



**Huron-Perth Centre
for Children & Youth**

Annual Report

**for the year
April 1, 2019 – March 31, 2020**

A message from our President Larry Schoch:

As the Huron-Perth Center Board President, this is where I provide my review of the highlights of the 2019-2020 term. It has been an incredibly interesting 12 months and there were a number of highlights.

The year kicked off with the Accreditation Process. Michelle Van Loon and her accreditation team brought an ‘All hands on deck’ focus that I don’t think I have ever seen in any other organization I have been involved with. While it seemed like accreditation took up every resource we had, the staff was able to maintain the level of superior service to our clients. Needless to say Huron Perth Centre successfully navigated the process and maintained our accreditation. It was a moment of personal pride for me when I had the opportunity to share the success with the staff at a pizza lunch in September.

During the fall of 2019, the Ontario Health Team became a reality. This the Ontario government’s intended replacement for the LHINs. It is felt that the Health Teams will have a more local and patient centric focus and be able to deliver health services more efficiently and effectively. The provision of mental health services appears to be one of the primary goals of the Health Team model. I am happy to say that the Huron Perth Center is one of the founding members for the Huron Perth Health Team. More on the local health team will be coming in the coming months.

I am a member of the Kiwanis Club of Stratford. Through my time with the club and over the years, our club has had the opportunity to assist the Huron Perth Centre on a number of occasions. As part of our club’s hosting our annual division convention in May 2019, we had the opportunity to select a deserving organization to assist financially with a grant. I am happy to say that the convention committee selected the Huron Perth Centre to receive a total of \$20,000 in grants to be applied to projects. The money will help out greatly with the revamping of the Intensive Day Program that is underway.

March 2020 brought the specter of COVID 19. It was a completely unknown and incredibly intimidating challenge. Like any challenge that the Huron Perth Center has faced, it was met head on and dealt with effectively and efficiently. This continues as Phase 2 of the province’s re-opening presents new hurdles.

The common thread through all of this is Terri, the centre’s management team and the staff. Without their incredible level of dedication and commitment to the centre and our clients, I seriously doubt that we would have experience the level of success that we have had.

I would also like to take this time to thank my fellow Board Members for their support and enthusiasm in providing the effective stewardship in maintaining the centre’s success. To the retiring Board members: Linda Kelly, Devon Peters, and Elizabeth Wilson, Thank You for your service and dedication throughout your terms. To the remaining Board members and our new Board members, 2020-21 will bring even more challenges and I know that, working as a team, we will meet these challenges and continue the success of the Huron Perth Centre. I encourage everyone, staff and Board members to use the upcoming summer months as an opportunity to rest, reflect and recharge so that we can hit the ground running in September.

Thank you

Larry Schoch

HPC Board President



COVID-19 – A game changing year end crisis for all

On March 17, 2020 Huron-Perth Centre joined with the rest of the world to transition to providing services remotely from home. While we had been monitoring the situation for several weeks and taking it day by day, Management Team all arrived on March 17th with the single resolve to shift the organization to virtual services. By noon sufficient details had been carved out to provide

direction to staff and we shifted operations over lunch and services re-convened by phone at the usual time. Initially management met daily to problem-solve a range of operational issues. We encountered various technological challenges in this move but as the days passed we were able to roll out use of Microsoft Teams to connect staff to each other and then develop the tools and protocols needed to provide clinical video conferencing to clients. Our services are recognized by government to be essential and currently we are preparing for a gradual plan of returning to some in-person services. Going forward it is clear that virtual services will now become one more way for us to provide services. For some, this will mean eliminating the barrier of transportation to our offices or lost days due to inclement weather. However, we also know that there are children, youth and families that have become even more vulnerable and need our help more than ever. As we turn our attention to the fall we anticipate an increase in the need for mental health services. While COVID-19 may have forced changes of habit for all, one thing that will not change is our HPC commitment to serve the children, youth and families who need our services.

