visits with adherence to physical distancing recommendations, and by telephone.

Community Support Services

The CSS program continues to offer support to families and individuals who qualify for Ministry funds or other individualized funding. 112 people were supported during the year.

Due to a staff vacancy, Family Resource Workers and Adult Protective Services Workers provided augmentation for the program until a new full-time CSS staff member joined CSBD in July 2021. This new hire manages a large CSS caseload, a partial FRS program caseload, as well as providing additional support to the respiteservices.com website. Many barriers continue to bring challenges for families with respect to accessing parent relief providers through the respiteservices.com portal. The CSS program continues to collaborate with community partners to explore strategies for engagement with qualified, consistent, parent relief providers.

In accordance with pandemic guidelines, many interactions were attended remotely with service users. Appointments to complete funding applications and other contact with families or respite providers were made possible with the use of virtual and telephone meetings. With many Covid-related restrictions lifting in early 2022, more frequent in-person contact with families have been possible when required. Virtual contact continues to be utilized when required or preferred by the people we support.

Family Court Clinic

The Family Court Clinic remained staffed with one Assessment Worker throughout the fiscal year. Referrals for Voluntary Assessments remained relatively high, and the Assessment Worker worked diligently to complete assessments remotely. The number of individuals assessed increased slightly this year to a total of 47.

Referral numbers have remained fairly steady in recent years, with 1 FTE remaining unfilled within the program. We considered how we might make use of our resources in alternate ways. We created and submitted a proposal to the MCCSS, for a Pilot Project. The pilot will offer interventions to help parents gain insights into how their histories of childhood abuse may be affecting them as parents, and then to support them to enhance their sensitivity as parents. The interventions will be evidence-based. This proposal was accepted by the Ministry and we plan to begin implementation in 2022/2023.

Family Resource and Support

The FRS program staff provided support to 200 school-aged children, youth and young adults throughout the year. The FRS team was comprised of 3 full-time members, one part-time member, as well as augmented support from the CSS program where a partial FRS caseload was also maintained.

Team members have been very successful in providing support and resources to families during the Covid-19 pandemic, especially during times of increased restrictions and school closures. Connection with families was achieved through virtual interactions, increased telephone contacts, visits at outdoor locations and occasional in-person meetings where appropriate.

Close observance of Covid-19 guidelines, as supported by Public Health, promoted health and safety for the FRS team and the families they supported. As contact restrictions were reduced, FRS team members were able to increase in-person engagement with families and community partners on occasion. The use of technology and virtual support continued to be a preference for many families.

Individual, Marital and Family Counselling Program

The Individual, Marital and Family Counselling Program continued to provide individual, family and marital counselling services on a fee-for-service basis to members of the community, as well as services through the Employee Assistance Program contract brokered through Family Services EAP. As the pandemic continued, sessions were offered primarily remotely through phone or Zoom.

We continued to offer counselling subsidies, supported by fees generated through our fee-paying clients and EAP contracts. Referrals remained relatively high at 407 sessions during the year, which was an increase of 103 sessions over the previous year.

We continued to offer services to individuals referred by Highland Shores Children's Aid, as well as in partnership with The Quinte West Youth Centre.

During this fiscal year, both of our therapists resigned from services within the program. This prompted us to re-evaluate the financial viability of the program, as it had become very difficult to attract qualified applicants. This program has not been funded, and it has become increasingly difficult to sustain the service. For these reasons we made the difficult decision to close the program by year end.

We are proud of our history of having provided subsidized counselling services to our community since our incorporation as an agency in 1978.

Infant and Child Development Program

The ICD program provided support to 233 children in 2021-22 with a team complement of 3 full-time members and one staff vacancy due to a leave of absence.

Covid-19 continued to create some barriers to intervention but the ICD program saw an increase in referrals. With the reduction of some restrictions, families reported greater confidence to engage with service providers and this may account for the increase in requests for ICD service.

Team members continued to provide creative support to families and collateral services with virtual and in-person visits while following public health guidelines. Close partnerships with community collaterals in a variety of children's services and resources, were maintained with a focus on best practices and family-led goals.

Intake and Waitlist

Our Intake and Waitlist Support Worker continued to work remotely to process referrals for many of the programs at CSBD. Families, individuals and community referral sources received information about CSBD's available services and supports and when required, information about other community resources outside CSBD was provided. The Intake and Waitlist staff member made every effort to ensure individuals and families received the information and support they needed, especially when pandemic restrictions and limited access to services created additional challenges for people in Hastings Prince Edward Counties.

In addition to providing intake and wait list support, our staff member also continued to provide administrative support to the HPEC Pressures and Priorities Committee, CSBD staff and community colleagues who participate on this committee.

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 community partners to refine referral and consultation processes.

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 the 2021/2022 fiscal year, Supervised Access Services averaged approximately 262 adults and 118 children coming through our doors each month. The service provided 2,371 direct service hours to our clients in 2021/2022. During this same time period 37 reports were completed. Due to the COVID pandemic the service closed for face-to-face, on-site contacts from April 19th until June 1st, 2021, and again from January 4th to January 28th, 2022. There was a high number of cancellations related to illness due to COVID throughout the year. During periods of suspension of on-site visitation, exchanges continued and 32 virtual parenting times were held.

The group supervision schedules that were previously in place prior to COVID were replaced with families coming to the visit location one at a time. Safety measures included masking, as well as use of plexi-glass barriers, and cleaning of surfaces and toys. The schedules continued to be reduced to only allow parenting time for one hour, as opposed to the three hour time slots that were previously in place.

In September 2021, the Staff attended the annual Supervised Visitation Network conference virtually. It was the 30th Anniversary of the SVN annual conference and it was called, "Pearls of Wisdom", representing a unique and rare accomplishment of longevity and success. The three day conference had many presentations and were also available for viewing for thirty days following the event, which allowed all the staff to receive the information.

On November 8, 2021 the government announced the transfer of nine victim services programs from the Ministry of the Attorney General to the Ministry of Children, Community and Social Services (MCCSS). This realignment was to take effect as of April 1, 2022. The change will be such that Supervised Access Services will be funded under the same Ministry as the other programs within CSBD. New ways to report to the Ministry have been developed and again new regional contact managers for the program were announced.

The Supervisor continued to join the weekly Zoom meetings the Provincial Coordinators created to ensure the connection was not lost with the six regions all having different contact managers. The Coordinators continued to discuss policies and procedures, operating issues, scheduling, COVID-related issues and best-practices. This group met weekly over the past two years and has become a significant resource for all Coordinators.

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 sits on two Unified Family Court committees, the Community Liaison committee, and also attends the Bench and Bar meetings.