

Annual Report

2014/2015



Strengthening Lives



Woodview
mental health & autism services
www.woodview.ca

Our Mission

To be an essential part of a continuum of mental health and autism services and supports that provide innovative and integrated approaches for individuals and families to live socially and emotionally healthy lives within their communities.

Our Vision

Woodview is a recognized leader that transforms the attitude about mental health and autism one person at a time.

Our Values

Collaboration

We are highly responsive to the needs and interests of our internal and external stakeholders and will work in collaboration within our communities to provide seamless and effective programs and services.

Accountability

We are committed to being highly accountable by adopting clear decision-making processes and through evidence-based programming, practice and evaluation.

Integrity

We are honest, transparent and ethical in all of our communications with stakeholders.

Innovation

We are committed to a learning environment which results in continuous improvements and promotes creativity and the exploration of new and better ways of doing our work.

Respect

We demonstrate our respect for our stakeholders by treating them with dignity, encouraging their engagement, valuing their diversity and ensuring accessibility. We are compassionate and caring in our relationships with staff and with the people we serve.

Board of Directors 2014-15

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Director

LEE HELMER
Director

HAL HILLGREN
Director

LINNEA CHAMBERLAIN
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LAURA LANGERAAP
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Leadership Team 2014-15

CINDY I'ANSON
Executive Director

ROBIN BRENNAN
Autism Services

JANE MCKERROLL
Finance

FLORA ENNIS
Children's Mental Health
Services

LORRAINE JEFFREY
Quality Improvement

CAROL STUART
Human Resources/
Administration



Our Message to the Community

This past year has seen both growth and more change; two constants in mental health, autism, and our service system.

- Our Family Engagement Committee works towards building our family engagement activities in the Hamilton, Halton, and Brantford communities.
- Fortitude Youthview is our Youth Engagement Committee. This group of young people is working hard to build awareness about mental health, “break through the stereotypes and stomp out the stigma.”

In 2014, The Ministry of Children and Youth Services launched Ontario’s new Tele-Mental Health Service. Since our selection as the Lead Coordination Agency for Service Area 2 in Southwestern Ontario, we have developed and implemented outreach strategies to engage stakeholders in our communities and to promote the use of Tele-Mental Health for individual consultation as well as education sessions. We are responsible for facilitating access to specialized mental health services through the use of video conferencing. We have built on our success with Telepsychiatry in Brant since 2007 and this past year we had 610 consultations.

As part of the Ministry of Community and Social Services transformation of community and developmental services, investments have been made in Woodview’s residential services, supported independent living and community supports that benefit the adults with ASD that we serve, and helped to stabilize housing supports. Many of our youth with ASD and their families still find eligibility for adult services to be an issue as they transition to adulthood. We continue to highlight these concerns and advocate with them.

Lead agencies for children’s mental health in Hamilton and Halton were identified during Phase 1 of the Ministry of Children and Youth Services’ Moving on Mental Health Plan. We are moving into the second year of working in partnership with Lynwood Charlton Centre in Hamilton and Reach Out Centre for Kids (ROCK) in Halton; the identified leads in these communities. Brant’s lead agency will be identified in the upcoming year during Phase 2 of the Ministry’s plan. This new structure presents both opportunities and challenges for Woodview. We serve three communities with three separate lead agencies and our services are different in each community. The benefit to this structure is that we learn from the processes and partnerships in each community and we share these learnings. The challenge is that we have many community relationships and partnerships across the three communities and the demand on our resources is great. By the end of the next fiscal year, there will be a plan in each community for core children’s mental health services that is accessible, responsive, and supports the needs of the children, youth, and families that access them, as well as a broader community mental health plan.

We are in the final year of implementation of our Strategic Plan. We have focused on delivering, strengthening, and expanding our evidence-informed autism and mental health services. We have worked towards building the capacity of staff to deliver high quality programs and services and to create a greater cohesion across the organization. Our branding as an agency that “goes above and beyond” to “strengthen lives” and our increasing social media presence has broadened our profile in the community and with our stakeholders. We continue to work in partnership with the regional providers of autism services and now with lead children’s mental health agencies to help create a more integrated and effective service system for all involved.

A significant component to the Moving on Mental Health plan is that of youth and family engagement. Woodview has been ahead of the curve in both of these areas in a number of ways:

We thank everyone who helps to make our services possible – our funders, donors, staff and volunteers, Board members, partners, and most of all the children, youth, adults, and families that work in partnership with us. We were the benefactors of three golf tournaments this past year organized on our behalf. All of these community efforts are hugely appreciated by Woodview. As well, we have had ongoing support from Unity for Autism and Autism Speaks that has enhanced existing programs and enabled us to provide services to adults with ASD where none existed.

