

2023-2024

ANNUAL REPORT

neofacs.org



North Eastern Ontario
Family and Children's Services
Services à la famille et à l'enfance
du Nord-Est de l'Ontario



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North Eastern Ontario
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ACKNOWLEDGMENT OF THE LAND & TERRITORY

North Eastern Ontario Family and Children's Services (NEOFACS) recognizes and honours the ancestral and unceded land of all the First Nations, Inuit, and Métis Peoples that call this nation home.

NEOFACS is located on James Bay Treaty 9 territory and Robinson-Huron Treaty 61 territory; the traditional Territory of the Ojibway, Cree, Oji-Cree, Algonquin, and Métis Peoples. We are grateful to have the opportunity to live and work on this territory and we thank all the generations of people who have taken care of the Land.

By honouring the Land, we are acknowledging Indigenous Peoples' relationship to the Land. In addition to recognizing and deeply appreciating the historic connection to the Land, we must also honour the many contributions that Métis, Inuit, and First Nations Peoples have made; both in shaping and strengthening our communities.

This recognition of the contributions and historic importance of Indigenous Peoples is connected to our collective commitment to make the promise of Truth and Reconciliation real in our communities. We must do better and continue to address the Calls to Action.

We also acknowledge that, for those who are settlers, we have benefitted from this land and Canada's colonial history. We commit to our end of the treaties by respecting the Land, centering Indigenous self-determination, and working with Indigenous communities to repair the harm that has been done when settlers have not upheld their treaty agreements.

We are especially mindful of the impacts the child welfare system's historic legacy and ongoing role has on Indigenous children, youth, families and communities.

VISION, MISSION, VALUES & CODE OF ETHICS

Our Vision

Strong partnerships. Safe Communities.
Healthy children, youth, and families.

Our Mission

Working together for the well-being and
safety of children, youth, and families.

Our Values

North Eastern Ontario Family and Children's Services is guided by the following values that influence the way we act and the decisions we make:

- Family Focused
- Child/Youth Centred
- Accountable
- Caring
- Collaborative
- Truthful
- Respectful

Our Code of Ethics

Board members, staff, foster parents, adoptive parents and volunteers of the Agency shall adhere to the mission statement and value statements in accordance with the following Code of Ethics.

1. We will fulfill our duties with honesty and integrity.
2. We will protect the right to privacy and confidentiality of all individuals.
3. We will respect the intrinsic worth and dignity of individuals and their right to self-determination.
4. Our interaction with others will be founded on objectivity, empathy, and professional regard for their views.
5. We will promote consultation, teamwork, and collaboration in recognition that all individuals are valuable resources.
6. We will be qualified and accountable in the performance of our duties.
7. We accept responsibility for self-evaluation and self-development.

NEOFACS is committed to providing programs and services in both official languages and according to the *French Language Services Act*.

We are committed to respecting the ethnic,
language and cultural diversity of our clientele.

SERVICE PHILOSOPHY

The Agency provides a spectrum of services that support the safety and well-being of children, youth and families.

We believe that every child and youth is unique and that their needs are best met within the context of their family and the community where they live. Our programs and services acknowledge and support the rights, autonomy and dignity of all children, youth and families served.

We further recognize and respect the family constellations of those we serve, inclusive of their cultural and linguistic diversity, race, religion, gender, sexual identity, physical ability, and/or economic status. Families, children and youth have access to services without prejudice.

We provide a welcoming, child-centred, family-focused, safe, non-judgmental environment for clients, staff, the general public, and community partners. We use a strength-based and collaborative approach in the delivery of our services to ensure that client needs are met in the most helpful way possible. We employ highly skilled staff with the necessary knowledge and skills to deliver high-quality services and who uphold the values of the Agency.

We are accountable to our clients, the communities we serve, and many key partners.



