

THE WINDS OF CHANGE



**New Path Youth & Family Services
Annual General Meeting Report
2017-2018**

Board Welcome



LYN MCLEOD, BOARD CHAIR



GLEN NEWBY, CEO

The only thing constant these days is change itself. And this certainly rings true for New Path Youth & Family Services (New Path). The changes experienced this past year have positioned New Path to significantly improve service quality, service access, and organizational governance all within the context of both a core service provider and the Lead Agency in the Simcoe County service area. This past year New Path entered a new strategic planning exercise. With the expert leadership of LBCG Consulting for Impact, formerly Lough Barnes Consulting, we completed a comprehensive planning process with staff, volunteers, and community partners. The new plan was developed to integrate both the core services activities and the roles and responsibilities of Lead Agency. We have re-confirmed New Path's mission and provided a slightly revised set of values and principles under which we operate. The strategic priorities focus on the triple P's of **People, Programs, and Partnerships**, and will guide the development of annual operational plans

that resonate with all staff and Board members, plans that are measurable for continual quality improvement. We appreciate the significant contributions of staff, Board, and community members.

New Path completed a two-year single session pilot in an effort to reduce wait times. The feedback from clients and staff has been very positive and the pilot has now evolved into the provision of Child and Youth Mental Health Walk-in Clinics across the County. These clinics offer children, youth and their families, quick access to help and serve as an entry point into more comprehensive mental health services, as required. The positive response from clients and the community has been overwhelming and we will continue to develop these Clinics.

We are pleased to report that New Path has successfully re-engineered its residential services program into a model that has increased commitment to the integration of family and community in a youth's treatment experience. Residential stays will be shorter and used as part of the youth's overall treatment plan, and will include significant transition work for a child to remain connected to family, community, and school. The new design will offer a similar number of youth to be served, at a reduced overall cost. A complete evaluation will be conducted during this first year of operation.

Lead Agency work continued to focus on a number of priorities. One of these is to develop a single point of access for Simcoe's child and youth mental health services. The Community Leadership Table has consulted widely with all stakeholders, especially youth and families and a model has now been developed with a target of April 2019 for implementation. Both Family Connexions (in 2016) and the Canadian Mental Health Association (CMHA) Barrie (in 2017) have agreed to transfer their child and youth mental health contracts over to New Path to incorporate them into the Simcoe service plan. This leaves three core service providers in Simcoe: New Path, La Clé d'la Baie en Huronie, and Kinark Child and Family Services. We look forward to continued collaboration together as we develop the very best system of care in Simcoe.

New Path has continued its work with the governance bodies of other service providers that touch the lives of children and youth. The Simcoe Collaborative Governance brings together board members from various sectors (education, health, child welfare, mental health) to support a consistent approach to improved collaboration and integration of Moving on Mental Health (MOMH) and other planning initiatives, as well as to be well positioned for advocacy work.

There are many other exciting initiatives evolving at New Path and we are very excited about what the future holds. This past year's accomplishments could not have been achieved without the

commitment and strength of the Board of Directors. The governance process has been taken to a new level of oversight and monitoring, and was specifically noted in our successful accreditation last year. Board recruitment has been exceptional and the new *Dine and Learn* provides topical discussions on issues affecting Simcoe County. The strength and support from the Board has provided a strong foundation for senior management to integrate both core service and Lead Agency responsibilities, locally and provincially. And this all further supports an amazing group of managers, supervisors, front line, and support staff. We specifically thank each and every front line staff member for their commitment to quality services. They are truly making a difference in the mental health of our children, youth, and their families. It is this commitment of supervisory and clinical staff that makes New Path such a valuable asset for Simcoe County.

And of course, as we have said many times before, a very special thank you goes to all of the children, youth and families who have allowed New Path and our core service provider agencies to enter their lives during very difficult times. The partnerships, relationships, trust, and team work that you have allowed us to develop together with you are some of the major factors in your success. And that is ultimately the only result that really matters.

