

Annual Report

2013-2014



The Children's Aid Society
OF HAMILTON



Our Vision

A community where every child is a gift to be valued,
nurtured, and kept safe.

Our Mission

The Children's Aid Society of Hamilton,
in partnership with families and our community,
is committed to the safety, protection,
and well-being of children and the strengthening
of families, while valuing diversity
and promoting equity.

*Produced by the
Communications & Development Unit of
The Children's Aid Society of Hamilton*

Editor: Jamie Russell

Creative design by SIMS Advertising



Letter to our Community

"The only constant thing in life is change . . ."

In April 2013, the Ministry of Children and Youth Services introduced a new funding instrument to fund Children's Aid Societies across the province. This new instrument would allocate funding based on child population and socio-economic factors.

Unfortunately for our Society, the new funding allocation represented a decrease of \$4.7 million over the course of three years. In fact, a total of \$2 million was to be reduced immediately.

After a comprehensive review and difficult decision-making, the Society developed a plan that would reduce expenditures and submit a balanced budget, while at the same time maintaining the capacity to deliver child protection.

This plan came at a cost; it resulted in the loss of a number of full-time and part-time staff as well as the loss of the on-site medical clinic. These changes resulted in the elimination of many support programs for both children and families and foster parents. However, as the agency worked through these changes, staff rose to the challenges they faced and maintained a high degree of professionalism to ensure that the children, youth, and families were safe and thriving.

A review of practice expectations within all service units explored opportunities to create efficiencies while maintaining high service standards. With the loss of some support programs for children, families, and agency foster parents, the need for creativity and innovation to structure support that would ensure permanency and the well-being and safety of children was paramount. With strong community partnerships, and the dedication and determination of staff, foster parents, and volunteers, the agency was able to maintain our commitment to the work and led to the achievement of many successes.

At the start of this year, a client satisfaction survey was conducted and it confirmed that we are meeting and exceeding the expectations of our clients in all service areas. This survey is conducted both to empower our clients by giving them a voice and to learn, through their honest feedback, their opinions about the services they received. Our goal is to improve our services by offering staff constructive feedback based on the survey results, highlighting areas where quality improvement may be warranted

in order to better develop the way in which we support children and families in our community. Overall, the survey showed very positive results with 84% of all clients who participated in the survey responding that they are "very satisfied/satisfied" with the overall level of service they received from The Children's Aid Society of Hamilton.

The field of child welfare is also changing and moving to a direction more focused on outcomes. New performance indicators have been developed by the Ministry and can now be used as a score card to measure our performance and ensure we are meeting and exceeding expectations in the delivery of child protection service in our community.

In the face of constant change and ongoing challenges, together with the strong commitment of staff, board members, foster parents, volunteers, and community partners, we continue to be committed to the protection and well-being of children in our community and strive to provide the best possible service to the children, youth, and families involved with the Society.

Sincerely,



Dominic Verticchio, Executive Director



Marg Bowman, President



The Children's Aid Society
OF HAMILTON

When One Door Closes, Another Opens . . .

Due to the significant funding decreases experienced by the Society and after nearly a year of exploring alternate potential funding opportunities through the Ministry of Health, the Society saw its on-site medical clinic close its doors at the end of 2013.

“We’ve never lost sight of the care that the children required.”

Dr. Michael Mills, Dr. Anne Kittler, and Dr. Amie Davis, who have become incredible advocates for quality, comprehensive health care for our children in care and have come to understand the needs of these children, expressed an interest in exploring whether the medical services could continue to be provided through a practice managed independent of the agency. In June of last year, Dr. Mills opened the on-site clinic as his own practice, The Children’s Family Medical Clinic, while he and the agency continued to explore other potential funding opportunities through the Ministry of Health to determine if there was an alternate strategy to keep the on-site clinic operational.

“We’ve never lost sight of the care that the children required,” said Dominic Verticchio, Executive Director.

Although the physicians working in the medical clinic bill OHIP for the services they provide, that payment was insufficient by itself to cover the cost of running the clinic and an alternate strategy was not achieved to enable it to remain operational. The clinic closed its doors a final time December 17, 2013.

When one door closes another opens and North Hamilton Community Health Centre stepped up to open that door. Elizabeth Beader, Executive Director of the Health Centre, said its motto is “no obstacle to health care” and she was happy to see the medical records of about 490 children under the care of the agency shift to the community health centre. This move ensured permanent primary medical care for these children, many of whom are without family doctors.

“I think our children are going to be in very good hands.”

“It completely made sense,” Beader said. “It’s a permanent place for the children’s health records but it also gives them access to our other programs.”

North Hamilton Community Health Centre is a nonprofit organization funded by the Hamilton Niagara Haldimand Brant Local Health Integration Network and provides primary care, health, wellness, and community outreach programs to nearly 7,000 community members. The community health centre’s wide range of community programs include those geared specifically for seniors, parents, and youth; as well as general community programs that include community gardens, good food boxes, winter warmth programs, multicultural programs, fitness programs, and early childhood programs. As patients of the Community Health Centre, these programs are now accessible to the children, youth, and families we serve. The centre’s downtown location was also a benefit as many of the children in care live in the city’s core and its north end, making this location more easily accessible.

Some of the programs specifically geared toward youth include the Children’s Breakfast Club, which provides a nutritious breakfast and a safe environment for students of the neighbourhood’s schools to “hang out” before school; the Grub Club, an evening program for healthy living open to north end students aged 6-13 where they can participate in activities like cooking, gardening, sports, games and field trips; and Pathways to Education, an innovative stay-in-school program with incredible proven success rates.

“I am really thankful for the North Hamilton Community Health Centre,” said Verticchio. “I think our children are going to be in very good hands.”

For more information on the North Hamilton Community Health Centre and its programs, please visit www.nhchc.ca.