North Eastern Ontario
Family and Children's Services
Services à la famille et à l'enfance
du Nord-Est de l'Ontario

2023-2024

BOARD OF GOVERNORS

Executive Committee

President, Don Anderson (Larder Lake)

Vice-President, Sherwin Knight (New Liskeard)

Treasurer, Gail Waghorn (Matheson)

Secretary, Catherine Simunovic (Timmins)

Board Members

Dean Lessard (Timmins)

Denis Beaulac (Kapuskasing)

Joel McCartney (Timmins)

Lindsay Cumming (Timmins)

Michel Emond (Timmins)

Mike Petrina (Iroquois Falls)

Paul Jalbert (Timmins)

Ted Assad (Kirkland Lake)

Tiphanie Hartling (Timmins)

JOINT MESSAGE FROM THE BOARD PRESIDENT & EXECUTIVE DIRECTOR

We are delighted to present the North Eastern Ontario Family and Children's Services Annual Report for the 2023-2024 fiscal year.

This report provides us with an opportunity to reflect on our progress, share our achievements, and reaffirm our dedication to the children, youth, and families we serve.

Over the past year, North Eastern Ontario Family and Children's Services (NEOFACS) has continued to deliver exceptional programs and services, adapting to the evolving needs of our communities. We are approaching the midpoint of our Strategic Plan for 2022 to 2027, which has been instrumental in guiding our initiatives to enhance service delivery. These initiatives have been crucial in addressing the gaps in community support systems, which significantly impact vulnerable populations, including children, youth, and families with complex social needs.

In the face of an increasingly complex and demanding environment, our staff have demonstrated exceptional dedication and resilience. We have seen an increase in the number of children and youth presenting with severe and multifaceted challenges, often seeking our support when their families are on the brink of crisis. In response, we have leveraged all available resources to develop tailored, child-centred plans that prioritize early intervention and prevention, aiming to mitigate the need for more intensive and intrusive measures.

We have also made significant strides in supporting our staff while enhancing our services. We implemented a Workplace Strategy that allows for hybrid work arrangements where feasible and ratified a collective agreement with OPSEU, reflecting our mutual commitment to a positive and productive working environment.

Additionally, we successfully launched several key initiatives:

- **Ready, Set, Go (RSG) Program:** Extends support to allow youth to remain in care until the age of 23, up from age 21.
- **Quality Standards Framework (QSF):** Strengthens the quality of care provided to youth in care and residential programs.
- **FWS Intensive Services Program:** Provides intensive live-in care, support, intervention, and monitoring for children and youth with emotional, behavioural, and/or mental health needs.
- **Transition Home Program (Wilcox site):** Offers affordable supportive housing units and on-site services to youth aged 16 to 23.

Our commitment to equity, diversity, and inclusion (EDI) remains strong. In addition to the internal EDI committee, the Board of Governors has recently formed an EDI committee to further support our commitment to fostering a workplace culture that values diversity, promotes equity, and ensures inclusion across all levels of the organization, enhancing our ability to serve the diverse needs of children, youth, and families in our community.

We are proud to announce that NEOFACS has received a certificate of completion of the Active Offer Training from the Réseau du mieux-être francophone du Nord de l'Ontario, with over 300 employees completing the training to date. As a designated agency under the *French Language Services Act* (FLSA), we are committed to providing quality services in both French and English, ensuring that our clients receive services that are equitable and responsive to their needs. This training reinforces our commitment to providing the best possible service, starting with an assessment of language needs, and serves as a reminder to learn about each client's cultural and individual needs throughout our work with them.

NEOFACS celebrated the 20th anniversary of the F.W. Schumacher Live-In Treatment Program. The program first opened its doors in June 2000, but due to the pandemic, the celebration was delayed. Our F.W. Schumacher program has flourished thanks to committed staff members and substantial renovations. We are proud of the work we do and the difference we make in the lives of children, youth, and families.

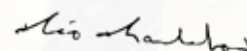
As we continue to advance our strategic priorities, the upcoming fiscal year will require us to prioritize financial sustainability. The coming years will challenge the Agency as we anticipate a decrease in funding for our Child Welfare programs.

Lastly, the Board and Agency would like to take this opportunity to express their deepest gratitude and appreciation to outgoing Board members Sherwin Knight and Ted Assad. Their unwavering dedication and commitment to the Agency and the children, youth, and families in our communities have been truly remarkable. We acknowledge their longstanding service and the significant impact they have made during their tenure. We extend our best wishes to them and thank them for their tireless efforts in supporting our mission.

Sincerely,



Don Anderson
Board President



Cléo Charlebois
Executive Director





SERVICE DATA HIGHLIGHTS

Year in Review

Service Data is for the 2023-2024 Fiscal Year unless otherwise noted.

