

ANNUAL REPORT

2016-2017



Lynwood Charlton Centre

"Supporting children, youth and families to achieve better mental health"

Our TEAM.....our MISSION

MISSION

Lynwood Charlton Centre is a publicly funded charitable organization in the City of Hamilton, which provides a spectrum of innovative and evidence-based mental health services to children, youth, families and the community.

As a Children's Mental Health Centre, our mission is: "Supporting children, youth and families to achieve better mental health".

BOARD OF DIRECTORS

President	PAUL LACHANCE
Vice-President	NANCY SMITH
Treasurer	PHEROZE JEEJEEBHOY
Secretary	RUTH PICKERING
Board Member	GLENN AGRO
Board Member	BONNIE EASTERBROOK
Board Member	HEATHER ELBARD
Board Member	CAROL PACEY
Board Member	KAREN SHAVER
Board Member	SONIA KUMAR
Board Member	DR. LEILA RYAN
Board Member	GHANWA AFACH
Board Member	GRAHAM BROWNE

MANAGEMENT TEAM

Executive Director	ALEX THOMSON
Director of Program Operations	VICKI DOWNIE
Director of Systems Planning	MAGGIE INRIG
Director of Business Operations	JULIETTE PROUSE
Manager of Community & School Based Services	LYNN VANDERBRUG
Clinical Director	DR. NICOLE KARKI
Manager of Upper Paradise Residential Program	SHARI BURKE
Manager of Forest Avenue Residential Program	COLETTE CORMAN
Manager of Flamborough Residential Program	SEAN FLAHERTY
Manager of Charlton Hall Residential Program	SHERI TERRY
Manager of Community Based Programs	LINDSAY HORVATH
Manager of Human Resources	TARAH MIDDLETON
Manager of Quality Improvement & Evaluation	CATHERINE AHERN

A message from the Board President & Executive Director

As we close the year 2016 -17 we continue to reflect on the significant change opportunities that are before our sector and our organization. We are struck by the continued dedication of our community partners to remain fully engaged in the conversations and processes in Hamilton to effect a change in the way we work together and provide services better.

We have come to understand that the continued success of Lynwood Charlton Centre is co-dependant on its success as both an exceptional service organization, providing leadership in clinical practice and programming, and in its role as the Lead Agency for the Hamilton service area. We are thankful and confident in the knowledge that our strength has always rested with our service delivery capacity, and we continue to recognize the excellent work of our Senior Management team, our Program Managers, and our staff who deliver services to children, youth and families.

Moving on Mental Health continues to be a significant opportunity, to effect systemic change to ensure the province of Ontario, and Hamilton in particular, has a mental health system for children, youth and families that has clear pathways to service, and better coordinated and collaborative service for children, youth and families.

To successfully meet that mandate the Board has recently completed a second round of member recruitment, with a mind to broaden our representation of our community at large. We welcome new skilled members to enhance our capacity to provide leadership to both our service operations and our lead role in the community.

We have also recently redeveloped the Board's Strategic Plan and priorities for the Centre. The plan focuses on advocacy, continued development of service and program capacity as well as improved utilization of data. There will also be a focus on improved HR and infrastructure development, continued development of both youth and family engagement capacity, and the advancement of the Lead process, particularly from a Board governance lens.

The opportunity for systemic change requires Lynwood Charlton Centre to provide leadership inside our organization, at Board level and with our staff; in the community, with our community partners; and most importantly with children, youth and families in our community to effect systemic change. Boards and staff alike throughout our community array of services are required to continue to provide the excellent services to children, youth and families, while continuing to be collaboratively engaged in a process of review, visioning and preparation for changes inside individual organizations and collectively as a system.

Lynwood Charlton Centre is committed to working collaboratively with children, youth and families, with our core service partners, and other community partners in moving the bar slowly but surely, thoughtfully and methodically, to truly effect change that will ensure better access to a better aligned service system for children, youth and families in the Hamilton community.



Paul Lachance
President



Alex Thomson
Executive Director

Priorities to create positive change

Moving on Mental Health is an important part of Ontario's Mental Health and Addictions Strategy, working to ensure children, youth and families have access to community based child and youth mental health services that meet their needs. Many effective services exist, and our goal is to ensure children, youth and families have timely access to a consistent array of core services.