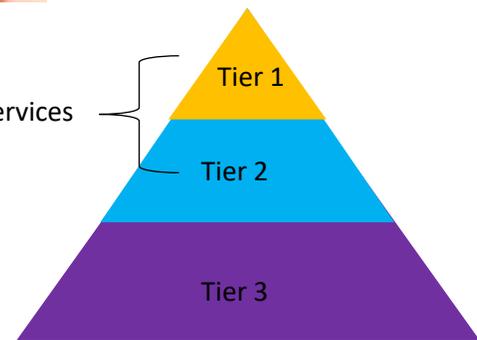
~ Terri Sparling, CEO

**CYMH Core Services for the year
April 1, 2019 – March 31, 2020**



3952 (which is 14% of the child population under age 18 in Huron & Perth)

School Services



- **Timely Access** - 962 intakes, 685 have received brief service, 43 crisis response and 937 received service coordination
- **Counselling & Therapy** – 378 are receiving C&T
- **Intensive Services** – 69 are involved with one or more intensive service responses; note this is below target due to ending of 2 former Care & Treatment Classrooms; new Intensive Day Treatment program is being piloted in Q4 with 2 referrals but COVID-19 has resulted in no in person service
- **Specialized Consultation** -50 consultations/assessments provided; all designated funding has been used; any referrals will wait until April 1, 2020
- **Targeted Prevention** – 15 families in Q4 -focus of this small service has shifted to provision of parent group for children at risk of attachment challenges (using Circle of Security approach), in partnership with Rural Response for Healthy Children and Huron Community Family Health Team

HPC provides two services funded through other sources which offer additional services to respond to the needs of children and youth:

“Coordinated Clinical Services for Children/Youth in Care” – this collaborative service with Huron-Perth Children’s Aid Society provides shared intake for children/youth in care and clinical services support child/foster-family/other family caregivers in collaboration with CAS workers and other community partners (education, doctors, probation) and served 24 children and youth.

School Based Outreach Services – this service provides school-based support services to youth in schools. This service is made possible through a purchase of service agreement with the Avon Maitland District School Board & the Huron Perth Catholic District School Board and served 417 youth (184-AMDSB & 233-HPCDSB).

Huron-Perth Centre is more than its Child & Youth Mental Health services.

Our Youth Justice Services and some specific adult services extend our reach, and touch the lives of children, youth and their families in Huron and Perth.

YOUTH JUSTICE SERVICES

Diversion Program (EJM)* - Under the YCJA, funded by MCYS-YJ, this service offers extra-judicial measures in Perth, pre-charge intervention with referrals from police. Focus is to reduce risk factors and make amends, while providing a strength-based, solution-focused intervention plan. (50 youth served)

Youth Justice Committee Program – Perth – Funded by MAG under the YCJA, this service offers a post-charge, pre-sentence intervention through crown referral. Referral can also be received from the Diversion program. Youth Justice Conferences are held with trained community volunteers to assist a youth in making amends. (5 youth served)

Youth Justice Mental Health* - This service, funded by MCYS-YJ, provides counselling & therapy services by Mental Health Therapists for youth on probation in order to address needs identified by the Probation Officer(s). Comprehensive assessment and treatment aims to address reducing risk factors, mental health needs. This service is offered in Huron and Perth. (33 insert youth served)

Youth Justice Community Support – this service, funded by MCYS-YJ, provides 1-1 support by Child & Youth Workers for youth on probation in order to assist youth to reintegrate into their community. Through mutual decision this service was transferred to the Salvation Army mid-year. This service ended as of November 30, 2019

ADULT SERVICES

Renascence – supportive counselling services for women who have been victims of abuse; individual and group services, sexual abuse survivors group twice per year in partnership with Women’s Shelter of Huron; provided service to **55** women; funded by Ministry of Children, Community & Social Services.

Male Survivors Pilot Project – an initiative launched in 2012 this project offering counseling to male survivors of child sexual abuse in Huron; funded by the Ministry of Attorney General and is provided through a purchase of service agreement.

