

2018-2019



Lynwood Charlton Centre

Featuring & Presentation by

The Ontario Child Health Study, 30 years later, Laura
Duncan of the Offord Centre for Child Studies



OUR TEAM

Board or Directors

President
Vice-President
Treasurer
Secretary
Past President
Board Member

NANCY SMITH
PHEROZE JEEJEEBHOY
BONNIE EASTERBROOK
RUTH PICKERING
Vacant
HEATHER ELBARD

Board Member
Board Member
Board Member
Board Member
Board Member

KAREN SHAVER
SONIA SEGUIN
DR. LEILA RYAN
GHANWA AFACH
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
KEN BRILL
SHERI TERRY
LINDSAY HORVATH
TARAH MIDDLETON
CATHERINE AHERN
FRED HANNAM



A message from the Board President



NANCY
SMITH
President

In reflecting on our 2018 – 2019 year, I am struck by how, despite the relentless change, we continue to provide exceptional service while remaining focused on trying to achieve systemic change. The children and youth mental health service sector has recently moved to the Ministry of Health. Notwithstanding, Lynwood Charlton Centre continues its Lead Agency role through the uncertainty. In the absence of a government model to date, we will continue to be the leader in collaborating with stakeholders. So, the hurdles each year may be different. But the commitment and resilience of staff, program managers, and senior management to provide exceptional service and create a sustainable system of mental health services for children, youth, and families are remarkable.

At the beginning of each meeting, the Board continued to center all decision-making with: Children, Youth and Families -- What We Do and Why. We celebrated the:

- Forest Avenue Respite Program
- Charlton Hall and Flamborough Selfie Program
- Upper Paradise Day Treatment Program
- Charlton Hall Sensory Room
- Hubs Proposal Project (produced by youth engagement workers)
- Mood Walks
- Compass Day youth contributions to Art in the Workplace at McMaster Innovation Park
- "Myspace" website
- TIP programming at Flamborough site



ALEX
THOMSON
Executive
Director

With perspective to governance we updated our governance By-laws and revamped our Vision and Mission Statements to reflect our current thinking following an internal collaborative process with youth and families, and staff.

A message from the Board President

We jump started our advocacy efforts. Our active support for the Children's Mental Health Ontario campaign leading up the provincial election evolved into a specific action plan (provincial, local and personal) aligned with Children's Mental Health Ontario: postcards with talking points for our use in personal/professional interactions, E-Advocacy training and successful Members of Provincial Parliament visits.

We successfully completed the accreditation process resulting in an extremely positive Canadian Centre for Accreditation Report dated January 17, 2019.

We said good-bye to Paul LaChance, Glenn Agro and Carol Pacey, all having served the Board devotedly for many years.

I now hand the leadership reigns to Pheroze Jeejeebhoy, our new Board President. The Board "read" a book on non-profit governance and leadership this year (the book was passed among members between meetings to reflect on key topics at the next meeting). Pheroze focused his reflections on the following quote, "Non-profits hold public interests in the Board's trust." Board leadership is in good hands.

My contribution to Lynwood Charlton Centre as President pales in comparison to what I have learned and how I am continuously inspired by what staff, program managers and senior management do every day. A special shout out to Alex Thomson, our Executive Director, who accepts his 45 years of service award this year. His leadership, knowledge and humanity fuel many, including me.

Respectfully Submitted,

Nancy Smith
Board President

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:



First

To guide and support children, youth and their families and caregivers in strengthening their capacity to thrive, and

Second

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.

Human Resources Report

2018/2019 has been a year of developing our Human Resources systems. Implementation of the Avanti HR and Payroll software continues to be an ongoing project and this year we were able to release our T4's and Record of Employments in a fully online format. Further development of the recruitment and training modules are scheduled for the 2019/2020 fiscal year.

Several HR projects were completed including a fulsome review and modernization of job descriptions for front line workers, and in late 2018 we were pleased with our Collective Bargaining process with OPSEU to a close with a successfully ratified Collective Agreement.

Shifts in staff within the organization presented us with our greatest HR challenge this fiscal year. After a successful job fair in December we were able to address many staffing gaps through hiring of 27 new employees in various positions throughout the agency.

