

Lynwood Charlton Centre

Featuring & Presentation by

Family and Youth Engagement: Co-Developing
Child and Youth Mental Health Services



2017



OUR VISION OUR MISSION



Vision

Hamilton's children, youth and families feel supported throughout their journey toward mental well-being.

Mission

As a Child and Youth Mental Health Centre, Lynwood Charlton Centre believes that positive mental health is an essential part of overall well-being. Our Mission is twofold:

- *To guide and support children, youth and their families and caregivers in strengthening their capacity to thrive, and*
- *To plan and deliver, in collaboration with children, youth, families and caregivers, and our community partners, a sustainable system of mental health services for children, youth, and their families and caregivers.*



OUR TEAM



Board or Directors

President	NANCY SMITH
Vice-President	PHEROZE JEEJEEBHOY
Treasurer	BONNIE EASTERBROOK
Secretary	RUTH PICKERING
Past President	PAUL LACHANCE
Board Member	GLENN AGRO

Board Member	HEATHER ELBARD
Board Member	CAROL PACEY
Board Member	KAREN SHAVER
Board Member	SONIA SEQUIN
Board Member	DR. LEILA RYAN
Board Member	GHANWA AFACH
Board Member	GRAHAM BROWNE

Managment team

Executive Director
Director of Program Operations
Director of Systems Planning
Senior Manager of Community Based Services
Clinical Director
Manager of Upper Paradise Residential Program
Manager of Forest Avenue Residential Program
Manager of Flamborough Residential Program
Manager of Charlton Hall Residential Program
Manager of Community Based Programs
Manager of Human Resources
Manager of Quality Improvement & Evaluation
Finance Officer

ALEX THOMSON
VICKI DOWNIE
MAGGIE INRIG
LYNN VANDERBRUG
DR. NICOLE KARKI
SHARI BURKE
COLETTE CORMAN
SEAN FLAHERTY
SHERI TERRY
LINDSAY HORVATH
TARAH MIDDLETON
CATHERINE AHERN
FRED HANNAM



A message from the Board President & Executive Director



NANCY
SMITH
President

2017 -2018 was busy. As Lead Agency for the Hamilton Service area, we continue to work collaboratively with youth and families, our partner service providers, our Ministry partners, and many other community organizations. As a service provider, we continue to proudly serve our children, youth, and families. We diligently explore and resolve the tension between these roles as we design the path forward. That path will lead to better coordinated and collaborative service for all those we serve. That path will lead to systemic change.

Our Senior Management Team, Program Managers and staff are exceptional and resilient. We continue to listen to them, support them and celebrate their commitment to effect change. We also acknowledge our staff for their consistent dedication in supporting children, youth and families on their path to better mental health. In particular this year, we have experienced some very difficult challenges, to which our staff and the organization have respectfully and diligently responded.



ALEX
THOMSON
Executive
Director

The Board is at its full complement and represents a diverse balance of Hamilton citizens. In 2017 we renewed our strategic goals, which have led to some significant steps forward in updating our governance processes and strategically pursuing specific advocacy goals. We continue to encourage achieving effective data management systems, as we acknowledge the need for consistent and informative data to achieve our system planning objectives and service delivery goals.