YOUTH ENGAGEMENT

Our New Horizons group continues to grow and meetings are held regularly in both Clinton and Stratford with access to video conferencing between offices. Activities focus on reducing stigma, raising awareness and in advocacy. This group led the planning and implementation of a highly successful Children’s Mental Health week via social media and virtual Music & Art 4 Mental Health. Special thanks to Sydney Hunking, New Horizon’s Youth Leader and members: Katie Trotter, Kaylee Dupuis and Jayden Mandigo.

FAMILY ENGAGEMENT

The Huron Perth Family Advisory meets monthly and offer meetings by teleconference and/or video for those who cannot travel to meetings, currently being hosted at the HPC Office in Stratford. This planning group is open to Parents, Caregivers, Foster Parents and HPC Community Liaison; Board Members, CEO/Managers and community partners are also welcome to attend any meeting. The primary reasons these leaders identify for investing their time is to make a difference, to have a voice, to share stories, collaborate and to see change, to identify gaps/needs, find or share resources and to have improved quality of life.

For more information contact Angie Wheeler at angwheeler3@outlook.com or Joan Tabbert at joant@hpcentre.on.ca, HPC Staff Ally to Family Engagement.

Our Child & Youth Mental Health Team:

A number of Counsellors and Child & Youth Workers work together to provide our child and youth mental health core-services as defined by the provincial service framework:

Ashley Amicarelli, Amanda MacDonald, Ashlyn Clarke, Brenda Dumond, Cathy Marlowe, Chris Coombs, Darlene Pullen, Denise Nevin, Heather Becker, Jennifer Burns, Jenny Kelp, Jill Carter, Joan Tabbert, Josee McMahon, Julie Boyd, Kate Terpstra, Kulpreet Luckhardt, Mark Allen, Mary McInnes*, Becca Mohr, Michelle Van Loon, Patty Hills, Rosemary Nicholson, Sandy Stuart*, Sarah Anderson, Shannon Carroll, Shirley Brooker, Stefanie Bultje, Jordyn Oesch*, Tara Pinder, Katy Bigham (student)

Consulting Psychologist: Dr. Milton Blake

External Consultations: Pediatricians at Consult Kids and Tele-Mental Health (formerly Tele-psychiatry)

Other service staff increase our capacity to serve vulnerable children and youth:

Coordinated Clinical Services for Children in Care - Stefanie Bultje, Sheila O'Donovan*, Denise Nevin*

School-Based Outreach Services – Sarah Wigan, Chris Coombs, Erin Dietrich, Becca Mohr, Sarah Anderson and Julie Webster-Waldie

Youth Justice – Diversion - JayJ McKinley

Youth Justice Mental Health – Jill Carter & Cathy Marlowe

Youth Justice Community Support – Mark Allen & JayJ McKinley

Youth Justice Committee Perth – Erin Dietrich & a team of dedicated volunteers: Alison Johnston, Tracy Marshment, Ian Moore, Patrick Murphy, Jeff LeBlanc, Lynn Pardoe, Monika , Posmyk, Felicity Sutcliffe, Allan Watts, Devon Peters, Charles Campbell, Charlotte Munroe, Jessie Marsdin, John Ritz

Dedicated Services to Probation Team - Jill Carter, Mark Allen, Cathy Marlowe

Youth Engagement - Sarah Wigan, adult ally with New Horizons

Family Engagement – Joan Tabbert and Chris Coombs

Our adult services staff:

Renascence - Cathy Marlowe & Amanda MacDonald

Male Survivors – Sheri MacLaren (by agreement)

OUR MISSION ~ to provide timely access to a range of assessment and treatment services offered by skilled professional staff in collaboration with children, youth, families and their community.

