



התאחדות חסידים

Annual Report כ"ד תשע"ב 2011-2012

ρσλσςΩ – ρσβσΓΩ

Tikinagan Child and Family Services

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BOARD OF DIRECTORS

(at March 31, 2012)

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Lorraine Crane, Co-Chairperson

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Elsie Fox
Emily Gregg
Georgina Neshinapaise

ԾՇԱԿԼԳ՝

(ԾՆԻ ԼԻ ԴՐԻՃ:ԱԴԸ 31, 2012)

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Elders Elsie Fox & Georgina Neshinapaise



Tikinagan Child & Family Services
2011-2012 Annual Report

Cover photos, counter-clockwise from top right: Austyn Lyon blows a bubble at a Tikinagan staff barbecue; Foster brothers Kneshin and Pesim spend time together at school; Levena Kenequanash plays guitar at the Tikinagan Stronger Youth for a Stronger Tomorrow Conference.



must bring children into care, we turn to customary care using Mamow Obiki-ahwahsoowin care agreements that parents can sign voluntarily. Parents often know themselves when they need to seek help and when it is best for their children to be raised elsewhere for awhile. Mamow Obiki-ahwahsoowin ties this arrangement to the community and roots it within our culture. This is a major improvement from the way it was in the past.

Tikinagan is now participating in a process initiated by the Ministry of Children and Youth to help other child welfare agencies explore using the customary care process for their Aboriginal children in care. As a result, the example of Tikinagan's leadership in establishing Mamow Obiki-ahwahsoowin care could help First Nations and Aboriginal families in other parts of the province access customary care options.

These days there are more problems complicating the lives of families in our communities; in particular, the crisis caused by prescription drug addictions. Tikinagan is supporting community efforts to address these problems. We know this puts an extra burden on our staff and we give thanks for their commitment and professionalism.

Tikinagan continues to respond to specific issues in First Nations by supporting creative approaches to working with communities. Last year we embarked on a pilot service delivery approach in Pikangikum. We worked with the community to establish the Pikangikum Mamow Weecheewaywin Committee. We met regularly this year and satisfactorily addressed local child welfare matters. This year we initiated an Elders program in Kitchenumaykoosib Inninuwig. We supported the community to hire two Elders to partner with Tikinagan staff in visiting and working with families. Tikinagan is employing a traditional approach in these communities to resolve contemporary problems.

Tikinagan continues to place a high priority on staff training and development. We view capacity building as a way of improving

ბეძერეობა, ბავშვებისთვის უსაფრთხო გარემოება. მამოვობი-აჰვაჰსოვინი გარემოება, რომელიც ბავშვებისთვის უსაფრთხო გარემოებაა, რომელიც ბავშვებისთვის უსაფრთხო გარემოებაა, რომელიც ბავშვებისთვის უსაფრთხო გარემოებაა.

ჩვენს ბავშვებზე უსაფრთხო გარემოება უნდა იყოს. ჩვენ 2011 წელს (ჩვენს ბავშვებზე) უსაფრთხო გარემოება უნდა იყოს. ჩვენს ბავშვებზე უსაფრთხო გარემოება უნდა იყოს. ჩვენს ბავშვებზე უსაფრთხო გარემოება უნდა იყოს.

საქართველოში ჩვენს ბავშვებზე უსაფრთხო გარემოება უნდა იყოს. ჩვენს ბავშვებზე უსაფრთხო გარემოება უნდა იყოს. ჩვენს ბავშვებზე უსაფრთხო გარემოება უნდა იყოს. ჩვენს ბავშვებზე უსაფრთხო გარემოება უნდა იყოს.