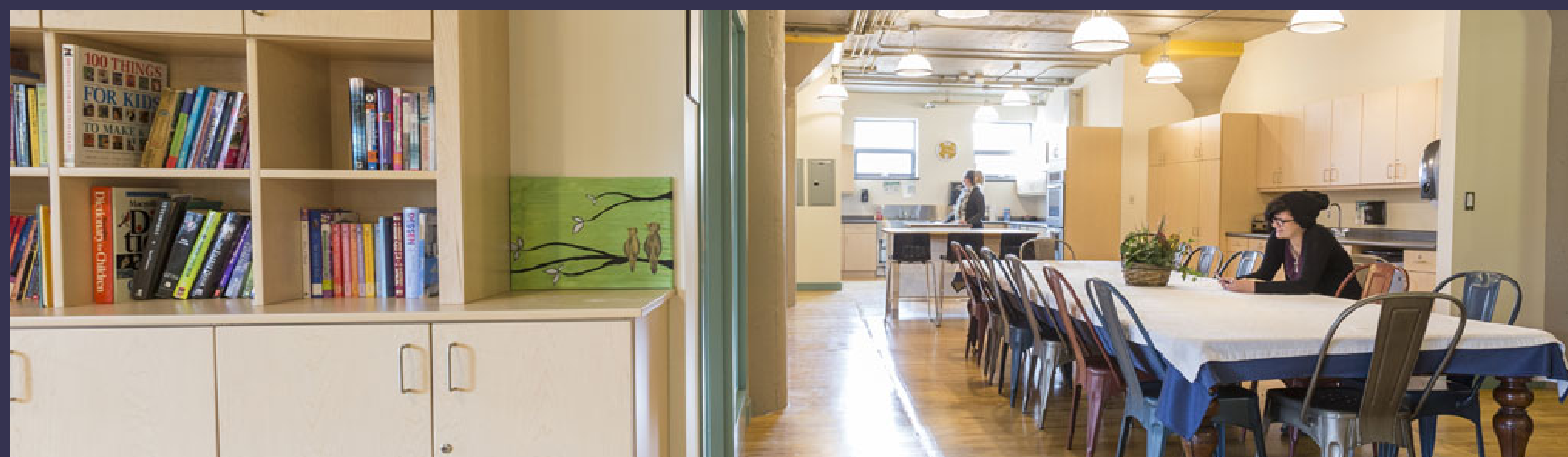
We celebrate the significant increase in funding and resources across the child and youth mental health sector for the first time in many years. This opportunity is the result of clear recognition of the importance of better mental health for all, but especially so for children and youth across the province. We look forward to working with our community partners to continue to improve our collective capacity to delivery effective and supportive services to children, youth and their families.

Program Highlights



Flamborough Program

As part of our Lead Agency work, LCC participated in a review of the array of residential services in our community starting in December 2015, and as a result of the process, the Flamborough and Charlton Hall residential programs underwent a process of significant change over the past year. The Flamborough program now provides a 6-9 month residential treatment service to all genders, ages 12-15, including both youth referred by a Hamilton Child Welfare agency or youth referred through Contact Hamilton (previously was male adolescents ages 12-18 in the care of the Hamilton C/CAS).



The Charlton Hall Program

The Charlton Hall program has transitioned to a program for all genders, ages 12-18 that are in need of brief (up to 6 weeks) residential supports for stabilization, assessment, or transitioning (previously was female adolescents ages 12-18 for longer-term treatment). These beds are also available to both the Hamilton C/CAS or community referrals.



The Seven Sanctuary Comments

“Trauma-informed care requires a change in the basic mental models upon which thought and action is based” – Dr. Sandra Bloom

Given the nature of the work we do and the clients we serve at LCC, most of us, clients and staff alike have experienced some degree of trauma. The Sanctuary Model was selected as an evidenced-informed philosophical approach to clinical and organizational change that approaches care of clients and staff through a trauma informed lens. The Sanctuary Model focuses on seven commitments.

LCC has committed to move the organization and its programs “Towards Sanctuary”. The journey began in the Fall of 2017 and involved training teams and the organization as a whole in the underpinning philosophies of the model and in enhanced trauma-informed theory. A Sanctuary Implementation Team was formed in January 2018 and involves members from each team, several managers and youth and family engagement staff. The goals of the implementation team are to review the commitments and practical strategies available in the Sanctuary Toolkit and explore how they may fit into our programs. We recognize this process takes time and investment. To date there has been much enthusiasm and creativity in adapting the tools to fit our needs at LCC.





LCC's Data Journey... 2017-2018 in numbers

Who were the 262 individuals
we served?

Children (12 & Under)

39% female-identified

61% male-identified



Youth (13 & Older)

41% female-identified

58% male-identified

1% gender diverse



How big were their mental
health challenges?