North Hamilton Community Health Centre first opened its doors in March 1987, back when there was only one family doctor in the entire north end of Hamilton. As a nonprofit organization funded by the Hamilton Niagara Haldimand Brant Local Health Integration Network, the Health Centre services nearly 7,000 community members, many of which are residents of the north end neighbourhood wherein the community health centre is located. This neighbourhood is rich in diversity and has a high ethnic component where only 65% of the community speaks English as their first language. This neighborhood also hosts a relatively high proportion of single-parent families and the number of children per family is higher than average. Responding to the needs of individual patients and their families, as well as to the health concerns of the community, the North Hamilton Community Health Centre is committed to providing accessible services, the empowerment of individuals and communities, wellness and illness prevention, and comprehensive care.





Shifting Trends in Volunteerism

As with many aspects of life in 2014, volunteerism is experiencing change as we see a shift in the current and upcoming trends. In previous years, organizations have enjoyed the benefit of engaged volunteers on a long-term basis, many times in excess of 20 years. As this generation of volunteers slowly retires, we will see more of a trend toward episodic, shorter-term commitments.

“Big differences begin with small actions . . .”

What this translates to for our agency is an increase in turnover with our volunteer team; however, the new breed of volunteers is also goal-oriented, autonomous, tech savvy, and highly skilled. This gives us an opportunity to focus on skills-based volunteering to ensure we can continue to attract and ultimately embrace today's volunteer population.

Partnerships are being developed and nurtured with corporate volunteers and educational institutions. As a result, we are benefitting from the precious commodity of donated time to support our agency's work, while at the same time facilitating ambassadors for the agency as they become educated to the good work being done by our staff.

One of our Child Protection Workers recently attested to the benefit of our volunteer-driven Homework Club. She had visited one of the participating children on her caseload and shared that the child felt connected to the group. She went on to say that the child did not have any immediate family members who had graduated from high school and she is very determined to make it to college. The child said the Homework Club tutors play a valuable role in her life. Another child listed being in the Homework Club as one of the reasons this was “the best year of her life” and stated that the skating night felt like a family trip. This resulted in a statement from a volunteer saying “skating night served as an excellent reminder of how rewarding it can be to volunteer with children.”

With the recent budget cuts, creative ways to deliver a Christmas program were put in place. Agency volunteers were quick to offer over 400 hours of their time to put the manpower into the hamper program and toy room. Donations were graciously received by volunteers from generous community members and hampers were shopped for, packed, and delivered with volunteer support.

A foster parent commented that a child in her care was recently readmitted after a short discharge period. The child experienced trauma and began to display distress when leaving the foster home. The foster parent credited the support and familiarity of the child's volunteer driver which helped the child transition during the transportation time.

Big differences begin with small actions and the actions of our volunteers in their various roles continue to enhance the service our agency delivers toward the well-being of children.

- Our team of nearly 200 volunteers provided over 51,000 hours of their time supporting the children, youth, and families we serve.
- Our volunteer drivers travelled 2,136,932 kms transporting our children and youth.
- 38 children were supported through our mentoring Special Friend Program.
- 25 children were tutored through our Homework Club.



Intake Services:

Collaborative Relationships Break Down Barriers

Investigating any child abuse allegation to ensure the safety of children who may be at risk can be a challenging task. When there is a language barrier between the Child Protection Worker and family, this can be a complicating factor.

In 2010, The Children's Aid Society of Hamilton partnered with Catholic Children's Aid Society (CCAS) of Hamilton, Niagara Family and Child Services (FACS), two French Language School Boards: Conseil scolaire Viamonde and Conseil scolaire de district catholique Centre-Sud, and Centre de Santé, and began a collaborative effort to increase and improve access to French language services in the Hamilton-Niagara region.

As a result, in January 2012, new protocols were developed and a three-year funding plan was granted from the Ontario Trillium Foundation to continue to enhance the collaborative work of child welfare agencies, French-language service organizations, and the French Boards of Education. The shared vision was to ensure that Francophone families in the Hamilton-Niagara region have access to a continuum of child welfare services delivered in French and to work toward a service navigation process for families and staff that is timely and responsive to family needs.

As the first year of this grant came to an end, the French Language Services Committee announced the launch of the French language toll free number (1-855-550-3571) where referrals from the community can be made in French, Monday through Friday, from 8:30 am to 4:30 pm. The number is housed at CCAS Hamilton, but is a shared service between the CAS of Hamilton, CCAS Hamilton, and Niagara FACS.

Jacques came from Haiti to Canada where he worked to bring his family over to join him. After two years, he was able to move his wife, Madeleine, and their three children: Sebastien, 10, Jérôme, 8, and Sabdrine, 7, to Canada. Madeleine, who was also eight months pregnant at the time, was residing in a shelter with their three children while her husband lived in a motel until he could secure housing for the family. They lived separately for six months until housing was obtained and they could settle into an apartment of their own together. The family later identified this as a major stressor.

Both Jacques and Madeleine are bilingual. Along with their first language, which is Haitian Creole, they also speak French. The children speak Haitian Creole and have some understanding of French, which they are learning in the French language school they attend.

In February 2014, the children's school placed a call to the Catholic Children's Aid Society of Hamilton through the new French language toll free number to report concerns regarding Jérôme. It was reported that Jérôme did not want to go out for recess and when asked why, he said it was because he was upset and that his wrist was hurting after his father had hit him with a comb because he did not want to read the previous evening. The school said that while Jérôme did not have any bruising on his wrist, he kept holding onto it and continued to complain that it hurt. Jérôme did not express any fear of his father or of going home. The case was assigned to a bilingual Intake Child Protection Worker (CPW).

During the initial meeting with the CPW, Madeleine shared that her and her children were having a difficult time adjusting to Canadian culture. Madeleine said her children were attending a French school but did not understand the language well and they were having difficulties communicating with teachers and peers. Jacques shared he felt having Madeleine and the children residing in a shelter put further stress on the children and his wife and that he had been busy trying to get things together for his family. Now that the family was all living together in their own apartment, Jacques and Madeleine hoped the children would begin to adjust better to their new lives in Canada.

