



# **NEW BEGINNINGS**

New Path Youth and Family Services Annual General Meeting Report 2015/2016

## WELCOME AND REPORT FROM BOARD CHAIR AND CEO, NEW PATH YOUTH AND FAMILY SERVICES





New Path is now into its 16th year of operations. Forming from the amalgamation of four child and youth mental health service providers across Simcoe in 2000, New Path emerged as a consolidated, youth-friendly organization that spans all of Simcoe County. The original vision of the amalgamation remains as true today as it did fifteen years ago. It is reflected in New Path's mission to lead and inspire positive change, and to promote mental health and wellness for children, youth, and families and their communities through an innovative multi-service approach. We have continued this wonderful journey over the past year.

Inspiring and leading change has been clearly shown through the significant number of clients served at New Path. This last year saw more than 3,000 children and youth accessing the full range of core services, touching the lives of more than 6,500 family members. The vast majority reported improved mental health, improved relationships with family and peers, and improved school involvement and achievement. Through the adult services (Partner Assault Program and Violence Against Women) New Path saw close to 700 clients.

We are proud of the excellence of our programs offered to Simcoe County by our agency. These include Access and Intake, Targeted Prevention, Brief

Services, Therapy and Counselling Services, Crisis Services, Family Capacity Building and Support, Specialized Assessment and Consultation, and Intensive Services. In addition, New Path provides Probation In-House Clinical Services, an Attendance Centre, and specialized treatment for adolescents that have sexually offended. New Path is also proud of its accessibility to all of Simcoe County with offices in Bradford, Cookstown, Alliston, Collingwood, Midland, Orillia, and two locations in Barrie.

This has been a year of transition for our Board at New Path Youth and Family Services as we embark on the new journey of responsibility as Lead Agency in Simcoe County. We would like to acknowledge the positive energy and drive that the Board has brought to all our meetings, to ensure we remain focused on our primary goal to provide children and youth, and their families, with the services they need. Once selected as Lead Agency, a major focus has been to further the collaborative process with our partner core agencies, both from an operations perspective but also through collaborative governance with their Boards. This process will cement our collective responsibility to help support the families of Simcoe County.

The backbone of New Path's success is the grounding of all activities in the Core Values and principles of the organization. A synopsis of these Values and activities follows in this Annual Report. Our positive client outcomes and evaluative data, as well as the positive response from all of our key community partners serve as proxy for our successful clinical work. This, along with a long history of collaboration within the communities we serve, was a major factor in our successful application to become Lead Agency for child and youth mental health services in Simcoe County.

We thank each and every staff member for their commitment to quality services . . . we are truly making a difference in the mental health of our children and youth, and their families. We are also highly respected for our lean and efficient administrative services that continually manage to keep up with, and in most cases, are ahead of new administrative and legislative requirements. We embrace change and accept change as a catalyst for improvement. Much of this credit goes to our Administrative staff, Supervisors, Managers, and Program Directors who readily accept challenges.

We believe that New Path will ensure that Moving on Mental Health objectives are met in a truly collaborative and engaged manner with other core service providers and their governance bodies. New Path's leadership in system transformation will ensure the very best possible configuration of services across the County, a system that removes barriers to access.

On behalf of all clients and their families, we sincerely appreciate the confidence from all of our funders and supporters. We are keenly sensitive to ensuring value for each and every tax payer dollar and every personal and business contributor to the mental health of children and families.

We would like to thank and acknowledge the incredible Youth Engagement leadership taken on by New Path and many of our youth. This fifth AGM, hosted and run by youth, is one of many examples. And of course, none of the past year's accomplishments could have been realized without the commitment of the Board of Directors. We have a well rounded mix of individuals and expertise that gets better each year. The single most important attribute that continually stands out is the collective enthusiasm and dedication to New Path and the clients served.

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 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 is one of the major factors in your success. And that is ultimately the only result that really matters.

*Greg Pope*, Chair, Board of Directors Glen Newby, Chief Executive Officer



### **CORE VALUES**

The creation and sustainability of excellence is created through a strong commitment to a meaningful set of values, principles, and belief systems. This is true for individuals, families, community groups, and both large and small organizations. New Path developed some key values that drive our organization forward, using these values as a lens through which we lead and inspire change, whether that be for clients, staff, volunteers or the child and youth mental health system in Simcoe County. These values are what keeps us focused in all work that we do.