Children (12 & Under)

3 out of 4 were struggling
with more than **4 mental
health challenges**



Youth (13 & Older)

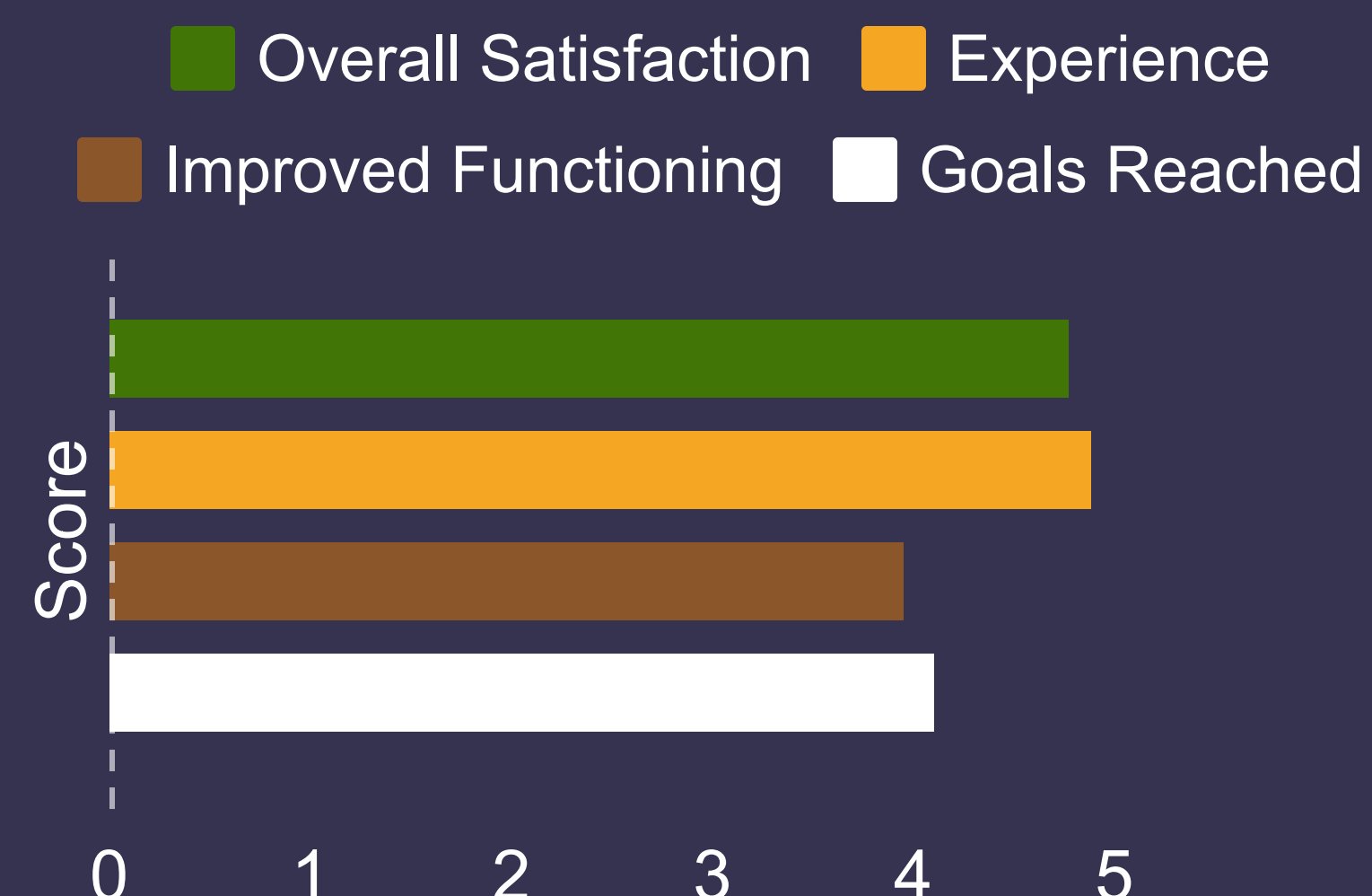
3 out of 4 were struggling
with more than **6 mental
health challenges**



Caregiver Feedback

What did they
think of our work?

Youth Feedback





Lead Highlights

As we wrap up year 3 of *Moving on Mental Health*, we are reminded that system change takes time, opportunity and relationships in order to be successful. As we endeavour to achieve small accomplishments, which lead to system change, we are also reminded of the reason why we are doing this- to better meet the mental health needs of children, youth and families by providing better access to a more consistent array of quality programs in the community and across the province. Thank you to our many community partners, core service providers, youth and families, and MCYS, who we have the pleasure of collaborating with on this journey. Key accomplishments over the past year included progress in a number of areas, including proposed changes to the residential array after a thorough 18 month review process, as well as further development of youth and family leads and co-development teams. As of March 31, 2018, our identified priority areas are:

Our main activities this year were...