Lyn McLeod,

Chair, Board of Directors

Glen Newby,

Chief Executive Officer

our people.

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Our staff are our agency's biggest advocates and greatest asset. We know this because our children, youth and families tell us.

Thank you.

Staff is very welcoming and friendly. Our visit was very positive and helpful. Thank you!

My view of myself has changed. At first I felt weak that I didn't stop it, but I've come to realize I'm a strong person. I made it through the abuse. I ended the abuse. I still get up in the morning. I still go to school.

I've changed in many ways. I can be around guys now. I know the abuse wasn't my fault. Before, I didn't have any future plans but now I do and I want to be alive.

Our Walk-In session was great. I was amazed at how the counsellor could re-word questions in a way that didn't make my daughter feel interrogated but that helped her to be able to talk and explain how she was feeling. I could see her tension release when she was able to talk about her concerns.

I love New Path. Our counsellor was amazing and was able to make my daughter feel comfortable.



"The values and principles within New Path combine to create a unified and consistent goal of ensuring children, youth, and their families have timely and effective access to services when and where they need them," Glen Newby, CEO.

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our values.

The most successful, top performing organizations share one significant attribute in common, and that is **a strong, engaging set of values and principles** that resonate among staff and volunteers, and within the very soul of the organization. Over the years, New Path has fostered this set of values and more recently endorsed them within our new strategic plan. The following values guide us in all that we do.

Excellence - We are committed to personal, professional and organizational development leading to the delivery of the highest quality of services and support.

Client-centred - We put children, youth and families first and engage them in our planning and service delivery.

Inclusion - We embrace diversity and accessibility and treat everyone with respect, compassion and dignity.

Accountability - We are accountable to and hold a privileged position of trust with our clients, staff, community partners and other stakeholders.

Collaboration - We actively encourage, support and invest in partnerships.

Leadership - We actively seek to influence positive change in our communities.

Advocacy - We champion the mental health needs of children, youth and families.

moving on mental health.

SIMCOE COUNTY LEAD AGENCY

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Lead Agency

As Lead Agency for MOMH, New Path continues to engage the community in system changes that will improve the experience of children, youth and their families with our local children's mental health system.

Single Point of Access

We are working toward having a **Single Point of Access** for mental health services. This means that one phone number will allow youth and families who require mental health services and supports, to access the services they need.

Local youth and parents helped to design this model that will better meet the needs for Simcoe county residents requiring mental health services. We are working towards having this Single Point of Access up and running by April 1, 2019 so stay tuned!

Pathways to Service

As the Lead Agency, New Path has been working very closely with hospitals in North Simcoe/ Muskoka

developing clear pathways for service providers to understand how a youth, who requires in-patient crisis services at Royal Victoria Regional Health Centre, can access that service. More importantly, we have worked very closely with doctors, paediatricians, the LHIN, and local agencies to understand what other services are available for youth and families experiencing a crisis.

For clients, this could mean accessing the local children's mental health crisis service or it could mean attending a walk in session as a first step to help manage a challenging and upsetting problem that has arisen.

Timely Access to Services

The community's goal is to get help to families and youth at the right time before things escalate into a more serious problem. There will be training and information coming out shortly to local agencies on how to best direct youth and families to the right service at the right time. Lots of change is coming to increase family's and youth's positive experience of the mental health system in Simcoe County.

"I feel very fortunate to work in Simcoe County, a community that has a reputation of strong collaborative relationships. Together we can make things happen! Working with our School Boards, our Indigenous partners, the Francophone community, our LHINs, along with local agencies allows for integrated systems which is a win for families. Including youth and families in our work has provided an important perspective and helps guide our journey."



Elizabeth McKeeman,
Chief Operating Officer,
New Path Youth & Family Services

newpath.ca

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our programs.

