
Community Services of Belleville and District

ANNUAL REPORT

October 18, 2023

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BOARD OF DIRECTORS

1. PRESIDENT
Ray Dassylva
2. VICE-PRESIDENT
3. TREASURER
David Rutherford
4. Chris Barry
5. Cathy McCallum
6. Ken Dostaler
7. Ken Lewis
8. Luisa Sorrentino

STAFF LIST

2022/23

SENIOR MANAGEMENT

Susan Seaman	- Executive Director
Nicole Chevalier	- Clinical Services Manager / Executive Director
Trish McKinnon	- Program Manager
Anne Brennan	- Program Manager – Autism Services/Clinical and Program Manager
Andrea Brennan	- Clinical and Program Manager

ADULT PROTECTIVE SERVICES

Alice Haveman	- Adult Protective Services Worker, Madoc
Tammy Kavanagh	- Adult Protective Services Worker, Bancroft
Gina Olsen	- Adult Protective Services Worker, Belleville
Cathy Orr	- Adult Protective Services Worker, Belleville
Candice Roberts	- Adult Protective Services Worker, Picton
Jill Thurston	- Adult Protective Services Worker, Belleville
Jessica Wood	- Adult Protective Services Worker, Trenton

ALTERNATIVE DISPUTE RESOLUTION/FGC

Amanda VanNess	- ADR Coordinator
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AUTISM PROGRAM

Nicole Storms	- Clinical Supervisor – Autism
Ellen Anderson	- Family Support and Transition Coordinator
Paige Bertelink	- Autism Therapist
Katie Bishop	- Autism Therapist
Jordan Clarke	- Autism Therapist
Brigitte Cote	- Autism Therapist
Meagan Desforge-Petrie	- Autism Therapist
Bailey Kimball	- Autism Therapist
Lauren Kirkpatrick	- Autism Therapist / Family Support and Transition Coordinator
Nik Pankow	- Autism Therapist
Jane Spence	- Autism Therapist
Kelly Truscott	- Autism Therapist

BEHAVIOURAL CONSULTING SERVICES

Cindy Adamson	- Behavioural Consultant
Monica Richardson	- Behavioural Consultant
Janet Stapley	- Behavioural Consultant

COMMUNITY SUPPORT SERVICES

Bryanna Best - Community Support Services

FAMILY COURT CLINIC

Patricia Gray - Assessment Worker
Sara Hamilton - Program Facilitator

FAMILY RESOURCE AND SUPPORT

Renee O'Hara - Family Resource Worker
Judy Robertson - Family Resource Worker
Ann-Marie Wilson - Family Resource Worker

INFANT AND CHILD DEVELOPMENT

Lauren Isenegger - Infant Development Worker
Kendra Fraser - Infant Development Worker
Miranda Johnston - Infant Development Worker
Cheryl Marlin - Infant Development Worker
Hope Robson Harper - Infant Development Worker
Hillary Snow - Infant Development Worker

INTAKE PROGRAM

Tracey Corrigan - Intake and Waitlist Support Worker

INTENSIVE SERVICE PLAN COORDINATION

Anne Clark - Intensive Service Plan Coordinator
Ellen Anderson - Intensive Service Plan Coordinator

OFFICE ADMINISTRATION

John Paul Chusroskie - Finance Manager
Tammy Shiers - Office and IT Manager
Virginia Barker - Office Administration
Shannon McGill - Office Administration

SUPERVISED ACCESS SERVICES

Cheryl Clarke - Supervisor
Samantha Williams - Supervised Access Service Worker
Julie Staley - Visit Monitor
Shelby St. Hilaire-Skinner - Visit Monitor

EXECUTIVE DIRECTOR'S REPORT

Looking back on 2022/2023, what a time of transition and change this year has been! The start of the year saw us emerging from COVID restrictions and returning to the office officially as of April 1st. COVID had placed the individuals and families we support under great pressure and, as professionals, we were challenged to continue to provide supports under conditions of highly restrained resources.

As we came back into the office our board supported staff to elect to work from home if they so chose, and if their positions warranted. I believe this option has been a great support to staff in helping them to continue to provide excellent service while also considering their own needs and work-life balance.