1. Youth Engagement

2. Family Engagement

3. Data and Information

4. Access and Pathways to Care

5. Standards of Care

6. System Planning



Youth and Family Engagement

This has been a very busy year for youth and family engagement in Hamilton! Our Youth and Family Engagement Co-Development Teams are well-established and doing a marvellous job helping bring the unique perspectives of young people and families to our collective efforts to transform our child and youth mental health system. Team members have helped build understanding of engagement in our community as well as provided direct support to agencies. Working in partnership with youth, families, core service providers and community partners helps us share decision-making and highlight who needs to be involved and when. Together, we will continue grow opportunities for meaningful engagement of the children, youth and families in our community.





Organization Highlights



2017/2018 brought exciting Human Resources projects to LCC. In January the Avanti Self Service Portal was launched and employees now have personalized access to online time and vacation tracking, pay stubs and personal demographic information. Stay tuned for new features and benefits of the self-service portal including training tracking and easier access to internal job postings.

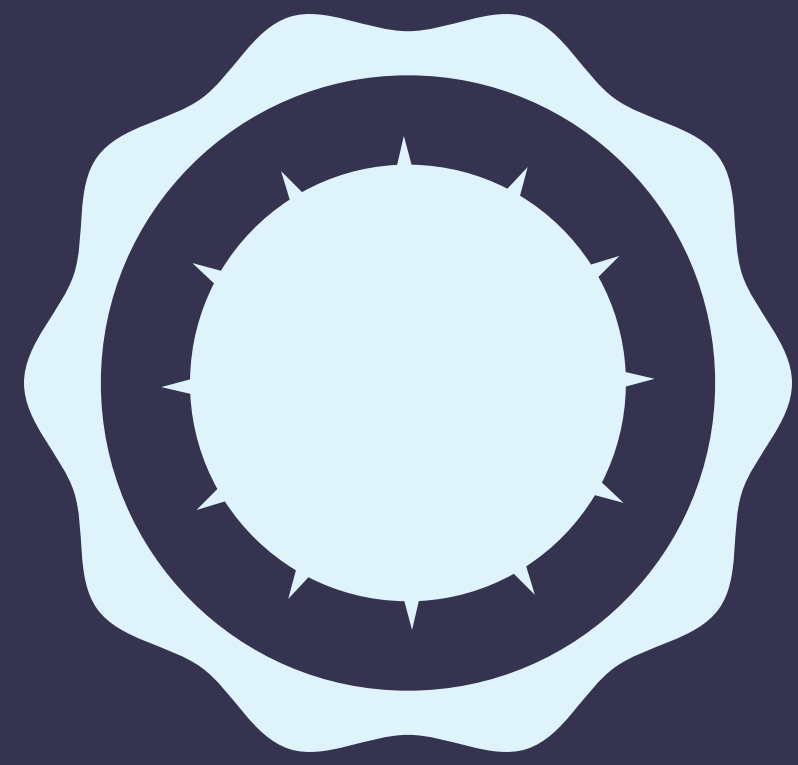
2017

2018

Also in the winter of 2018 the Management team released the Guarding Minds at Work Employee survey. Results from the survey have been rolled up and are informing a project plan to help us respond to 13 psychosocial factors that impact wellness in our organization.

GuardingMinds
@ WORK





2017-2018 AGM Award Recipients

5 Year Awards

- Carolyn Binns
- Lisa Lofts
- Samantha Kaufman
- Jillian Watson
- Amanda Winarsky
- Angela Wright

10 Year Awards

- Alicia Dorey
- Tanya Hutchinson
- Chantal Williams

30 Year Award

- Sheri Terry

45 Year Award

- Deborah St. Michael





2017/2018 Financials

MCYS Funding

2017/ 18

\$7,996,080

2016/ 17

\$6,785,266

Children's Aid Societies (CAS)