Administrative Support Team: Heidi Jackson-Lantz, Leanne Cullen, Cheryl Priestap (IT Admin Support), Jaclyn van Aarsen, Natalie Purvis (Business Unit Admin Support), Daniel Chirilenco, Loretta Turner* and the following part-time/evening staff: Cyndi Stevenson, Becky Sebben, Meryl Thomas, Miriam Lillie & Brenda Keffer

Management Team: Terri Sparling (CEO) with Linda Nicholson (Business Manager), Jennifer Azzano (Clinical Services Manager - Perth), Cathy Graham (Clinical Services Manager - Huron) and Val Millson (Clinical Services Manager for Partnerships and Protocols) with support from Michelle Evans (Executive Assistant) and the following individuals who augmented the Management Team: Heather Becker (OH&S Manager & Incoming Quality Improvement Lead), Amanda MacDonald (Quality Improvement Manager until November 2018) and Jim Boniferro, consultant.

* Indicates staff no longer with the Centre

Staff participate in a range of internal committees including: Joint Health & Safety/Wellness, Quality Improvement, Professional Development, SEA Internal Champions and Technology.

OUR BOARD OF DIRECTORS 2019-2020

The Huron-Perth Centre is governed by a Board of Directors comprised of up to 12 individuals who bring diverse perspectives, with equal representation from both Huron and Perth counties. The term of office is 3 years and includes involvement on one committee in addition to the 10 regular meetings held in various locations including Clinton, Dublin and Stratford. Interested individuals can request more information by contacting Terri Sparling, CEO at 519-273-3373 x 2230

Larry Schoch	PERTH President
Brent Furtney	PERTH & Vice President
John Herbert	PERTH Secretary
Gary O'Donnell*	HURON
Sherri Penn	HURON
Maureen Cole	HURON
Sydney Hunking	HURON
Jessica D'Arcey	HURON
Elizabeth Wilson	PERTH
Susan Qureshi	PERTH
Linda Kelly	PERTH
Devon Peters	PERTH
Ian Docker	PERTH



Join our Board of Directors!

The Huron-Perth Centre for Children and Youth is a not-for-profit children's mental health centre that provides assessment and treatment services for children and youth up to 18 years of age and their families in Huron and Perth Counties.

The Huron-Perth Centre is seeking to fill 4 vacancies on its Board of Directors. Volunteer Directors on this Governance Board are responsible for a number of duties including policy development, strategic decisions about the Centre's future, monitoring quality, service and financial performance. The Board seeks perspectives that provide a range of skills and is represents the diversity of the community it serves.

Applicants should possess experience with:

- Board governance of non-profit organizations with/without charitable status
- And/or understanding of community and mental health needs of children and youth in Huron and Perth
- And/or reside or work in Huron or Perth counties

In addition to the above we are currently seeking volunteers with any of the following skills/experience:

- Fundraising
- Marketing
- Communications
- Human Resources
- Experience with Child & Youth Mental Health system either as provider or consumer



Standing Committees of the Board – Highlights

AUDIT & RISK COMMITTEE – John Herbert (Chair), Susan Qureshi, Linda Kelly with Terri Sparling, Linda Nicholson & Michelle Evans

The Audit Committee oversees all aspects of the Centre’s risk management practices and has provided oversight to several areas of potential risk. The committee reviews financial reports in advance of board meetings and offers advice to Board and Management regarding financial matters.

GOVERNANCE COMMITTEE – Brent Furtney (Chair), Elizabeth Wilson, Larry Schoch, Maureen Cole & Ian Docker with Terri Sparling & Michelle Evans

Our Governance Committee provides leadership to the Board regarding all governance documents including By-Laws, policies and procedures with a focus on excellence in governance practices. Governance was active as we prepared for our Accreditation Site Visit in June 2019. Governance has also turned its attention to the impact of our move to MOHLTC, our local participation in the formation of the Huron Perth & Area Ontario Health Team (HPA-OHT) and continued thought to succession planning at the board and operational level.

