



# Close to **home**

2016 | 2017  
COMMUNITY REPORT



# A MESSAGE FROM THE PRESIDENT AND THE EXECUTIVE DIRECTOR

## *A single point of access to the services YOU need.*

Collective leadership has been a central theme in our organizational discussions over the past year. Countless exchanges with our employees at every level of the organization have confirmed the added value of their presence and of the leadership they display every day as they work to make Valoris “an organization that provides quality services and stands out for the leadership shown by its employees.” Changes imposed by the Province, guided by a focus on mandates, challenge our multi-service model and require that we continuously review how we operationalize our services while preserving our integrated service model, which happens to be unique in Ontario.

This year, certain provincial projects, including the Child Protection Information Network, shared services and the role of agencies responsible for mental health services, prompted us to step back and reaffirm the key components of our integrated service model at the heart of our community. We took the time to review the reasons that guided our choice for our current service model 16 years ago, and going back to basics enabled us to strengthen our wish to continue on the same path. It is clear that our integrated model carries many benefits for the people we support:

- services are offered under our five mandates to all of Prescott-Russell and are available in our three service centres located at the heart of the community;
- available resources are optimized, making it possible for several services to be offered by a single worker, thereby speeding up access to the offer of services and avoiding duplication;
- no waiting list;
- seamless transition for children being transferred to adult services;
- fewer evaluations and more focus on the offer of services;
- our 1-800 number is accessible in both official languages to all of Prescott-Russell; and

*All of these benefits confirm that our service model remains the best so far for Prescott-Russell.*

- our intake service is integrated.

The month of March 2017 coincided with the completion of our strategic plan, which covered three years and enabled us to move ahead on several fronts. The top three priorities in the plan, which focused on organization, individuals and the community, were closely adhered to by all employees, who applied their individual and collective energies to achieving our objectives. Everyone pitched in to help Valoris fulfill its mission and get closer to its vision.

The community survey, part of our priority on the community, was an opportunity to get feedback from our partners, which is key to helping us identify venues for future improvement. We thank our partners and the people in the community for their honest feedback, and for so kindly agreeing to fill out the survey.

In the context of the strategic plan, we also reviewed our organizational structure. In that regard, employees provided some extremely useful feedback on the design of a new model that will be implemented in the fall, where the emphasis will be on collective leadership development within Valoris and on the importance of getting everyone to join in the effort of fulfilling our mission.

Next year, we will undertake a new strategic planning exercise within a corporate vision.

Finally, we would like to thank the Board of Directors, the Foster Family Association, employees and our partners for their commitment and assistance with our mission, and for their day-to-day support, with the goal of making Prescott-Russell a welcoming community where every vulnerable person can grow and live a good life.



**Marc-André Massie**  
President



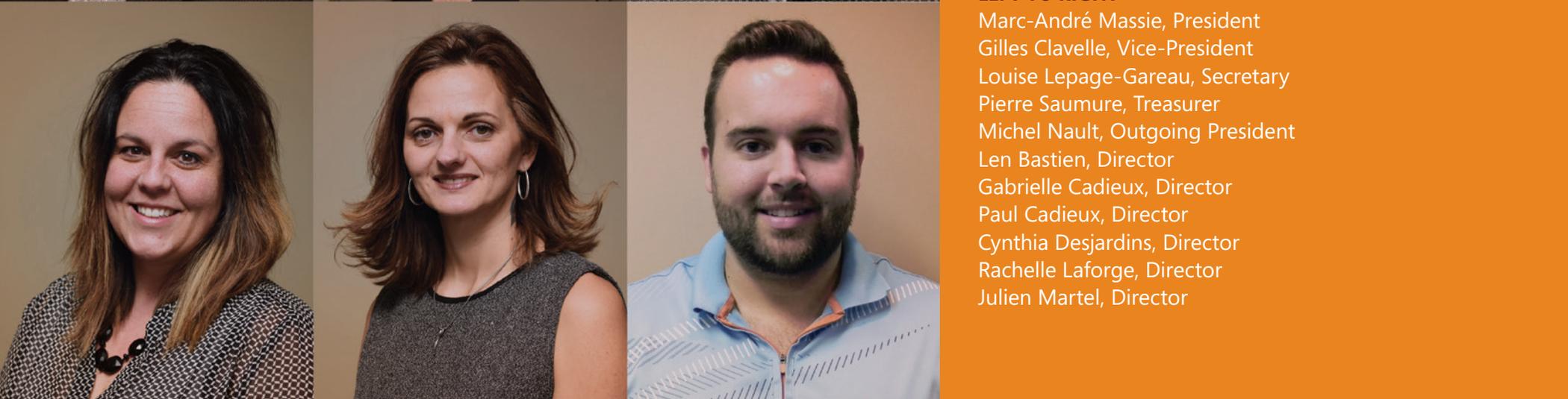
**Hélène Fournier**  
Executive Director