Through the course of the Intake investigation, Madeleine and Jacques were provided information regarding appropriate methods of discipline from the CPW and their Settlement Worker. The investigation determined

that there were no protection concerns verified. Through the collaborative efforts of the child welfare agencies, the French-language service organizations, and the French Boards of Education, the CPW was able to discuss supportive services available to this family in the community through Centre de Santé, such as the newcomers program to assist the parents and children adjust to life in Canada. This family had already received a lot of support from Centre de Santé after their transition to Canada and they said they would connect with them again to inquire about this program, which they felt would greatly benefit Madeleine and the children.

Through recently connecting to the Francophone community and from an anti-oppressive framework, the CPW was able to understand this family was indeed experiencing some challenges as a result of being a new immigrant family and the CPW was able to recommend services to best suit their needs. Club de l'amitié was a service through Centre de Santé that was suggested to the family, which provides newcomers an opportunity to meet others who are also new to this country while participating in a variety of educational and social activities. Carrefour d'établissement was suggested as well, which is designed to allow Centre de Santé clients, especially youth, an opportunity to meet others and participate in a variety of educational and social activities. Through her work with the mother, the CPW felt this would be a perfect opportunity for the family to become engaged in the community and connect with more Francophone people.

Prior to our agency reaching out to the Francophone community, CPWs were unaware some of these services existed and were not able to provide community services for our French families. Intake Services has now added French language brochures to our resource area with information about various community programs available to Francophone families. In this case, this served to be very beneficial to this family. Through our gradual transition to servicing the Francophone community, we are already seeing the difference it is making in our work with being able to immediately identify community services that may benefit French families just as easily as we do for English families.

This case is now closed. Through the work of the bilingual Intake CPW and the Francophone community, this family is now well serviced with respect to their needs and we were able to obtain our common goal, the safety and well-being of the children.

“I just received your letter closing our file . . . I just wanted to thank you . . . It was already a very difficult time for our family and it was nice to deal with somebody who wasn't trying to make things more difficult . . . If anything you made them a lot less difficult than I expected or feared. So I wanted to thank you and you will be happy to know that my husband completed treatment and he is back home and everything is looking pretty hopeful.”

— Intake Service recipient; March 21, 2014

“I just wanted to call to say thank you. As much as maybe at the time I thought you were a kind of betrayal, taking the kids behind my back . . . and I was angry, I wanted to apologize and I wanted to thank you for giving me the chance to become a better mother. Our lives are a lot better now.”

— Intake Service recipient; November 29, 2013

Funding reductions necessitated a review of administrative support in all service units. Realignment with less administrative staff was necessary as a result and included a reduction of an administrative position in Intake Services.

- Intake Services responded to 7,017 calls from the community about children's safety and well-being.
- 2,756 of these calls resulted in child protection investigations of suspected maltreatment of children.
- 658 referrals did not require a child protection investigation and the Society linked primary caregivers with other community services, providing follow-up where required.



Family Services: Building Trust and Creating Successful Outcomes

Trust is an essential component in any working relationship. This is certainly true for relationships within the context of child welfare, where many of the parents and children we work with, through their own lived experience, have managed difficult, unsafe relationships. As a result, many have built strong protective mechanisms that impact their ability to build trusting relationships.

Often the most challenging, yet rewarding and fulfilling, parts of the child welfare work are client engagement, relationship building, and the development of trust. Child Protection Workers (CPW) in the area of Family Services work with families for extended periods of time (sometimes several years) and can attest to the fact that a significant amount of their work goes into forming strong relationships and that it is often these relationships that lead to successful outcomes for children and families.

Cathy is a young mother of two-year-old Sky. Cathy herself was involved with the agency as a child and spent some time in the care of the Society. She had limited positive early life relationships and as an adult found herself in a violent relationship with Sky's father.

When Cathy first met her most recent Child Protection Worker, she was guarded and had lost hope. Some five months earlier, Sky was apprehended from Cathy's care due to concerns about Sky's safety and well-being and placed in a foster home. As a result of the agency's decision to remove Sky from her care, Cathy had negative feelings towards CAS and did not trust the agency in its stated intentions to work with her towards a plan to return Sky to her care. Cathy felt there had been little recognition of her positive work and accomplishments in improving her parenting skills thus far, and felt as though she had already lost Sky permanently.

Initially, Cathy was skeptical of the new worker and did not want to engage in conversations about what led to Sky's apprehension, stating the information had already been provided to the former worker. The

new worker was aware of the fact that the mother did not have positive things to say about her previous experiences with CAS and felt that in order to move forward and be successful in meeting the goals, Cathy would need to feel fully supported in her work and needed to be listened to. Therefore, the worker decided to begin her relationship with Cathy by engaging her in a conversation about her story; acknowledging how she felt about what had happened after the birth of Sky, the events that led to Sky being removed from her care, and what this all meant to her. The worker wanted to hear how Cathy perceived the beginning phases of her involvement with the Society and how she described her relationship with the agency. The worker thought how Cathy felt during her initial involvement with the Society was important in gaining her trust and in building a working relationship with her.

“*Relationship building is an important part of our work in Family Services. Workers strive to build healthy and long-lasting relationships with their families as well as service providers. The work in Family Services provides opportunities to touch and change lives. I am truly honoured to be part of this service area.*”

– Veronica Bennett-Shaw,
Supervisor, Family Services Unit D

- Family Services provided support to 1,433 families relative to parenting skills, child protection concerns, substance abuse issues, and a variety of other concerns identified within a home.
- Through Kinship Service, a child that cannot live with his or her own family due to a protection concern is cared for by members of the child's extended family or those closely involved with the child. At the end of this fiscal year, 110 children were living in 83 Kinship Service homes.
- The agency remains committed to finding kinship placements for children who are not able to remain in their own home. The focus on the Kinship Services Unit is providing assessment service to ensure safety and well-being for a child when placed in a home and providing ongoing support to the care providers and children once placed. The Kinship Services Unit has developed a strong focus on permanency planning and advocacy for children's complex needs.