LONG RANGE PLANNING – Devon Peters (Co-Chair), Ian Docker, Sherri Penn, Syd Hunking, Jessica D’Arcey and community member Caitlin Robb with staff Sarah Wigan, Chris Coombs, Michelle Evans and Terri Sparling. New Horizons – Sydney, Jayden, Katie and Kaylee.

- Advocacy through Children’s Mental Health Week – in partnership with our Mental Health Leads from both school boards to promote CMH Week throughout all schools; sponsored by the ETFO - Elementary Teachers Federation of Ontario (AMDSB)
- Continued support to develop both youth and family engagement
- Active involvement in accreditation as well as oversight to the Strategic Plan

SALARY & BENEFITS – Sue Qureshi, Gary O’Donnell & Liz Wilson with staff: JayJ McKinley, Mark Allen & Josee McMahon and as resource: Terri Sparling and Linda Nicholson, Michelle Evans.

A key role is the annual staff survey which helps to shape areas for improvement in the compensation package. This committee added additional staff reps Kate Terpstra, Heidi Jackson, Sarah Anderson & Brenda Dumond to assist with the review of the group Health & Dental Benefit in 2020-21.

CEO EVALUATION – Larry Schoch (President), John Herbert (Audit & Risk Chair), Devon Peters (Long Range Planning Chairs), Brent Furtney (Governance Chair) and Sue Qureshi (Salary & Benefits Chair)

The committee continues to utilize a process of evaluation that has been mutually designed between Board and CEO for the purpose of goal setting and performance evaluation.



- R** Considerable slippage and a significant risk that the completion date will not be met
- A** A possibility of some slippage but the issues are being dealt with
- G** On track and should be completed by the target date

This Year 2 Report links to the Strategic Plan prepared and adopted for 2018-21. Given many changes in the landscape including but not limited to the move of Child & Youth Mental Health Services to the Ministry of Health & Long Term Care, the restructuring of Ontario Health with its Mental Health & Addiction Centre of Excellence, the creation of Ontario Health Teams and the vision for a life span model of mental health and addictions, the Strategic Plan will be refreshed and extended to 2022. The COVID-19 Pandemic has temporarily delayed this work.



WHERE THE VOICES OF CHILDREN, YOUTH & FAMILY MATTERS
The processes in place provide regular opportunities for children, youth and families to share ideas and feedback that influence decisions about programs and services.

Objective	Progress on Deliverables	Results
Increase youth engagement	<i>The group has grown to approximately 10 members from both counties led by one youth ally who also serves on the Board of Directors Maintained visibility with involvement in a number of awareness projects in collaboration with Mental Health Leads in school boards, some staff training through periodic updates Led the CMH Week activities during COVID with very successful social media campaign and our continued tradition of “Music & Art 4 Mental Health” through a virtual model</i>	G
Develop and implement ongoing strategy for family engagement	<i>2 parents with 2 staff allies provide leadership to our Family Advisory Council” with the focus of their efforts on vision and recruitment strategies. Have accessed support and training from Parents for Children’s Mental Health</i>	G
Increase awareness of the Centre	<i>Continued presence at community events and presentations upon requests; Centre service information now a part Huron Perth Addiction & Mental Health Alliance promotional materials; active in formation of the new Huron Perth & Area- Ontario Health Team, 1 of 62 signing health partners; New Horizons have led the way with use of social media including use of Twitter, Face Book and Instagram</i>	G
Strive for equity of access across our service area	<i>Timely Access tracks services to our communities 30+ minutes from offices; services use a variety of community spaces to provide services closer to home communities. Virtual services including Clinical Video Conferencing as a result of the pandemic has increased access for some. Leadership with the Alliance, HPA-OHT facilitates a stronger connection with FHTs and the potential of new partnerships in various communities</i>	G



QUALITY IN ALL WE DO

All staff functions and operational procedures and processes contribute to positive outcomes for children, youth and families.