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მეც ბავშვებისთვის უსაფრთხო გარემოება უნდა იყოს. ჩვენს ბავშვებზე უსაფრთხო გარემოება უნდა იყოს.



meaning “Everybody working together to raise our children.” It has been useful for me to see for myself the daily realities community people and our staff deal with. I have been pleased to assist in whatever way we can to support and facilitate the wonderful work being done in every community to help children and families. Here are some of the year’s highlights, which show we continue to make progress in insisting the answer lies within the community:

Pikangikum Mamow Weecheewaywin Project

Tikinagan has been working closely with the Pikangikum Chief and Council for two years to establish new processes to deliver services and deal with cases: The Pikangikum Mamow Weecheewaywin Project. The group leading the project includes representatives from Tikinagan's management and the Pikangikum Band Council. Tikinagan has provided resources to the First Nation to hire a Community Liaison Worker and four Elders. The Pikangikum Mamow Weecheewaywin Committee meets regularly and substantial progress has been made in improving service delivery, as well as improving the working relationship with the First Nation. The increased involvement of Elders has been key to the project's success and is triggering interest from other First Nations. A similar initiative has now been launched with Kitchenuhmaykoosib Inninuwug. I am pleased to have been part of this significant development in service delivery; we have learned a great deal from this process. I can envisage this model of service as a pilot for improving services in other communities.

Youth Conference

Another example of our determination to invest in our children was Tikinagan's hosting of an exciting conference for 40 youth in care, May 30-June 3, 2011. Held at Pelican Falls Centre, the conference theme was "Stronger Youth for a Stronger Tomorrow." Organized by our staff and a group of facilitators, it combined fun and recreational activities with presentations and forums to give support, courage and inspiration to our youth.

Honouring the Children

Tikinagan continued to support and facilitate the annual Honouring the Children Day on June 24 – a day set aside in our communities to show children in care they are special and valued. In communities all across the region there were games, feasting and activities for children in care, foster families and community members. Honouring the Children Day is now a tradition for Tikinagan and our communities. I see this as another important milestone in our calendar year and a very positive example of investment in children for our future.

The Challenges

I do not need to go over the Tikinagan service statistics for the year, as these are presented elsewhere in this report. These

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To respond to another resolution passed at our annual assembly last October, we worked with Animikii Ozoson Child and Family Services in Manitoba to develop an interagency protocol to facilitate the return of our children to our communities, wherever possible, when they are apprehended by Animikii in Manitoba. This protocol was signed July 13, 2012.

I have also been engaging in dialogue with management of the Kenora-Rainy River Districts Child and Family Services. Working relations between our two agencies have now improved and I will continue to ensure we are able to communicate clearly with management and staff of that agency in the interest of providing the best possible care to our children.

I began and am ending my 2011-2012 message on the theme of our annual meeting: *Our Children – Our Future*. I would like to share with you a Cree teaching I was given that speaks to the need to recognize and invest in our children. The teaching is: *If you want to know what the future is, don't just try to sit there and envision what things might look like in the future*. Instead, get up, turn around and look at your children. I think that what is being said is that whatever we invest in our children is the future we can expect not only for them, but also for ourselves.

It is a teaching about why it's so important to ensure we provide children with the essential tools that are going to make them successful – being able to adapt, for example, and being resilient amongst all the trials and tribulations they're going to face. All of us – Tikinagan, parents and the communities – need to make a difference in their futures.

It is important to provide those tools no matter what a child's strengths or weaknesses are, or where they live, while being mindful that the future impact of any child's life is unknown. Our responsibility as we move forward to another year at Tikinagan is to ensure our children are gifted with the tools necessary to make a difference for us all.

In closing let me thank all those amazing people who have contributed to the work of Tikinagan: our management team and staff, Board, Elders and you, the Chiefs and Councils, who have embraced the vision of working together to raise healthy children in healthy communities, our most important investment in our future. I acknowledge the foster parents and supporting families who live our work every day and night. Most of all, I acknowledge our families and children who often face impossible challenges in their lives with courage and the determination to rise again. I am pleased to move forward with you all knowing that we are all working together to build the foundation of a good future with our greatest strength – our children.



Facilitator Judy Angecneb applauds a group presentation during Mamow Obiki-ahwahsoowin Service Model training.

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SERVICE HIGHLIGHTS 2011-2012

It has been a year of organizational change at Tikinagan Child and Family Services. To better serve our growing numbers of children and families in need, we implemented a restructuring process both at the service management level and the direct service supervisory level.