Cathy was provided the opportunity to discuss her feelings and her experiences openly and without judgment. In doing so, she was provided a safe environment to have a voice and gain some control back in a situation where she felt a loss of control and power. The worker slowly built a relationship with Cathy by visiting with her often and responding to Cathy's numerous phone calls and questions in a timely manner. The worker continued to gain Cathy's trust by giving her more responsibility in tasks that would lead to Sky's return to her care.

A service plan was developed between the worker and Cathy with clear expectations and timelines. Cathy was hoping to have Sky back in her care prior to her first birthday, which was 3 months away, and felt that she could do the work that was required for this to happen. The worker was open and honest with Cathy about the potential of this not happening but continued to encourage Cathy in taking the lead on moving forward. As Cathy demonstrated the ability to follow through with expectations and demonstrated an increase in parenting confidence and skills, the worker

was able to increase Cathy's access to Sky and provide her more opportunities to be involved in Sky's life, such as attending doctor's appointments and taking Sky to community programs.

The worker continued to advocate for Cathy and Cathy continued to demonstrate significant changes in her life and a strong bond with Sky. In the course of this work, the relationship between Cathy and the worker deepened and Cathy started demonstrating a trust in the relationship. Cathy began to seek advice and guidance from the worker regarding her personal life choices and the worker supported Cathy in achieving her goals.

As Cathy worked towards the return of Sky into her care, she was also attempting to manage a relationship with Sky's father, who was now her ex-partner. Their relationship had previously involved violence by both Cathy and Sky's father. Initially, Cathy was selective with the information she provided to the worker about Sky's father. As the worker engaged Cathy and demonstrated confidence in Cathy's abilities, Cathy began trusting in the worker and through that trust Cathy slowly began telling her story about her experiences with Sky's father. The worker recognized the difficulties that Cathy experienced and the trauma that she endured and continued to be a source of support for Cathy, encouraging her to make positive decisions for herself and for Sky.

Cathy succeeded in her goal and Sky was returned to Cathy's care prior to Sky's first birthday. Cathy continued to work closely with the worker, as well as community professionals, in order to ensure that Sky was safe in her care and that all of Sky's needs were being met. Cathy was also given the opportunity to work with Sky's father in creating an access plan between him and Sky. The worker was able to openly discuss worries about how access could be managed by Cathy and Sky's father and ultimately felt that Cathy would benefit from being in control of the visits, would be open and honest with her regarding any issues that may arise, and would ensure Sky's safety at all times.

Since having Sky returned to her care, Cathy has continued to maintain stability for herself and has continued to make positive choices in her life. Cathy has now completed her high school diploma. She has many positive relationships in her life, including her mother and sister, and she and Sky receive lots of support from them on a daily basis. Cathy's involvement with the agency is coming to an end after two and a half years of service and in spite of how Cathy felt about the Society initially, has now asked the worker if she can remain in contact with her as she feels that she has formed a safe, supportive, and trusting relationship with the worker and does not want to lose that. Cathy now has a positive attitude towards the agency and is open to receiving support from the agency in the future if it is required.

“One of the most important parts of my job as a Child Protection Worker in Family Services is building trusting, respectful, and supportive relationships with families. The work is about helping families to become empowered to gain the skills, knowledge, and confidence, and to encourage them to use those to ensure the safety and wellbeing of their children.”

*— Kristina Balogh, Child Protection Worker,
Family Services Unit E*

With significant staffing reductions, Family Services staff has worked hard to continue to provide quality, comprehensive services to the families receiving ongoing child protection services. Staff continue to work with families using the Signs of Safety model of practice, working inclusively with parents, children, extended family, and community professionals to examine the family's strengths and challenges, and develop plans of service that involve a network of support to address concerns and create safety for the children in the home.

Significant reductions in programs providing in-home support has impacted the way services can be provided, and has required some innovative strategies to ensure that parents are provided with services that will assist them in parenting their children safely. In-home support services have traditionally been used to support parents whose children are in their care, to address issues, and allow the children to remain in their own homes. They provide support and instruction to parents whose children are not in their care, in the hopes of facilitating change that will allow the children to return home.

A review of program parameters was conducted, referral criteria refined, and a limit set for the number of direct service hours provided to each family referred for in-home support work. In this way we have been able to continue to provide these services to the broadest number of families. Knowing of the loss in our own programming, community service providers have responded as best they can to an increase in referrals made by Child Protection Workers. Although other community services are available in some instances, wait times in the community can be lengthy, and can result in some delay in service delivery.

Child Protection Workers and Support Services staff are to be commended for their commitment and innovation in continuing to provide the best possible services to families in spite of significantly reduced resources.



Children's Services: Ongoing Support Fosters Success

Outside service providers are a very valuable resource in our ability to provide ongoing support to ensure youth transition into successful young adults. Developed in response to recommendations made in the Youth Leaving Care Working Group report, "A Blueprint for Fundamental Change to Ontario's Welfare System," released in 2013, the Ontario government is also helping young people leaving the care of Children's Aid Societies to find the right supports and services through the creation of 50 Youth-in-Transition worker positions across the province. These workers help young people age 16 to 24 in securing local affordable housing; finding education and employment resources to help cover the cost of post-secondary education and training; finding a job; identifying skills training, such as financial literacy courses and meal planning; accessing health and mental health services, like being connected with a family doctor and counselling; and locating legal services, including advice for youth in the justice system. Providing additional support for youth leaving care is vital in ensuring their successful transition into adulthood.

Funding reductions necessitated a review of practice expectations to explore opportunities for practice changes to create efficiencies while maintaining high service standards. While there was a loss of some support programs, staff, foster parents, and community partners maintained their commitment to the work and the funding reductions did not hamper our focus on the Signs of Safety approach, our Diversity and Inclusion Initiative, our Annual Youth Conference, and the development of the Foster Family Retention Committee—just to name a few!