**Exceptional Leadership Collaboration Accountability Support** 

**Excellence Environmental Advocacy Responsibility** 

# Exceptional Support



Working with clients and supporting them in their journey is our passion.

"I started treatment at New Path April 10th 2015. Before I went to New Path I attempted suicide about 4 times, as well as about 5 other visits to the hospital. Luckily New Path took me under their wing and helped me for 9 months. During that time I grew more comfortable in my own skin, I learned ways to cope with my mental health issues, as well as make some life time friends and memories. Thanks to the great, loving, caring staff at New Path for getting me through my troubles and getting me where I am today. Thanks to them I was able to get a car/license, graduate high school on time with my age group, get my first job and they helped me learn things about myself I never knew before, not to mention they helped my family grow closer to each other. I would highly recommend New Path to any one suffering with mental health issues or in fact any issues at all."

~ Former New Path client B.E.

### Through our Intensive Services Residential Program we:

- support clients living in our residences
- provide transitional support back home or into the community
- this past year alone 16 clients and their families received 142 sessions (344 hours) of support at home and in their communities

### **School Based Services**

Our incredibly dedicated staff compliment of 14 Children's Mental Health Workers, 2 Youth Justice Workers, 3 Early Years Workers provide services in schools throughout Simcoe County, supporting students with a diverse set of needs.

### Intake

Our Intake department is an incredible resource to our communities across Simcoe County.

- providing families with support, resources and engaging with them to find support within our agency
- last year alone, we completed over 1200 intakes

### Leadership



New Path Youth and Family Services is extremely pleased with being selected as the Lead agency in Simcoe County for children's mental health. Being recognized for our leadership in many areas, including service delivery, administrative systems and financial management is a real honor. Members of our Leadership Team are actively participating on provincial committees and work groups to provide input into developing processes necessary for a successful implementation of Moving on Mental Health for all lead agencies.

Our Board of Directors are involved with Collaborative Governance and are working with a Consultant to provide leadership both locally and provincially in this area. New Path staff are asked regularly to provide presentations about the agency and children's mental health issues in schools, classrooms and day care centres, as well as to community agencies and groups.

### **Youth Engagement**

- the New Mentality youth engagement group with adult allies
- all staff trained in youth engagement best practices
- youth-led Annual General Meeting
- youth focus groups to support our Lead agency work led by youth

### **Diversity**

- embracing diversity and providing training for all staff in working with Lesbian, Gay, Bisexual, Transgender, and Queer (LGBTQ), First Nations, Metis, Inuit (FNMI) and Francophone populations
- successful in accessing grants to support a bilingual phone system in partnership with La Clé d'la Baie en Huronie and our partner agencies under our Common Roofs
- working with our governance body and the broader community to support French Language Services (FLS)
- rigorous recruitment and training of Board members, with a revised matrix that allows for a wide range of perspectives, especially those reflecting diversity
- leading a Board-to-Board forum regarding embedding French language services into Board bylaws and policy, a unique project funded through the Canada Ontario Agreement



### Collaboration

Collaboration means working together and it is the foundation of our work with agencies and clients. New Path has a long history of strong collaborative relationships with many community partners. We are co-located in 7 of our 8 locations across Simcoe County which allows for cost sharing and building relationships amongst service providers.

### Child, Youth and Family Services Coalition of Simcoe County

- a long history of involvement in the local planning structure which includes 40 plus member agencies
- senior agency staff are represented on numerous working tables and have held key positions within the Coalition structure
- opportunities that present from such involvement allow for collaborative efforts outside of the work of the Coalition

### **Supporting Local Service Initiatives**

- stewardship of two Trillium grants on behalf of BANAC (Barrie Area Native Advisory Circle) and TAY (Transitional Aged Youth) partnership for Simcoe / Muskoka
- partnership with the Student's Commission of Canada Centre of Excellence for Youth Engagement and receipt of a three year Trillium grant for continued work in this area



We collaborate with clients of all ages every day. We work with their families, and if they allow, we work with important people in their lives such as teachers, a babysitter, a grandparent, neighbour or friend.