2017/ 18

\$315,859

2016/ 17

\$497,950

Lynwood Hall Foundation Grant

2017/ 18

\$0

2016/ 17

\$21,504

Other Income

2017/ 18

\$288,418

2016/ 17

\$280,631

Total Revenue

2017/ 18

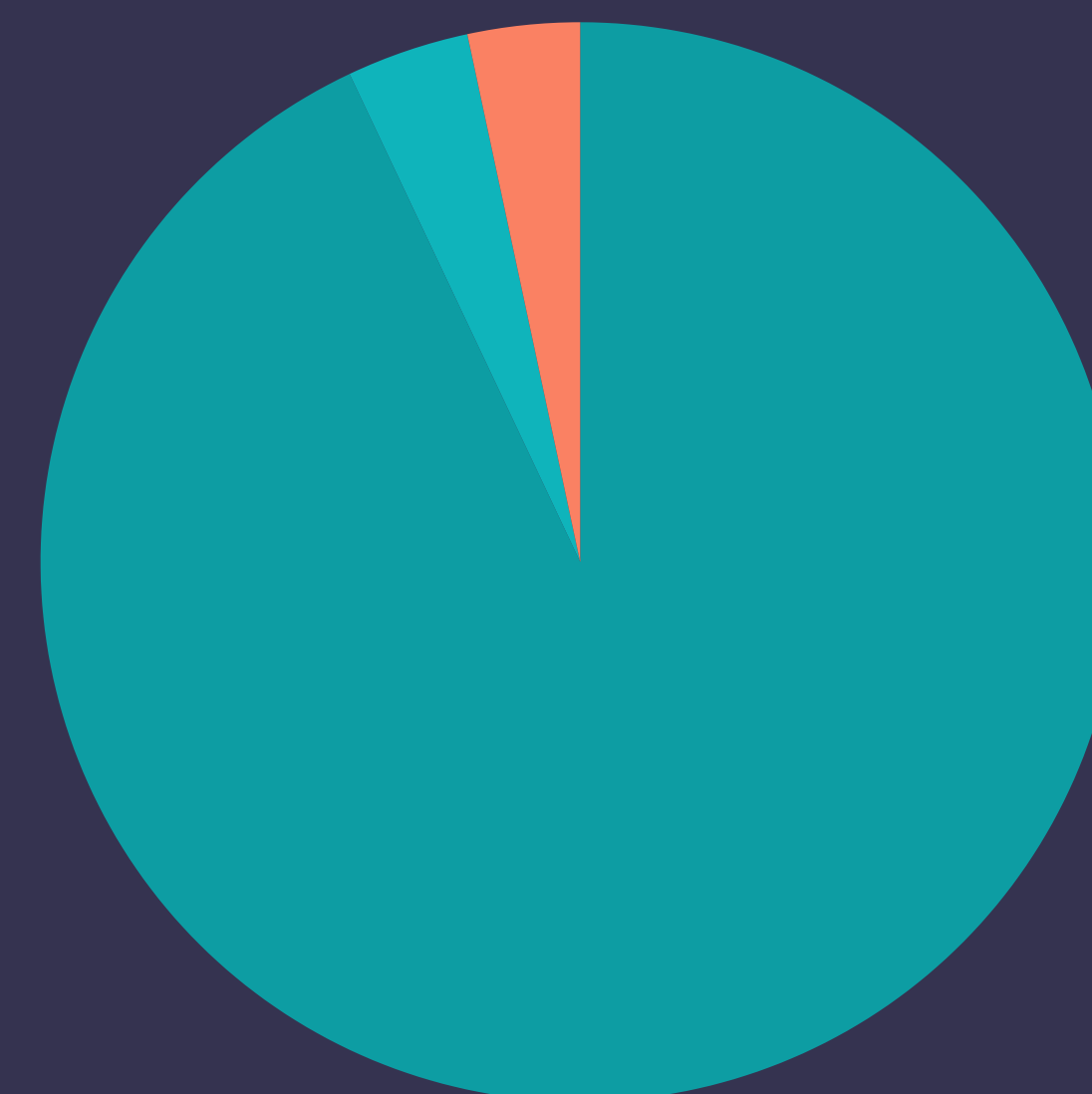
\$8,600,357

2016/ 17

\$7,585,351

Revenue

2017/2018



■ MCYS Funding (92.97%) ■ Children's Aid Societies (CAS) (3.67%)
■ Lynwood Hall Foundation Grant (0%) ■ Other Income (3.35%)