We now have a Director of Services (DOS) to oversee child protection, intake and family service work, and another DOS to manage residential services, training and information systems. This has helped us provide a more focused approach to our child welfare service and to the organizational and staff development we need to better serve our clients and communities.

At the direct service supervisory level, we adjusted our Residential Care Unit and Intake/Investigation Unit, increasing the number of direct service supervisors to offer more decision-making authority and greater accountability for our work. The need at the community level for more services has provided the impetus for Tikinagan's restructuring and we are seeing service delivery improvements as a result.

The agency also devoted more resources to training our staff this year and implemented a new policy to assist staff members who pursue higher education in relevant programs.

ΛΓΔ·ΡΓΔ·ΩΨ ΓΔσβΥΡΨ 2011-2012

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Thelma Morris, centre, Tikinagan Director of Services, at the fall feast in Deer Lake.





Celebrating the opening of a Thunder Bay office to better serve eastern communities.

the reporting period from the fiscal year to the calendar year. Tikinagan is changing to the new reporting period, but for comparative purposes provides the following statistics based on the 2011-12 fiscal year. Our workers reported 172 serious occurrences from April to December 2011 and 42 serious occurrences from January to March 2012. This is a total of 214 serious occurrences, which is similar to the 217 occurrences in the same time frame a year ago.

Intake and Family Services

Tikinagan ended the year with 954 ongoing cases, approximately 30 more than we started with and our highest number to date. Our rate of increase has slowed, however, since the previous year. Our percentage increase this year was 3% compared with 14% in 2010-11 and 16% in 2009-10.

Tikinagan workers conducted more than 1,500 new child protection investigations this year: 839 on open cases and just over 700 on new files. While these numbers are high, they represent a decrease in investigation numbers from the previous two years. Of the 700 investigations on new cases this year, 56% required no further protection service and 44% were transferred for ongoing protection work.

Tikinagan has made some progress in our attempts to complete investigations in a timely manner. In April 2011 we moved all investigations to the Intake/Investigations Unit to

be better served by the new reporting period. The new reporting period is from April to December 2011 and January to March 2012. This is a total of 214 serious occurrences, which is similar to the 217 occurrences in the same time frame a year ago.

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Child and Family Services - New Child Protection Investigations

Our workers reported 1,500 new child protection investigations this year: 839 on open cases and just over 700 on new files. While these numbers are high, they represent a decrease in investigation numbers from the previous two years. Of the 700 investigations on new cases this year, 56% required no further protection service and 44% were transferred for ongoing protection work.

Tikinagan has made some progress in our attempts to complete investigations in a timely manner. In April 2011 we moved all investigations to the Intake/Investigations Unit to

within Tikinagan. The major emphasis was training for all frontline staff: Family Service Workers, Child Care Workers, Residential Care Workers, Group Home Staff, and Direct Service Supervisors.

In October 2011 a Training Supervisor was hired, followed by a Training Clerk and a Trainer certified by the Ontario Association of Children's Aid Societies (OACAS) to deliver the Child Welfare Professional Series to staff.

This training series, consisting of eight modules and taking place over several months, is mandatory for Family Service Workers and Direct Services Supervisors. We had 15 graduates in June 2011. A second series started in January 2011 was expected to finish in May 2012.

Some new developments included social history training, Mamow Obiki-ahwahsoowin Service Model training, and a five-module training series for Direct Services Supervisors. In addition, a training program called Ontario Looking After Children was offered to Child Care Workers and to group home staff in Cat Lake and Kitchenuhmaykoosib.

Training to foster parents continues to be a high priority for the agency. Several staff from the Residential Care Unit facilitated training to foster parents in 19 of the First Nation communities served by Tikinagan. Training topics included the Foster Parent Handbook, Fetal Alcohol Spectrum Disorder (FASD), car seat training and child development.

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Participants at a foster parenting workshop in Webequie.