### Lead Agency for Moving on Mental Health (MOMH) in Simcoe County

Years of collaborative partnerships with key stakeholders across the county, from all different sectors, help us achieve the goal of building a better mental health system for children, youth and their families. As Lead Agency, New Path is well positioned to create an improved service system for mental health and for improved integration with other service sectors such as child welfare, youth justice, education and health.

- enlisted the help of over 35 key stakeholders across Simcoe County to develop a community mental health plan
- collaborating with family members, youth, other service providers will enrich the MOMH work as we begin the work of addressing local gaps and needs in our system

#### Recognition

- annual recognition of local partners at our Annual General Meeting through our Community Collaboration Award
- our local teams recognize key partners for their work with our services and clients recipient of the Catulpa Community Support Services award of Excellence for partnership

### Accountability

New Path is accountable to, and holds a privileged position of trust with our clients, our staff members, volunteers, our community partners, and other stakeholders. All clients participate in regular reviews of the services they receive, ensuring that their needs are met within a team approach.

Staff, volunteers, and Board members are the key factors in successful client outcomes. New Path assumes accountability to ensure that clear support, training, supervision, and direction is available so that each job and volunteer function is provided in a consistent and professional manner.

### **Our Commitment To:**

### • Our Clients:

effective, compassionate, innovative and accessible services for children, youth and their families throughout Simcoe County

### Our Community Partners:

to communicate openly and honestly, and to share strategies and opportunities that benefit children and youth

### • The Simcoe County Coalition:

to fulfill roles and responsibilities expected of a member agency and provide leadership as requested

### • Every Tax Payer in Simcoe County:

we commit to share openly and honestly, be fully transparent in processes and decisions wherever possible

#### The Funders:

New Path strongly believes in being accountable to its funders, ensuring that the very precious public dollars are spent wisely with the greatest impact possible for kids and families.

We believe that this approach has helped influence the strong sense of collaboration and integration of all Simcoe County services affecting the lives of kids and families.

### Excellence

New Path is proud of our service excellence. We provide training to staff in Evidence-Based programs and our increased use of fidelity measures in supervision ensures effective service delivery. Our newly formed trauma assessment team is an example of our ongoing commitment to Evidence-Based practices with training being provided to not only New Path staff, but our community partners as well. Our client feedback questionnaires reflect positive outcomes in the work our staff provide.

This year we are undergoing our accreditation process which occurs every four years. Historically we score very high and it confirms that we have the right policies, procedures and practices in place to meet the high standard of being an accredited Children's Mental Health agency; and we are confident this year will be the same.

Our staff provide quality service and are committed to working at our agency.

New Path experiences a low staff turnover rate and in 2015/16, it was only 2%. The agency also has a high staff satisfaction rate with 85% of staff feeling New Path has a positive work environment.

We send our referral source questionnaires to our community partners, including school boards, community agencies and physicians, and they comment on the high quality service our staff offer.

Last year, 89% of the respondents felt that New Path services are responsive to the community's child and youth mental health needs.



New Path Staff at "CYW Day" during Children's Mental Health week.



98% of clients reported an overall satisfaction with the service they received.

## **Environmental Responsibility**

Environmental Responsibility is at the forefront of our everyday work.

Reduction of our carbon footprint through the careful use of resources including printing, travelling, use of cleaning products and supplies, recycling efforts, switching to copy paper that is FSC approved, meaning that for every tree taken down, another is planted, and elimination of bottled water and disposable cups.



There is still much to do, but we are heading in the right direction.

### Advocacy

New Path assumes a leadership role in advocacy and influence to promote mental health and wellness for children, youth, and their families across the many communities in Simcoe County.

Part of this role includes supporting activities that reduce the stigma associated with living with mental health challenges.