PREVENTION SERVICES

Brighter Futures:

Indicator	Number
Children Served	280
Visits by Children	4,334
Parents/Caregivers Served	307
Visits by Parents/Caregivers	3,578
Total Hours of Service Provided	1,509.8
Participants in Workshops	20
Total Hours of Workshops	10.5

EarlyON Child and Family Centres:

(Timmins, Kapuskasing & Smooth Rock Falls)

Indicator	Number
Children Served	439
Visits by Children	2,830
Parents/Caregivers Served	407
Visits by Parents/Caregivers	2,410

Supervised Access Program (SAP):

Indicator	Number
Families Served	24
Children Served	35
Total Visits	34
Total Exchanges	1

VOLUNTEER SERVICES

Service Data for the 2023 Calendar Year

 **758.12**
Completed Volunteer Hours

 **44,820**
Total KMs Driven

 **11**
Active Volunteers

YOUTH JUSTICE

Indicator	Number of Clients Served
Non-Residential Attendance Centres	77
Restorative Justice	30
Anger Management Program	21
Community Support Team	47
Youth Mental Health Court Program	0

Indicator	Hours of Direct Service
Non-Residential Attendance Centres	1,116.29
Restorative Justice	115.69
Anger Management Program	270.99
Community Support Team	593.1



CHILD WELFARE

2,648

Children and Youth Served

2,110

Calls received concerning the safety and well-being of a child or youth

840

Investigations Completed

659

After-Hours Referral Calls Received

390

Families who received Ongoing Services

112

Children and Youth in Care

54

Children in Kin Service Homes (KS Out)

48

Children Discharged from Care





Age of Protection:

The *Child, Youth and Family Services Act, 2017* (CYFSA) ensures that all children under the age of 18 years who are in need of protection are eligible to receive child welfare services.

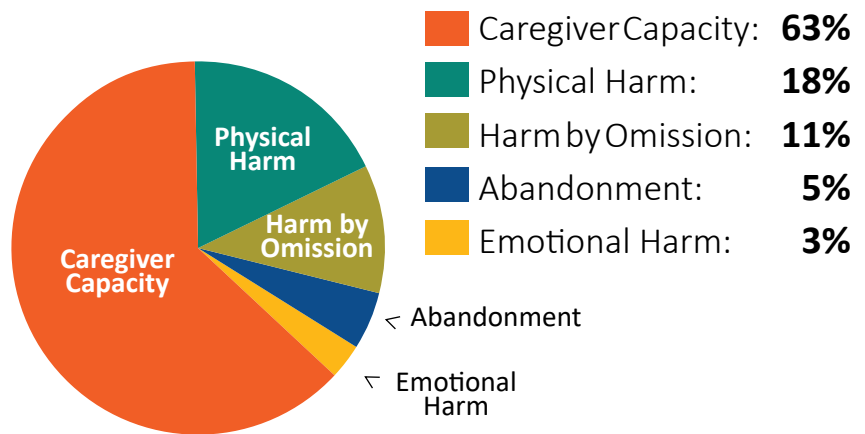
5
Presentations made to the community

94%

of children and youth served remained in their own homes

-  **31** Foster Homes
-  **11** Kin in Care Homes
-  **47** Kin Service Homes
-  **12** Adoption Homes
- 3** Adoption Completions

Reasons for Admission to Care:



VYSA 25 Youth

- The Voluntary Youth Services Agreement (VYSA)** is available for 16- and 17-year-olds who require an out-of-home placement, which gives them a better opportunity to get the support they need, and have better outcomes as they transition to adulthood.

RSG 79 Youth

- The Ready, Set, Go (RSG)** program is available for youth who are between the ages of 18 and their 23rd birthday. The program launched on April 1, 2023, replacing the Continue Care and Support for Youth (CCSY) program, which had an age limit of 21. The RSG program connects youth in the child welfare system with additional life skills and supports they need to prepare for and succeed after leaving care.