Tikinagan Service Statistics 2011-2012

Five Year Summary

	2007-2008	2008-2009	2009-2010	2010-2011	2011-2012	5 yr average
Inquiries						
Cases Served During Year	356	448	416	495	486	440
Report Received - Investigation Not Required						
Cases Served During Year	961	1,098	1,257	1,393	1,516	1,245
Child Protection: Investigations						
Cases Open at Beginning of Year	50	53	236	157	114	122
Cases Opened During Year	578	850	713	745	655	708
Cases Reopened During Year	60	109	131	94	97	98
Cases Served During Year	688	1,012	1,080	996	866	928
Child Protection Investigations Completed: No Further Protection Service						
Cases Opened During Year	366	412	513	373	397	412
Child Protection Investigations Completed: Transferred for Ongoing Protection						
Cases Closed During Year	269	364	413	405	312	353
Ongoing Services (Part III)						
Cases Open at Beginning of Year	621	567	683	809	923	721
Cases Opened During Year	282	383	438	431	335	374
Cases Closed During Year	336	267	313	317	334	313
Cases Open at End of Year	567	683	808	923	954	787
Child Protection:						
New Investigation in Ongoing Protection Cases	461	755	947	1,048	839	810
Number of Investigations Completed	635	776	926	778	670	757
Average # of open cases Part III Ongoing Services	573	612	758	882	936	752
Total Children in Care						
Children in Care at Beginning of Year	502	518	538	569	606	547
Children Admitted During the Year	251	223	278	308	264	265
Children Readmitted During Year	230	223	249	257	312	254
Children Discharged During Year	465	426	495	529	553	494
Children in Care End of Year	518	538	570	605	629	572



Tikinagan Service Statistics Continued

	2007- 2008	2008- 2009	2009- 2010	2010- 2011	2011-2012	5 yr average
Boarding Days of Care and Rates						
Foster Care						
Regular	17,058	15,087	15,088	17,741	17,144	16,242
Specialized	22,319	13,683	13,328	13,230	14,293	15,371
Treatment	8,413	8,619	9,311	7,171	5,237	7,750
Customary Care	101,124	111,248	131,964	144,493	159,253	129,616
Outside Purchased Foster Care	4,689	4,648	5,970	8,395	12,746	7,290
Group Care						
Purchased	12,898	15,055	12,638	12,881	11,619	13,018
Society Operated	2,371	2,606	2,361	2,404	2,146	2,378
Other Care						
Independent Living	2,731	1,810	1,834	1,595	1,757	1,945
Extended Care and Maintenance	7,129	7,291	5,328	4,919	3,876	5,709
Free Days of Care						
Free Homes	5,210	5,498	7,593	11,169	8,928	7,680
Free Institutions	2,620	2,668	3,481	2,728	1,609	2,621
Free Other	142	188	63	19	22	87
Total Days Care	186,704	188,401	208,959	226,745	238,630	202,702
Foster Homes						
Homes Available at Beginning of year	276	256	344	380	404	332
Home Studies Completed	77	195	175	177	159	157
New Approved Homes During Year	73	191	172	168	149	151
Homes Closed During Year	93	103	135	145	142	124
Beds						
Beds Available at Beginning of Year	577	544	572	817	813	665
New Approved Beds During Year	207	267	341	290	249	271
Beds Closed During Year	240	239	262	308	246	259

Outside Placement Resources

	at April 1, 2008	at April 1, 2009	at April 1, 2010	at April 1, 2011	at April 1, 2012
Total # of clients placed in OPRs:	187	189	156	159	163
Total # of Children in Care	526	531	575	605	618
Percentage of Children in OPRs	36%	36%	27%	26%	26%