As the Lead Agency for the Hamilton Service Area, Lynwood Charlton Centre works collaboratively with the local 13 core service providers, as well as across sectors, working with education, health, indigenous, youth justice and child welfare partners. Engaging with many stakeholders, including youth and families, is critical to the success of Moving on Mental Health. Our locally identified priorities are extensive and critical to improving this under-resourced sector; our collective work will improve the system to be more effective and efficient. Our priorities include:



Maggie Inrig, Director of System Planning

- **Youth and family engagement**
- **Infant mental health**
- **School based mental health services**
- **Residential treatment services review**
- **Data**
- **Access**

Engaging Families

Transforming our child and youth mental health system is challenging us to think differently about how change happens, who needs to be involved and when. Engaging families in meaningful ways throughout our change process ensures that, together, we are on the right path. In our work as Lead Agency, family engagement continues to be identified as a priority. Over the last year, families have provided invaluable input through the work of our access, data and residential work groups. We are excited about our newly formed Family Engagement Co-Development Team, which will be facilitating further opportunities for agencies and families to work together in the year to come.



Louise Murray-Leung, Family Engagement Lead

Engaging Youth

Youth can help make mental health services better through:

Youth Engagement and Leadership: We can strengthen child and youth mental health services through youth participation, co-development, and leadership

Collaboration: Through collaboration with service providers, youth can create opportunities for meaningful engagement in the community

Youth-Centered Services: Mental health supports need to work for children, youth and families, so young people can get the support they need

Impact through action: In order to create positive change, we have to be aware of the needs of children



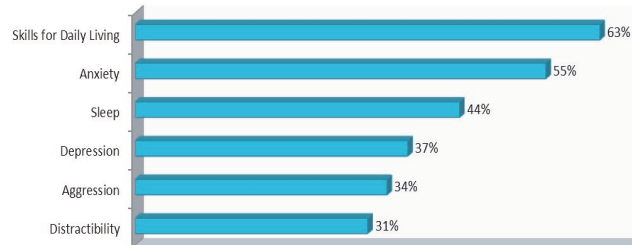
Family Engagement

and youth, and we need to act together

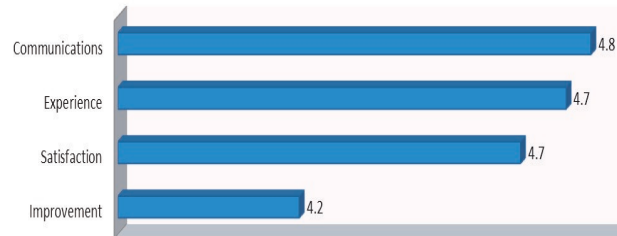
We've been busy in our first few months! So far, we have:

- ◆ Visited adolescent residential mental health programs to spread the word about youth engagement
- ◆ Co-developed and co-led engagement strategies with youth to impact large system changes
- ◆ Added youth input on program environments

Clinical Outcomes: Average Improvement in a Selection of Scales



Client Feedback: Average Response (out of a maximum of 5)



EMHWare
interRAI

Down the road on LCC's data journey

SUCCESS

Over the past year we have overcome many bumps in the long road down our data journey. Importantly, we have passed two major milestones with the adoption of an electronic client information system, called EMHWare, and a standardized assessment tool, call the Child and Youth Mental Health Assessment by interRAI. Together, as we learn to make the most of these two systems, future data will become a powerful asset to improve the quality of care we provide and fully realize data-driven decision-making.

Number of Children and Youth Served by Program

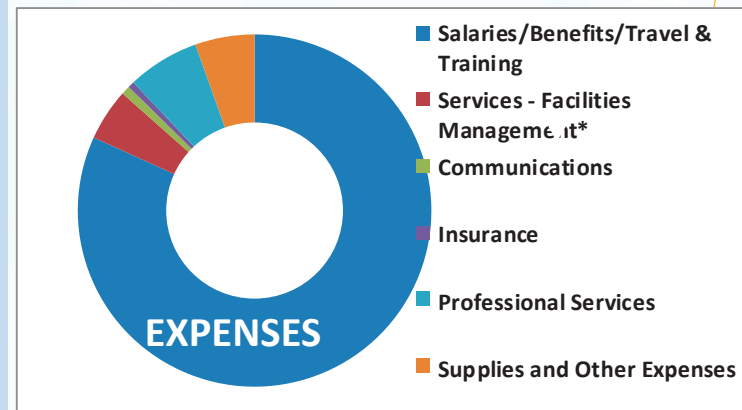
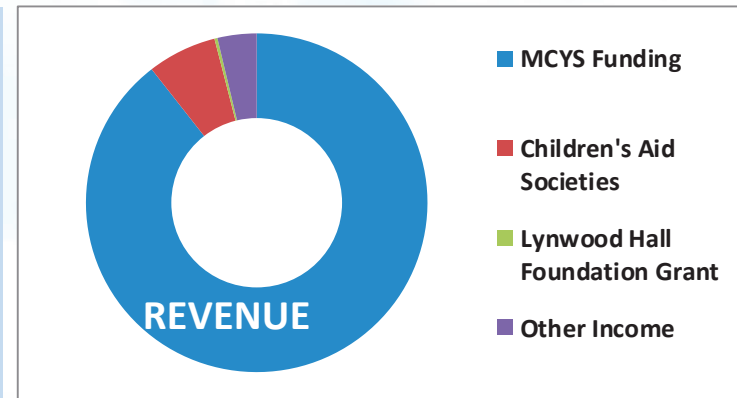
Total served = 373