SERVICE EXCELLENCE HIGHLIGHTS FROM THIS PAST YEAR

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CHILD AND YOUTH MENTAL HEALTH WALK-IN CLINICS

Walk-In Clinics were launched in September 2017 in order to address family and community partners request for access to more timely and responsive service as well as lengthy wait lists.

Walk-In Clinics offer immediate counselling services to those who attend. Service can vary depending on the needs of the individual attending. It can range from a single session to the client's first step in accessing the wide range of mental health services offered at New Path.

Children, youth and their families attending the Walk-In Clinics have a wide range of issues that have included anxiety, depression, behaviour concerns, family conflict, bullying, parenting concerns.

Walk-In Clinics are available at 5 locations across Simcoe County: Bradford, Alliston, Barrie, Collingwood and Orillia.

You have asked and so more locations are on the way!

Quick Facts

- Most clinics operate 11-7 on a weekly basis to afford families the opportunity to attend a clinic and not have to miss school and/or work.
- Sept 18/2017-March 31/2018 158 clinics operated.
- Usage – an average of 34 clients are seen in Walk-In Clinics each week.
- Response to clinics has been phenomenal. Since Walk-In Clinics launched in September 2017 to the end of March 2018, double the clients received services than during the same period the previous year.

Walk-In Clinic clients give us immediate feedback on 7 topics regarding the session and services received. The vast majority of clients report positive increases across all 7 topics, which include:

"I believe it's possible for this problem to get better and I have the skills needed to help solve the problem."

feedback surveys.

93%

93% of clients had a positive experience at the Walk-In Clinic and would recommend the Walk-In Clinic to others.

* based on self-selected survey sample

testimonials

"My son got sent home from school today, I remembered seeing the information in the school newsletter. I went to the website and discovered your walk in day was today, it's so great to be able to just walk in and see someone right away."

"I am very grateful to New Path and to be able to speak with someone right away, when we needed the support."

Below: Some of the Walk-In Clinic staff at the Barrie Walk-In Clinic location.



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our programs.

SERVICE EXCELLENCE HIGHLIGHTS FROM THIS PAST YEAR

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RESIDENTIAL PROGRAM

New Path Youth & Family Services is committed to providing high quality, responsive and efficient residential mental health services to youth and families residing in Simcoe County and York Region. This past year a formal review of services was conducted in order to explore a more cost effective and efficient model of providing Residential Services. This provided our agency with the opportunity to thoroughly examine current structures and other aspects of program design. In doing so, New Path explored contemporary research, accessed consultants and considered a variety of approaches/models that will not only reduce costs, but also enhance our program's pursuit of service excellence.

CHANGES TO RESIDENTIAL PROGRAM IN 2017-2018

Consolidation and Enhancement:

In April 2018, New Path consolidated 3 Residential Homes into 2 Residential Homes with enhanced transitional supports. The remaining 2 Residential Treatment homes will have proportionally increased staffing supports with the creation of a full-time "Residential Float Staff" position (5 days per week, Monday-Fri, 8 hour shifts) and 2 "Intensive Services and Transition Workers" .

Focus on Transition:

We continue to put a significant focus on transition work. As a result of the consolidation, this work will be greater in scope, frequency and staff involvement in the provision of services with clients and their families; bridging time in the residence and their transition back

into the family homes and communities. Evidence speaking to the importance of transition work is found in a great deal of research and also guided by New Path's experience over the past 2 decades.

Homes and Gender:

New Path has moved away from treatment homes defined by client birth gender in favour of "gender neutral homes".

Two Stages of Residential Treatment:

- "Treatment Phase" where clients will be in the Residence 5-7 days per week, for a period three to six months.
- "Transitional Phase", lasting two to four months. During this "phase", the youth will transition back to their home communities.

School/Tutoring:

Tutoring provided to residential clients has improved academic outcomes and, by extension, improved mental health indicators. New Path has arranged for the provision of tutoring to all interested residential treatment clients.