Salaries/Benefits/ Travel/Training

2017/ 18	2016/ 17
\$6,119,094	\$6,207,499

Services-Facilities Management

2017/ 18	2016/ 17
\$742,447	\$361,946

Communication/Promotion

2017/ 18	2016/ 17
\$67,328	\$61,468

Insurance

2017/ 18	2016/ 17
\$44,562	\$44,750

Professional Services

2017/ 18	2016/ 17
\$1,086,434	\$500,682

Supplies & Other Expenses

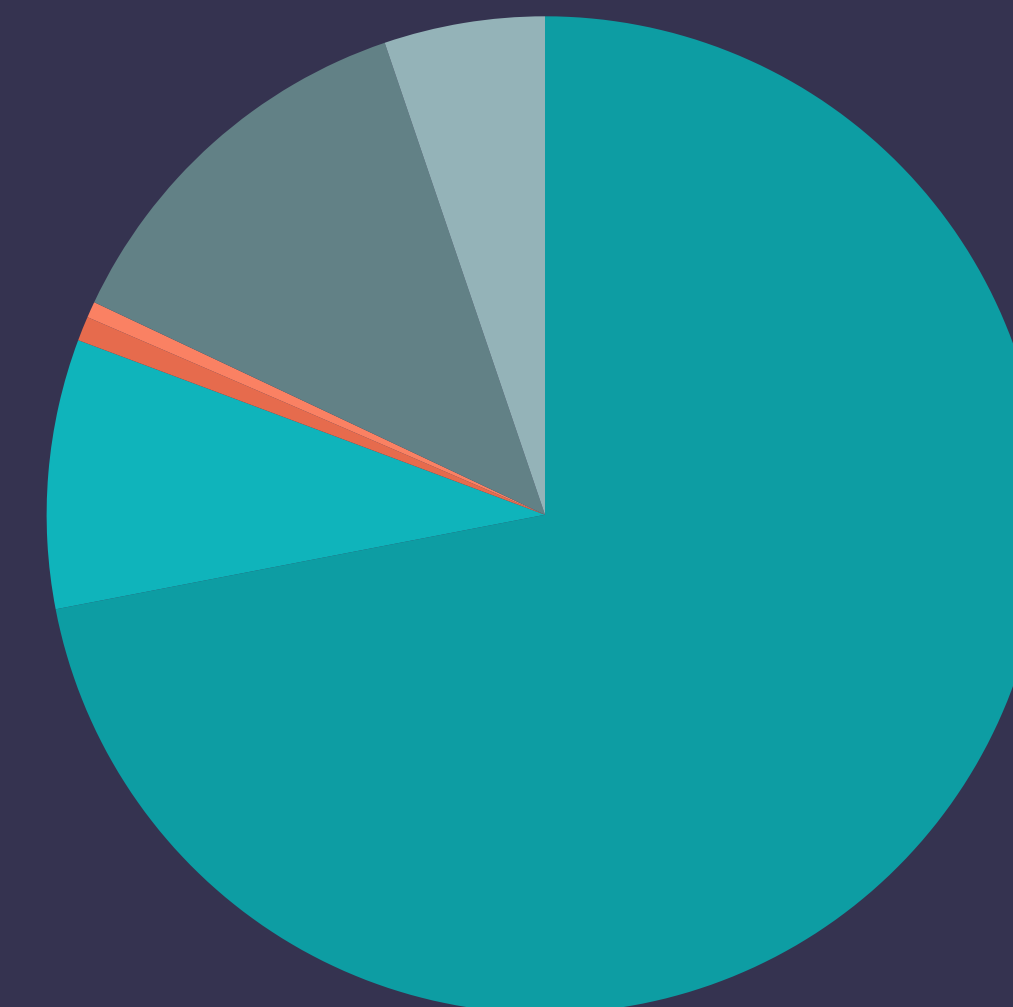
2017/ 18	2016/ 17
\$443,143	\$390,728

Total Expenses

2017/ 18	2016/ 17
\$8,503,008	\$7,567,073

Expenses

2017/2018



■ Salaries/Benefits/Travel/Training (71.96%) ■ Services - Facilities Management (8.73%)
■ Communication/Promotion (0.79%) ■ Insurance (0.52%)
■ Professional Services (12.78%) ■ Supplies & Other Expenses (5.21%)

Surplus /Deficit

2017/ 18	2016/ 17
\$97,349	\$18,278

Lynwood Charlton Centre would like to extend thanks to:

- Children, youth and families
 - Staff
- Community partners
 - Board of Directors
- Ministry of Children and Youth Services