We continue to make great progress in our Guarding Minds at Work strategy to support Psychological Health and Wellness in the Workplace. Work projects on establishing employee value statements and a pilot to address staff rewards and recognition have been developed and implemented to help meet our project goals.



Employee Values

At Lynwood Charlton Centre, we celebrate and take pride in our work culture. We are committed to a workplace where each employee contributes to a positive experience for all who enter our Centre's doors.

At Lynwood Charlton Centre we strive for an environment in which we thrive as employees and connect to the organization through a sense of shared purpose based on a common set of values. In turn, our workplace culture fosters a sense of fulfillment based on community impact and social improvement. Our Employee values connect LCC's vision and mission to our day to day interactions as an employee of the Centre and are designed to set the tone to enable our desired work culture. These values are embraced by our employees when interacting with children, youth, and families we serve, with our peers, colleagues, manager and our community partners.

Innovation and Transformation

- We focus on best practices and innovation with a goal of continuous quality improvement

Shared Leadership

- We believe leadership does not require formal authority, but rather means taking action to empower the interests of others. When leadership is shared together we achieve more

Act With Integrity

- We believe in following through on commitments. We promote adherence to strong moral and ethical principles and values. We respect honesty and doing the right thing in a responsible way.

Relationship Centred

- Our approach is interactive, selfreflective, and transparent.
- We are accepting and nonjudgmental, and embrace individual differences.
- We foster honest relationships built on trust and an ethical foundation.

Social Responsibility

- We focus on anti-oppressive practice and self-reflection to promote openmindedness and the willingness to understand different perspectives.
- We consider our responsibility to contribute and give back to our internal and external community.



Lead Agency Report

On April 1, 2019 the responsibility for child and youth mental health services officially transferred from the Ministry of Children, Community and Social Services to the Ministry of Health and Long-Term Care.

Lead Agencies continue to work with Core Service Providers and the Ministry to ensure system planning and alignment continues for child and youth mental health. As the planning for health restructuring progresses, we will ensure the voice of the CYMH sector is represented and work with partners as part of this planning. With child/youth and adult MH falling under one Ministry, the opportunity for planning across the lifespan may be enhanced.

Data and Information

- to build and increase core service capacity to collect high quality data, and to review and analyze data for program and system planning. Throughout this year we will be piloting a tool developed by the Offord Centre for Child Studies. The Mental Health Questionnaire for Children and Youth is a brief, self completed questionnaire that assesses the characteristics and mental-health related needs of children and youth.

We continue to work closely with the Ministry, and Ontario Centre of Excellence for Child and Youth Mental Health, to support core service providers in enhancing data capacity, including the implementation of a Business Intelligence Tool developed by the Ministry.

Family and Youth Engagement

- to increase system capacity for meaningful youth and family engagement in the CYMH sector. Family and Youth Engagement Leads and Co-Development teams have been busy supporting many engagement activities. Team members have also been part of developing provincial standards.

Access and Pathways to Care & Cross-Sectoral System Planning

- to improve access to CYMH services, and pathways to care. Address targeted and specific population needs. To continue to implement and monitor recommendations developed in the 2017 Access Report. To ensure cross-sectoral system planning and alignment.

Lead Agency has been collaborating with a number of Core Service Providers and community partners through work groups, committees and pilot projects to support better alignment of clinical services, reduced waittimes, and improved access to CYMH services. We are also looking at addressing targeted and specific population needs, such as transitional-aged youth, infants, Francophones, and equity-seeking groups.

