



**Child & Community Resources**

**Ressources pour l'Enfance  
et la Communauté**

# 2020 - 2021 ANNUAL REPORT



## VISION

Connecting and engaging people in quality experiences every day.

## PURPOSE

To make a meaningful difference to those we support by building relationships, empowering others, promoting wellbeing and supporting lifelong learning.

## VALUES

Trust  
Integrity  
Learning  
Relationships



## Child & Community Resources connects families to quality services and talented professionals in the North.

We value trust, integrity, learning, and relationships, and collaborate with our community to provide families with the programs and supports that they deserve.

For almost 30 years we have worked in collaboration with families, referral sources, educators, health care providers, and local community partners in the

North to connect families to programs and quality services. We strive to understand the unique needs and strengths of each child, youth, and family that we have the privilege of working with. Our services are based on expertise in applied behaviour analysis, early child development, and on supporting children and youth with transitioning to various settings and life stages. Child & Community Resources offers a wide range of services for children, youth, families, and professionals, to support the inclusion, integration, and wellbeing of children and youth throughout the North Region of Ontario.

### Celebrating Milestones

- 5 YEARS 
- 10 YEARS 
- 15 YEARS 
- 20 YEARS 



### BOARD OF DIRECTORS

**DEBORAH SULLIVAN**  
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**MICHAEL GAUTHIER**  
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**KEVIN COOPER**

**Main Office**  
662 Falconbridge Road  
Sudbury, ON P3A 4S4

**Tel:** 705-525-0055  
**Toll Free:** 1-877-996-1599  
**Fax:** 705-525-0068

[Facebook](#) + [Twitter](#) @CCRConnect





## What Families Liked Best About Our Services:

93%

of respondents (n=233) reported being *“Very”* or *“Extremely Satisfied”* with the services they received.

99%

of respondents (n=164) indicated that they *would* recommend the services they received to other families.

“The communication was clear and concise. The worker was sympathetic, empathetic, easy to talk to, and very supportive.”

“The staff are very supportive, and my son made many gains during this time.”

“The provider / professionals completing the assessments were extremely thorough, understanding, and compassionate. I always felt I was getting unique care for both myself and my child. Although this could have been a very hard, stressful, awkward, upsetting process, it was not. I wouldn’t change a single thing about the service we received.”

“The therapist was amazing! She had a lot of energy and really understood my child’s way of thinking and functioning.”

“They listen, they explain, they are thorough and they’re caring.”

“I was most impressed with the personal touch; all of the team are wonderful!”

“Therapist was very in tune with our child’s needs and helped them build upon previously learned skills.”

“I found the team I had a chance to work with was very helpful and caring and I appreciate everything they’ve done for my family.”

“The therapist was amazing and very person-centred. They were able to adapt programs for my child’s specific needs.”

“I can see such a huge change in my child. He’s learning to copy, communicate verbally as well as with the Picture Exchange System.”





## Lois Mahon – Real People Doing Exceptional Things Award

The Lois Mahon, Real People Doing Exceptional Things Award was created to recognize and celebrate individuals or groups that demonstrate exceptional commitment, creativity, and dedication in their work with children, youth, and families.

This year's award recipient is:  
**Erin Quinn-Furino**

As the Manager of Program Quality at Maple Tree Preschool in Sudbury, Erin is a thoughtful and passionate leader who continually advocates for inclusion and overall wellbeing of children, families, and educators. Erin has been at the forefront of Maple Tree's journey to becoming a truly emergent program that lives by its new-found child-led philosophy. Erin is one of our Early Learning Physical Literacy Leaders who has dedicated many hours to her own professional learning and is an active contributor to the sector's social media group in sharing resources and activities for our ongoing learning.

Erin truly believes in and practices the agency's mission to enhance children's positive self-esteem by providing care and guidance in warm, loving, stable, stimulating, and creative environments. Erin can often be found at any of the four Maple Tree Preschool locations greeting families with her warm and infectious smile. Erin truly is the embodiment of the loving care each child receives throughout their agency.

On behalf of Child & Community Resources, thank you for making such a significant difference in the lives of children and families in our community.

THANK YOU FOR MAKING A DIFFERENCE!



