



Community Update April 2008

Governance

Governance Policies – New Governance Policies, including Terms of Reference for the new Program Committee and Resources Committee were approved by the Board of Directors at the April Meeting. We will also amend some of our bylaws to become compatible with the new governance policies.

St. Leonard's at a Glance – The Agency services organizational chart was amended to include funding sources and is posted on our website.

Planning

2008/2009 Agency Operating Plan - The Management Team removed some clauses from the 2008/09 Operating Plan due to some tasks already being completed and/or due to some no longer being relevant.

Departmental Work Plans – We will present the departmental work plans at the May Program Committee Meeting and then to the full Board in May.

Service Canada Homelessness Initiative – We submitted our proposal to the City under the Federal Government's Homelessness Initiative, to create 5 bedrooms for boys at 41 William Street. The proposal is conditional on receiving operating funding approval from the LHIN.

Parent Model (Treatment) Foster Home - We have submitted a budget for consideration by Brant CAS for a 4-bed treatment foster home program.

Mental Health Crisis Support - With funding from Children's Hospital of Eastern Ontario (CHEO), we have conducted a program evaluation of our mental health crisis services. A report will be available for review by our new Program Committee and will subsequently be posted on our website.

Client Services

The Client Handbook has been amended to comply with accreditation standards and has been reviewed by the Board. This handbook will form part of our Client Services policies and procedures, which will be posted on the website by the end of June.

The program reports, including serious occurrences from each sector were reviewed in detail by our new Program Committee on April 17th. Dianne Kindon, the Program Committee Chair presented the Program Committee minutes at our April Board meeting including a summary of the program reports and serious occurrences.

Addictions & Mental Health

Sue Lefler's report highlights the increasing use of our crisis services by adults, the launch of the Youth and Arts Program and the continued high occupancy (over 100%) at Buffalo Street Residence.

Youth and Family – Children's Residential Services

Jo-Anne Link's report discusses occupancy, which is running around 13 instead of our budget of 16. She highlights her work evaluating the group care market and her efforts to develop a 4-bed treatment foster model.

Sharon Walker's report highlights the continued high occupancy at the YRC (96%), the busy after hours crisis line being covered by the YRC (80 calls) and the continued efforts of staff to raise client awareness about the perils of substance abuse.

Youth Employment Services

Marilyn Kaus's report highlights the evolution of Employment Ontario into a single integrated service model incorporating former Service Canada programs and developing the vision for a new Community Information Resource and Referral Service that may provide one stop shopping for job seekers. Marilyn's report also reviews the increasingly busy 'walk in traffic' at YEC, Dunnville and the CRC's. She reports that our Colborne Street Learning Centre continues to operate at capacity (20 seats) with a waiting list and she outlines our collaborative efforts with CRS, Immigrant Settlement and GESDB to name a few.

Justice Services

Marg Richardson's report reviews Peter Willis Residence's lower than anticipated occupancy, ongoing capital improvements and resident program activities during the month. She also highlights the trend in community justice programs towards diversion programs (200% over target) and away from traditional post charge services such as custody and the Attendance Centre.

Documenting

Client Service Manager (CSM) Database - On March 31st and April 1st senior staff met with NaszTech to review the new Client Service Manager (CSM) database. NaszTech is currently working on the integration of our assessment, treatment planning models in

preparation for two days of training for each department in May and June. We are planning to have the new database in use at all departments by July 1.

Regulations

Children's Mental Health (CMHO) Accreditation Team – In preparation for our November 2008 site review, we continue to review, amend and create policies that will comply with CMHO Standards. Joanne Johnston, the Standards Coordinator from CMHO will be meeting with our team in late May to review our progress.

Finances/Facilities

Provincial Budget – The spring provincial budget did not provide funding for wage increases in youth serving organizations, however it did provide \$267 million for poverty reduction strategies and \$80 million for mental health and addiction programs, including early intervention for psychosis.

Infrastructure Funding – In addition to the \$17,750 of infrastructure funding announced in March for renovations at Administration and Peter Willis Residence, we received word of another \$68,200 for renovations at Albion and the YRC (\$30,000), Peter Willis and Administration (1100 Clarence St) (\$38,200).

Correctional Service of Canada - The per diem in the contract for the residential program at Buffalo Street Residence has been increased from \$120 to \$130 per day for the first 8 beds and decreased to \$27.05 for the remaining beds. Buffalo Street Residence has also been contracted to provide 4 Community Maintenance Programs.

Human Resources

Human Resources Report - Angela Bucco's Human Resources Report was reviewed by the Resources Committee. Highlights include updates concerning:

- Health and Safety.
- Staff Training and Development.
- Job Descriptions and Job Values.

Part Time Staff Questionnaire – This questionnaire was distributed to the Board members in March and reviewed by the Resources Committee on April 22. The Management Team will be reviewing the key points at our upcoming meeting.

CYW Apprenticeship Program - We met on March 28, 2008 with Colleen Kamps, the Centennial College representative, to address the school's level of support for our staff. Colleen committed to improve communication with, and support for, the CYW apprenticeship class.

Internal Communications

Internal Communications Team - Events for Board and staff have been planned for 08/09 including a canoe trip down the Grand, a golf tournament, a pub night, family picnic and the Christmas Party. The team is also busy preparing the next newsletter.

Community Relations

Children's Hospital of Eastern Ontario (CHEO) – I met with 6 clinical staff at CHEO on April 7th to discuss their use of the CANS assessment tool and their staff training protocols. The meeting was chaired by Dr. Stephanie Greenham, Head of Psychology. In attendance were staff from emergency, crisis outreach, in patient childcare, section school program and staff training/development. CHEO uses CANS in all of these departments to assess patients, develop treatment plans and for discharge planning. Stephanie shared their power point training presentation, which will be of assistance improving our CANS training curriculum. She also shared the forms they use for implementing CANS on the floor.

Similar to St. Leonard's Community Services, CHEO has adopted a client service team with reps from every department who they call "CANS champions".

CSC – Salvation Army - Correctional Service of Canada is negotiating a contract with Salvation Army for 5 "over flow" beds at the hostel to accommodate federal parolees. This will improve our services by providing an interim step and/or an aftercare bed for offenders wishing to come to Buffalo Street.

Marketing

Children's Mental Health Week – Time is limited until the CMHO Dinner, featuring Elizabeth Manley at Michelangelo's in Hamilton on May 7th. We have written some of our business contacts to help out with the cost of the tickets (\$50 each.) and we hope to have our community partners buy a few tickets as well. We only have 30 tickets left. Anyone wishing to attend the dinner should contact Elaine at 519-759-8830.