The year 2022/2023 was one of significant change for our agency. We began our transition from Counselling Services of Belleville and District to Community Services of Belleville and District. We celebrated retirements of several longstanding staff, our Executive Director, Susan Seaman, after 30 years; Program Manager, Trish McKinnon, after 35 years; Autism Therapist, Brigitte Cote, after 20 years; Intensive Service Plan Coordinator, Anne Clark, after 21 years; and Infant and Child Development Worker, Cheryl Marlin, after 20 years. Our Board president Ronuk Thackray also retired after years of service. We wish each and every one the best and thank them all for their many years of valuable service.

Transition was also occurring in Developmental services. While we had been planning for the ending of funded Autism Services for several years, just prior to the beginning of the year, we received official notification that services would be terminated within 2022/23. Accordingly, we worked quickly at year-end to finalize our Fee-For-Service model. Also within Autism services, we offered a Multidisciplinary Clinic jointly with our partner, Quinte Healthcare. We received very positive feedback from families about the value of this service, particularly within a sector with limited funded services.

Within the adult developmental service sector, the MCCSS has begun to move towards an Individualized Funding Model. In preparation for this we participated in a lengthy and detailed costing survey, which endeavoured to identify specific costs associated with the provision of supports to individuals.

The beginning of the year also marked the transfer of Supervised Access Services from the Ministry of the Attorney General to MCCSS. Temporary additional funding was provided to continue to support visiting families, while meeting additional safety measures required due to COVID.

While many of our community partners were reporting staffing shortages, we were fortunate to be able to maintain full staff complement, and to enhance and augment services in some of our programs. An innovative pilot project began in the Family Court Clinic, in partnership with Highland Shores Children's Aid, which offers Trauma Informed parenting group supports to parents who had experienced childhood trauma. The program so far has been very well received. Additionally, the program

coordination for Alternative Dispute Resolution Services was fully integrated into the agency.

Our Infant and Child Development Program saw increased referral numbers and shifting demographics due to shortages within the daycare sector. The team worked creatively to limit wait times for families. The Infant and Child Development Team, in conjunction with Clinical and Program Management, has also been involved in the development of a system of care pathway in Infant and Early Mental Health within Hastings Prince Edward as part of a collaboration with Sick Kids.

As has been our longstanding practice at CSBD, our staff and management contribute to joint initiatives and committees locally, within Hastings and Prince Edward Counties, as well as provincially. These initiatives include the sectors of Health, Education, Developmental Services, Victim Services, Legal Services and Child Welfare. Through these efforts, we strive to be part of ongoing innovation and development of best practices, and to help ensure that change and transformation are informed by the needs of the people we serve.

In closing, I want to acknowledge staff for their ongoing dedication and commitment to providing responsive service, particularly during a time of challenge and change. I want to thank the Ministry for their ongoing support. Lastly I want to acknowledge the Board of Directors for their service to CSBD and the people we serve.

ADMINISTRATION

The Administration Team consists of two full time Administrative Assistants overseen by the Office and IT Manager.

The computer system, all office electronic equipment as well as all other aspects of the day-to-day running of the agency/building continue to be handled in an efficient manner. They also continue to provide support to staff in the use of Nucleus.

The Administration team provides administration support to families with Special Services at Home (SSAH), Enhanced Respite and Autism Spectrum Disorder respite funding, as well as providing assistance with the billing and processing of invoices for families involved with Autism Services.

We are fortunate to have administrative support for all programs and to have live reception. We get positive feedback from the community on this, and it all contributes to the provision of good customer service.

ADULT PROTECTIVE SERVICES

The APS team received 50 referrals and provided services to 173 adults during the year. The staff complement, for Hastings/Prince Edward Counties and Lennox and Addington County, remains at 7.

Despite the continued challenges related to wait-times for residential support options, the current housing crisis, and staffing shortages with community support providers, APS employees continued to provide a high level of support to people on their caseloads. In addition to traditional APS service referrals, the team also received referrals from the new APS housing initiative. This program provides service to adults who live with their aging parents but wish to explore independent living opportunities in their communities.