**MARC-ANDRÉ MASSIE**  
PRESIDENT



**HÉLÈNE FOURNIER**  
EXECUTIVE DIRECTOR



# MEMBERS OF THE BOARD OF DIRECTORS

2016 | 2017

**LEFT TO RIGHT**

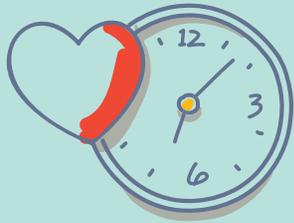
- Marc-André Massie, President
- Gilles Clavelle, Vice-President
- Louise LePage-Gareau, Secretary
- Pierre Saumure, Treasurer
- Michel Nault, Outgoing President
- Len Bastien, Director
- Gabrielle Cadieux, Director
- Paul Cadieux, Director
- Cynthia Desjardins, Director
- Rachelle Laforge, Director
- Julien Martel, Director

# VALORIS DATA



**413 EMPLOYEES**

(at March 31, 2017)  
including 94 part-time



**VOLUNTEERS**

(in 2016-2017)



**127 FOSTER FAMILIES**

(at March 31, 2017)



**4,263 PEOPLE** RECEIVED **7,106 SERVICES**  
FROM VALORIS AND ITS AFFILIATED AGENCIES.

## FIVE SERVICE MANDATES



Child Welfare



Child and Family  
Mental Health  
Services



Adult  
Developmental  
Services



Child  
Developmental  
Services



Family  
Violence  
Services

**THREE SERVICE CENTRES**  
+  
**HEADQUARTERS**  
+  
**13 RESIDENCES**  
FOR  
DEVELOPMENTALLY  
DISABLED ADULTS.

=  
1 respite home for  
developmentally disabled adults  
+  
10 group homes for  
developmentally disabled adults  
+  
2 homes for semi-autonomous  
developmentally disabled adults

**24/7 SERVICE**

1 800 675.6168



**CASE DISTRIBUTION**

(by service centre)

**33%**

Hawkesbury

**35%**

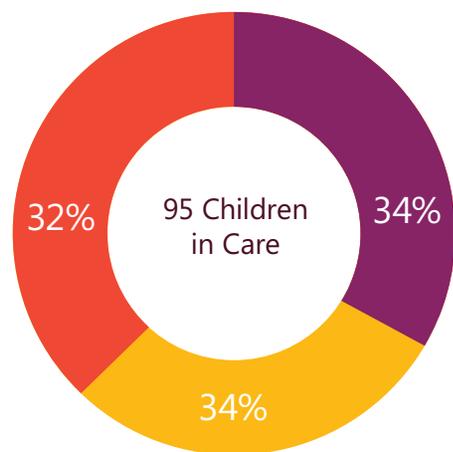
Clarence-Rockland

**32%**

Embrun

# CHILD WELFARE

## 0 to 21 years



CHILDREN IN CARE BY AGE AT MARCH 31, 2017

- 12 years and under
- 13-17 years
- 18-21 years

**Plan for improving the quality of child protection files** – At March 31, 2017, we scored 86% for the 13 quality indicators.

**Child Protection Information Network (CPIN)** – We started implementing the CPIN database. The launch is planned for January 2018. This provincial project will enable all children’s aid societies to use a single client database for all of Ontario.



**Departmental standards** – The Ministry of Children and Youth Services (MCYS) introduced changes to the child protection standards and to eligibility. The Ontario Association of Children’s Aid Societies (OACAS) developed e-learning modules. **Every Valoris employee involved in child welfare had to take the training, which involved a comprehension test. Every one of those employees passed with flying colours.**



# 9 ADOPTIONS COMPLETED

in 2016-2017



# 13 YOUTH

in care over 21 are **doing post-secondary studies.**

# ADULT DEVELOPMENTAL SERVICES

## (18+ years)

### 662 PERSONS

(18 years and over)

with a developmental disability received services from **Valoris, Groupe Convex** or **Valor & Solutions** in 2016-2017.

