

OUR vision

Blue Hills Child and Family Centre envisions healthy and resilient children, youth and families.

OUR mission

In the spirit of collaboration and respectful partnership with both families and the community, we strive to create opportunities for children, youth and families to nurture their relationships and expand their abilities in realizing improved mental health.

OUR values

Ethical Practice, Strength-based, Transparent Practices, Self-reflective Practices, Inclusivity, Integrity and Dignity.

2017-2020 STRATEGIC PLAN



SUPPORTING SYSTEM CHANGE through Collaborative Partnerships

Working with key stakeholders to achieve system improvements that strengthen services to children, youth and families in York Region.



ENGAGEMENT with Families & Caregivers

Develop family-centered practices and create meaningful partnerships across all areas of Blue Hills including clinical, operational and governance.



OUR PEOPLE Foundations for our Future

Build an engaged workforce where staff are valued and empowered to pursue excellence in service to children, youth and families.



DONATIONS

Holiday Drive Adopt A Family

- Helen Ross
- Julia Chotowetz & Family
- Soraya Sarra
- Nelly Gallo
- Mirella Carlucci
- Linda Caira
- Carm De Rosa
- Mina Vaish
- York Simcoe Appraisal

Donations to the Agency

- Peter Rossborough
- Nancy Devine (in memory of Donna Milan)
- Charles Peters and Youtza Irani (in memory of Karen Maxwell)

Donations

- Neighbourhood Network Aurora
- Samantha Shaw
- Lindsay & Megan- Starbucks RH
- Adrianna Amaral
- Denise Hunter
- Yappn Corp
- Alyson McNiece
- Allcare Maintenance Services

Holiday Drive Donations

- Wojcinski & Associates Ltd.

BLUE HILLS CHILD & FAMILY CENTRE GRATEFULLY ACKNOWLEDGES:

- The Ministry of Children and Youth Services
- The Ministry of the Attorney General
- The Ministry of Citizenship and Immigration
- The York Children's Aid Society
- The Regional Municipality of York
- York Catholic District School Board
- York Region District School Board
- Kinark Child and Family Services
- The Blue Hills Foundation

For their support for the children, youth and families of our community.

TESTIMONIALS

"The service provided by Blue Hills was very positive and useful."

"Every interaction was highly fruitful and efficient. We are truly grateful."

"The service provided was extremely helpful and positive in trying to help our family move forward."

AURORA
402 Bloomington Road
Aurora, Ontario L4G 0L9

RICHMOND HILL
10350 Yonge Street, 4th Floor
Richmond Hill, Ontario
L4C 5K9

MAPLE
2354 Major Mackenzie
Drive West, Unit 4
Maple, Ontario L6A 1W2

blue hills
child and family centre

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HELPING FAMILIES
HELP THEMSELVES
Designed by RC Design

blue hills
child and family centre



President & Executive Director's REPORT

Reflecting on our Past, Preparing for the Future.

We are pleased to provide you with the 2017-18 AGM report. This past year has not been short on successes, highlighted by our on-going commitment to the children, youth and families we serve in York Region.

Our commitment to meeting the increasing mental health needs in our community has led us to a period of transition. By continuing to build capacity, consistently improving our programs, and maintaining a focus on service excellence, we are ready for this transition. The steps we have taken will help to secure our future and better prepare us for a changing mental health landscape in the Province.

This coming year Blue Hills will also mark fifty years of providing mental health services to children, youth and families living in York Region.

We are proud of our history and what we have achieved during the past five decades. We have worked hard to build evidence informed therapeutic programs that are family centered. Today, we provide a continuum of services from early intervention to a range of counselling programs, day treatment and latency age residential services. Alternative Dispute Resolution is another service focused on preserving families by providing strength based, inclusive and collaborative

approaches to resolving child protection disputes. We continue to work closely with our Children's Aid Societies and our Indigenous communities to ensure these services are responsive to their needs. We very much value the trusting relationships we have built with our Indigenous partners.

The changes we have made to our service delivery model in community mental health are allowing Blue Hills to serve more families and also keep our waitlists from growing. Our menu of services such as brief counselling, navigation, play and counselling and therapy continue to receive positive feedback from families. This past year, we were invited by Children's Mental Health Ontario to present our service delivery model at their annual conference. We received many positive comments from other agency representatives. Quality assurance remains a key priority for our Agency and we are encouraged by the continued positive outcomes families are reporting. Our quality assurance focus means our programs receive regular evaluation and we are able to make adjustments where necessary to improve client experience.