Objective	Progress on Deliverables	Results
Embed quality improvement in every aspect of our Centre and in our role as Lead Agency	<i>The Annual Quality Report for 2019 notes a number of significant achievements. Visit www.hpcentre.on.ca for the full report Achieved Full Accreditation as of July 2019!</i>	G
Strengthen supports to staff	<i>Continued initiatives to develop and support all teams, completion of annual performance reviews, training opportunities and ongoing wellness events and activities. Active leadership from Joint Health & Safety/Pandemic Task Force to support staff with the new challenges of work from home during the pandemic</i>	G
Develop effective communication strategy	<i>Primary strategy continues to be various planning bodies including CYMH Leadership Team/Stakeholders, monthly Mental Health & Addiction Network, Leadership with Huron Perth Addiction & Mental Health Alliance and participation in the Huron Perth & Area –Ontario Health Team The use of social media has helped to promote during Children’s Mental Health Week, promote Webinars with Dr Ungar and advertise for Board recruitment</i>	G



CULTIVATE COLLABORATION

The value placed on relationships with others at both the individual and organizations levels for the purpose of benefiting the lives of children, youth and families with mental health concerns.

Objective	Progress on Deliverables	Results
Refresh protocols	<i>No notable progress; on work plan for 2019-20</i>	Y
Facilitate collaboration at the case level	<i>Case collaboration is measured as part of our Quality Improvement Report Team meetings consider SEA as a foundational clinical view. Level 3 training in SEA with Dr Ungar is underway using a grant from United Way Perth Huron Communication tool for use with primary health is in development and an HPA-OHT Year 1 Improvement Project</i>	G
Facilitate collaboration at the systems level	<i>Continued e-communication with SEA participants from 2018 training Two webinars with Dr Ungar provided in collaboration with SEA Charter member organizations; the development of a community practice and model for case consultation and supports still a goal</i>	G

A Message from the CEO:

It feels like light years since we commenced this fiscal year. In April 2019 we were immersed in preparing for our Accreditation Site Visit with CCA set for June and all staff were focused on final preparations. Concurrent to this we were in the midst of winding down our Day Treatment program with the view of a significant re-design. Our years of experience combined with our involvement in the Provincial Priorities Report 3 had led us to re-imagine our Intensive Service response. This has been a yearlong effort and we are grateful to all who have contributed to this work. It has been especially gratifying to have been the recipient of a \$20,000 grant from the Kiwanis Club and for ministry support to allocate new CYMH funding to this work.

Staff in other programs have been equally invested in making program changes for various reasons. The integration of Timely Access and Counselling and Therapy enables us to manage fluctuating referral rates and also offer clients the opportunity to stay with the same Mental Health Therapist. We worked closely with our Youth Justice Program Supervisor to strengthen services that respond to youth at risk of involvement/re-involvement with the justice system. Our adult services team have contributed to a number of initiatives in collaboration with Huron DART (Domestic Assault Review Team) in an effort to do outreach to women and children at risk for violence in the home.

In August we joined with area health providers to commence the work to develop our full application to become an Ontario Health Team. Our longstanding working relationships with mental health providers has enabled Huron-Perth Centre to play an integral part of the application process and the designation of Mental Health and Addictions as a priority population. With that comes a number of system improvement activities one of which is strengthening communication and collaboration with primary health (Family Health Teams and family physicians). It is an exciting time to be in our sector as it finally finds a place of prominence. The Huron-Perth & Area Ontario Health Team (HPA-OHT) was approved in December 2019.

During this year we have continued our collaboration work internally and externally with community partners who have adopted the Social Ecological Approach (SEA) as a foundational framework for understanding and responding to complex mental health needs. Our work with Dr Ungar continues and it was his article on “Building Resilience during a Pandemic” that provided a positive frame for intervention for service providers and families alike.

Our achievements and challenges only highlight that the strength of Huron-Perth Centre lies within its fine people – Board, staff and volunteers. I celebrate the ways in which we have faced a myriad of challenges not the least of which has been the pandemic. You are a remarkable group of people and our children, youth and families are better for all that you offer.

~ Terri Sparling, CEO