



Children's Treatment Network



Annual Report
2012 - 2013

Building Brighter Futures Together

1-866-377-0286

www.ctnsy.ca



Taking Action On Our Priorities

Collaborate. Innovate. Take action. These touchstones powered the Network's progress throughout 2012-2013 as we addressed a number of priorities outlined in our strategic plan. We made some great strides:

★ **Despite a challenging fiscal environment**, the Network continued to provide high levels of service and support throughout the year. Network partners worked closely together to find ways to maximize resources, integrate care and create new approaches that helped reduce wait times and bring services to more kids.

★ **Established a Family Engagement Council.** These volunteers help enhance existing services and supports that families need. They serve as advocates and champions to ensure we provide services and supports in a way that works best for families.

★ **Harnessed the power of social media** by creating a Facebook page that offers families an online community that connects them with information, resources and each other. Powered by volunteer moderators, our Facebook community is active, vibrant and strong, with more than 500 members who share tips, advice and inspiration.



★ **Continued to strengthen the Network's governance** structure to ensure we're operating effectively and efficiently with kids and families at the centre of all our efforts.

Thanks to our dedicated Network partner professionals and passionate parent volunteers, we've made significant progress on a number of our strategic objectives. Highlights of these achievements are outlined in this report.

Going forward, we'll build on these accomplishments and continue to collaborate, innovate and take action to **'Build Brighter Futures Together for Kids with Multiple Special Needs'**.



Our Vision

**Building Brighter
Futures Together**

Our Mission

Through the collective efforts of community partners, we respond to the evolving needs of children and youth with multiple special needs in Simcoe and York by:

- Providing and enhancing services
- Championing system change
- Building capacity



2012 - 2013 At A Glance

Some Achievement Highlights	2012 - 2013	Significance / Impact
Number of children who received services and supports from Children's Treatment Network (CTN)	5,232	783 more children were served – a 17% increase over last year.
Total number of referrals	2,666	Volume of referrals is consistent with last year.
Number of service innovations that reduced wait times and served more children	4	<ul style="list-style-type: none"> • Spasticity Management Clinic • Developmental Assessments & Consultations • Occupational Therapy Consultations • Therapeutic Treadmills
Overall family satisfaction with Single Plan of Care approach	91%	11% increase over last year.
Total number who waited for one or more services during the year: For assessments For service	2,224 1,561	Average time waited was 124 days for assessment and 23 days for service. Average wait time increased over last year and varied across program areas.
Number of information, education and support events for parents and families	90	Over 2,875 people attended in-person events and 529 connected on our new Facebook page.
Number of families helped by Network Family Fund and donations to the Network	39	\$11,796 plus in-kind donations helped provide equipment and supports to families in need.
Number of Network partners	70+	Network partners from health, education and community sectors support a diverse range of kids and families across Simcoe and York.
Number of professionals regularly using the shared electronic record	466	Professionals from 39 Network partners regularly use the electronic record.
Number of children who transitioned to a Single Plan of Care	201	33% of children who receive CTN funded services transitioned to a Single Plan of Care approach.
Number of professional development / education events for physicians and frontline professionals	60	1,388 session attendees – up 51% from last year – helped expand the Network's capacity to serve kids and families.



Strategic Directions: Progress Highlights

Work more effectively as a Network

Providing partners and professionals with more clarity about roles within the Network

A new Scope, Services and Supports Fact Sheet clearly defines the Network partnership and the range of services and supports that Children's Treatment Network funds and provides.



Build stronger partnerships and secure additional resources to realize the Network's full potential

Improving the system of care for individuals with autism

Two autism spectrum disorder networks that we partner with are using the Network's shared electronic record to help streamline access and coordinate services:

- **York Simcoe ABA (Applied Behavioural Analysis) Program** – Network ACCESS completed a comprehensive intake and opened a shared electronic record for 1,568 children this year – 50 percent more than anticipated.
- **York Autism Spectrum Disorder (ASD) Partnership** – All 20 organizations involved will use the shared electronic record as a foundation for providing a coordinated system of care to children and adults in York.

Shared electronic record to help make transition to school easier for kids and families in Simcoe

The Simcoe Early Intervention Services system and Simcoe County school board partners worked together to create a new tool for the shared electronic record that captures specific information needed to develop an Individual Education Plan (IEP).