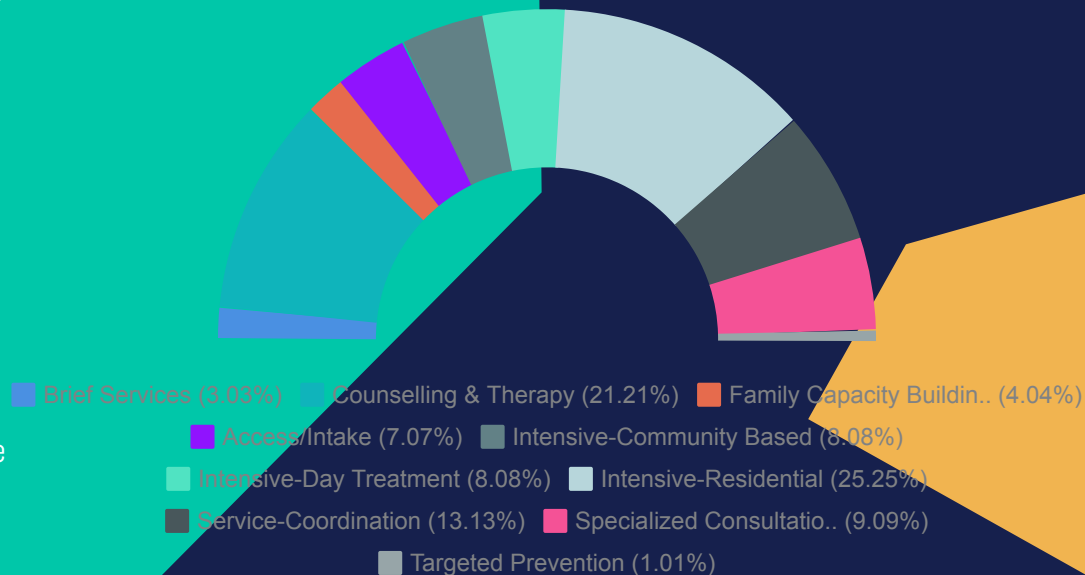
Core Service Array

- to continue to review the array of core services, assess gaps and duplications, opportunities for change, opportunities to improve clinical models, outcomes and quality improvement activities, and ensure efficient use of resources.

We continue to review and enhance our core service array. A summary of current available core service funding is available by type below, with a total of \$15.2 million.

Core Service Funding by Type

Hamilton Service Area-total funding is approximately \$15.2 M



Program Highlights

Charlton Hall and Flamborough Residential Programs

We experienced a successful 1st year of new program model implementation at both sites. We are currently taking a close look at what the data tells us about children and youth served and outcomes of service.

LCC Day Treatment Programs

Rave reviews were received during the Ministry of Education Monitoring Visit where our collaborative, integrated academic and treatment processes to support student learning and achievement through referral, intake and discharge process were highlighted.

2 students were nominated and have received "Yes I Can" awards through the Council for Exceptional Children in the area of Self Advocacy for achievement in assuming individual responsibility, seeking help when needed and advancing their goals.



Program Highlights cont'

Forest Avenue Residence

Forest Avenue is celebrating their 10 year anniversary of operation in supporting children and youth with complex challenges through a respite model, supporting them to remain in their family home and community.

Upper Paradise Residential Program

Upper Paradise Residence has been excelling in embracing the Sanctuary Model through community meetings, in-charge cards, mindfulness activities and the implementation of their Circle of Caregivers group.



Children, youth and Families' Data Journey

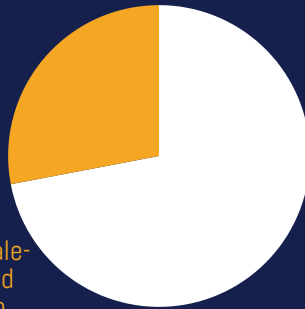
The Year in Numbers

Who were the 296 children and youth we served?

Children 4 to 12 years old



28% female-identified children

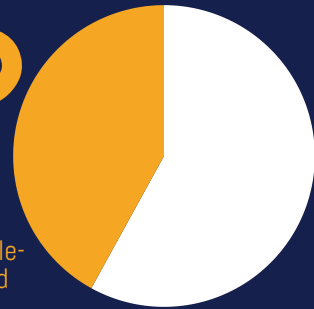


72% male-identified children

Youth 13 to 18 years old



47% female-identified youth



53% male-identified youth

How significant were their challenges?



