

Sylvia Pivko

EXECUTIVE DIRECTOR



As we all take a moment to reflect upon this past year I am enormously grateful to our staff whose depth of knowledge and caring spirit enabled Blue Hills to flourish. Their positive impact on so many children, youth and families is the foundation of all of our achievements.

BELOW ARE SOME OF THE HIGHLIGHTS FROM THIS LAST YEAR:

- Through the Service Redesign change process we are now providing a continuum of quality, evidence informed services and programs that families can access and chose for themselves and their children;
- We launched a new suite of Clinical/Assessment tools—ChYMH Screener, ChYMH(Child and Youth Mental Health) ORS/SRS (Outcome Rating Scale and Session Rating Scale) and Collaborative Helping Maps (a tool that both helps workers think their way through complex situations with families and provides a structure to support constructive conversations between workers and families about challenging situations). These tools support Screening for eligibility and risk, triage and determination of intensity of need, provide a comprehensive understanding of the family and their needs, support treatment planning and review as well as provide outcomes on the service experience;
- We launched our new Service Flow for all services inclusive of Screening/Intake process, Clinical Navigation (a new and innovative role and function), Brief Services, and Counseling/Therapy goal focused approaches.
- We implemented a Model of dedicated clinicians in our Milieu services (Residential, Interface and Collaborative Day Treatment Programs and Intensive Family School Implementation Program—IFSIP);
- We further deepened our implementation of EMHware- our client information system so we can truly tell our story;
- Blue Hills has embraced family engagement and family-centered approaches to service delivery that are grounded in strength based, culturally responsive, accountable partnerships with families. Family-centered services represent not just a shift in what services are offered, but how they are offered. There is a fundamental shift in the attitude with which we as an organization approach families, the relational stance we hold with families, and the ways that we position ourselves with families. Blue Hills believes that in

- order for our organization to ground ourselves in family engagement we must engage in a parallel process with our staff and ensure we hold a relational stance and accountable partnership with each other. As such, Blue Hills is committed to identifying ourselves as a Mattering Organization.
 - In this context we initiated a new Orientation Process for families to support this partnership model;
- We implemented a Learning Organization process that facilitates the learning of all its members leading to continuous transformation.
 - In this context we launched our new centralized Student Placement process and support which includes the creation of a student team approach with staff Supervisor and Mentor roles;
- We strengthened our Organizational Culture through the implementation of a recognition system that is multi-layered and builds on the SMART model (Specific, Measurable, Authentic, Regular and Timely);
- We have further Integrated Quality Assurance and Improvement practices with a focus on data gathering to support decision making and program/service improvement;
- We organized a large Indigenous Approach to ADR Gathering in partnership with Dnaagdawenmag Binnoojiyag Child and Family Services (DBCFS) that focused on developing a common understanding of AA ADR and how it might work in each community that we are partnering with in the former Central East Region. Over 60 participants attended.
- We are humbled by the trust that the Chippewas' of Georgina Island have entrusted in us this year as we partnered to support their community's mental health needs.

Finally, I am part of a team of leaders that together have shared the steering of Blue Hills—I am grateful for their support and leadership. Thank you as well to the Board of Directors for their ongoing support of Blue Hills, and to Nalini Jugnundan, the Chair, for her leadership in this challenging year.



Donations

Donations to the Agency

- Kettle Lakes Public School
- Dr. Robin Alter
- David & Susanne Mavor
- Donna Devine
- Michael & Diane Bentley
- Stella Callighen
- Rita Irving
- Wendy Dicker
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- Brad Savage
- Scotiabank, Yonge & Henderson
- Scotiabank, Yonge and Wellington
- Brad Smith
- Ryan Smith
- Scott Sutherland
- Jot Toor

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- Aurora Christmas Classic
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- Alan Boyd
- Jason Boyd
- Sue Browne

- Lisa & Dean Vincent
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- Peter Willis
- Wojcinski & Associates Ltd.
- Paul Wolanski
- Yappn Corp

Adopt A Family

- Boutin family
- Linda Caira
- Mirella Carlucci
- Catholic Women's League of Nobleton
- Julia Chotowetz, CrossFit Newmarket Central
- Nelly Gallo
- O'Malley's Catering & Rental Inc.
- Soraya Sarra
- Scotiabank, Yonge & Henderson
- Helen Ross
- Mina Vaish—York Mediation
- York Simcoe Appraisal Corporation Inc.