- Throughout the year, The Children's Aid Society of Hamilton cared for a total of 856 children and youth with a total of 616 in care at the end of the fiscal year.
- There are currently 300 children who are in permanent care of the Society.
- At the end of the fiscal year, 220 children were in foster homes, kinship service homes, and outside placement resources.
- The Society found caring, supportive, and loving forever homes and completed 30 adoptions during this fiscal year.
- 31 youth were provided with bursaries through the Society to assist in their pursuit of post-secondary education.
- 92 youth between the ages of 18 to 21 were supported through Continued Care and Support for Youth during this fiscal year.



John came into the care of the Society in May 2011, due to significant parent-child conflict, which escalated into physical altercations threatening John's safety. The conflict between John and his parents was not able to be resolved and he became a Crown Ward.

John is open about his drug and alcohol use, as well as his struggles with anger management and his involvement with police and the Youth Criminal Justice System. While John's behavior can be difficult and disrespectful, he is a personable and charismatic young man.

John struggled in his various placements and was eager to live independently. After being placed in a youth shelter John's Crown Ward Worker initiated a referral for John to begin work with a Youth in Transition Support Worker. The Society is fortunate to receive funding through the Homelessness Partnership Initiative, which supports two Child and Youth Care Workers who assist youth to successfully transition into adulthood. John was referred to a Youth in Transition Support Worker in November 2012.

John's original independence plan was to reside in St. Catharines, close to his biological family, but his motivation to engage in services was limited and he was not receptive to meeting with the assigned Youth in Transition Worker. Upon turning 18 John left his placement at the youth shelter and had no contact with the Society or his Youth in Transition Worker.

About a month later, John returned to Hamilton and initiated contact with his Youth in Transition Worker to request support. During this meeting John stated, "I'm serious. I'm going to get my life on track. I've wasted too much time. It's time to start being an adult."

From that point forward, John maintained regular contact with his worker and attended all scheduled appointments. He often walked or rode his skateboard from downtown Hamilton in order to attend meetings. In addition, he assumed responsibility for attending his court appearances in Hamilton and St. Catharines, maintained his appointments with his Probation Officer, and, as reported by his Crown Ward Worker, was making good progress as evidenced by opening a bank account, attending school, securing employment, and locating an apartment.

John was also referred to the Threshold School of Building in Hamilton. John was supported through the vigorous interview process and he was able to prepare for each step by remaining in regular contact with his worker—often by texting! In October, John was accepted and began the program.

Although he initially had some struggles and thought about quitting, John chose to contact his worker when he encountered difficulties, such as not getting along with a teacher in the program. With her coaching and support, he was able to develop a plan and address the situation appropriately. This experience helped strengthen the working relationship he had with the staff

at Threshold and he was able to recognize this. John thrived in this program and for the first time, he saw a purpose to education. In January 2014, John graduated from the program and won an award. His hope is to continue to work in the area of construction and is currently looking for employment in this area.

Recently John proposed a plan to rent a home from his parents in Hamilton, as his attempts at maintaining living arrangements with roommates were not successful. In an effort to support him, John's worker directed him to develop a package with all necessary information regarding the rental property, the terms of a rental agreement, and a budget to sustain the property. Through the support of his worker, John's plan to rent a home was successful.

Since John graduated from Threshold at the same time his parents wanted to make renovations to the rental home, he was able to design an agreement whereby he would complete the specific renovations if his parent's provided him with the necessary materials and tools. This arrangement helped John to gain experience as well as enhance his technical skills.

Upon ending her work with John, his worker helped him clarify some additional goals for the future such as finding employment in construction, finding out exactly how many credits he required to obtain his high school diploma (he had already initiated this on his own and met with the adult learning centre to complete the required assessment as the first step), and one day purchase the rental home from his parents.

Although John continues to work through some personal struggles, he is always respectful during meetings with his worker and continues to seek her guidance and direction on a variety of topics. John is no longer actively involved in the Youth in Transition Worker Program but he remains in contact via text or during his visits to the agency. Today John is a young adult who feels more positive and confident about his ability to make positive changes and choices in his life.



Consolidated Statement of Operations and Changes in Fund Balances

for the year ending March 31, 2014

Revenue

Province of Ontario	\$47,352,507
Children's Special Allowance	1,865,930
Other Children's Aid Societies	327,801
Special Purpose Grants	1,262,424
Donations and Fundraising	270,599
Investment Income	70,530
Miscellaneous	563,629
	<hr/>
	\$51,713,420

Expenses

Client Services	\$40,559,741
Legal Services	2,218,514
Administration	6,176,737
Special Purpose Grants	1,262,424
	<hr/>
	\$50,217,416

Excess of Revenue over Expenses before the following:	\$1,496,004
Due to Province of Ontario	
Balanced Budget Fund	(1,245,776)

Excess of Revenue over Expenses	<hr/> <hr/> \$250,228
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Fund Balance

Fund Balance April 1, 2013	\$9,175,767
Excess of Revenue over Expenses	250,228

Fund Balance March 31, 2014	<hr/> <hr/> \$9,425,995
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Individual Fund Balances as at March 31, 2014

Child Welfare Fund	\$(370,892)
Ontario Child Benefit Fund	557,937
Capital Fund	7,151,667
Private Funds	2,087,283
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	\$9,425,995

Auditors: Deloitte & Touche LLP

An audited financial statement for the year ending March 31, 2014 is available at the Society's offices upon request.

A Profile of Giving

The Children's Aid Society of Hamilton extends heartfelt thanks to all of the individuals, businesses, organizations and schools who so generously contributed to the Society during the past year. On behalf of the many children and youth who have been touched by your kindness

THANK YOU!