- Many of our staff, from front-line to administrative to management, in both our mental health and autism services, have been trained in family engagement through Parents for Children’s Mental Health (PCMH). We have a manager on our team who is a PCMH trainer that has and continues to travel the province training staff in other agencies.

These are transformative times and we look ahead with the knowledge that we will have a significant role to play in the change process and that ultimately children, youth, adults, and families will be better served.

Cindy O’Anson
Executive Director

Harold Goldsmith
Chair, Board of Directors



A message from Fortitude Youthview...



We are a group of young people who want to help raise awareness about mental illness and mental health in Hamilton, Halton, and Brantford. We want to break through the stereotypes and stomp out stigma.

We are a newly formed group and are working hard to build relationships with each other

and to create a safe, supportive, and fun environment. We are sharing our stories and learning how mental illness has impacted each of our lives. We are talking about the tough stuff, encouraging each other through the difficult stuff, supporting each other through the uncomfortable stuff, and celebrating each other through the good stuff. We are building a support network and friendships.

Our group meets twice a month, alternating between the Halton and Brantford offices. There are always delicious snacks to keep us energized as we discuss hot topics and plan for future events. We have had a lot of great times this past year. Our debut event, "Find Your Voice – a night of self-expression," was attended by Woodview clients, families, and staff, and was enjoyed by all! A brave space was created for people to take healthy risks and share their talents on stage. Guests also had the opportunity to create their own art or find their own words to share what was in their heart or on their mind. Our group also hosted two painting events led by The Wobbly Canvas in Halton and went bowling in Brantford. Over the summer, four youth and two adult allies went to Orillia for four days and attended the 2015 Disable the Label Youth Leadership Retreat hosted by The New Mentality.

"Our experience as a group has been great. We have been able to establish clear goals and be resilient through challenges, in order to achieve them."

"It's nice to be able to hang out with these guys. Aside from how awesome my group members are, I feel very honoured to be working with such noble people for a really noble cause."

"It's been good and fun!"

"Fortitude Youthview is encouraging and motivating. It is somewhere that is safe and comfortable."

"I like that people listen to me and value what I have to say."





AARON

"Before we met our IBI team at Woodview, life was very stressful. Aaron had few ways to communicate with me and had meltdowns because I didn't understand what he wanted. Aaron didn't know how to play independently and would simply line toys up, and open and close all of the doors in the house. Aaron experienced high levels of anxiety when he didn't know what was expected of him or didn't know the routine for the day. He had a very difficult time self-soothing if he hurt himself. I was constantly worried about losing him as he'd take off the minute I looked away- grocery shopping with him was impossible because he couldn't handle the sensory overload and would try to leave.

When we came to Woodview we started to see changes. Aaron learned how to use strategies to self-regulate when in stressful situations – the 'bolting away' stopped. He began to communicate with me more and use more words to let me know what he wanted which meant few to almost no more meltdowns. He learned to sit at the table with us for dinner and learned step-by-step how to dress himself independently and get some of his needs met himself- like getting his own glass of water for a drink. Now we can go grocery shopping without struggle and better yet, he helps me remember and get the things we've put on the list!

Today, there's so much less stress for all of us. I can give Aaron choices and he will choose what he wants. We are able to go out more and Aaron can now let me know how he feels so we can avoid meltdowns due to anxiety. This summer he was able to play soccer with other children in the neighbourhood which was so amazing to watch. I'm so thrilled for where Aaron has got to and the gains he has made in the IBI program so far."

Success Stories



JUSTINE

"In 2013, my daughter Justine, who was 7 years at the time, came from foster care to live with me as her newly adoptive mother. After a brief honeymoon period, explosive behaviours began both at home and at school. Her actions were aggressive, dangerous to herself and others, and her language was threatening and violent.

The behaviours continued to escalate and she became unmanageable at home and school. I was at my wit's end, and became in crisis along with my daughter, and this is what led us to Woodview.

In September 2014, Justine started the Halton Intensive treatment Program (HIP) at Woodview, and in-home support was put in place for me.

The atmosphere at Woodview is warm, open and accepting, and I believe that my daughter felt safe enough to explode knowing that she would be in competent hands. She started learning strategies to cope with her huge feelings, and a new self-esteem started developing. At home she started to communicate her fears and needs. She would tell me what strategy she was using to cope and why. She learned to identify triggers and catch herself before she exploded. I couldn't believe the change!

Justine was able to graduate from the Halton Intensive Day Treatment Program and transitioned back to our local neighbourhood school in May 2014.... I was in awe of the holistic magnificence of the Woodview HIP program and the dedication of the HIP team.

The staff go over and above anything I've ever seen before. The HIP program at Woodview was a life-changer for us. The program and staff are beyond amazing, and I am forever grateful for all they have done for my daughter and I."



ALEX

"My name is Alex. I was in the Mountain Day Treatment Program 2014-2015.