#### For our Clients

- assisting clients to develop accommodation plans at school for needs specific to their mental health concerns
- working with community partners, CAS and Ontario Works, allowing clients to access transportation assistance
- accessing additional funding allowing children to attend day camp
- free passes for recreational activities
- subsidizing day care for parents allowing them to address their own mental health and wellness

### In the Community

- helping to plan, organize and lead Children's Mental Health Week events
- public engagement through community talks to police, schools, rotary clubs among others
- information booths at external events

### **Broader Systems Change**

- actively participating in Children's Mental Health Ontario (CMHO), the provincial Association for Accredited Community-Based Children's Mental Health Centres
- supporting the advocacy work of CMHO through identifying and developing solutions to important policy issues
- as Lead Agency for MOMH in Simcoe County strengthening and maintaining strong partnerships with government to ensure a successful system transformation of Children's Mental Health

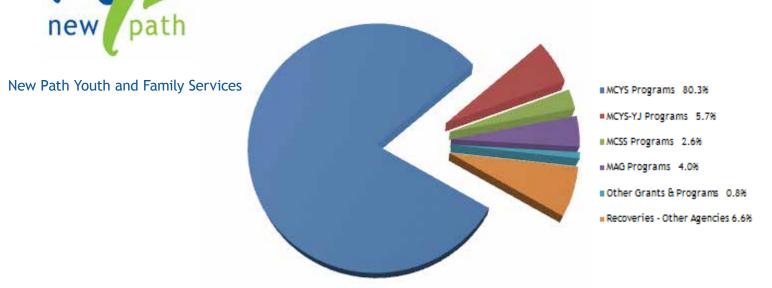


### CHILDREN'S MENTAL HEALTH WEEK

- over 16 community partners collaborating and setting up mental health awareness activities at the Barrie City Hall Rotunda
- over 500 students from grades 7-12 attended the event and participated in the activities
- over 2000 students attended at Collingwood Collegiate Institute for a mental health event led by CCI staff, community partners and volunteers from Jack.org



### **Revenue Sources**



### **Expenditures**



- Salaries & Benefits 76.4%
- ■Building Occupancy 8.8%
- Purchased Services 2.1%

### **MCYS Core Services**



- ■Travel & Training 8.3%
- Other Expenses 4.4%

- Brief Services 8.2%
- Counselling/Therapy Srvices 28.7%
- ■Intensive Treatment Services 30.2%
- Family Caregiver Skill Builder 7.2%
- Crsis Services 0.9%
- Access Intake 5.4%
- Service Coordination Process 9.6%
- Specialized Consultation Assmt 1.7%
- Targeted Prevention 1.5%
- Other MCYS Services 6.6%

### **Financial Statements**

New Path Youth and Family Services

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# WELCOME AND REPORT FROM BOARD CHAIR AND CEO, NEW PATH FOUNDATION







Over this past year, the New Path Foundation was, once again, very busy continuing to build on our plans and activities from the previous year. With the announcement that New Path Youth and Family Services has been chosen as Lead Agency for mental health services in Simcoe County, some staffing changes needed to occur as Glen Newby, our President and CEO for many years stepped back from New Path Foundation work to focus on his work with New Path Youth and Family Services. As of January 2016, Glen began to transition out of New Path Foundation while James Thomson's role expanded from Vice President of Strategic Initiatives to that of the incoming President and CEO.

Highlights of our work:

### Strategic Governance

Although our Board remained relatively small in size, it benefited greatly from the combined passion, insight and perspective that our Board Membership Team provided. A large part of our collective work was the implementation of a strategic planning process. Over a 9 month period much time was spent looking at the New Path Foundation in great detail including activities, relationships, near and long term goals. This process gave us the chance to review and update our vision for the organization while at the same time affirming 4 main areas of focus for our work over the next three years: Service Delivery, Resource Development, Capacity Building & Partnership Engagement and Development. We are confident that this new plan will help us lay a strong foundation for continued growth and development. To our Board Membership and staff team, we would like to thank each and every one of you for your support over this past year and for your continued sound advice and judgement.