\$5,000 - \$20,000

Charity of Hope
CHML Y108 Children's Fund
Clark Family Foundation Fund
Employment Hamilton
Ann & Robert Glass
Green Shield Canada Foundation
Hamilton Spectator Summer Camp Fund
Alexander Sims
Sims Advertising
Edith H. Turner Foundation Fund
W.L. Carpenter Memorial Fund
White Rabbit Child Care Centre Ltd.

\$1,000 - \$4,999

ANDO7 Consulting Ltd. / Glen Steeves
ArcelorMittal Dofasco
Around the Bay Road Race
Blue Line Taxi
Brilliant Smile Dental Hygiene Clinic
Campbell Mihailovich Uggenti, LLP
Robert J. DiPalma & Family,
Jed Mechanical Contractors, Inc.
Direct Electric Corporation
Generation Youth Specialized Foster Care
Green for Life Environmental Corp

Hamilton Marathon Bridge Club
Hamilton Police Service, Project Concern
J.K. Counter Tops Ltd.
Meridian Credit Union Limited
Milestone Foster Homes
Dr. Michael & Anne Mills
Mohawk College, School of Human Services
Nationwide Appraisal Services Inc
Pearson Dunn Insurance Inc.
RBC Wealth Management Dominion Securities
RBC Foundation
Samuel, Son & Co., Limited
Spectrum Foster Care Services
The Morgan Investments Group
Thermec
Nirmala Thomas
Triple M Metal LP
Dave Weber
James Wood
Brenda Yates

\$100 - \$999

Jessica Barnes
Shirley Arberg
Anne Bain
Banyan Community Services
Sally Beckstead
Duncan G. Bell
Robert, Lyndsay & William Bensen
Gary Beveridge
Anne Bono
Jim & Margaret Bowman
Donald E. Bradford
Helen Brink
Dr. Reinhard Brunner
Greg Button
Durk & Margery Bylsma
Carpe Diem Residential Treatment Homes
Frank Casey
Karen Cerello
Allan & Dorothy Chalmers
Shawn Chisholm
CIBC Commercial Banking
Maria Cirella
Alan & Marlies Clark
Murray & Joanne Clarke
Chad Collins
Bill Cooke

*Gifts received during the 2013-2014
fiscal year (April 1, 2013 to March 31, 2014)*



A Profile of Giving

Council for Exceptional Children
Hester Crate
Robert Crockford
Mark DeBenedictis
Anthony Di Silvestro
Harvey & Nina Diamond
Grace Diffey
Dignity Memorial Funeral Homes
Carlo & Giosy DiPietro
Vanessa Dubois
Dundas Christian Reformed Church
Donald & Judy Durkee
Deb Escott
Sarah Eves
Ida Ferrelli
Ryan Fiala, Telus Sourcing
Solutions
Martin & Jeannette Fitzpatrick
Enrico Floriani
Theresa Flynn-Purchase
Brent Foreman
Eva Freeman
Dr. Natalie Gaik
GPAir Limited

June Graham
Bill Gross
Cheryl Gzik
Marsha Guy
Hamilton Bulldogs Booster Club
Hamilton Police Service
The Hamilton Spectator
Marion Harrison
Haydon Youth Centre
Dr. R. Gordon Hayes
Jordan & Judy Hill
Dorothy M. Holmes
Home Depot Canada, c/o 501st
Storm Troopers (Niagara Garrison)
Hunter Business Forms Inc.
Rev. Victoria Ingram
Mr. Robert Innes

Jack and Beverly Jackson
Marg Jamieson
Kevin's No Frills
Thelma Johnson
Sylvia Kajiura
Jane Kappel
Hon. Stan Keyes
John & Rosemary Knechtel
Trisha Lee
Mary Lewis
Life Center Foster Homes Inc.
Gareth Llewellyn
Derek & Marnie Lynn
Dr. William Mahoney
Sylvio & Noelene Mainville
Sherri Marshall
Mary Lorraine McFadden
Jean McLeish
Ingrid Merola
Mary Meyer
Mike Miski, Royal LePage - Niagara
Real Estate Centre
Henry & Lori Mizzi
David & Nancy Morley





The Children's Aid Society of Hamilton has a diverse staff of 303 full and part-time employees who serve the greater Hamilton community.

The Society is governed by an 18-member volunteer Board of Directors with diverse educational and career experience across many sectors.

A team of nearly 200 volunteers provided over 51,000 hours of service through a variety of volunteer roles including drives, child care, tutors, mentors, special events, and clerical, and fundraising. Volunteer drivers logged 2,136,932 kms taking children and youth to and from appointments, family visits, etc.

Representatives from the agency's Speaker's Bureau conducted 36 presentations over the last year bringing education and awareness to over 1,200 community members, professionals, and students.

In 2013-2014 the total number of children and youth served by the Society was 10,053 and the Society completed 30 adoptions.

After Hours Emergency Services received 10,323 calls from April 1, 2013 to March 31, 2014.



A Profile of Giving

Lou Morris
Joyce Mueller
Brian & Anita Mullen
Ernest Nash & Karin McDonald
Nicola's Catering
Jack Nunno
Tyler Kenny & Allison Panton
Ronald & Donna Picklyk
Pioneer Group Inc.
Retired Women Teachers of Ontario, H-W
Michael Schwenger
Jennifer Serre
Mike & Karen Shea
William Shea
Risa Shuman
Ruth Simmons
Jill Simpson & Colleagues,
Hamilton Community Health Care
Carolyn Simser
Karen Smith
Smith's Funeral Home
Spectrum Hospitality Canada Co.
Ray, Darlene, Laura & Kate Stericker
Al Straitton
John Swiergosz & Sandra May-Swiergosz
Nick & Lelita Tarantella
Tracey Telfer
Rachel Threlkeld
Linda Tiley

Elizabeth Tilson
Reverend Dr. Graham Tipple
Toronto Bicycling Network Inc
Bruce Treacher
Zayna Van Es
Fernando Ventresca & Billie Clarke
Fran Vickers
Dr. Janet Weisz
Dave Wilson
Derek E. Wilson
Professional Corporation
Shendal Yalchin
Stephen Yanover
Dave & Lynn Zwart