CHILD AND YOUTH MENTAL HEALTH

Number of Clients Served

2,167

Unique Clients Receiving a Core Child and Youth Mental Health Service

1,422

Brief Services

| 3,370 hours of direct service

579

Counselling and Therapy Services

| 6,810 hours of direct service

462

Crisis Support Services

| 689 hours of direct service

152

Family Preservation Program

| 2,360 hours of direct service

63

Intensive Service Coordination (Rural)

43

Psychological Services

| 67 hours of direct service

23

Intensive Service Coordination (Urban)

18

F.W. Schumacher Live-In Treatment Program

12

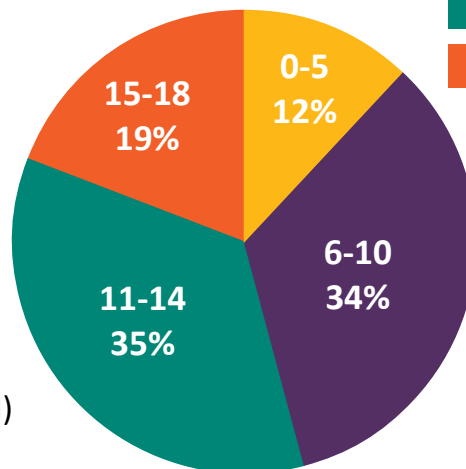
Youth Transition Program

1

Therapeutic Family Home Program

Age of Unique Clients Receiving a Core Child and Youth Mental Health Service:

- 0-5 Years: **12%**
- 6-10 Years: **34%**
- 11-14 Years: **35%**
- 15-18 Years: **19%**



Average Wait Time:



Counselling and Therapy Services (CTS)



Family Preservation Program (FPP)

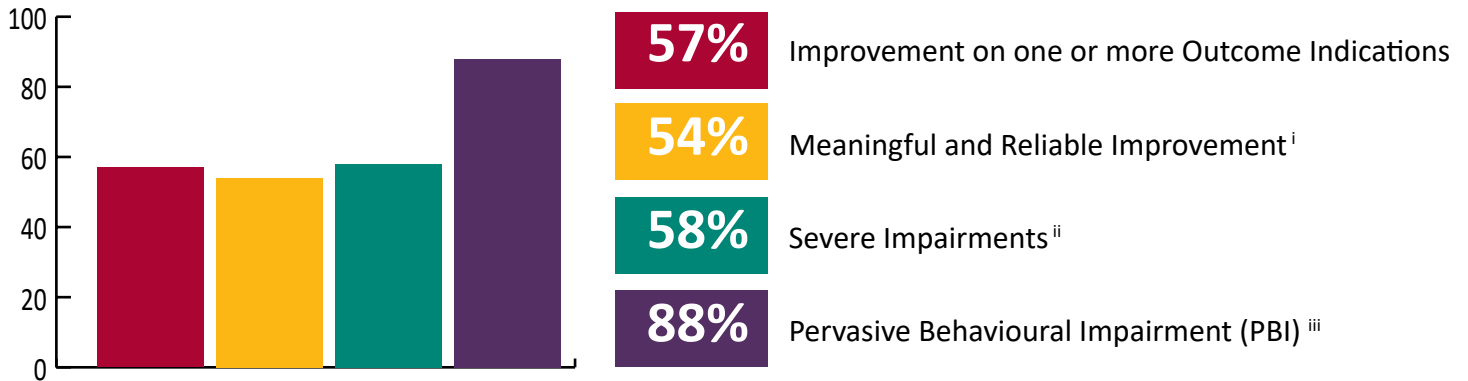


F.W. Schumacher Live-In Treatment Program (FWS)



Child and Youth Mental Health Outcomes:

Percent (%) of Cases whose CAFAS Reassessment Showed Improvement



*Definitions:

- I. **Meaningful and Reliable Improvement:** improvement in total score of 20 points or more.
- II. **Severe Impairment:** sub-scale score of 30 or more (issues in school, home, community, behaviour toward others, moods, self-harm, substance use, thinking).
- III. **Pervasive Behavioural Impairment:** moderate to severe impairment in all 3 areas (home, school, and behaviour toward others).