Celebrating over 49 years in York Region

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 Ministry of Education
- The Regional Municipality of York
- The Ontario Trillium Foundation
- Kinark Child and Family Services
- The Blue Hills Foundation

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

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402 Bloomington Road
Aurora, Ontario L4G 0L9

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

MAPLE
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HELPING FAMILIES HELP THEMSELVES

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Annual REPORT



Nalini Jugnundan

BOARD CHAIR



I am pleased to share some highlights of this past year in my new role as Chair of the Board.

Life at Blue Hills has been exciting with the implementation of the long awaited Service Redesign and Organizational Restructuring.

The Board of Directors have also been active in reviewing its governance framework. This includes Participation—all board members have re-affirmed their role at Board meetings and on Committees. We have also re-affirmed our Consensus orientation understanding that good governance mediates differing interests to reach a broad consensus on what

is in the best interest of the organization and on its policies and procedures.

In terms of Strategic Vision, the Board has initiated a new Strategic Plan which will provide strategic directions for the organization for the next three years.

The Board has been reflective of its Performance and Responsiveness and has refocused and renamed its original Nominating Committee to the new Board Development Committee that will integrate reviewing the Board's effectiveness and efficiency as well as the traditional board recruitment functions.

In terms of Accountability, the Board has reaffirmed that it is accountable to the community we serve, as well as to our funders and stakeholders. Transparency is another pillar of the governance framework built on the free flow of information.

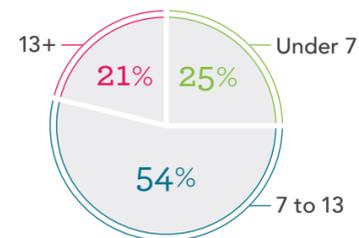
Fairness and Equity where all have opportunities to improve or maintain their well-being and Rule of Law where legal frameworks are fair and enforced impartially, particularly the laws on human rights.

The Board spent time together at our Retreat in February and I am gratified that during this year the Board members have embraced this governance framework. I am sincerely grateful for the support of my fellow Board members in this endeavour—Patti Skrypek (Vice Chair), Ijaz Rauf (Treasurer), Sherry Bahaw (Secretary), Simon Cheng, Sofia Mavumba, Basil Mwawasi, Steven Rebellato, and Larry Wigelius. Thank you to Joanne Pariseau for her administrative support and to Sylvia Pivko as the agency's Executive Director. Blue Hills is a wonderful organization and I am grateful for this opportunity to lead the Board in strengthening its governance and accountability.

STATISTICS 2016–2017

	15/16	16/17
Inquiries	1305	1089
Total Number of Children, Youth and Families Served	7069	8279
Access Intake	265	826
Brief Services	374	432
Counselling/Therapy	310	232
Intensive Services	193	172
Family/Caregiver Skill Building/Support	571	486
Specialized Consultation and Assessment Services	111	400
Targeted Prevention	2763	2596
CAS Partnership Programs	191	273
Family Mediation—Offsite	140	117
Family Mediation—Onsite	150	132
Mandatory Information Program	1170	1112
Child Protection Mediation	143	145
Family Group Decision Making	108	107
Aboriginal Approaches to ADR	57	67

AGE OF THE CHILDREN AND YOUTH SERVED



TOP FACTORS IN THE FAMILIES' REASON FOR ACCESSING SERVICES

- Worry and Impact about/of Child's "new" Diagnosis
- Problems at school/school requiring support or asking for more support
- Divorce/separation/high conflict
- Internet and Social Media—bullying/abuse/over-usage
- Self-harm or thoughts/talk of
- Hospital/Doctor referrals
- Accessing services in York Region



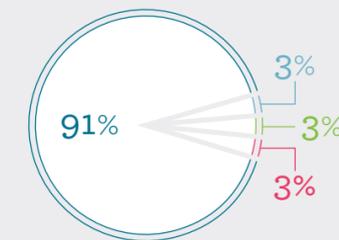
LOCATION OF FAMILIES AT THE TIME OF REFERRAL

Vaughan	Markham	Aurora	Whitchurch-Stouffville	King City
35.77%	13.04%	6.13%	3.75%	2.17%
Richmond Hill	Newmarket	Georgina	Other (out of region)	East Gwillimbury
16.01%	12.45%	5.53%	3.75%	1.38%

