



Executive Director's Community Update February 2008

Planning

Planning and Evaluation Model - The Board has approved our new Planning and Evaluation Model for use within the Agency commencing 2008/2009 for Agency planning, program planning and treatment planning.

Strategic Planning – The Strategic Plan has been updated including our new mission, vision, values and goals for the next three years.

2008/2009 Agency Operating Plan - The Directors and I met together on January 8th and 9th to develop next fiscal year's operating plan, which will be presented to the Board of Directors in February including several of the goals mentioned in the strategic plan.

Service Canada Homelessness Initiative - The RFP from Service Canada has not yet been released for the provision of homelessness services in our community. There is \$132,000 available for Brantford.

We hope to access sufficient funds to enhance our Chatham Street transitional housing program for girls and/or to develop a similar service for boys transitioning from the YRC.

Governance

New Board Members - Pat Sheridan, Regional VP of the Royal Bank of Canada and Suzanne Tsuchida, former retired school principal have joined our Board.

New Governance Policies and Procedures - In order to come in line with Children's Mental Health accreditation standards, we have prepared draft governance policies and procedures for the Board's review, including Terms of Reference for the Board's sub committees. The Board will vote on these policies next month.

Client Services

Chatham Street Residence – On January 2, 2008 we implemented our transitional housing service for up to 5 young women formerly residing at the YRC. These clients must either be in school or working. This program is funded by the LHIN to provide ten hours of ‘over night’ supervision at the 144 Chatham Street seven days per week

Documenting

Client Service Manager (CSM) Database - All of our departments have submitted information about their client data requirements and reporting to Nasztech, our database supplier. Joe Naszady, the owner, will be visiting the Agency for two consecutive days in March to review CSM with our senior staff and also to meet with “database teams” from each of our departments to clarify their needs. He then plans to provide two full days of training for each department in May, after which time, we will go “live” with a single integrated database linking all of our departments’ client service processes together.

Regulations

Children’s Mental Health (CMHO) Accreditation Team – Work continues on the review of CMHO’s Accreditation Standards and the corresponding update of our own policies and procedures. We have established 3 teams to implement the standards.

1. Programs Team (Jo-Anne, Marilyn, Sue and Marg)
2. Human Resources and Governance (Bill, Angela)
3. Management and Governance (Mary Louise, Bill, Elaine, Dianne Kindon)

We have scheduled four days of training in February for all front line staff in the use of our new Client Service Model. This will include a review of our referral processes, intake and admission, assessment, treatment/action plans, transition/discharge planning and after care support.

The site reviewers from CMHO will be on site here on November 5, 6 and 7. They will address our Board with their findings and any questions on November 6th.

Policy and Procedures Manual - We hope to have the new Manual ready for implementation, including the Governance section by May 2008. It will be posted on our website at that time.

Finances/Facilities

Rotary Sunrise Donation - On January 23rd, the Rotary Sunrise Club donated a cheque to St. Leonard's Community Services in the amount of \$8,000 to help support our Tim Horton Respite Experience for kids with mental health problems and/or dual diagnosis.

CMHC - We received word from CMHC that our proposal to renovate and build an addition at 75 Albion has received conditional approval to proceed to the next stage. We are required to provide construction drawings by March 1, 2008.

MCYS - MCYS has given their permission for the Agency to continue operating the Roy Walsh Program at 41 William Street, should we decide to renovate 75 Albion.

Local Health Integration Network (LHIN) – We received approval from the LHIN to spend approximately \$63,000 for capital needs, database requirements and learning materials.

Human Resources

CYW Apprenticeships - We are entering our second year of this partnership with a new teacher from Centennial College.

Diversity Training - We are preparing our 2008/2009 diversity training proposal for the Trillium Foundation to include CAS and Immigrant Services as collaborative partners.

CANS Training - Dr. John Lyons, from North Western University in Chicago provided 2 days of training for 100 of our staff on January 15th and 16th in the use of the Child and Adolescent Needs and Strengths Assessment Tool (CANS). We will commence using this assessment tool, Agency wide, in April, for all relevant programs.

Health and Wellness Team – We have formed a new internal cross functional team to “promote health and wellness in the work place.” The Team will address such issues as organizational culture, work life balance, tobacco use and workplace ergonomics etc. The Brant County Health Unit is assisting our team with policy development.

Internal Communications

Agency Services Binder - The Agency’s Client Service Team has developed an Agency Services Binder including information about how to access every program in the Agency. Draft binders will be circulated in February to staff for feedback. The information in this binder will be made available on the intranet for internal staff use and on our website for the public’s use by April.

Community Relations

Dave Levac - Arts Community - On the morning of January 14, 2008 Dave Levac visited St. Leonard's to announce that the Agency was receiving \$294,000 over 4 years for the Youth and Art Program. The Expositor covered the announcement. Following the publication of the article, we received numerous expressions of interest from community members and organizations regarding their possible involvement in the Youth and Arts Program.

Laurier Brantford – I have agreed to continue on the advisory board for Laurier’s Organizational Leadership program.

RBC - St. Leonard's Community Services and RBC have formed a joint team to plan ways for RBC to assist the Agency with fund development and client service delivery.

Marketing

Youth Homelessness Week – Was held February 4th to 8th, 2008. A calendar of events was posted on our website including a Gord Paynter performance on Tuesday. We had a very successful week of events.

40th Anniversary - This year’s Annual General Meeting will celebrate our 40th anniversary as an Agency. We will invite former Board members, staff and clients and post pictures of our evolution in the foyer of the golf club.