When children transition to school, parents will no longer need to repeat their child's history or outline treatment plans, progress or goals. Instead, teachers and education staff will use information in the shared electronic record to help develop the IEP.

Phasing in use of the tool will take place over time but many children will benefit starting September 2013. Impact from using this approach system-wide in Simcoe will help efforts to ease the transition to school for children across the entire Network.

This exciting pilot project was made possible through a Community Integration Leadership grant provided by the Ministry of Children and Youth Services to the Simcoe County Best Start Network.





Strategic Directions: Progress Highlights

Lead ongoing innovation and continuous improvement in family-centred, integrated care

New approaches reduce wait time

Despite no increase in funding, Network partners developed innovative approaches to help reduce wait time for more kids and families:

Simcoe Spasticity Management Clinic

New multi-disciplinary team helped manage pain and joint mobility for 64 additional children.

Developmental Assessments & Consultations

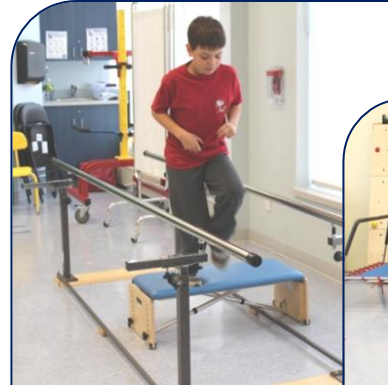
Wait time was cut in half to 6-8 months in York. 116 more children received services by streamlining assessment processes and refocusing resources.

Occupational Therapy Consultations

20 children in York received service sooner by having an Occupational Therapist provide a consultation visit with caregivers and Early Interventionists.

Therapeutic treadmills closer to home

22 more children improved their motor skills at the Network's Collingwood, Newmarket and Georgina Local Sites.



Training expands expertise and heightens effectiveness of integrated care

Over 1,300 frontline professionals expanded their abilities and the Network's capacity for providing critical services. Training highlights included:

- International best practices and emerging trends in Augmentative and Alternative Communications and services for kids with cerebral palsy and developmental medical conditions
- Equipping more professionals with the ability to use the Network's shared electronic record and other integrated care and assessment tools

Family satisfaction continues to rise as 200 more children transition to the Single Plan of Care

Feedback from families who transitioned to a Single Plan of Care in 2012 continues to show increases in satisfaction with the integrated care approach:

- 89% of families feel their most important issues were addressed
- 77% report improved communication with providers and quality of services
- 58% report their child's participation at school improved
- 50% feel increased hope and an ability to cope

Transitioning more children to a Single Plan of Care and continually improving the impact of this approach are key priorities going forward.

Focus on continuous quality improvement

As part of the Network's performance and quality improvement plan, targets were set using industry benchmarks and best practice standards. Performance was tracked and reported to Network partners and the Board throughout the year.



Strategic Directions: Progress Highlights

Improve technologies, tools and processes that streamline Network operations and communications

Shared electronic record improvements heighten ability to integrate care

Refinements to the electronic record included increased capability to capture more comprehensive information about each child that helps to identify their priority service needs and measure their progress more effectively.

New business intelligence tools provide critical data and information to partners and funders

The Network is now supported with data gathering and reporting tools that monitor key performance indicators. Specific advances include easier reporting of complex data and monthly updates that allow Network partners to measure service performance against targets.



Improve access to information, services and supports for families

Partnering with parents to provide more supports designed BY families FOR families

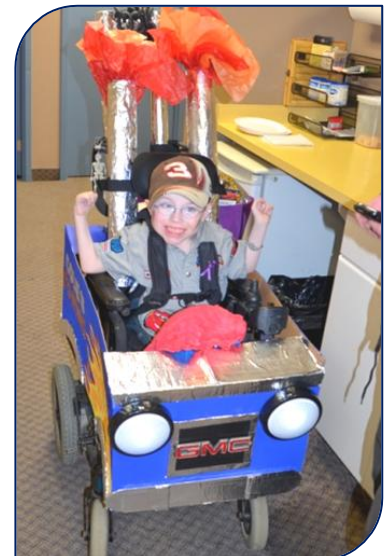
Our new Family Engagement Council and Social Media Committee are driving advances that provide families with more knowledge and support. With the help of these two dynamic teams of parent volunteers and Network representatives, we are well positioned to enhance programs and develop a broader range of supports. Highlights included:

Family Forum on Facebook a hit! – Just a few months after its launch, 529 people were connecting on the Network's new Facebook page to get tips, share inspirational stories, ask questions and exchange information.