FINANCIALS

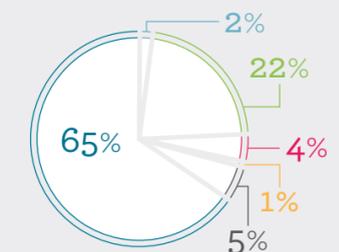
BLUE HILLS REVENUES BREAKDOWN 2016–2017

Province of Ontario—MCYS	\$8,613,536
Province of Ontario	\$263,853
Strategic Partnerships	\$308,219
Program Recoveries & Other Income	\$241,930
TOTAL REVENUES	\$9,427,538



BLUE HILLS EXPENDITURE BREAKDOWN 2016–2017

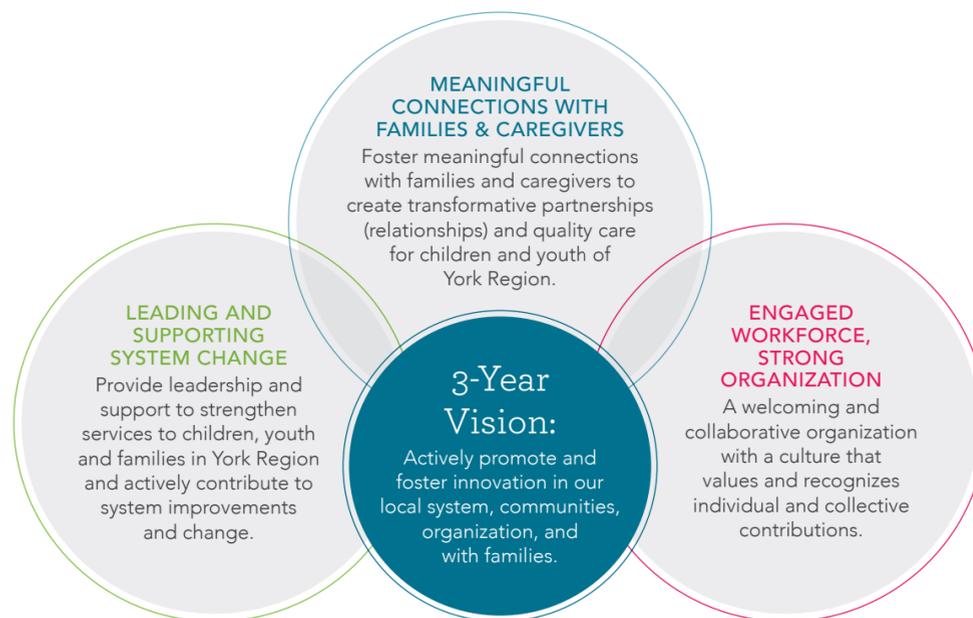
Direct Personnel Costs—Salaries & Benefits	\$6,065,217
Indirect Personnel Costs—Travel & Professional Development	\$198,971
Purchased Services	\$2,086,706
Building Occupancy	\$395,665
Program Costs	\$140,351
General and Administrative Costs	\$513,693
TOTAL EXPENDITURE	\$9,400,603



Our 2016/2017 Financial Report is available to the public. Please email bluehills@bluehillscentre.ca should you want a copy of the full statement.

PREVIEW OF PROPOSED STRATEGIC DIRECTIONS TO 2020

This visual incorporates key inputs and considerations from staff perspective (from the Retreat) and input from the engagement of families and stakeholders process. To be finalized September 2017.



Vision

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



Mission

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



Practices

The following practices reflect the primary and core practice methods that guide our work with families, communities and ourselves.

- Ethical Practices
- Strength-based Practice
- Transparent Practices
- Self-Reflective Practice



Values

The values of Blue Hills reflect the philosophy and beliefs of our organization, guiding all our decisions and actions. In our organization we undertake through our actions, to promote a climate of trust and harmony in all our endeavours. We hold the following core values.

INCLUSIVITY

We recognize and uphold the principle of equality of access to services which are responsive and sensitive to individual's uniqueness.

INTEGRITY

We are dedicated to and adhere to maintaining a high moral standard by making certain our actions always match our words.

DIGNITY

We value each person as a unique individual with a right to be respected and accepted.