## Service Statistics April 1, 2020 to March 31, 2021

### ONTARIO AUTISM PROGRAM (OAP) (REGIONAL)

Number of Unique Children in OAP Behaviour Treatment **104**

### FUNCTIONAL SKILLS AND FAMILY SUPPORT (SUDBURY/MANITOULIN)

Unique Children Served **5**

Hours of Direct Service Provided **526**

### RESPITE SERVICES (SUDBURY/MANITOULIN)

Hours of Centre Based Respite for 23 Children **2300**

Hours of ASD Out of Home Respite for 43 Children **4300**

Hours of ASD Out of Home Respite (non ASD) for 40 Children **4000**

### EARLY ON HUBS (SUDBURY/MANITOULIN)

Total Visits by Children **2312**

Total Visits by Parents / Caregivers **2782**

### SCHOOL SUPPORT PROGRAM

Unique Children Served **10**

### DIAGNOSTIC HUBS

Assessments Completed **267**

### INTENSIVE TREATMENT AND SUPPORT PROGRAM (SUDBURY/MANITOULIN)

Unique Children Served **31**

Hours of Direct Service Provided **1485**

### YOUTH IN TRANSITION

Children Served **2**

### AUTISM CLINICAL SERVICES

Children/Youth Who Received a Diagnostic Assessment **25**

### EARLY LEARNING & CHILD CARE SERVICES (Jan 1, 2020 - Dec 31, 2020)

Children Served **811**

### EARLY INTERVENTION DEMONSTRATION (Pivotal Response Training)

Children Served **30**

### COMPLEX SPECIAL NEEDS

Unique Children Served **1**

## Northern Collaborative Data

In January 2020, Child & Community Resources received approval from the Ministry of Children, Community and Social Services to engage public and private service providers to deliver Foundational Family Services. As a result, the Northern Collaborative was formed.

In the 2020-2021 fiscal year, there were three distinct phases of the Northern Collaborative:

### 1 APRIL 2020 TO JUNE 2020

**11** Providers Delivering  
**55** Unique Services

A total of **624** registrations

### 2 JULY 2020 TO AUGUST 2020

**13** Providers Delivering  
**67** Unique Services

A total of **199** registrations

### 3 SEPTEMBER 2020 TO MARCH 2021

**16** Providers Delivering  
**122** Unique Services

A total of **783** registrations

**Foundational Family Services are also being delivered in the 2021-2022 fiscal year. To date, this has resulted in 18 providers offering over 100 unique services to families.**

## Child & Community Resources' Innovative Approach to Providing Services in Response to COVID-19

Guided by our strategic goals, and inspired by our desire to continually meet the evolving needs of our team, community partners, and the children, youth and families we serve, in 2016 Child & Community Resources formed a working group to design the agencies first Business Continuity and Resumption plan. This plan highlighted the importance of moving critical IT services to the cloud.

In 2019, Child & Community Resources implemented Office 365, Microsoft Teams, and Zoom for Healthcare, allowing for remote access to Microsoft Office solutions, and enhanced, secure and autonomous video conferencing. By moving these critical services to the cloud, Child & Community Resources' staff were no longer required to be "on-site" to access our IT infrastructure.

Although we were not anticipating a global pandemic, Child & Community Resources' Business Continuity and Resumption plan was created as a guide to resume services in a "worst-case" scenario. As a result of proactive planning, and the outstanding support of our Corporate Services Team, Child & Community Resources' response to COVID-19 was swift and seamless. Our investment in our strategic goal and IT infrastructure paid off, with staff having the ability to

work remotely and most importantly, maintain connections with our families and community partners. We leveraged our in-house expertise and capacity to support community partners providing remote services through Foundational Family Services.

Our EarlyON and Special Needs Resourcing teams quickly shifted to a technology based approach in supporting families. Parents had the ability to contact our team to request one-to-one support with an EarlyON practitioner or Early Learning & Inclusion Consultant.

EarlyON offered virtual days at the hub, stories, exploring trails, and science exploration. Curbside packages were also created weekly for families for contactless pick-up. Curbside activity packages and outdoor programming continue to be offered as we navigate the return to indoor programming. Early Learning & Inclusion Consultants continue to support early learning centres virtually and in-person. Members of the team created Early Learning webinars for parents and professionals in the early learning sector, including functions of behaviour, toilet training and making the most out of sharing books with their child.

## Northern Capacity Building Advisory Committees

In the fall of 2019, Child & Community Resources submitted a proposal to the Ministry of Children, Community and Social Services to support the development of the Northern Collaborative.

The Northern Collaborative was designed to plan beyond Child & Community Resources and focus our efforts on supporting local service providers to increase service options and professional capacity, with special attention dedicated to rural and remote communities, bilingualism and culturally inclusive services.

As a result of the Ministry of Children, Community and Social Services supporting Child & Community Resources' proposal, and confirming funding to March 31st, 2021, Northern Capacity Building Advisory Committees were formed in the districts of: Kenora / Rainy River; Thunder Bay; Algoma; and Sudbury-Manitoulin. Each committee is comprised of parents and professionals who have worked together to identify opportunities and develop strategies to build professional capacity across the North Region of Ontario.

A heartfelt thank you to our parents and professionals!