Top Identified Reasons for Service Request (Percentage of Service Requests):

Counselling and Therapy Services (CTS)		Family Preservation Program (FPP)		F.W Schumacher Live-In Treatment Program (FWS)	
Presenting Issues	Percentage	Presenting Issues	Percentage	Presenting Issues	Percentage
Anxiety Issues	12%	Parenting Issues	22%	Suicide Ideations/Threats/ Gestures/Attempts	11%
Mood Issues	12%	Child Management Issues	15%	Anger Management	11%
Anger Management	11%	Anger Management	11%	Parent/Child Conflict	7%
Attention/Concentration/ Hyperactivity	6%	Oppositional Defiance	5%	Oppositional Defiance	7%
School-based Issues	6%	Mood Issues	4%	Mood Issues	5%



OUR STRATEGIC PLAN 2022-2027

Our Strategic Plan for 2022-2027 is a critical roadmap that shapes our initiatives, ensuring alignment with our mission, vision, and values.

Grounded in the principles of reconciliation, equity, partnerships, and innovation, this plan drives our efforts to create lasting, transformative change. While we aim for meaningful annual milestones, we are also building a strong foundation for long-term success as we move toward 2027.

Our Strategic Directions are:



1. Children, Youth and Families: Ensure personalized and innovative services to meet the unique and distinct needs of all children, youth, and families.



2. Community Partnerships: Build reciprocal relationships to create integrated and seamless services that leverage the full capacity of the diverse communities we serve.



3. Organizational Development: Ensure that the power of equity, diversity, and inclusion (EDI) nurtures a consistent culture of caring.

For a comprehensive overview of all the goals in our Strategic Plan, please visit www.neofacs.org/strategic-plan.





OUR OPERATIONAL PLAN 2023-2024

To achieve the long-term goals of our Strategic Plan 2022-2027, we developed a comprehensive yearly operational plan, outlining the specific actions and initiatives undertaken to drive our daily operations.

The 2023-2024 plan included clearly defined responsibilities and timelines, ensuring that we remained aligned with our strategic objectives in a timely and effective manner.

In total, **37 actions** were identified to support our strategic directions and related goals. The progress achieved over the past year reflects our commitment to delivering results:

- **18 actions:** Fully complete
- **8 actions:** 75%+ complete
- **3 actions:** 50%+ complete
- **8 actions:** Less than 50% complete

From April 1, 2023, to March 31, 2024, we have made significant progress, setting the stage for continued success as we work toward realizing our strategic vision.

The following sections of this report provide an overview of notable achievements and outline the successful completion of key initiatives.



Children, Youth and Families

Expansion of the Room Redecoration Pilot Project

Building on the success of our room redecoration pilot project in 2022-2023, the Youth Engagement Core Team at NEOFACS secured additional sponsorship funding to expand this initiative to 7 more office locations, with a project completion date of spring 2024.

The youth-led teams, consisting of the Youth Advisory Committee (YAC), The New Mentality groups, and student volunteers, worked closely with agency staff and management to create welcoming, unique, and comfortable spaces for children and youth.

We are grateful to our sponsors for their generous contributions:

- **Bell Let's Talk** provided \$5,000 for the Englehart, Hearst, and New Liskeard locations.
- **Canada Nickel** provided \$5,000 for the Cochrane, Iroquois Falls, and Smooth Rock Falls locations.
- **The City of Timmins** provided \$2,500 for the F.W. Schumacher location.

The youth involved in the project also engaged with local businesses to secure additional donations of paint, supplies, and furnishings to further enhance the spaces.



KAPUSKASING



KIRKLAND LAKE



TIMMINS

The pilot project with The New Mentality Groups was completed in May 2023, with sponsorship funding from Bell Let's Talk.





Youth Engagement Retreat

As part of the agency's Youth Engagement Core Team, adult allies from the New Mentality groups and Youth Advisory Committee (YAC) planned and participated in an overnight retreat at Camp Bickell in September 2023.

Engaged youth from across the districts joined the adult allies to participate in a number of community-building activities.

The event provided an opportunity to recognize the youths' hard work and contributions to the Agency.

The retreat was made possible thanks to a youth engagement funding grant from the Knowledge Institute on Child and Youth Mental Health and Addictions.

OECT Educational Outcomes

NEOFACS continues to make strides to enhance educational outcomes and employment opportunities for youth in care through the Ontario Education Championship Team (OECT) program. The OECT Coordinator and Peer Mentors played a significant role in leading and supporting youth with various initiatives, including a Community Beautification Project, as well as facilitating self-care, financial literacy, and life skills development.

In March 2024, the annual OECT Recognition Event was held in Timmins with the theme "Resilience: Your Story Matters". The event included tours of Northern College and Collège Boréal, a guest speaker, and a keynote address by mental health advocate Ryan Straschnitzki.