TIKINAGAN CHILD AND FAMILY SERVICES

STATEMENT OF FINANCIAL POSITION

As at March 31	Operating Fund	Donation Fund	Children's Trust Fund	2012	2011
ASSETS					
Current					
Cash and bank (note 3)	\$ 1,225,318	\$ 153,413	\$ 49,400	\$ 1,428,131	\$ 2,563,730
Accounts receivable (note 4)	696,759	-	-	696,759	644,948
Due from the Ministry of Children and Youth Services	4,211,997	-	-	4,211,997	50,000
Prepaid expenses	730,748	-	-	730,748	19,828
	6,864,822	153,413	49,400	7,067,635	3,278,506
Capital expenditures to be recovered in future years (notes 1c and 7)					
	483,294	-	-	483,294	-
	7,348,116	153,413	49,400	7,550,929	3,278,506
LIABILITIES					
Current					
Accounts payable and accrued liabilities (note 5)	3,443,519	-	-	3,443,519	3,046,082
Deferred revenue (note 6)	3,511,892	-	-	3,511,892	3,073,437
Demand loans (note 7)	483,294	-	-	483,294	-
	7,438,705	-	-	7,438,705	6,119,519
FUND BALANCE					
Unrestricted (deficit)	(90,589)	-	-	(90,589)	(3,005,382)
Internally restricted	-	153,413	-	153,413	149,469
Externally restricted	-	-	49,400	49,400	14,900
	(90,589)	153,413	49,400	112,224	(2,841,013)
	\$ 7,348,116	\$ 153,413	\$ 49,400	\$ 7,550,929	\$ 3,278,506



TIKINAGAN CHILD AND FAMILY SERVICES

STATEMENT OF OPERATIONS AND CHANGES IN FUND BALANCE

For the year ended March 31	Operating Fund	Donation Fund	Children's Trust Fund	Total 2012	Total 2011
REVENUE					
Child welfare (schedule 1)	\$ 51,295,656	\$ -	\$ -	\$ 51,295,656	\$ 43,945,717
Other programs (schedule 2)	2,723,025	-	-	2,723,025	2,537,134
Special projects (schedule 3)	172,489	-	-	172,489	909,281
Donation Fund (schedule 4)	-	3,944	-	3,944	176,552
Children's Trust Fund (schedule 5)	-	-	34,500	34,500	-
Ontario Child Benefit (schedule 6)	668,072	-	-	668,072	369,290
TOTAL REVENUE	54,859,242	3,944	34,500	54,897,686	47,937,974
EXPENDITURE					
Child welfare (schedule 1)	50,630,045	-	-	50,630,045	46,863,507
Other programs (schedule 2)	2,723,025	-	-	2,723,025	2,537,134
Special projects (schedule 3)	172,489	-	-	172,489	828,831
Donation Fund (schedule 4)	-	-	-	-	316,883
Children's Trust Fund (schedule 5)	-	-	-	-	6,750
Ontario Child Benefit (schedule 6)	668,072	-	-	668,072	369,290
TOTAL EXPENDITURE	54,193,631	-	-	54,193,631	50,922,395
EXCESS (DEFICIENCY) OF REVENUE OVER EXPENDITURE	665,611	3,944	34,500	704,055	(2,984,421)
FUND BALANCE - BEGINNING OF YEAR	(3,005,382)	149,469	14,900	(2,841,013)	(272,414)
ADJUSTMENT TO PRIOR YEAR'S FUNDING (note 8)					
MCYS - Child welfare	2,329,632	-	-	2,329,632	-
- Partner facility renewal	(80,450)	-	-	(80,450)	415,822
	(756,200)	149,469	14,900	(591,831)	143,408
FUND BALANCE - END OF YEAR	\$ (90,589)	\$ 153,413	\$ 49,400	\$ 112,224	\$ (2,841,013)