Half of children have at least 5 issues identified, for example:

- interpersonal conflict
- trauma
- sleep

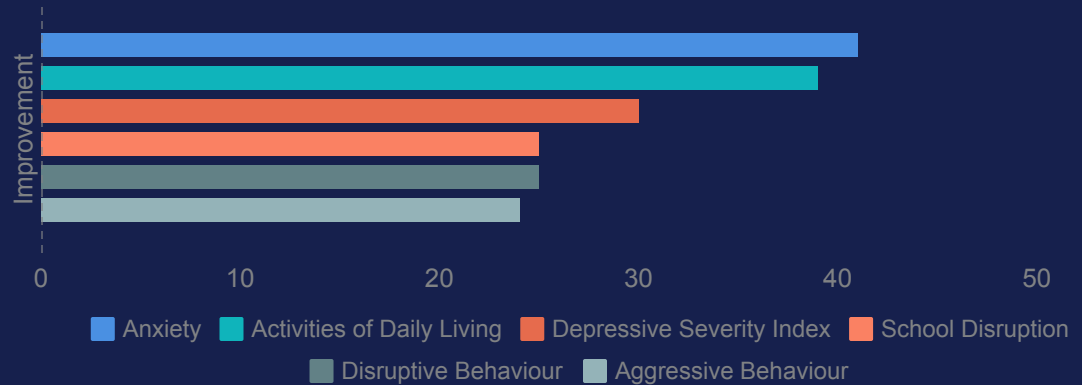


Half of youth have at least 7 issues identified, for example:

- self-harm
- harm to others
- social and peer relationships

Children, youth and Families' Data Journey

How much did they improve in our services?
Average % Improvement of interRAI Scales

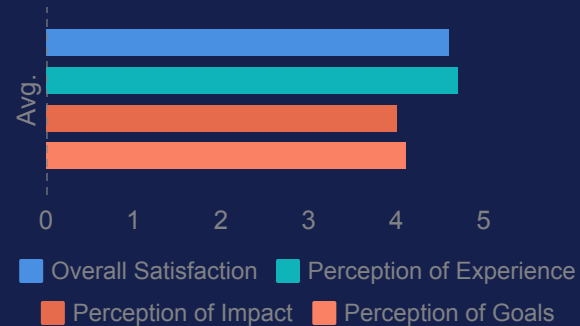
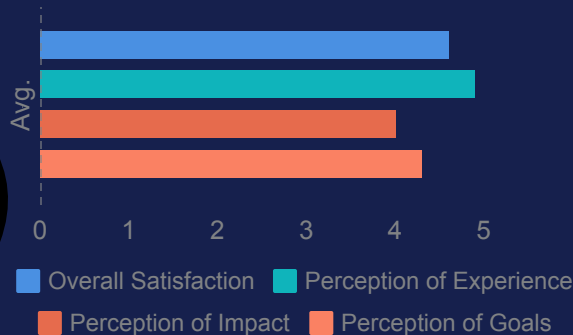


What was
our Impact?

"Staff are
exceptional,
very kind,
helpful."

"Our child has
transitioned from a girl
who was lost, and angry,
with self-esteem issues
to a happy, confident
young person."

What did families and youth think of our services?
Caregiver Feedback Youth Feedback



Innovations and Initiatives

LCC/ASCY Pilot

In a collaboration, LCC and Affiliated Services for Children and Youth (ASCY) are piloting a new initiative that is designed to support educators in the Before and After School Care environments. This is offered by a multi-disciplinary team of Occupational Therapy and Child and Youth Work, through equipping child care staff with the tools, skills and confidence to successfully manage children's challenging behaviours and to introduce strategies that promote mental wellness.

- 13 Centres supported
- over 40 staff were provided with program-specific skills, tools and resources
- nearly 300 child care staff attended our program skill-building workshops



Innovations and Initiatives

Centre of Excellence Grant

We provided 6 interactive webinar sessions for youth and families which were developed in collaboration with youth, families and community partners. This included the creation of a resource website for archived webinar recordings, resources and local links. We have had 92 registrants to date.

Check out www.yourspacehamilton.ca



Innovations and Initiatives

ICFS Pilot

A Brief Intensive Solution Focused Service for clients and families was piloted in the Intensive Child and Family Services (ICFS) program. This service ran for a 9 week cycle consisting of training, validation group, intake and 5 sessions. One parent shared that "since we started this things are better already."