These initiatives reflect our commitment to empowering youth through education, skill-building, and community involvement.





Incorporating Signs of Success, Stability, and Readiness in Child Welfare

NEOFACS is expanding its successful Signs of Safety implementation beyond Child Protection services. We are now implementing and incorporating Signs of Success, Stability, and Readiness approaches to enhance our work with children in care, foster parents, adoptive families, and children.

This expansion aims to amplify children's voices, in planning and decision-making processes ensuring that the needs and wishes of children and youth are at the forefront of all planning and interventions.

This framework will improve collaboration with NEOFACS and its external partners and aims to achieve better outcomes for the children, youth, and families that we serve. The implementation of Signs of Success, Stability, and Readiness will strengthen the agency's work with foster parents and adoptive families.

It also represents our commitment to continuous improvement and our dedication to providing the best possible support to all individuals involved in the child welfare system.

To learn more about the Signs of Safety practice principles and tools, visit www.neofacs.org/signs-of-safety

New Quality Standards Framework

NEOFACS successfully implemented the provincial Quality Standards Framework (QSF) to support children and youth in care and in live-in treatment in receiving the highest level of care possible.

FWS Intensive Services Program

In response to the increasing demand for services that support children and youth with complex needs, NEOFACS developed a community-based live-in program with the capacity to provide care for up to 5 children/youth aged 8-17. The FWS Intensive Services Program was announced in February 2024 and licensed in Spring 2024.

The program aims to provide care, housing, and support as well as life and social skills development for children and youth whose needs cannot be met in their home environment. The program is reflective of our commitment to supporting youth in their home communities by providing a fulsome continuum of care for the children, youth, and families we serve.

Circle of Security Parenting

In December 2023, over 20 staff from our Counselling and Therapy Services, Family Preservation Program and Brighter Futures Program participated in Circle of Security Parenting (COSP) program training. We have since successfully run a number of COSP groups.

This evidence-based program provides parents of children ages 0-6 with tools to understand their children's emotional needs, support their children's ability to successfully manage emotions, and develop their children's self-esteem.



Community Partnerships

Transition Home Program

Our advocacy with government and community partners for critical funding to establish a Transition Home Program in Timmins led to a significant achievement. In July 2023, the Government of Canada and the Province of Ontario announced an investment of nearly \$2 million to help retrofit our service location at 457 Wilcox Street, creating supportive housing units for youth aged 16-23. Extensive renovations were completed throughout the year, ensuring the building would be ready for a grand opening in April 2024. Having successfully operated a similar program in New Liskeard since 2009, we are now positioned to support even more regional youth as they transition to independence.

One Stop Talk

NEOFACS continues to participate in offering one-at-a-time counselling services through One Stop Talk/Parlons maintenant (OST). The provincial program provides children and youth with immediate access to virtual counselling, with an option to connect to a navigator who supports families in completing direct referrals to additional services when needed. Since being onboarded to the platform in 2023, we have not only provided counselling services but have also begun receiving referrals from the platform's navigation service.

Moving on Mental Health (MOHM)

In May 2023, NEOFACS implemented the Moving on Mental Health: Transition-Aged Youth (TAY) Protocol in collaboration with a number of our community partners. The protocol outlines preferred pathways of care for youth transitioning from youth mental health services into the adult service sector. The protocol identifies standardized processes to ensure youth aged 16-17 receive coordinated and timely transitions from youth-serving agencies to the appropriate adult-service agencies. This process may include collaborative referrals, information sharing, and brief periods of parallel care during the transition.

Section 23 Classroom

NEOFACS has partnered with Conseil scolaire public du Nord-Est de l'Ontario to provide therapeutic support and services to students in École publique Le Coeur du Nord's Section 23 Classroom (*Programme d'éducation et de traitement améliorés*). This program provides students with wrap-around support to address educational, emotional and behavioural needs. Having already participated in successful partnerships with schools in Timmins, we are pleased to be able to provide this programming in the community of Kapuskasing.



Organizational Development

Ongoing Learning Through All Staff Meetings

As part of our ongoing commitment to staff engagement and development, NEOFACS holds bi-annual All-Staff Meetings, ensuring continuous learning and information sharing on critical topics.