Our successes have been many, but we need to prepare for the challenges ahead as our diverse community continues to grow at a rapid pace. We remain hopeful that our new government will follow through with new investments so we can expand our programs to meet the increasing need for service.

This past year was also a transition year for our Board. We welcomed five new members, and each one of them has embraced their new role. Together with staff, the Board has worked collaboratively with staff to chart a new course for Blue Hills.

From time-to-time, successful organizations go through periods of transition, take time to reflect on their directions and make corrections where necessary. This year, we appointed an interim Executive Director to review our organization and look for opportunities to strengthen our capacity to provide treatment services to children and youth. One of the challenges over the past year was to address a staff turnover rate that was posing a risk to our on-going quality services. While lack of funding has meant that compensation rates have been low across the entire Children's Mental Health sector, we realized that our own rates were below the provincial average and were impacting our ability to attract and retain staff. An important priority for us over this past year has been to streamline our organizational structure in order to identify savings to improve the compensation paid to our front line staff. We recognized that a stable and skilled staff group is foundational to becoming leaders in the delivery of mental health services. Our efforts have been successful and in January, we were able to announce significant compensation increases for our staff. We are encouraged by the many staff that have voiced both

their appreciation and their desire to remain at Blue Hills to pursue their career. Staff engagement will continue to be a priority for us in the coming year and we are hopeful of continuing to strengthen our position as an employer of choice.

After 50 years of serving York region, the Board of Directors decided to embark on a journey that would prepare our organization for future growth and strengthen our capacity to respond to the mental health needs of children, youth and families across York Region.

Blue Hills entered into discussions with The York Centre to explore a possible amalgamation between the two agencies.

The Executive Directors completed an in depth assessment of the cost/benefits of joining the two agencies and creating a new organization. We determined that the benefits far outweighed any risks. We offer some of the same programs and services and our locations are geographically close in proximity to one another. Amalgamation will eliminate some of the duplication that currently exists and expand the programming choices for families. Both agencies will bring their considerable expertise and resources together and will be in a much stronger position to respond to increasingly complex service needs. As a larger organization, we will be better able to attract and retain skilled staff and have more impact on promoting positive change. Our menu of services will be better integrated allowing families to transition more easily between services.

The two Boards of Directors agreed to pursue this direction and identified an amalgamation

steering committee to lead the review. The Steering Committee began with identifying a number of key principles that would guide the process. One of the key principles was that this initiative would move forward as a "merger of equals", recognizing that regardless of relative size, both organizations had substantial assets they would bring to the table. From the outset, our focus was on the future of the new Agency and the benefits that families would gain from becoming one organization. Another important principle was that there would be no service disruption for families and that the combined resources of the new organization would be directed to evidence informed family centered practices. Our employees would be treated fairly, equitably and with respect throughout the process and there would no job loss as a result of the amalgamation. While we are committed to recognizing and honouring the history, and values of both existing agencies, we are equally committed to working together to build a new culture that will reflect the best from each organization.

As of the writing of this report, we have engaged our staff in a process to determine a new name for the new Corporation. We have confirmed a twelve member transition board with equal representation from both agencies. In early September we will be convening a special meeting of the Board to consider a motion to formally amalgamate. We are confident the new Organization will be approved and formally begin to operate on November 1, 2018.

As we approach fifty years of providing mental health services to York Region, Blue Hills is very proud of the successes of the past decades and the many thousands of families we have helped.

We are equally excited about the many new chapters that will be written as we move forward as new organization combining the rich histories of Blue Hills and The York Centre.

We would like to thank our funders, the Ministry of Children and Youth Services and the Ministry of the Attorney General for their continued support. In April of this year, MCYS informed Blue Hills that we would be receiving a five per cent funding increase to support transformation, cost increases and other human resource priorities. This was in recognition of the many years where new funding has not been available. We are grateful for this investment. It will mean our new Organization will start on more solid footing with a staff group that is more fairly compensated for the important work they do on behalf of their communities.