Volunteer/Work Experience:

New Path's residential program will be putting more of a focus on providing volunteer/job opportunities and real world experience to clients who could benefit from these experiences.

overview.

OF PROGRAMS

New Path Youth & Family Services offers a full range of mental health services for children, youth and their families.

Our staff and consultants include professionals from social work, child and youth work, psychology and psychiatry.

We served 2,722 children, youth and their families this year. That's 268 more clients than last year.

THANK YOU to our amazing staff!

WALK IN CLINICS

Number of clients served:

664



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YOUTH JUSTICE PROGRAMS

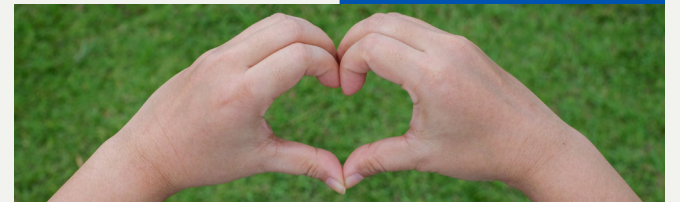
Number of youth served:

124

PARTNER ABUSE PROGRAM

Number of women served:

129



SCHOOL-BASED PROGRAMS

Number of youth served:

787

RESIDENTIAL PROGRAM

Number of youth served:

29

EARLY YEARS HOME PROGRAM

Number of families served:

30

COMMUNITY BASED COUNSELLING PROGRAMS

Number of clients served:

959

let's get social.

  @NewpathYFS

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Innisfil Journal @InnisfilJournal


Provincial grant has allowed New Path Youth and Family Services to move from aging portables into a brand-new facility in Cookstown. simcoe.com/community-stor... @NewPathYFS



12:05 PM - 2 Feb 2018

5 Retweets 13 Likes

Thank you @McInroylan for spreading the word about child and youth #mentalhealth walk in clinics in @simcoecounty! thebarrieexaminer.com/2017/09/14/new...



my sis McInroy, Shari McInroy Tuesday, September 19, 2017 9:26:21 EDT PM

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SIMCOE.COM

How Simcoe County coaches are starting to recognize youth mental health issues | Simcoe.com

New Path YFS @NewPathYFS · 17 Sep 2017

Starting this week! New Path Youth and Family Services Child and Youth #MentalHealth Walk-In Clinics. Learn more newpath.ca

CHILD AND YOUTH MENTAL HEALTH

You Retweeted

CTV News Barrie @CTVBarrieNews · 19 Dec 2017

Royal Victoria Regional Health Centre has opened its brand new child and youth mental health unit. @MikeWalkerCTV has more.



RVH brings better mental healthcare to youths

Royal Victoria Regional Health Centre has officially opened its new child and youth mental health unit.

barrie.ctvnews.ca

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New Path Youth & Family Services

Published by Dominika Zapolnik 17 · July 24, 2017 · 14

Thank you @Ontario Trillium Foundation and @ Ministry of Children and Youth Services (MCYS) for your support of New Path Youth and Family Services through capital dollars. This support allows us to build a new classroom at our residential treatment centre in Cookstown. Construction on the new structure is underway and we are hoping to start the school year in our new, 12 desk classroom. The new classroom will have an area to accommodate group work and a quiet space for students needing some time alone. We are very thankful to the Ontario Trillium Foundation and MCYS for their support of this project. This much needed renovation will ensure that our most vulnerable youth have a comfortable place to learn and grow.



Hooray

CONSTRUCTION HAS BEGUN in progress

before in progress

938 people reached

Boost Post

Like Comment Share

Gotsome Bighands, Patricia Gilbert and 20 others

7 Shares



TELUS

Dec 8, 2017

NEW PATH FOUNDATION 5,000

FIVE THOUSAND xx

New Path Youth & Family Services

Published by Dominika Zapolnik 17 · December 11, 2017 · 6

Thank you so much TELUS Community Fund for your support of New Path Youth and Family Services.