41 information fairs and parent education events in local communities – 1,856 people attended events and educational workshops that provided families with information about everything from inclusive recreation programs and adapted equipment to financial planning, funding and transition planning.

Over 845 at inclusive family events – Huge smiles and rave reviews from everyone attending 9 events held across the Network. Kids celebrated the holidays and took part in a wide range of activities like trick or treating, meeting Santa, crafts, swimming, skating and even giving sledge hockey a try.

40 coffee chats and support group meetings – Many of the 174 people who attended are becoming 'regulars' at local drop-ins designed to help parents connect with each other, share experiences and learn more about how to meet day-to-day challenges.





A Look Ahead

Over the next year, Network partners, frontline professionals and families will continue to work together on key priorities outlined in CTN's strategic plan. Areas of focus and key issues to be addressed include:

Increasing demand for services – Although the demand for services has been rising, funding levels have remained static for the last two years. Managing the impact of having the same budget year-over-year, while providing services for growing numbers of children is a significant challenge. We continue to look for innovative ways to provide services and manage increasing wait times, wherever possible. We are also working with our provincial association, the Ontario Association of Children's Rehabilitation Services, and the government to address budget pressures so we can continue to provide the high levels of service and supports that are needed.



More support for families – Time and time again, other families prove to be an invaluable resource for families of children with multiple special needs. With a new volunteer policy, the Network plans to provide more opportunities for families to share their insight, knowledge and experience and work with other families to help them meet the day-to-day challenges they face.



Bringing the benefits of integrated care to more families

The Network's integrated Single Plan of Care tools and approaches are improving outcomes for many kids and families. Over the next year, more children will transition to an integrated care approach. Education for families and continued interprofessional skills training for providers will help expand the Network's capacity to ensure that each child and family receives maximum benefit from integrated services.



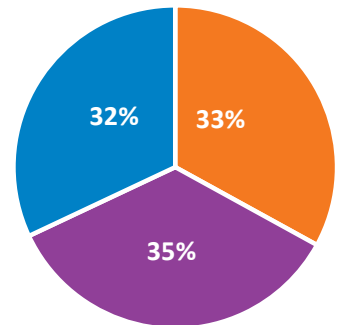


Statement of Operations

April 1, 2012 - March 31, 2013

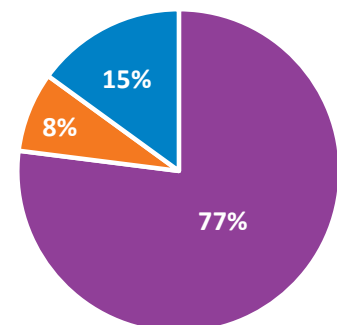
REVENUES	2012/2013	2011/2012
Ministry of Children and Youth Services		
Base Funding	\$11,776,300	\$11,776,300
One Time Funding	0	0
Interest	9,614	11,539
Other	321,799	466,571
TOTAL REVENUES	12,107,713	12,254,410
EXPENSES		
Clinical Services		
Compensation	644,415	615,666
Program Support	73,430	133,932
Contracted Out Services	7,196,863	7,216,004
Total Clinical Services	7,914,708	7,965,602
Service Navigation/Service Co-ordination		
Compensation	260,270	77,259
Program Support	32,377	14,258
Contracted Out Services	746,168	987,337
Total Service Navigation/Service Co-ordination	1,038,815	1,078,854
Partnership Initiative - ABA		
Compensation	187,106	22,287
Program Support	1,940	71,467
Contracted Out Services	0	158,370
Total Partnership Initiative - ABA	189,046	252,124
Evaluation	85,989	79,903
Administration		
Compensation	999,242	1,116,081
Corporate and Program Supports	846,253	760,310
Occupancy Costs	1,033,660	1,001,536
Total Administration	2,879,155	2,877,927
TOTAL EXPENSES	12,107,713	12,254,410
SURPLUS / (DEFICIT)	0	0

Total Network Funding Allocated to Partners Across the Sectors



- Community & Other
- Healthcare
- Education

Expenses Fiscal 2012 - 2013



- Clinical, Rehab & Specialty Services and Supports
- Shared Local Sites
- Management and Corporate