These include:

#### 91 PERSONS

received residential services  
(*residence or homesharer*);

#### 36 PERSONS

are living autonomously with  
our assistance;

#### 135 PERSONS

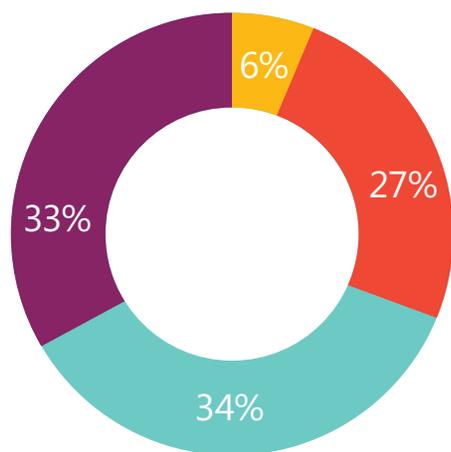
were employed by Groupe Convex;

#### 355 PERSONS

with a dual diagnosis received services  
from Valor & Solutions.

- **Adult services compliance assessment** – In February 2017, we underwent a departmental review to assess compliance with Regulation 299/10 on *Quality Assurance Measures* of the *Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act*. Five residences were inspected and assessed. We successfully met the departmental requirements, and our services were found to be in compliance with the law.
- **Lead role in Community Networks of Specialized Care (CNSC)** – the CNSC consists of seven responsible agencies, including Valoris, in five Ontario regions. These networks have spent the past two years working on the implementation of a renewed model for coordinating specialized services for adults with complex behavioural challenges, for whom the regular services offered by departmental transfer payment organizations are not sufficient. Network officials work with the Ministry of Youth and Social Services on defining the governance model and the service model to operationalize the networks' functions in the province. That work is directly linked to the recommendations of the Ontario Ombudsman, who released a report in August 2016 entitled: *Nowhere to Turn*.
- **Prioritization table** – Our local prioritization table is continuing its work on ensuring that the best plans are used to fill vacant spots and respond to emergencies. Thus, developmentally disabled adults in our community receive services as quickly as possible, depending on space availability. The table meets every two weeks to resolve issues as they arise.

# CHILD AND FAMILY MENTAL HEALTH SERVICES (0 to 18 years)



MENTAL HEALTH SERVICES BY AGE AT MARCH 31, 2017

- 0-5 years
- 6-10 years
- 11-14 years
- 15-18 years



## 878 YOUTH OR FAMILIES

received 1,433 individual services

Among other things:



## 322 YOUTH

received consultation and therapeutic services.

## 306 YOUTH

received brief therapeutic services.

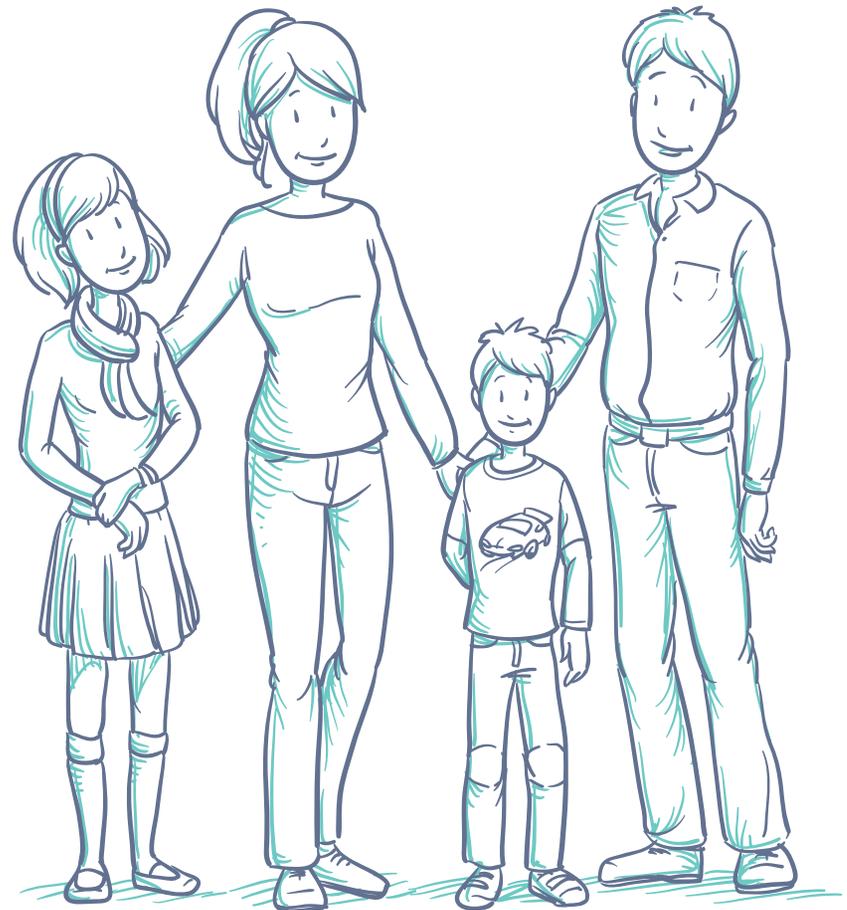
## 170 PARTICIPANTS

in Triple P – Positive Parenting Program.