Tag Photo Add Location Edit

94 people reached

Boost Post

Like Comment Share

Valerie Good, Tanya Alfieri and Elizabeth McKeeman

Write a comment...

our partnerships.

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New Path continues to enjoy a close working relationship with our main funder, Ministry of Children and Youth Services, and we were honoured to have Minister Coteau visit our Barrie location to learn more about us and spend time with clients, staff, and board members.



We continue to work together with The Gilbert Centre. This year we collaborated to bring Youth Speaking Up! to Simcoe County. This youth-led forum spoke to professional care for LGBTQ2+ youth.



Every year, during the first week of May, we work together with our partners across the County to celebrate Children's Mental Health week.

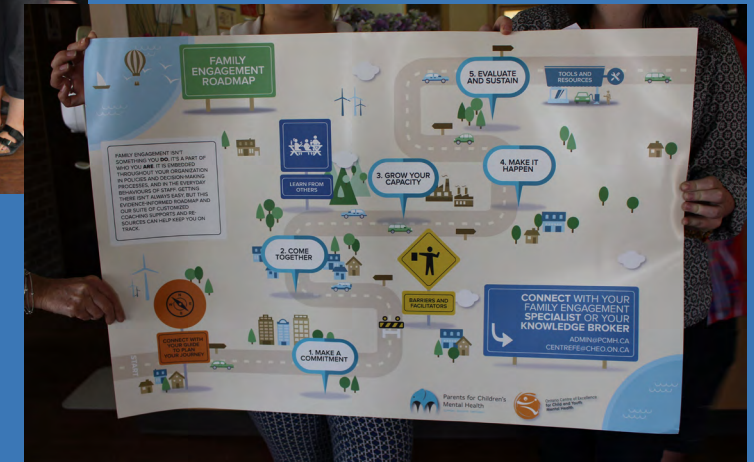


This past year we collaborated with the Centre of Excellence from Ottawa and Parents for Children's Mental Health to provide training to our whole agency on Family Engagement, an area that is gaining momentum in the field of mental health to work as partners with our families.

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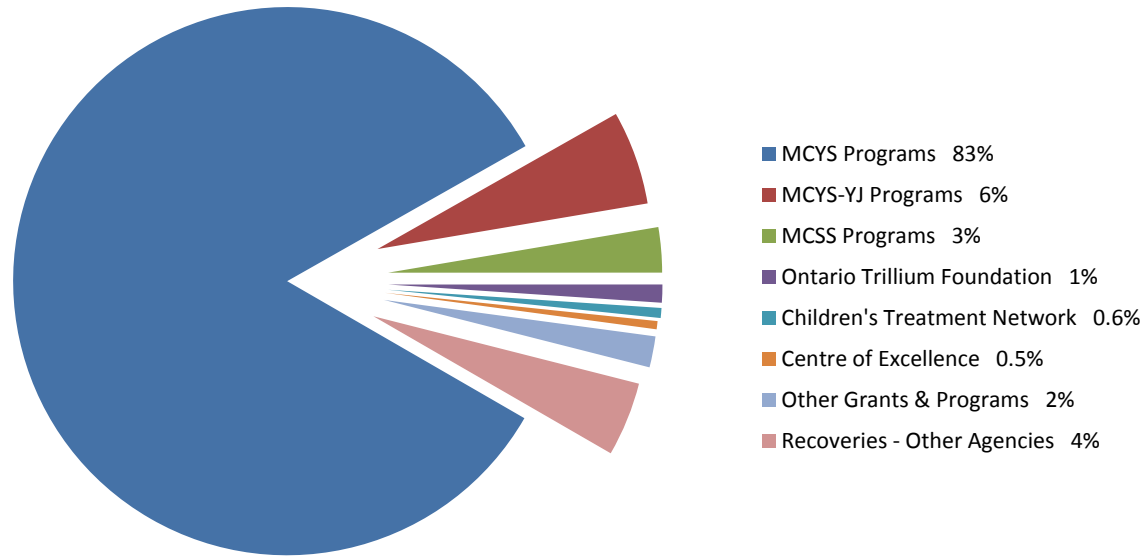