Up to \$99

Natalie Allen
Cedric & Cynthia Arnold
Joan Balinson
Roberta Barnes
Susan & Gerald Blackett
John Buller
Elizabeth M. Buzzell
Chris Charlton
David Christopherson

Catharina Dafoe
Barbara Davis
Evelyn Dearsley
Dr. Ralph Epstein
Hazel Flynn
George Foster
Kenneth & Ruth Gunby
Katlyn Guzar
Ken Guzzo
Bill & Lorraine Horodecki
Jeannette Hrycenko
Alexander Hunter
Edwin & Margaret Janack
Edwin Johnson
John & Hilary Kaler
Susan Korah
William Malcolm
Dr. Glenn Alan Mallory
Lorraine Marshall
Wayne Marston
Natalie McLeod
Linda Moore
James & Lori Nuell
George Rodwell & Leanne Guzar
Joan Rogers
Ryerson Middle School



Elizabeth Scarlett
Smart Betty Inc.
M.A. Spears
Doug Taylor
Ursula Vander Ploeg
Vivian Waye
Jing Zhao

Gifts in Kind

102.9 K-Lite FM
28 Lister Chophouse Grill
4th Course Bistro at Copetown Woods
A & A Exhaust Systems
ABB Inc.
Adventec Manufacturing Inc.
Carmela Albano
Aligned Capital Partners Inc, Carl Fraser
Ancaster Quilters Guild
ANDo7 Consulting Ltd. / Glen Steeves
Tom & Debbie Anderson
Anytime Fitness
ArcelorMittal Dofasco
Shellie Armstrong
Astor Chocolates
Atrium Banquet & Conference Centre
Baci Ristorante
Grant Bailie
Anne Bain
Bank of Montreal - Harvester Road
Lindsay Bannon & Family
Baotic Family

Zachery & Gayle Barnes
Better Bitters Brewing Company
Nickelbrook
Beyond the Batter Cupcakes
Amy Bodnar
Lisa Boniface
Sue Bosut
Shannon Brown
Burlington Family Medical Group
Nancy Buschert
Ida Calzonetti & Family
Cambridge Butterfly Conservatory
Lois Campbell
Carmen's
Carpenters Union Hall Local # 18
Robin, Zachary & Taylor Carr & Family
CAS - Accounting & Info Systems
CAS - CUPE Local 3899
CAS - Intake Team 3
Stefanie Catarino
Tina Caughie
Cavallo Nero Trattoria
Catherine Caygua, Cayuga & Associates

Anne Chaffee
CHCH News
Victor Cheng
Chestnut Tree PreSchool
CHML-Y108 Children's Fund
City of Hamilton - Culture Division
City of Hamilton - Legal Services
City of Hamilton - Public Works,
Transit Division
Clarke Productions
Constellation Brands / Vincor Canada
Patrick Coulter
The Cumis Group - Business
Process Innovation
The Cumis Group - New Business
Underwriting
Cumis Life Insurance Company
Douglas Clifford
Ken Cohen & Family
Deborah Cook
Corpus Christi Catholic Secondary School
Jennifer Danso
Russ Dawydiuk
Day Care on Delaware
Anthony DeArcangelis
Troy & Stephanie Densmore-Farnworth
David & Gayle Derby
Darlene Devison





Tribute Gifts

In Memory:

Max DiPalma

Kathleen (Kaye) Fleming

Margaret MacLennan

Christopher McCartney

Hilda Nichol

Lois Sims

In Honour of:

William Bensen - Birthday

Karen DeVost
 Vince DiFelice
 Anna Donato
 Dreams Take Flight Canada
 Cameron & Erin Duncan
 Dundas Christian Reformed Church
 Anne Dwyer & Andrea Phair
 Mark & Christine Ecker
 Edson Packaging Machinery (2007) Ltd.
 Electrolux
 Terri Moreau, EMC
 Cathy Emick
 Alexander Endler-Phillips
 Adaljiza Escano
 Justin Espique
 The Express Italian Eatery
 F&C Food Importing Inc.
 Ed & Shirley Felbel
 Fern Hill School, Burlington &
 Oakville Campuses
 Angela Firetto
 Theresa Flynn-Purchase
 Rick & Kathi Foley
 Ashley Frank
 Fraser Financial Consultants
 Fun Photos
 Funny 820 AM
 Robert & Ann Glass
 Glendale Secondary, Clerical & Admin
 GO Transit - Judson Office Staff
 Goemans Appliances
 Laura Goobie
 Peggy Goodacre
 Beth Goodger
 Ralph & Patricia Gouchie
 Dr. Mark Grafham
 Grand River Enterprises
 Green for Life Environmental Corp
 Goodlife Fitness
 Greenville Gourmet
 Frank & Daniella Grsic
 Christine Gudas-Murphy
 Marsha Guy
 Masha & Elise Hall
 Hamilton Bulldogs Foundation
 Hamilton Centre Probation & Parole Office
 Hamilton Gymnastics Academy
 Hamilton Police Service
 The Hamilton Spectator
 Hamilton Tiger-Cats
 Hamilton Video & Sound Ltd.