Charlton Hall Residence: **19**
Upper Paradise Residence: **20**
Upper Paradise Respite: **13**
Forest Respite: **19**
Flamborough Residence: **15**
Community Groups: **84**

Compass Day Treatment: **31**
Compass Day Treatment Outreach: **11**
Upper Paradise Day Treatment: **23**
Upper Paradise Day Treatment Outreach: **11**
Flamborough Day Treatment: **12**
Community Based Programs: **115**

Financial Statements

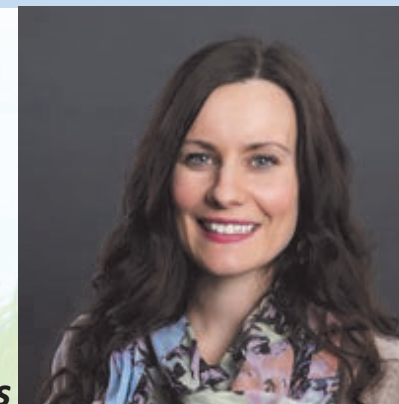
	2016-17	2015-16
Revenue		
MCYS Funding	6,785,266	6,643,136
Children's Aid Societies	497,950	454,818
Lynwood Hall Foundation Grant	21,504	107,290
Other Income	280,631	283,939
Total Revenue	7,585,351	7,489,183
Expenses		
Salaries/Benefits/Travel & Training	6,207,499	6,179,116
Services - Facilities Management*	361,946	342,956
Communications	61,468	60,034
Insurance	44,750	41,008
Professional Services	500,682	329,962
Supplies and Other Expenses	390,728	530,674
Total Expenses	7,567,073	7,483,750
Surplus/(Deficit)	18,278	5,433



HR Support

Recognizing the need for a dedicated resource to support the agency's human resources, Tarah Middleton was hired in to the role of Human Resources Manager in late 2015. During the 2016-17 year she has made significant changes to help support the agency in all aspects of human resource management. This has included a review of the agency's recruitment and onboarding procedures, and the management of disability and accommodation practices. In the coming year she will be collaborating with senior management in achieving the strategic priorities for staff wellness and human resource management at the agency.

Tarah Middleton, Manager of Human Resources



2016-2017 AGM Award Recipients

Together, everyday we accomplish something collectively that we could not accomplish separately. What we do today can improve our tomorrows.

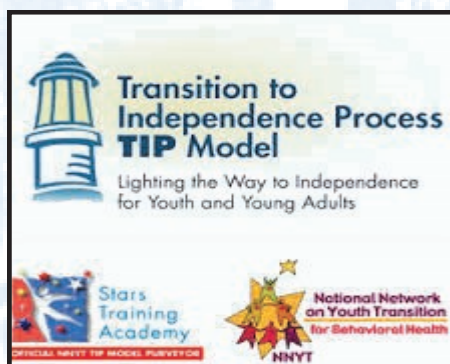
Thank you for your hard work and dedication.

Alicia Newman
Amanda Lockhart
Barbara Edwards
Charlene Bowen
Jeremey Dunlop
Lisa Josling
Christina Dobreen
Lauren Lampman
Lindsay Devereux

Robert Skingley
Alicia Cuffe
Scott Johnson
Denise Augello
Matt MacDonald
Deanna Pedicone
Tanya Bucca
Kim Desjardins

Beth Manseau
Devin Misener
Jennifer Esselment
Roy Farrugia
Heather Keegan
Jenny Thibeau
Toni Cummings
Shari Burke
Arnold deVries

Guest Speakers



Transition to Independence Process (TIP) is a system that engages at risk youth in planning their futures and developing the skills to be successful across life domains. Jenny will be presenting an overview of TIP and an update on the progress of the Hamilton wide initiative.

Presented by Jenny Thibeau, Social Worker at Flamborough



FASD is a **permanent** brain based disability of thinking. Focus for those impacted is for caregivers and professionals involved with these individuals to set up an environment that is supportive and inviting of competency. Lynwood Charlton Centre began a cross sectoral partnership in 2012 with agencies from the Hamilton Area to address the need caregivers, individuals with FASD, and professionals from all sectors have in increasing their skill set at providing best practice supports, strategies, and interventions. The discussion will talk about work in the community, provide education on FASD and next steps.

Presented by Arnold deVries, ICFS Team Leader Upper Paradise

2016-2017 Award Ceremony