A highlight of the meeting on November 30, 2023, was a powerful presentation by Michael Etherington on “The Journey of Reconciliation,” aligning with our calls to action for Truth and Reconciliation. It highlighted the importance of our collective responsibility to advance reconciliation efforts.

Employee Wellness Initiatives

Throughout the year, NEOFACS’ Wellness Committee has been actively fostering a healthy work environment by organizing a range of activities and resources aimed at promoting staff well-being.

Notable events included a fudge-making activity in April, a dog day activity in May, and a webinar on maintaining positivity offered by our Employee Assistance Program provider in November. Additionally, the committee launched a five-week virtual fitness training program in early 2024.

These initiatives have been well-received, underscoring our commitment to supporting the well-being of our staff.



Trauma-Informed Care

As part of the Agency's commitment to providing trauma-informed care, all service staff and management now engage in Adverse Childhood Experiences (ACEs) trauma training.

Additionally, children, youth, and families requesting Child and Youth Mental Health (CYMH) services and/or Youth Justice services are screened with the appropriate ACEs tool and Resilience Questionnaire during intake.

These initiatives facilitate trauma-informed and strength-based service provision.

Good Governance for Good Causes Pilot Program

We provided the Good Governance for Good Causes pilot program to our Board of Governors to offer a governance curriculum.

The program is designed to provide participants with a comprehensive and immersive learning experience, fostering a gradual and meaningful progression in their governance and leadership journey.

Transition to Teams for Telephones

In March 2024, the agency's telephone lines were successfully migrated to Microsoft Teams. The transition to a cloud-based system enables us to eliminate all on-site server hardware and the costs associated with hosting an on-premises solution.

This solution offers several advantages, including access to Microsoft support, strong security, flexibility in accepting calls from any location via work laptops and cellphones, and a call queue instead of a hunt group to improve the client experience.

New Policy Management Solution

In June 2023, NEOFACS transitioned to Power DMS, a secure, cloud-based policy management solution. PowerDMS streamlines the entire lifecycle of our policies and procedure, from development and review to approval, distribution, and tracking.

This upgrade enhances our ability to maintain consistent processes, deliver high-quality services, and ensure a safe workplace.



COMMITMENT TO SERVICE EXCELLENCE: ACCREDITATION UPDATE

At NEOFACS, our commitment to service excellence drives every aspect of our work.

We continuously strive to enhance the quality of our programs and services, and our adherence to high service standards reflects this dedication.

Over the past year, NEOFACS underwent a rigorous accreditation process with the Canadian Centre for Accreditation (CCA). This third-party review, tailored for community-based organizations, assesses our compliance with best practice standards through on-site visits, interviews, and document reviews.

A dedicated working group of employees meticulously prepared for this accreditation process, which involved a comprehensive review of organizational standards, including governance, financial management, human resources, and program-specific standards for our Child and Youth Mental Health Services. The work was completed over a period of months, concluding with an on-site visit by the CCA review team in March 2024.

Our accreditation journey is an ongoing process to improve and enhance the services we provide. By integrating accreditation principles into our daily operations, we continue to foster transparency and accountability, ensuring that we consistently deliver high-quality, responsive services to children, youth, and families.

Accredited by
**Canadian Centre
for Accreditation**



Agréé par
**Centre canadien
de l'agrément**



INITIATIVES WITH THE NORTH EASTERN ONTARIO CHILDREN'S FOUNDATION

NEOFACS extends its heartfelt gratitude to the North Eastern Ontario Children's Foundation and its donors for their continued support.

Their generosity enables us to offer urgently needed programs and services that are not government-funded, including holiday gifts and other essential items, back-to-school supplies, educational bursaries, summer camp experiences, and other critical supports for children and youth facing hardships.

As a registered charity, the Foundation shapes and improves the lives of children and youth from all backgrounds across the Districts of Cochrane and Timiskaming by supporting them in experiences that would otherwise be unattainable due to financial considerations.

Through various fundraising efforts, donations are received from private donors, businesses, service clubs, community groups, schools, sports teams and agency supporters.

We would also like to recognize the invaluable contributions of agency staff and volunteers. Their tireless efforts in fundraising and organizing play a crucial role in ensuring the success of initiatives that benefit those in need.

Contributions to the Foundation make a significant difference in the lives of the children, youth, and families we work with.