First I want to say that I have always been awesome, but Woodview made me more awesome. I used to be really rigid. Woodview helped me deal with my rigidness and helped me be less rigid. They supported me and pointed me in the right direction. They taught me ways to deal with all my stuff. I am not as fast or as efficient as other students, but I am better than I would have been if I didn't go to Woodview.

My High School did not want to let me in; they did not want me back. I would not even be in school if Woodview didn't help me. I have had problems since kindergarten and now I am doing awesome – I am the least trouble of all the kids in my class. I still have people who come up to me because they remember me from the past and tell me I am really chill now, not like I was before.

My personal opinion is that Woodview changes everyone for the better. I am not perfect but Woodview helps people make changes that point them in the right direction."

Service Activity Report

April 1, 2014 - March 31, 2015

Service Activity

160

employees throughout...

Halton	60
Hamilton	21
Brantford	79

+9

volunteer
board members



Program Streams

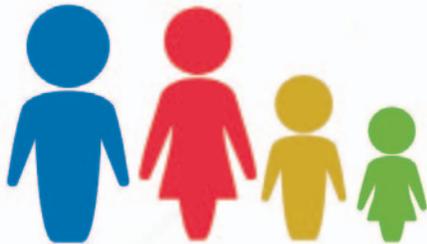


children,
youth,
adults &
families

Children's Mental Health	71%	2,328
Tele-Mental Health Provincial Services area 2	19%	610
Children's Autism Services	8%	249
Adult Autism Services	2%	84

Clients by Age

18+ 13-17 7-12 4-6



0.08% 49.47% 41.48% 8.96%

30

Programs servicing

3,000+

children, youth, adults & families

Clients by Gender

Male
Female
Other

58.51%
41.40%
0.08%



Child and Youth Mental Health Clients by Community

Brantford	1,512
Hamilton	43
Tele-Mental Health Provincial Service Area 2	610
Halton	773

Child, Youth and Adult Autism Clients by Community

Hamilton	177
Halton	156





Summary of Revenue and Expenses

FOR THE 12-MONTH PERIOD ENDING MARCH 31, 2015 WITH COMPARATIVE FIGURES FOR 2014

REVENUE	2015	2014
Ministry funding	\$6,348,340	\$6,317,225
Foundations and grants	59,653	131,012
Fundraising and donations	94,748	51,191
Other revenues	2,693,116	2,712,030
Total Revenue	\$9,195,857	\$9,211,458
EXPENSES	2015	2014
Salaries and wages	5,425,205	5,601,821
Employee benefits - statutory	418,826	411,704
Employee benefits - other	484,743	482,375
Travel	138,033	129,167
Communication	74,276	75,158
Rent	215,502	216,582
Utilities	42,200	49,085
Staff Training	93,533	59,745
Advertising and promotion	21,386	12,016
Services related to repairs and maintenance	103,406	84,165
Professional Services (non-client)	16,892	48,982
Professional and contracted out services - IT	79,005	88,923
Purchased client services	613,554	657,532
Insurance	38,720	50,393
Other Services	39,814	41,385
Supplies and equipment related to repairs and maintenance	6,270	5,106
IT supplies and equipment	34,568	49,184
Other supplies and equipment	342,040	288,937
Central administration	634,473	530,915
Fundraising expenditures	4,014	1,099
One-time expenditures	9,900	-
Total Expenses	\$8,836,360	\$8,884,274
Excess of revenues over expenses before other items	359,497	327,184
Amortization of capital assets	(198,226)	(205,172)
Amortization of deferred capital funding	104,654	114,602
Excess of revenues over expenses	\$265,925	\$236,614

A copy of the complete financial statements for the period ending March 31, 2015 audited by SB Partners, Chartered Accountants is available from the Business Office upon request.

Donors and Grant Funders

The following Grant Funders and Major Donors allow us to extend service in new and innovative ways, research best practices, and meet service demands beyond that which we are able to provide with Ministry funding.



GRANTS



DONATIONS

Gold (\$5,000 plus)

Cliff & Bev Dungey
(Complete Technology)
Clinemetrica

Gordon Dunning
Royal Coachman Charity Golf Classic
Brant Business Builders

The Jeff Roche & Hannah
Gordon Roche Memorial
Foundation



Silver (\$1,000 - \$4,999)

Lorne & Mary Ames
Christine & James Cosman
Jeanne Durant

Kathy & Richard Jones
Knights of Columbus Council 1679
Northway Ford Lincoln Ltd

Ray's Boathouse/John Fitzgerald
Stephen Smith & Dorothy Woltz
Foundation
Upper James Clinic Pharmacy

Bronze (\$500 - \$999)

Cindy I'Anson
Tammy Davey-Wiebe
Wendy Caron

Terry Bennett
Frank Fabro
Halton Auto Lease

Maureen Connolly
RBC Royal Bank
National Steel Car LTD

KEY FUNDERS

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