**New service model unveiled in September 2016** – After more than a year of planning, Valoris officially implemented the new brief mental health service model. More than 50 partners from different sectors took part in the information session organized by Valoris to introduce the changes to our model. The public now has access to a more accessible service in less time. The service model includes a component to assess needs, using the research-based interRAI tool. In addition, workers use Solution Focused Brief Therapy and Feedback Informed Treatment (FIT), which aims to improve the effectiveness, efficiency and continuity of social intervention services through counseling sessions with youth and their families. Workers and supervisors assigned to this service are certified in clinical use and interpretation.

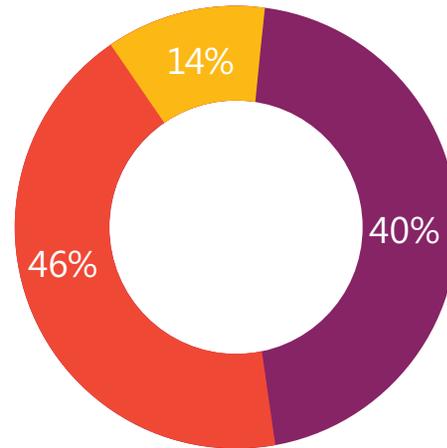
### Lead agency for mental health services for children and youth of Prescott-Russell

- A mental health community advisory committee for Prescott-Russell has been set up, consisting of local and regional partners. The terms of reference have been drafted, and work plans developed for the priorities identified in the community strategic plan. The work is progressing smoothly. Valoris would like to thank all the partners who made themselves available and undertook to help with the work plan.
- The following three community priorities were identified:
  - delineate the steps to access mental health services for children, youth and their families within the Prescott-Russell community;
  - establish an ongoing mobilization process for Prescott-Russell to better respond to the community's mental health needs; and
  - facilitate swift and flexible access to the appropriate mental health services for children, youth and their families in the Prescott-Russell community.



# CHILD DEVELOPMENTAL SERVICES (0 to 18 years)

**338 YOUTH**  
with developmental delays received  
services in 2016-2017.



BREAKDOWN OF YOUTH  
IN CHILD DEVELOPMENT

- 0-5 years
- 6-12 years
- Plus de 13 years

# FAMILY VIOLENCE SERVICES (16+ years)

**172 WOMEN**  
received assistance.



**33 OF THEM**  
took part in support groups.

**16 CHILDREN**  
also participated  
in support groups.

**168 PERSONS**  
started the Partner Assault  
Response (PAR) group.

Valoris is working in partnership with the Prescott-Russell Coalition to end violence against women.

# FINANCIAL DATA

## Valoris for children and adults of Prescott-Russell

Non-consolidated statement of operations (summary)  
year ended March 31, 2017

	2017	2016
<b>Expenses</b>		
Child Welfare (Schedules 1 to 12)	16 305 175	15 935 456
Child Development Services (Schedules 13 to 16)	926 174	888 142
Adult Developmental Services (Schedules 17 to 29)	18 112 018	17 378 193
Child and Family Mental Health Services (Schedules 31 to 50)	4 140 716	3 928 299
Family Violence Services (Schedules 51 to 56)	275 273	254 109
Major Capital (Schedule 57)	103 185	-
Common services to programs (Schedule 58)	3 885 713	3 561 472
Amortization of capital assets	200 452 1	53 335
	<b>43 948 706</b>	<b>42 099 006</b>
Recovery of expenses	3 807 585	3 472 559
Other grants	202 675	214 305
Family allowances/Benefits	604 834	572 271
Rent from residents	698 694	605 076
Interest	21 760	33 430
Other revenues	1 135 375	1 110 889
	<b>6 470 923</b>	<b>6 008 530</b>
Net expenses	37 477 783	36 090 476
Financing of net expenses		
Grants - gross amounts	37 579 868	39 003 690
Current year - Province of Ontario		
Contributions from deferred revenues	230 988	136 581
Contributions to Valoris Foundation of Prescott-Russell for capital assets	(93 229)	(140 519)
Contributions to Valoris Foundation of Prescott-Russell for minor capital	(13 300)	(371 121)
Transfer to capital assets (Note 8))	(1 215 305)	(2 670 693)
Amortization of deferred contributions related to capital assets (Note 8)	200 452	153 335
	<b>36 689 474</b>	<b>36 111 273</b>
<b>(Deficiency) excess of financing over expenses</b>	(788 309)	20 797

*The accompanying notes are an integral part of the non-consolidated financial statements.*

# OUR AFFILIATED AGENCIES



*The Valoris Foundation of Prescott-Russell, through its charitable committee, collect funds that are redistributed to people who receive assistance from Valoris or to people in Prescott-Russell who are in need. Its property management committee oversees the Foundation's buildings and other properties.*

**Résidence de l'Amitié** – As of October 1, 2016, the Valoris Foundation has been able to rent units to eight adults in the Prescott-Russell community.