To be a part of the community that generously donates, please visit www.neofacs.org/foundation

Some of the support provided to children, youth and their families

Back to School Campaign:

179 children and youth throughout the region received new backpacks and school supplies for the 2023-2024 school year.

The campaign helps reduce some of the added stress or anxiety that the back-to-school transition can cause by ensuring those in need have the tools to start the new school year successfully!

Bursary Awards Program:

In 2023, a total of **\$9,000** in awards, bursaries and endowments were awarded to **9 deserving youth**. The program provides much-deserved recognition, fosters confidence and assists youth in pursuing their goals, in most cases, through post-secondary education or training.

Community Angel Campaign:

1,177 children and youth across the region received gifts in 2023. The campaign is about more than providing gifts from a wish list; it's about giving families hope for the holidays.

Just as important as the donations are the people behind the gifts who make sure children and youth experience joy!

Summer Camp:

In the summer of 2023, the Foundation supported **16 children and youth** to attend a day or overnight camp of their choice throughout the region.

Charitable Registration Number:
890061062 RR 0001

North Eastern Ontario Family and Children's Services

Statement of Financial Position

AS AT MARCH 31	2024	2023
ASSETS		
CURRENT ASSETS		
Cash	3,127,312	2,421,623
Accounts receivable	511,744	1,025,836
Prepaid expenses	25,675	17,600
Due from related party	2,577	-
	3,667,308	3,465,059
Capital assets	19,749,220	18,486,191
	23,416,528	21,951,250
LIABILITIES		
CURRENT LIABILITIES		
Accounts payable and accrued liabilities	3,096,336	3,101,016
Due to Ministry	458,366	504,864
Deferred revenue	537,360	235,226
Current portion of long term debt	600,007	600,007
Current portion of capital lease obligation	218,954	116,248
	4,911,023	4,557,361
Deferred contributions related to capital assets	5,576,388	4,271,023
Long term debt	2,482,745	3,082,752
Capital lease obligation	227,713	80,471
Asset retirement obligations	47,000	-
	13,244,869	11,991,607
Contingencies		
NET ASSETS		
Unrestricted net deficit	(471,756)	(376,049)
Equity in capital assets	10,643,415	10,335,692
	10,171,659	9,959,643
	23,416,528	21,951,250

Statement of Operations

YEAR ENDED MARCH 31

	ACTUAL 2024	ACTUAL 2023
REVENUE		
Grants and other	34,711,691	32,767,362
Canada-Ontario Community Housing Initiative (COCHI)	1,448,899	-
Transfer to deferred capital contributions	(1,678,803)	(250,526)
Amortization of deferred capital contributions	373,438	232,777
	34,855,225	32,749,613
EXPENSES		
Child Welfare	19,174,386	17,847,698
Child and Youth Mental Health Services - MOH	9,999,220	9,467,635
Services to Children/Youth Justice - MCCSS	3,605,575	3,428,634
Brighter Futures	677,094	676,636
EarlyON	348,170	270,556
Other Programs	97,796	36,799
Youth Transition Home	1,448,899	-
Amortization of capital assets	911,517	816,347
Adjustment to accrued wage liabilities	(54,872)	(114,678)
Transfer to capital assets	(1,678,803)	(250,526)
	34,528,982	32,179,101
EXCESS OF REVENUE OVER EXPENSES	326,243	570,512

Statement of Changes in Net Assets

YEAR ENDED MARCH 31

	EQUITY IN CAPITAL ASSETS	UNRESTRICTED	2024 TOTAL	2023 TOTAL
Balance, beginning of year	10,335,692	(376,049)	9,959,643	7,928,475
Excess (deficiency) of revenue over expenses	(538,079)	864,322	326,243	570,512
Net change in capital assets	845,802	(845,802)	-	-
Settlement of prior year funding	-	(114,227)	(114,227)	1,460,656
Balance, end of year	10,643,415	(471,756)	10,171,659	9,959,643

The financial information presented here is a summary of the audited financial statements.

To view North Eastern Ontario Family and Children's Services' full financial statements and financial statements notes for the year ending March 31, 2024, please visit our website at www.neofacs.org/reports.

If you have any questions, please email us at info@neofacs.org.



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Crisis support is available nights, weekends and holidays.

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