**The amazing work the committee was able to accomplish, with limited funds and short timelines, can be found by visiting Child & Community Resources' website: [ccrconnect.ca/about-child-community-resources](https://ccrconnect.ca/about-child-community-resources)**

## Pediatric Autism Research Cohort (PARC)

In late 2020, Child & Community Resources was invited to participate in a multisite study to examine the diverse and changing trajectories of children with autism and their families. Known as PARC, the study provides opportunities for families to learn more about the strengths and needs of their child, to help inform care, and to contribute to a research study with broad implications. Child & Community Resources has begun recruiting families with newly diagnosed children with autism spectrum disorder, who are younger than 5 years of age, and have received a recent diagnosis. Additional information regarding this exciting research opportunity can be found on Child & Community Resources' website: [ccrconnect.ca/parc-project](https://ccrconnect.ca/parc-project)



## Enhancement of Child & Community Resources' Website & Social Media Accounts

As Child & Community Resources is always looking to evolve, and with our children, youth, and families' best interests in mind, we received feedback that our website required significant updates to become more family friendly. Child & Community Resources surveyed families and formed a focus group who worked directly with our web-developers to enhance the website. This resulted in a new and fresh look, improved access to critical information, access to Early Learning Webinars, and resources and services for families and professionals, and a refined registration process for Foundational Family Services. Child & Community Resources will continue to collect feedback from our families and community partners to ensure a high-quality user experience.

With the introduction of a wide range of Foundational Family Services and EarlyON Curbside Packages, Child & Community Resources focused on ensuring information was provided to our families in a timely manner. Through the use of our Facebook and Twitter accounts, we regularly provided updates on

upcoming services and supports throughout the North Region, and province. We also shared important updates from our Executive Director and many community partners, to ensure our families have access to the latest information.

In the 2020-2021 fiscal year, Child & Community Resources' social media accounts received considerable organic growth:

**Facebook** - Over 300 new page views and a total of 1263 followers.

**Twitter** - A total of 173 followers.

**Highest Performing Post of the Year** - Our post in April 2020 announcing new Foundational Family Services reached over 3000 people and resulted in 180 engagements, and 37 shares.

**Facebook Video Ads** - Over 38,000 people reached, and 1,691 link clicks directing users to our website.

*Thank you!*

**Child & Community Resources' Board of Directors and Staff would like to acknowledge and thank our local, regional, and provincial partners for continuing to meet the evolving needs of children, youth, and families.**

Your efforts to ensure families are connected to quality services does not go unnoticed.

To our families, you have, and will continue to be instrumental in supporting our agency and our partners to design and offer services that matter most. Your ongoing commitment, engagement,

and feedback has had a direct impact and positive influence on our services, partnerships, and organization. We cannot thank you enough for your tireless efforts in ensuring we capitalize on each opportunity.

We look forward to continuing to build on the amazing work we've been able to accomplish together over this past year.





# Financials

## STATEMENT OF FINANCIAL POSITION

March 31, 2021, with comparative information for 2020

ASSETS	2021	2020
Current Assets:		
Cash	\$4,441,853	\$3,652,036
Accounts receivable	149,796	137,829
Prepaid expenses	107,087	157,323
	4,698,736	3,947,188
Capital Assets	317,061	549,720
Other Assets	8,468	26,059
	\$5,024,265	\$4,522,967
<b>LIABILITIES, CONTRIBUTIONS AND NET ASSETS:</b>	<b>2021</b>	<b>2020</b>
Current Liabilities:		
Accounts payable and accrued liabilities	\$1,066,712	\$1,025,023
Obligations under capital leases	-	7,110
Due to the Ministry of Children, Community and Social Services	2,918,722	2,233,089
	\$3,985,434	\$3,265,222
Deferred contributions	213,653	158,006
Deferred capital contributions	280	350
	\$4,199,367	\$3,423,578
Net Assets:		
Invested in capital assets	316,781	549,233
Unrestricted	508,117	550,156
	\$824,898	\$1,099,389
	\$5,024,265	\$4,522,967

## STATEMENT OF OPERATIONS

Year ended March 31, 2021, with comparative information for 2020

REVENUES	2021	2020
Ministry of Children, Community and Social Services	\$9,509,599	\$8,722,538
City of Greater Sudbury	2,452,230	3,308,169
Community Projects	142,371	269,773
Interest and other income	28,547	134,423
Amortization of deferred contributions	70	87
	\$12,132,817	\$12,434,990
<b>EXPENSES</b>	<b>2021</b>	<b>2020</b>
Ontario Autism Program	6,884,227	6,326,560
City of Greater Sudbury	2,434,657	3,260,873
School Support Program/ASD	893,019	950,355
Respite Services	553,769	588,517
Clinical Services - Time Limited	973,148	700,987
Other Programs	401,462	405,615
Autism Clinical Services	267,026	267,119
Complex Special Needs	-	14,579
	\$12,407,308	\$12,514,605
Deficiency of revenue over expenses	\$(274,491)	\$(79,615)

A full set of Financial Statements are available upon request.