The Once Upon a Time family event, a day entirely dedicated to the theme of children's storybook heroes, raised **\$9,344**; a successful event providing memories for everyone.

The 12<sup>th</sup> Valoris Foundation annual golf tournament raised **\$23,000** thanks to the 135 players who participated.



**5 CROWN WARDS**  
received a total of **\$6,750**  
in bursaries.



**13 HIGH SCHOOL GRADUATES**  
received a total of **\$3,900**  
in bursaries.



**17 DONATIONS**  
for a total of close  
to **\$40,000** to individuals  
and community groups.

# Valor & Solutions

*Valor & Solutions, which provides training in French for Valoris employees and other professionals in the region, has a specialized regional mandate to support intellectually disabled adults in the Stormont, Dundas and Glengarry, Ottawa-Carleton, Renfrew and Prescott-Russell regions.*

Valor & Solutions reached some milestones in 2016-2017. The organization received more than 445 requests for services, and offered more than 355 Eastern Ontario residents specialized clinical services.

In terms of the specialized care networks, Valor & Solutions was actively involved in the working groups on operations and governance under the renewed mandates, and received a favourable response as the lead for the coming year.

In terms of its training services for 2016-2017, Valor & Solutions offered more than 147 training days on innovative one-on-one social intervention approaches, including close to 30 days in English. A total of 3,614 participants, just over 40% from outside Valoris, took the training.

In addition, Valor & Solutions supports efforts to implement CPIN, and works with the team of trainers to develop and adapt a full and meaningful curriculum for Valoris employees who will participate in intensive training from September 2017 to January 2018. Valor & Solutions is proud to support that training project until the spring of 2018.

In terms of event planning services, Valor & Solutions organized several theme-specific symposiums, and coordinated local conferences, galas and recognition evenings with great success.



*Caroline Granger*

**Caroline Granger**  
Director



*Created in 2004, Groupe Convex has eight social enterprises, and aims to develop and recognize the skills of social enterprise employees.*

2016-2017 was an excellent year for Groupe Convex and Recycle-Action. One of the decisions by the provincial government concerning the closure of protected workshops in Ontario, involved having the Ministry of Economic Development and Growth entrust Groupe Convex with the job of informing social service providers about the practices of social enterprises. More than 250 suppliers attended information sessions throughout the province. In the same context, the Nova Scotia-based Social Enterprise Institute retained Groupe Convex to bring Community Futures organizations up to speed about financing social enterprises. There are now Webinars in both official languages on the social costs, impact assessment and social financing for economic development agents working in those agencies.

Another benchmark was the completion of the overview of a pilot project called Unique and Competent, a program copied from one in France aimed at developing and recognizing the skills of workers in social enterprises. That pilot project was initiated by Groupe Convex, and developed in consultation with the *Centre d'éducation et de formation de l'Est ontarien* and the private sector.

Also, after two years of work and research, a participative tool for assessing the performance of social enterprises was tested, and will enable those enterprises to measure their success from the point of view of social role valorization.

Finally, research conducted by SymPact Strategy in Calgary reveals that for every dollar invested in one of our social enterprises, the return on investment is equivalent to \$13. Groupe Convex and Recycle-Action are proud to share in that kind of result!

*Groupe Convex was mandated by the Ministry of Economic Development and Growth to bring social service providers up to speed on the practices of social enterprises.*

*Caroline Arcand*

**Caroline Arcand**  
Executive Director

# AN OVERVIEW OF 2016-2017



Once Upon a Time (April 2016)



Valoris recognizes



CTC Volleyball Tournament (June 2016)



Press conference for the opening of 8 Valoris in Embrun (November 2016)



Jumpstart Day (May 28, 2016) the Valoris Foundation of Prescott-Russell donated \$10,000 to the Canadian Tire Jumpstart foundation.



VRS Team (June 2016)



Youth Development Day (June 2016)



Valoris Foundation golf tournament (June 2016)