Directors, Management & Parent Committees



Board of Directors

Left to right - Back row: **Tim Berry**, Treasurer, Audit and Finance Committee Chair, **Kirk Corkery**, **Tina Langlois**, Vice-Chair, Governance Committee Chair, **Christianne Abou-Saab**, **Ken Horvat**, **Brian Young**

Middle row: **Karen Hirstwood**, **Louise Paul**, Chief Executive Officer, **Gail McCorkell**, **Michael Klejman**, Chair

Front row: **Andrea Chisholm**, **Carole Moore**, Quality Committee Chair, **Soo Kim**



Senior Management Team

Left to right: **Sara Koke**, Director, Programs and Services, **Carolyn Gravelle**, Director, Corporate Services, **Louise Paul**, Chief Executive Officer, **Michelle Biehler**, Director, ACCESS and Health Record Management, **Sandy Thurston**, Director, Network Planning and Evaluation



Family Engagement Council

Left to right - Back row: Parent **Dan St. Amand**, **Judy Andersen**, York Region District School Board, **Michelle Biehler**, Children's Treatment Network, Parent **Jacqui Getfield**, **Leanne Weeks**, Children's Treatment Network, **Helen Fowler**, Early Intervention Services, **Kim Woodland**, Children's Treatment Network, Parent and Council Chair **Lynn Ziraldo**

Seated: Parents **Deborah Woodland**, **Lisa Fenik**, **Theresa Sanders** and **Anne Mason**

Not pictured: Parent **Sherry Caldwell**, **Michelle Postill**, Simcoe Community Services



Social Media Committee

Left to right - Back row: **Sophie Andreou** (social media specialist), **Sandy Thurston**, Children's Treatment Network, **Andrea Chisholm**, Parent and CTN Board Member, **Ellie Trainer**, Children's Treatment Network

Front row: Parents **Heather Hamilton** and **Lisa Fenik**, **Katarina Farsky** and **Silvie Gabriele-Thickett**, Children's Treatment Network

Not pictured: **Sherry Caldwell**, Parent, **Rhonda Jacobson**, Parent/Children's Treatment Network, **Anchel Krishna**, Children's Treatment Network, **Susan Sheffield** and **Simone Real**, Markham Stouffville Hospital



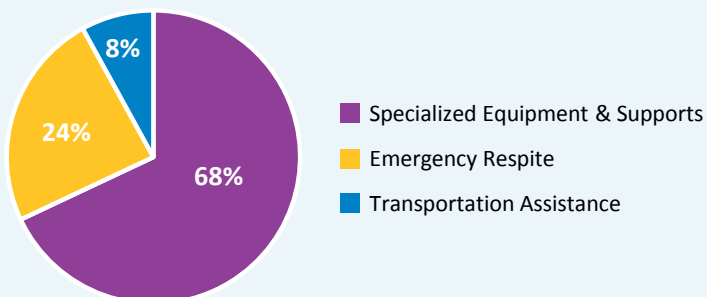
Our Thanks

Family Fund and Network Supporters

Your donation, in cash or kind, helps kids and families get the equipment and support they urgently need, when no other source of funding is available to them. Our heartfelt thanks and gratitude for your generosity.

- ★ Barrie Trojan Swim Club
- ★ Blue Mountain Chrysler
- ★ BMW Group Canada Employees / York Region Community Foundation
- ★ Canadian Mothercraft Society
- ★ Freedom Trikes
- ★ Holiday Inn Express and Suites Barrie
- ★ Honda Canada Foundation
- ★ Mann Fashion Jewellery
- ★ Northern Karate Schools – Aurora Dojo
- ★ United Way Greater Simcoe County
- ★ Our many Friends of the Family Fund

How the Family Fund Supported our Families in Need



To donate to the Network's Family Fund online visit www.ctnsy.ca or contact Sian Morgan at smorgan@ctnsy.ca or 1-877-719-4795 ext. 2381

We'd also like to thank our Network partners and the many wonderful local businesses who provide refreshments, services or takeaway items to kids, families and volunteers at Network events held throughout York and Simcoe. Your kindness and support is deeply appreciated. Thank you to:

AllSource Depot
Autumn Harvest Farms
Central East Network of Specialized Care
CIBC
Coffee Culture
Curved Spaces
Dollarama
Dr. John Augimeri of Lifestyles Health & Wellness Centre
Dr. Steven J. Cruise of Family Dentistry
La Pizzeria
Louise Spicer Photographer
Mikey's Place for Autism