TIKINAGAN CHILD AND FAMILY SERVICES

SCHEDULE 1: SCHEDULE OF REVENUE AND EXPENDITURE CHILD WELFARE

For the year ended March 31	Direct Services	Infrastructure and Admin	Block 4 - Capital and Technology	2012	2011
REVENUE					
Ministry of Children and Youth Services					
Block 1 - Core funding	\$ 39,900,751	\$ 5,215,469	\$ -	\$ 45,116,220	\$ 34,684,397
Block 3 - Select Service Volume Growth	2,246,155	-	-	2,246,155	6,040,659
Block 4 - Capital and technology	-	-	683,159	683,159	885,135
	42,146,906	5,215,469	683,159	48,045,534	41,610,191
Non-Ministry					
Administration fees	225,470	-	-	225,470	212,859
Child care	177,373	-	-	177,373	18,411
Children's special allowances	2,236,890	-	-	2,236,890	2,066,284
Interest	23,548	-	-	23,548	18,559
Other	82,146	495,695	-	577,841	10,383
Rental	9,000	-	-	9,000	9,000
	2,754,427	495,695	-	3,250,122	2,335,496
TOTAL REVENUE	44,901,333	5,711,164	683,159	51,295,656	43,945,717
EXPENDITURE (Schedule 1.1)	44,177,899	6,023,053	429,093	50,630,045	(46,863,507)
EXCESS (DEFICIENCY) OF REVENUE OVER EXPENDITURE FOR THE YEAR	\$ 723,434	\$ (311,889)	\$ 254,066	\$ 665,611	\$ (2,917,790)



TIKINAGAN CHILD AND FAMILY SERVICES

SCHEDULE 2: SCHEDULE OF REVENUE AND EXPENDITURE OTHER PROGRAMS

For the year ended March 31	Prevention / BFSW Program	Aboriginal Training	Cat Lake Treatment Centre - AHWS	Cat Lake Treatment Centre - Fee for Service	2012	2011
REVENUE						
Ministry of Children and Youth Services						
Base funding	\$ 1,315,202	\$ 119,766	\$ -	\$ -	\$ 1,434,968	\$ 1,445,831
AHWS						
One-time funding - R&M	-	-	120,000	-	120,000	25,442
One-time funding - Enhancement	-	-	31,993	-	31,993	-
Training revenue	-	-	32,505	-	32,505	32,505
Treatment centre revenue	-	-	683,393	-	683,393	683,393
Other	-	-	-	420,166	420,166	349,963
	1,315,202	119,766	867,891	420,166	2,723,025	2,537,134
EXPENDITURE						
Administration	138,726	-	-	86,744	225,470	212,859
Benefits	78,451	7,787	74,431	-	160,669	148,849
Building occupancy	224,217	9,000	120,000	7,719	360,936	360,902
Capital acquisitions	-	-	-	4,913	4,913	14,318
Office administration	11,988	-	-	16,070	28,058	50,460
Professional services - client	-	-	-	-	-	-
Professional services - non-client	26,200	23,289	-	-	49,489	48,600
Program expense	196,027	-	-	45,569	241,596	359,935
Promotion and publicity	-	-	-	-	-	177
Purchased service fees	-	-	-	182,282	182,282	13,900
Salaries and wages	601,451	57,734	640,955	-	1,300,140	1,188,678
Training and recruitment	-	-	32,505	34,847	67,352	48,151
Travel	38,142	21,956	-	42,022	102,120	90,305
	1,315,202	119,766	867,891	420,166	2,723,025	2,537,134
EXCESS (DEFICIENCY) OF REVENUE OVER EXPENDITURE FOR THE YEAR	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -



Staff Recognition

Tikinagan Child and Family Services would like to recognize employees who have reached their 10th, 15th and 20th anniversary of employment with the agency. Our thanks and congratulations go to the following employees for their many years of dedicated service to the families and children of this region.

(Years of service at March 31, 2012)

10 years

John Albany
Victoria Carpenter
Shirley Gray
Mary Mamakwa
Elizabeth Day
Eartha Davidson
Tanya Favot

20 years

Robert Cantin
Linda Wilson

Tikinagan would also likely to give special recognition to former **Finance Supervisor Beverly McFee** who retired this year with almost 25 years of service.



On behalf of Tikinagan, executive director Ernest Beck presents Bev McFee with a gift for her long-term service to the agency.

Beck later talked about how our lives are influenced by the good people we meet. "That's what we have here – a person who has been a friend and someone who has guided and taught others. Lives have been molded and re-molded as a result. We become better for having had this person in our lives. We're here to recognize that and extend gratitude and appreciation."

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