New Path appreciates the Trillium Foundation's ongoing commitment to the community. We were fortunate to have their support for a capital grant to help build our on-site section 23 classroom in Cookstown. We were also fortunate to have their support of a 3 year grow grant for Expand the Reach (ETR). This investment in supporting New Path's work in youth engagement and evaluation has transformed the lives of youth, their families and coaches in our communities.

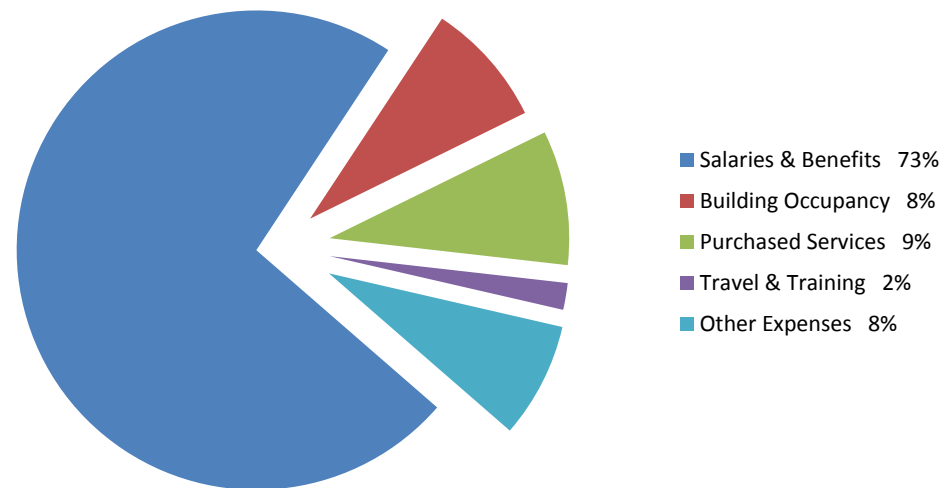


Revenue Sources

16



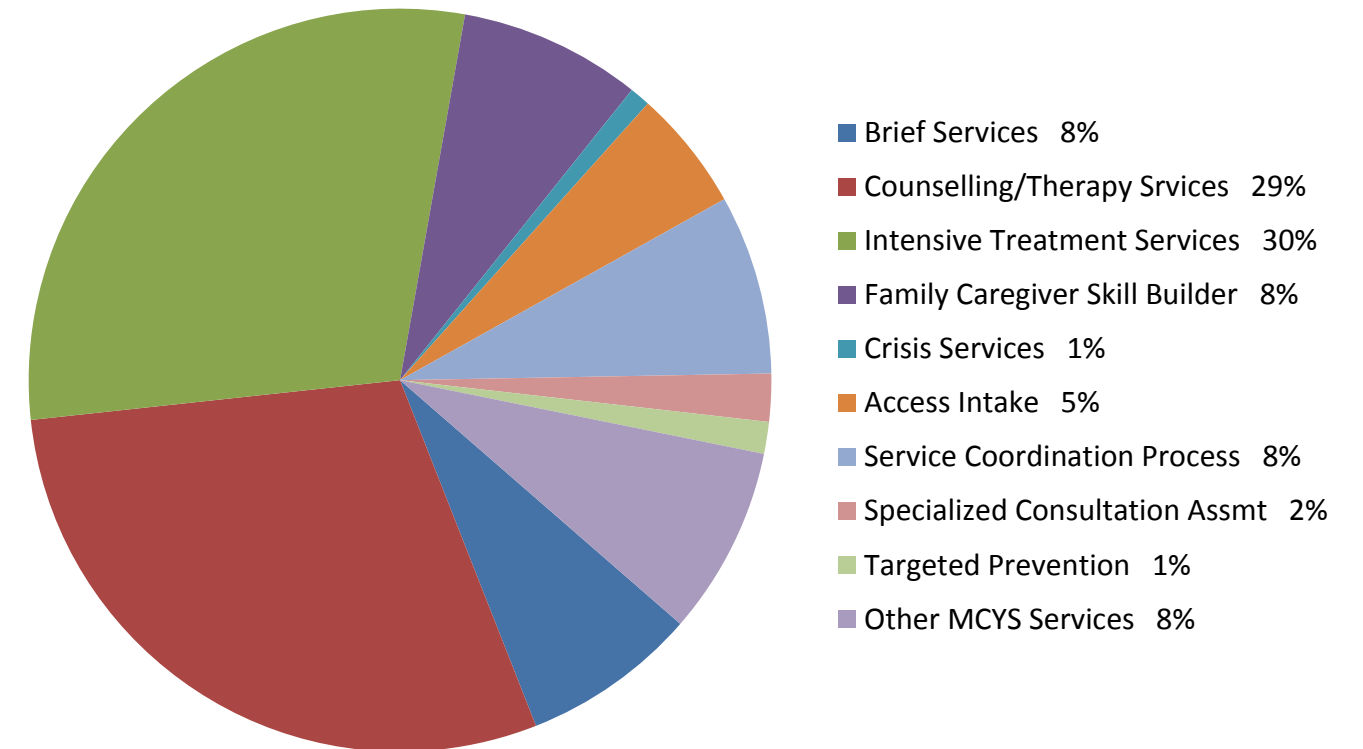
Expenditures



Ministry of Children and Youth Services

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CORE SERVICES



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Lyn McLeod, Chair
Paul Shervill, Vice-Chair
Jan Wyrozub, Vice Chair
Rick McHale, Audit Committee Chair
Greg Pope, Past Chair
Dale Boyle, Board Development Chair
Desiree Burke
Chrissy Deckers

Tim Gronfors
Nickisha Hardware
Tammy McIntosh
Michael McKean
Patrica Pommet (on leave)
Lori-Ann Seward
Mendy Somers

Leadership Team and Senior Staff

Glen Newby, Chief Executive Officer
Elizabeth McKeeman, Chief Operating Officer
Michelle Vennard, Director of Services,
Kelly Seymour, Director of Human Resources
Kathy Boucquey, Manager of Finance
Gord Bain, Residential Program Manager
Peter Nagora, Manager
Lisa Hickling-Miller, Manager
Carlo Mandarino, Manager of Quality Assurance and Data