Paul Hart
 Anita Hayes
 Maria Hayes
 Matt Hayes
 Ryan Heerschap
 Kirsten & Kelly Holubeshen
 Home Depot of Canada Inc. -
 Centennial Pkwy
 Home Style Furniture
 Horizon Utilities Corp.
 Lesley Horrobin
 Hotti Biscotti
 Hughes & Maslanka Family
 Hunter Business Forms
 HWDSB - Psychology Service Department
 Don Ikeno
 India Village Restaurant
 Inniskillin
 Innomar Strategies
 J.K. Countertops
 Paul Johnson
 Louise Jorgensen
 Joseph's Estate Wines
 Mike & Sue Jurashchuk
 Rubina Khitab
 Dr. Anne Kittler
 KPMG
 LaBakeri
 Linda Langdon
 LaPiazza Allegra
 Laurentide Cabinet Corp.
 Learning Curves
 The Lionshead Pub
 Livingston International
 Kim Loiselle
 Dr. Michael Loreto
 Richard and Carol Loreto
 Elise Loreto
 Mabe
 Angie MacDonald
 Walter MacDonnell
 Madu Masco
 Master Lock Canada Inc.
 Matthew McGregor
 McMaster University - BHSc Program
 McMaster University - Centre for
 Continuing Education
 McMaster University - Communications
 Studies & Multimedia
 McMaster University - Human Resources
 Service Centre

McMaster University - Rehab Science &
 CanChild Centre for Children
 McMaster University Sports Academy
 Rick McQuin
 Michael J. McHugh, McHugh Mowat
 Whitmore Ionico MacPherson LLP
 Tiffany Medeiros
 Ryan & Megan Medlock
 Mercedes Benz
 Michelangelo Event Venue &
 Conference Centre
 Mickey McGuire's Cheese Shop
 Johnathan & Laura Miles
 Dr. Michael & Anne Mills
 Mimi's Kitchen, Mimi Jespersen
 Brigitte Minard
 John & Cora Miszuk
 Nancie Mleczko
 Mobile Communications
 Amanda Moffatt
 Mom's Holiday Group
 Jerry Montour & Family
 The Morgan Investments Group
 Ann Morlok
 Lori Mosca
 Dean Mosca
 Mount Hamilton Youth Soccer Club -
 U11 Girls Select Team
 Mountview Junior Public School
 Betsy Murray
 Mystique Marketing
 My Thai
 Christopher & Angela Naftel
 Mr. & Mrs. Neiser
 Nella Cutlery
 NellieJames Gourmet to Go
 John & Sharon Newman
 Niagara College Teaching Brewery
 Niagara College Teaching Winery
 Nicola's Catering
 Nicholson & Cates Limited
 Norwood Park Elementary School
 Ben & Danyse Nywenig
 The Offord Centre for Child Studies
 OKD Marketing Group
 Oldies 1150
 Ontario Trial Lawyers Association
 Palatine Hills
 Parkermans Fine Tea Company
 Alan Pattan & Mary Beattie
 Ann Pekaruk



Pelee Island Winery
 Domenic Pellegrini
 John Petz
 Domenic and Mary Pirrone
 Betty Poirere
 Pondview Estate Winery
 Natalie Pronek
 Delorse Putt
 Bevin & Anne Rae
 Reif Estate Winery
 Retired Women Teachers of Ontario, H-W
 Rexall - Upper James
 Charles & Francesca Ricottone
 John Ricottone
 Elizabeth Ricottone
 Charles & Melissa Ricottone
 Nicole Ricottone
 Mr. B. Ritchie
 Shannon Robertson
 Paull Rodrigue Glass Artist
 Quad Color
 Roma Bakery
 RSA Insurance Company -
 Operations Team
 Jennifer Ruzhynsky
 Ryerson Middle School
 Wayne & Robin Sanderson
 Maureen Sawyer
 Scotiabank - King St W, Hamilton
 Scotiabank - Waterdown
 Mike Seabrooke
 Sears Limeridge
 Dr. John Seaton Elementary School
 Evelyn Seelenmayer
 Select Site Donuts - Tim Hortons
 Servita Catering
 Michael & Mary Shasky
 Mike & Karen Shea
 Sims Advertising
 Diana Sneath
 Sotiris
 Rob Spiteri
 Springy's

St. Joseph's Hospital
 St. Luke's Roman Catholic Parish
 & Community
 St. Michael's Anglican Church
 Chris St. Onge
 Michelle St. Pierre
 Strewn Winery
 Owen Struiksma & Family
 Stryker Canada
 John Swiergosz & Sandra May-Swiergosz
 Brendan & Christine Tait
 Tom & Linda Tennant
 Thai Elephant Cuisine
 Rebecca Thornborrow
 Tim Horton Children's Foundation
 Roy Timm Photography
 Sharon Tingey
 T. Litzen Sports Ltd.
 Toronto Star
 Toys 'R Us, #2467
 Gillian Valvasori

Jason, Ainsley & Sadie Vanveen
 Dominic & Sharon Verticchio
 Vibrant Graphics
 George & Patricia Vin Bon
 Vineland Estates Winery
 Charlotte Vlahovich
 Aaron Vogan & Ranya Amir
 Walt Disney World
 Victoria Walzak
 Blake & Colleen Williams
 Willow Salon
 Cindy Wilson
 Charles & Cori Wiseman & Family
 James Wood
 Jim Wood
 Colleen Wray & April Hoyt
 Mike & Shelley Zajczenko
 Greg & Deb Zubcic & Friends
 Marlene Zywna





2013-2014 Board of Directors

Officers

- Marg Bowman..... President
Jim Stirling..... Past President
Victoria Walzak 1st Vice President
Gareth Llewellyn 2nd Vice President
David van der Woerd.....Treasurer
Dominic Verticchio..... Secretary

Directors

- | | |
|----------------------|----------------|
| Anne Bono | Brian Mullen |
| Patrick Coulter | Andrew Ottay |
| Fred Eisenberger | Sara Parker |
| Rev. Victoria Ingram | Nadia Rizzuto |
| Hon. Stan Keyes | Gary Sims |
| Ashok Kuman | Patrica Wright |
| Neil McMahon | |





The Children's Aid Society
OF HAMILTON

The Children's Aid Society of Hamilton
Poscor Centre for Children & Families
26 Arrowsmith Road, P.O. Box 1170, Depot 1
Hamilton, Ontario L8N 4B9 • 905-522-1121
www.hamiltoncas.com
Charitable Business No. 11885 2136 RR0001

A French version of the Annual Report is available upon request or by visiting www.hamiltoncas.com

While the profiles contained in this report are based on actual case files, the names and photographs have been changed to protect the identity of the families concerned.