#### **Fundraising**

This past year was quite successful in terms of not only continuing to raise the awareness of our services and that of New Path Youth and Family Services through the Helpthe1in5 branding strategy, but also in term of securing grants such as the Bell Let's Talk Community

Fund, F.K. Morrow Foundation, McKesson Canada and the RBC Foundation to name a few. These grants, while directly supporting New Path Youth and Family Services, also allowed us to build relationships with these key funders that will hopefully result in long term partnerships. One highlight of our work in fundraising was collaborating alongside a small group of organizations led by New Path Youth and Family Services over a three month period to secure a three-year Ontario Trillium Grant; this will support mental health in sports not only in Simcoe County but in other communities across the Province. We would also like to recognize and thank the many individual and corporate donors who believe in the worth of our children and youth. All of these fundraising efforts would not have been successful without the generous support from key businesses in our community. We would like to pay special thanks to: Terry and Anna Cheaney from RBC Dominion Securities, The RBC Foundation, Bell Let's Talk Community Fund, Barrie Ford and Barrie Chrysler, Gord and Laura Knox and Grace Dajo and her team at A Man's Zone to name a few.

Thank you all so much.

### The COMMON ROOF

Our common roof developments represent a unique investment in social purpose real estate, providing community based non-profits, charities and small for-profit businesses the opportunity to participate in shared facilities and shared services. Participation in common roof projects enhances the individual missions of partner organizations, while ensuring long term sustainability for future generations. The collaboration and integration of services under one roof provides more effective and efficient operations of critical human services, ultimately benefitting the client population. Our Barrie common roof has been in operation since 2006 and celebrates its 10 year anniversary this September and is fully occupied. Our Orillia Common Roof has been in operation since 2011 and while we have been pleased to welcome new tenants for half of the third floor and some on the second floor this past year, we are sill needing to focus on finding and securing tenants for the remainder of the available space on the third floor. This missed tenancy opportunity remains a challenge and continues to create some financial hardships that necessitates our need to be fiscally prudent over this coming year.

Our common roof model continues to gain international attention and we have presented to various groups across Canada and the United States. New Path Foundation through Glen Newby remains connected to the NonProfit Centers Network, an organization based in Denver Colorado, that is bringing together like-minded, forward-thinking charities to join the movement to shared facilities and services. Recently, plans were announced that the NonProfit Centres Network would be creating a Canadian based entity and we look forward to working alongside them as they progress in

this development. Locally in Ontario, we have been very active with the Provincial Government through the Community Hub Secretariat as they investigate how to build and strengthen community hubs across the Province. We have had the opportunity to participate in workshops on service integration as well as will be one of two community hubs participating in a Design Lab with staff across various Ministries to investigate how to support the Provincial plan for community hubs. We are seen as a model of effective practice that can provide solutions to a number of the challenges social service agencies are dealing with, in this age of limited government resources.

In closing, we would like to thank those young people who have stepped up and supported our work over this past year. We would also like to thank and recognize our staff team including Ken Edwards, Tracey Becker, Maureen Armstrong, Stacey Young, Orma Sheppard, Angie King, Jon Thomson and Roger Fridge. You provide the backbone to our organization and your contributions in helping us move forward each and every day are most appreciated.

Brett Restemayer,Glen Newby,James Thomson,Chair,Outgoing PresidentIncoming PresidentBoard of Directorsand CEOand CEO

# A huge THANK YOU for going above and beyond

## BOARD OF DIRECTORS Retiring Board Members

### **New Path Youth and Family Services:**

Fawn Buker

Joined the Board in January 2013 and served for two and a half years. Fawn participated on the Jazz Committee, the AGM Planning Committee and most recently, the FLS Committee. She was an active participant at Board meetings, always asking questions and not afraid to offer feedback.

### Margaret Hildebrandt

Joined the Board in October 2010 and served five years, leaving at the beginning of this term. Margaret participated and chaired the former Advocacy and AGM Planning Committees, the Youth Engagement Committee for four and a half years. She participated in the agency Youth Engagement training, was the Board liaison to the Youth Engagement Committee, and was the lead in trying to form the Youth Advisory Committee to the Board. She was also instrumental in collaborating with Georgian College to have their design students make over some of our waiting rooms to make them more youth friendly.

#### Melanie Linkletter-Mercieca

Joined the Board in September 2014 and served for two years. She Participated on the Jazz Committee on behalf of the New Path Services Board.

### **New Path Foundation:**

Devon Earl

Joined the Board in February 2013, was elected Secretary/ Treasurer in September 2013 and held this position for 3 years. He has been an active participant at Board meetings and his Financial background has been an asset to the Board.

#### Chris Eby

Joined the Board in October 2014, and served two years. He has been an active participant at Board meetings and always offers great feedback and insight.