Minds Alive
Motion Specialties
Murphy's Farmstead
Nottawasaga Inn
Parent Books
Play It Again Sports
Royal LePage Realty
Shoppers Home Health Care
Starbucks
Super Duper
The Gibson Centre
Tim Hortons
Zehr's Markets



Thank You to Our Volunteers

On behalf of everyone across the Network, our deepest thanks to all the parents and professionals who dedicate their time and talent. Your passion, partnership and great work on our Board, in our Working Groups, Councils and Committees, at special events and at Network Local Sites makes a huge difference for thousands of kids and families.





Network Partners

- 1 to 1 Rehab
- Able Sail
- Achimota Centre for Children with Autism
- Barrie Area Native Advisory Circle (BANAC)
- * Blue Hills Child and Family Centre
- Brain Injury Services, Muskoka Simcoe
- blueballoon health services
- * Catulpa Community Support Services
- Central Community Care Access Centre
- CHIGAMIK Community Health Centre
- C.H.I.L.D. – Children's Intervention Learning and Development Treatment Centre
- Childsplay
- * Closing the Gap Healthcare Group
- Community Connection
- Community Living Association for South Simcoe
- Community Living Huronia
- Creative Sounds Music Therapy
- Deaf Access Simcoe Muskoka
- E3 Community Services Inc.
- Family Services York Region
- Georgian Bay General Hospital
- Health in Motion Rehabilitation
- Helping Hands for FASD
- Kerry's Place Autism Services
- Kinark Child and Family Services
- * La Clé
- Learning Disabilities Association of Simcoe County
- Learning Disabilities Association of York Region
- * Mackenzie Health
- March of Dimes Canada
- * Markham Stouffville Hospital
- Motion Specialties
- * New Path Youth and Family Services
- * North Simcoe Muskoka Community Care Access Centre
- Ontario Early Years Centre - Simcoe North
- * Orillia Soldiers' Memorial Hospital
- Outdoor Education Centre & King Day Camp (Seneca College)
- * Regional Municipality of York
- Revera
- * Royal Victoria Regional Health Centre
- Safehaven Project for Community Living
- Seasons Centre for Grieving Children
- * Simcoe Community Services
- Simcoe County District School Board
- * Simcoe Muskoka Catholic District School Board
- Social Services Network (York Region)
- * Southlake Regional Health Centre
- Spark Learning Centre
- * The Speech Clinic
- VHA Rehab Solutions
- Waypoint Centre for Mental Health Care
- * York Catholic District School Board
- York Paediatric Therapy Services Inc.
- York Region Branch of Jewish Family & Child Services
- * York Region District School Board
- * York Support Services Network (YSSN)
- YMCA of Simcoe Muskoka
- Zareinu Education Centre
- Children's Case Coordination of Simcoe County (Catulpa)
- Children's Case Coordination of York Region (YSSN)

Provincial Partners

- CNIB
- Canadian Hearing Society
- CanChild Centre for Childhood Disability Research (McMaster University)
- Child Health Network
- eHealth Ontario
- Geneva Centre for Autism
- * Holland Bloorview Kids Rehabilitation Hospital
- Ministry of Children and Youth Services
- Ministry of Community and Social Services
- Ministry of Education
- Ministry of Health and Long Term Care
- Ontario Association of Children's Rehabilitation Services (OACRS)
- Ontario Association for Families of Children with Communication Disorders (OAFCCD)
- Ontario Telemedicine Network (OTN)
- The Hospital for Sick Children

* Partners receiving funding from Children's Treatment Network to provide additional services

Children's Treatment Network is funded by the Ministry of Children and Youth Services (MCYS), and works in close collaboration with Network partners funded by MCYS and other ministries including the Ministry of Education, the Ministry of Health and Long Term Care, the Ministry of Community and Social Services as well as the County of Simcoe and Regional Municipality of York.

Charitable Registration # 830649141RR0001

CHILDREN'S TREATMENT NETWORK LOCAL SITES

Local Sites, co-located with Network partners throughout York and Simcoe, offer families additional access to integrated services, family supports and education, clinical facilities, specialized equipment and professionals, closer to home. Local Sites are located in:

Richmond Hill
Markham
Georgina
Vaughan
Newmarket

Barrie
Alliston
Midland
Collingwood