Housing shortages continued to be a pressing concern for clients of the APS program. The APS team strived to increase their awareness of local resources and continued to work with community partners to design creative solutions for supporting vulnerable people who experience poverty and homelessness in our community.

In addition to direct support to the clients on their caseloads, APS team members also participated in a variety of external community committees including The Situation Table, Coordinated Community Services, and the Community Advocacy and Legal Centre, and Christmas Sharing.

ALTERNATIVE DISPUTE RESOLUTION

Amanda VanNess was hired to the role of Alternative Dispute Resolution (ADR) Coordinator in 2022. We continue to support a roster of 10 service providers offering ADR services using a variety of approaches including; Child Protection Mediation, Family Group Conferencing, and Indigenous Approaches.

A total of 133 referrals were received this year, serving a total of 307 children between the ages of 0 - 18. We continue to work on promotion of the program to ensure community partners are aware of ADR as a service option, offering a number of training and information sessions to partnering child and family services agencies.

The ADR Coordinator also participates in the Provincial ADR Advisory Committee (PAAC), PAAAC ADR Symposium Working group, and TPA ADR Committee.

AUTISM SERVICES

CSBD Autism Services continued to adapt and grow with the changing landscape of Autism services within the province. The provincial funding structure continued its movement towards direct funding to families. As needs-based Core Clinical Funding became available, our fees for service practices were updated accordingly.

The Autism Services team consisted of seven Autism Therapists, one Clinical Supervisor, a Clinical and Program Manager and two Family Support and Transition Coordinators who offer Foundational Family Services. Our Autism Therapists and Clinical Supervisor worked to provide individual and group based services to 76 children and youth, as well as Fee for Service consultation and Dyad (2:1) based services.

Foundational Family Services, provided by our Family Support and Transition Coordinators, support parents and caregivers in service navigation, resource engagement, and transition supports. Coordinators also facilitate peer mentoring groups, workshops and parent education. One hundred and sixty seven children were supported through Foundational Family Services this fiscal year.

The team was successful in their application for OAP Capacity grant funding, which enabled us to run a Multidisciplinary Clinic in partnership with Quinte Children's Treatment Centre (QCTC). The clinic offered families who were waiting for services access to brief consultation with a Speech and Language Pathologist (SLP), an Occupational Therapist (OT), and Autism Therapist in one comprehensive appointment. The project ended March 31, 2023 when our partners were no longer able to continue with the project due to staffing shortages.

In partnership with the Maltby Centre, Autism Services provided OAP Caregiver mediated Early Years Programming to children under four and their caregivers using the Project ImPACT Curriculum. Families were invited to participate in this program by the Ministry and referrals remained low throughout the year.

In April of 2022, Urgent Response Service (URS) began in partnership with KidsInclusive. CSBD offers behavioural services to families in URS, working collaboratively with a multidisciplinary team. We supported a total of 16 children as part of the URS program this fiscal year.

We also participated in SAAAC Labs Incubator project as one of only 3 provincial participants. The program was a 4 week intensive program, designed to support organizations develop business and marketing strategies to help inform the move into the fee for service world of Autism Services delivery.

BEHAVIOURAL CONSULTING SERVICES

The Behaviour Consulting Services (BCS) team consists of three behaviour consultants who continue to support individuals and their caregivers at home, in school and in the community. We received a total of 56 referrals for BCS, and supported a total of 90 people and their families. The team provided consultation support to Camp Ability, and also participated in the ONTABA conference to continue to develop and build upon behavioural skills and knowledge. BCS and Autism Services jointly welcomed an Autism and Behavioural Sciences student from St. Lawrence College, who was later hired on a full time contract in Autism Services.

COMMUNITY SUPPORT SERVICES

The CSS program continues to offer support to families and individuals who qualify for Ministry funds or other individualized funding. The program consists of one full time staff member who carries a significant caseload, with an average monthly caseload of 168. The CSS staff also carries a small FRS caseload, and provides management and support for respiteservices.com along with one other staff member, and is a member of the Transition from School to Community Committee. The CSS program continues to collaborate with community partners to explore strategies for engagement with qualified, consistent, parent relief providers.