2018/2019 Financials

MCYS Funding

2018/ 19	2017/ 18
\$7,950,768	\$7,996,080

Children's Aid Societies (CAS)

2018/ 19	2017/ 18
\$303,960	\$315,859

Lynwood Hall Foundation Grant

2018/ 19	2017/ 18
\$0	\$0

Other Income

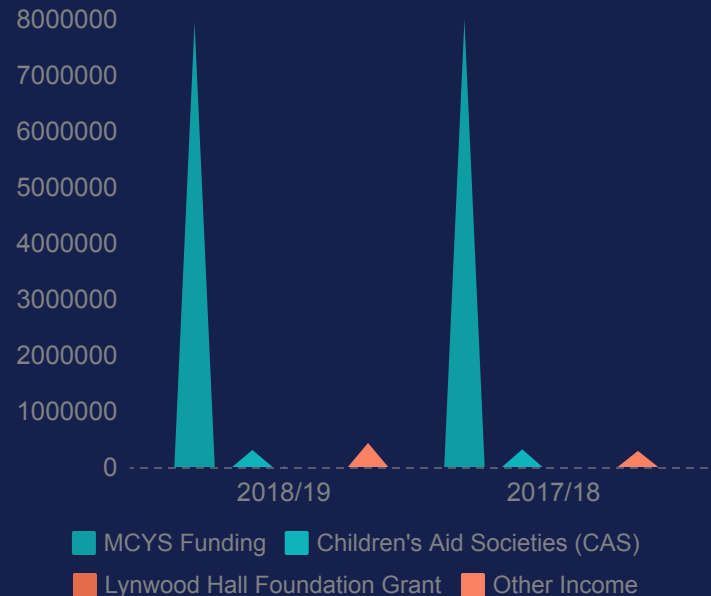
2018/ 19	2017/ 18
\$428,611	\$288,418

Total Revenue

2018/ 19	2017/ 18
\$8,683,339	\$8,600,357

Revenue

2018/ 2019



Salaries/Benefits/ Travel/Training

2018/ 19	Expenses
\$6,276,894	\$6,119,094

Services-Facilities Management

2018/ 19	2017/ 18
\$318,785	\$742,447

Communication/Promotion

2018/ 19	2017/ 18
\$63,289	\$67,328

Insurance

2018/ 19	2017/ 18
\$46,288	\$44,562

Professional Services

2018/ 19	2017/ 18
\$1,307,720	\$1,086,434

Supplies & Other Expenses

2018/ 19	2017/ 18
\$667,186	\$443,143

Total Expenses

2018/ 19	2017/ 18
\$8,680,163	\$8,503,008

Expenses

7000000

6000000

5000000

4000000

3000000

2000000

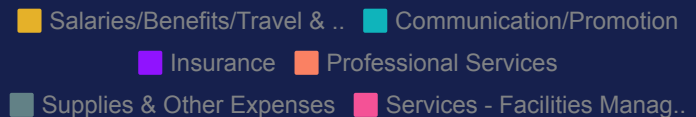
1000000

0

2018/ 2019

2018/19

2017/18



Surplus /Deficit

2018/ 19	2017/ 18
\$3,176	\$97,349

2018-2019 AGM Award Recipients

5 Year Awards

Nicole Karki-Niejadlik

Stephanie Bunker

Kayla Azzopardi

Melissa Berry

Jessica Clark

Cameron Rowe

Maggie Inrig

Carly Beauchamp

10 Year Awards

Colette Corman

Vanessa Fairhurst

Brandi Kerr

Comacho Francis

Allan Hughes

Aimie Kovacsik

Cailin Drinkwater

15 Year Awards

Lorraine Curliss

Leah Judge

20 Year Awards

Tamara Putland

25 Year Awards

Heather Brohman

30 Year Awards

Patty Frazer

Gail Morgan

40 Year Awards

Doug Hazlett

45 Year Awards

GP Alex Thomson



Thank You

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