#### Heather Mason

Joined the Board in January 2015, and served one and a half years. She has been an active participant at Board meetings and a supporter of our Jazz event.

## **BOARD OF DIRECTORS Nomination Slate 2016/2017**

### **New Path Youth and Family Services:**

Rick McHale

Tammy McIntosh

Lyn McLeod

Michael Osborne

Patricia Pommet

Greg Pope

**Nancy Power** 

Teresa Snelgrove

Jan Wyrozub

Vincent Zenobio

### **New Path Foundation:**

Lori Aylwin

Bill Macdonald

**Greg Pope** 

Paul Pratt

**Brett Restemayer** 

Teresa Snelgrove

# A huge THANK YOU to our funders and supporters

### **New Path Youth and Family Services:**

**Government Funders** 

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

- Youth Justice

Ministry of Attorney General

Other Funders

Ontario Trillium Foundation Child Youth and Family Services Coalition of Simcoe County

Simcoe Core Service Partners and their

**Boards of Directors** 

Canadian Mental Health Association Kinark Child and Family Services

La Clé d'la Baie en Huronie

Simcoe Muskoka Family Connexions

### **New Path Foundation:**

Funders Bell Canada

F.K. Morrow Foundation Laidlaw Foundation McConnell Foundation McKesson Foundation McLean Foundation Royal Bank of Canada

Event Partners A Man's Zone Barber Shop

Barrie Chrysler Barrie Ford

Burtch Robinson and Associates

Georgian College Event Management

Program

**Grant Thornton LLP** 

HKMB Hub International Ltd.

Kathy Newby

The Madison Group - RBC Dominion

Securities

Mason Accounting and Management

Ontario Waterway Cruises Smith & Lassaline Chartered

Accountants

South Park Alliston Business Centre

Stewart Esten LLP

Service Clubs Kiwanis Club of Orillia

Rotary Club of Barrie

Rotary Club of Barrie-Huronia Rotary Club of Barrie - Kempenfelt

Rotary Club of Orillia













"During my time with the New Path worker, he has taught me how to think positively about myself and because of him I am feeling a lot better about myself as a person."

~ New Path Teen



"The New Path worker created an inclusive atmosphere where we could share and express ourselves. I am proud of the growth our family has experienced with this support. Keep up the amazing work with our community! You have made such a difference in my/our life/lives."

~ New Path Parent

"This has been a very positive and encouraging first step towards understanding some of the challenges our daughter is facing. The New Path worker put us at ease and my daughter put a lot of trust in her from the start (not an easy task). We are very grateful."

~ New Path Parent



"The New Path worker helped me to truly find myself and I could never thank her enough. I am so grateful for my worker and New Path in general for providing these services to me and people like me. People and organizations like this are what is making the world a better place!"

~ New Path Teen



The part in the pa

"I hope you remember me ... You first met me in 2013 when I was struggling with my emotions ... I owe it to the strategies you gave me to help overcome my fears that have helped me to start a new life, with new friends, and new experiences. I am in school ... hoping to go to Dalhousie University in Halifax to get a Degree in teaching. I am so incredibly happy that we had the chance to meet, and that you helped me in a way I thought I could never be helped. You made me realize I was not alone, and that if I wanted to see change, I had to be the change.

Thank you for impacting my life in such a special way, Beth!"

~ Letter from New Path Client, J.J.





"New Path, as from what I have experienced over the duration of an 11 month stay, is everything that is necessary and beneficial to those struggling with mental illness."

~ New Path client, N.S.









### **New Path Youth and Family Services**

New Path Youth and 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 ensuring that community-based child and youth mental health services are available throughout the County.

New Path is committed to leading system change in Simcoe County, helping to improve the experience and outcomes of children, youth and families seeking assistance with mental health and wellness.

For more information, to donate, or get involved please visit www.newpath.ca or follow us on social media.

### SOCIAL MEDIA

### **New Path Youth and Family Services**

This year we are launching our social media platforms!



Like us on Facebook to learn more about New Path Youth and Family Services of Simcoe County New Path YFS



Follow us on Twitter to learn more about our role as Lead agency paving the way for system change across the communities of Simcoe County

@NewPathYFS