FAMILY COURT CLINIC

The Family Court Clinic gained a new full time staff member who joined as the program facilitator for the Pilot project. This initiative offers evidence-based interventions to help parents gain insights into how their history of childhood abuse may be affecting them as parents, and supports them to enhance their skills as parents. The Pilot Project offers both group and individual based programming using Caregiving through Connections and Circle of Security Parenting curricula. The first cohort began in November 2022, and a total of 13 referrals were received and two cohorts of participants were supported over the course of the fiscal year.

The parental assessment component of FCC remained staffed with one Assessment Worker throughout the fiscal year. A total of 6 assessments were completed, serving a total of 25 people. We continue to work with community partners and referring agencies to ensure those being assessed are fully informed and active participants in the assessment process.

FAMILY RESOURCE AND SUPPORT

The FRS program staff provided support to 177 school-aged children, youth and young adults throughout the year. The FRS team was comprised of 3 full-time members, and supports were augmented by support from the CSS program, where a partial FRS caseload was also maintained. As a team they carried an average monthly caseload of 140 families, supporting them with transitions, accessing community supports, and preparing for adulthood. The FRS team also provides case management supports for three families who receive Children with Complex Special Needs (CWCSN) funding, increasing the oversight, management and support required.

INFANT AND CHILD DEVELOPMENT PROGRAM

The ICD program received 132 referrals and provided support to 220 children with a team complement of four full-time members.

The team experienced an increase in older children referred to the program this year. With the challenges related to longer wait times to access licensed childcare options, many children have remained on the ICD caseload until childcare services became available, or until they reached school age.

Team members continued to provide coordinated support to families and collateral services with in-person visits while also offering virtual support where appropriate. Close partnerships with community resources, in a variety of children's services, continued with a focus on best practices and family-led goals.

INTAKE AND WAITLIST

Our Intake and Waitlist Support Worker processed 351 referrals for 5 programs at CSBD. Referral sources were also provided with other community resource information when needed. The staff member made every effort to ensure individuals and families receive the information and support they required, especially with challenges related to longer wait-times for other services in our community.

In addition to providing support during the CSBD intake process, our staff member also continued to provide coordinating administrative support to the HPEC Pressures and Priorities Committee. This role requires a high level of experience and expertise and has been identified by community partners as highly valuable to our adult developmental services community.

INTENSIVE SERVICE PLAN COORDINATION

The Intensive Service Plan Coordinator continues to provide consultation to collaterals regarding the processes involved in conducting Coordinated Services Plans, as well as applications for Children with Complex Special Needs (CWCSN) funding. The coordinator carried a caseload of 11 children and youth who are in receipt of CWCSN funding. Finding and maintaining appropriate respite and residential resources and supports for families has proven to be a significant challenge. The coordinator continues to work with community partners and collaterals to try and find creative solutions, however, lack of residential and respite resources remains a challenge within our community.

SUPERVISED ACCESS SERVICES

The staff complement for Supervised Access Services Program remained consistent and was comprised of the Supervisor, the Supervised Access Service Worker, and the full-time Visit Monitor, enhanced by fee-for-service Visit Monitors and students.

During the 2022/2023 fiscal year, the SAS Program supported 153 families, which averaged 291 adults and 147 children, and provided 2657 direct service hours. 742 on-site parenting times were scheduled, as well as 810 parent exchanges.

In September 2022, SAS staff attended a Supervised Visitation Network conference titled “Emerging Difficulties in Providing Supervised Parenting Time”, held in Niagara Falls. Presentations included topics related to high conflict clients, listening to children’s voices, understanding personality disorders and emerging legal issues.

The SAS Program supervisor continued to meet frequently with other provincial coordinators to discuss policies and other emerging topics. The Program Supervisor also works on a variety of committees and community programs including the Quinte Coordinating Committee Against Violence, Community Liaison Committee, and the Loyalist College Social Services Worker Advisory Committee.