Dominika Zapolnik, Communications Manager
Maureen Armstrong, Executive Assistant

Funders and Supporters

GOVERNMENT FUNDERS

Ministry of Children and Youth Services
Ministry of Children and Youth Services - Youth Justice
Ministry of Community and Social Services

OTHER FUNDERS

Ontario Trillium Foundation
New Path Foundation

SUPPORTERS

Simcoe Core Service Providers
Child Youth and Family Services Coalition of Simcoe County
Ontario Centre of Excellence for Child and Youth Mental Health
Lead Agency Consortium
Other Simcoe Community-based organizations

New Path Youth & Family Services of Simcoe County is a government supported, registered not for profit charitable organization. We are an accredited children's mental health agency providing a range of innovative and accessible services for children, youth and their families throughout Simcoe County. We are the Lead Agency in Simcoe County for Moving on Mental Health (MOMH) committed to leading system change in the County. As Lead Agency, New Path seeks to enhance the experience and outcomes of children, youth and their families seeking assistance with mental health and wellness.

Charitable number 10809-4335-RR0001

**THANK YOU ALEX, ALI, DANIELLA, ELLI, KATIE, LAUREN
AND LEAH FOR HELPING DEVELOP, ORGANIZE AND LEAD OUR AGM!**



New Path Youth & Family Services

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