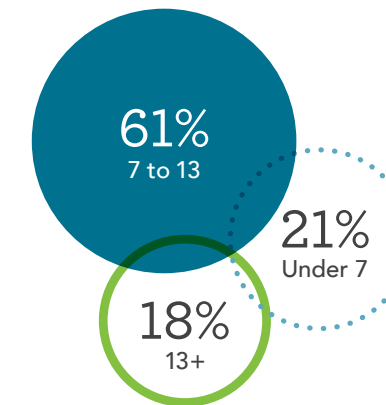
We would like to thank our Board members for their leadership during this transition year and for their willingness to embrace a new future as an amalgamated agency. Of course, our sincere thanks to all of our staff for their enduring dedication and commitment to the children, youth and families they serve each day. Their work has improved the lives of hundreds of children and has helped many families become stronger and more resilient. Thanks as well to our many community partners for your collaboration as we continue to work together on behalf of our communities.

STEVEN REBELLATO
President, Board of Directors

VINCE TEDESCO
Executive Director

OUR CLIENTS

AGE OF CHILDREN & YOUTH SERVED



TOP FACTORS IN THE REASON FOR FAMILIES ACCESSING SERVICES

- Problems at school, school recommending accessing support
- High conflict/divorce
- New diagnosis
- Hospital/doctor referrals after hospitalization and/or suicidal thoughts/self-harm
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- 0-6 behavioural concerns/parenting strategies

FINANCIALS

Blue Hills Revenues Breakdown 2017-18

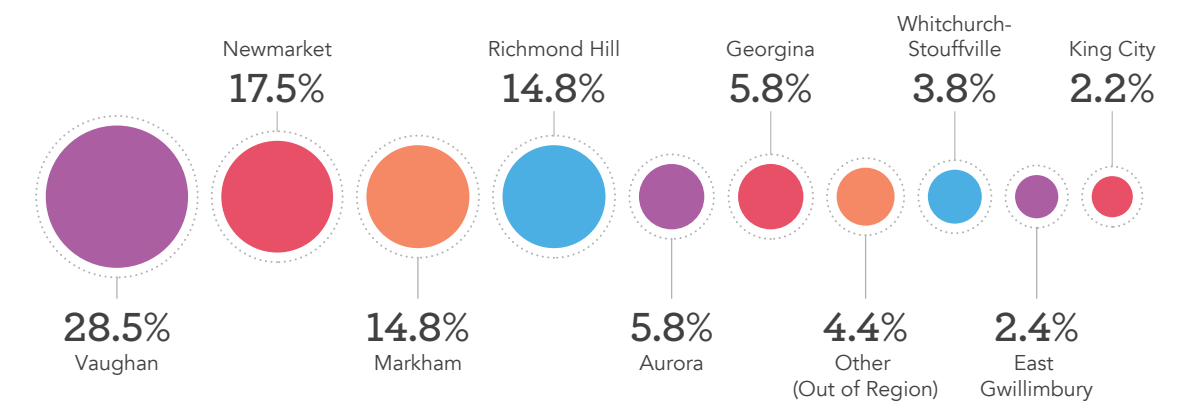
Province of Ontario—MCYS	\$8,645,605
Province of Ontario	\$255,771
Strategic Partnerships	\$347,297
Program Recoveries & Other Income	\$256,609
TOTAL REVENUES	\$9,505,282

Blue Hills Expenditure Breakdown 2017-18

Direct Personnel Costs—Salaries & Benefits	\$6,160,796
Indirect Personnel Costs—Travel & Professional Development	\$197,736
Purchased Services	\$1,922,931
Building Occupancy	\$415,893
Program Costs	\$148,363
General and Administrative Costs	\$627,420
TOTAL EXPENDITURE	\$9,473,139

Our 2017/2018 Financial Report is available to the public. Please email bluehills@bluehillscentre.ca should you want a copy of the full statement.

LOCATION OF FAMILIES AT TIME OF REFERRAL



1070

Inquiries

6843

Total Number of Children, Youth & Families

903

Access Intake

78

Family Group Decision Making

250

Counselling & Therapy

153

Intensive Treatment Services

478

Family/Caregiver Skill Building & Support

319

Specialized Consultation & Assessment

2506

Targeted Prevention

249

CAS Partnership Programs

150

Family Mediation Offsite

147

Family Mediation Onsite

1167

Mandatory Information Program

133

Child Protection Mediation

291

Brief Services

63

Aboriginal Approaches to ADR

617

AOK

8

Day Treatment Collaborative

1

Residence ICT Bed