



2017-2018 Annual Report



Craigwood's Foundation

Our Mission:

We are a community mental health resource that creates opportunities for youth and their caregivers to achieve more promising futures.

Our Vision:



We Believe in:

Collaboration

Excellence

Inclusion & Accessibility

Innovation

Responsiveness

Stewardship

Trustworthiness

Valuing our Staff

Licensed By:



Accredited By:

Accredited by
Canadian Centre
for Accreditation



Agréé par
Centre canadien
de l'agrément

Members of:



Board Chair and Executive Message

The past year has been one marked by change and new beginnings. The first major change was the replacement of our Executive Director, with the retirement of Lothar Liehmann, after 20 years of faithful service. Good agency succession planning was affirmed by the board as the ideal candidate to fulfill the role was found in our own ranks and Graham Ashbourne was hired as Executive Director in September 2017. Graham brings the right credentials, vision, knowledge and commitment to lead Craigwood as a key community resource for child, youth and family mental health.

Further change in our senior management was bookended with Terry Bouchard's retirement in May. His contributions to Craigwood and children's services provided a sound foundation from which we move into the future. A thorough search process led to Christian Daboud joining Craigwood as our new Director of Services. Christian's energy, wide-ranging experience and passion as a leader brings welcome vitality and new perspective to our team.

Our programs and staff, too, saw change. The mounting complexity and needs of our client population in our Intensive Out of Home (nee residential) services stretched our program and human resources. A comprehensive plan was implemented to respond to the needs and strengthen community relations. We continue to adapt our programs, staffing and procedures to balance the needs of our youth, financial and human resource capacity and ensure organizational alignment with Moving on Mental Health initiatives.



Graham Ashbourne
Executive Director

2018-2019 Board Members

Co-Chairs

Carolee Coulter
Joyce Dittrich

Members

Carol Ann Green
Frank Buzanis
Jim Boniferro
Meghan Tennant
Christine Walker
Julia Rusznyak

We continued to provide evidence informed practices for individuals, groups and families and sound support to the sector. Our work on standardized assessment, treatment and outcome measurement with the transition from CAFAS to interRAI progressed well. This change takes us another step forward in strengthening evidence-based practice and data informed decision making. Two of our staff presented at the CMHO provincial conference on the great work of our Intensive Family Support team. We are a key partner in a new initiative with the INsite clinics that build upon the success of our Talk-in Clinics. We continued the innovative Quick Response service providing Intensive Family Support to those at risk of becoming more involved with child welfare. We remain a strong voice in shaping local Moving on Mental Health initiatives.

Our need for rational funding was a highlight in the recent election and our board took an active role in the advocacy efforts coordinated by CMHO. There is a growing recognition of the importance of positive mental health in our communities. Our board and management have also taken the initial steps toward fund development outside of our usual channels, building bridges with business and community alliances. Our new brand look and website, launched this year, will ensure the community knows the services we provide and how to easily access them.

The impacts of these changes have reverberated throughout Craigwood, from senior supervisors to new relief staff. The fact that we continue to be a model of excellence in our field speaks volumes about the quality and resilience of our people, and their commitment to grow as a learning organization. We look forward to an exciting year ahead as a key partner in service provision and planning for Youth Justice and child, youth and family mental health.


Lyn Ibson and Carolee Coulter,
Co-Chairs of the Craigwood Board.

Graham Ashbourne, MSW, RSW,
Executive Director.

French Language Services Update

Craigwood est fière d'offrir des interventions aux familles bilingues et francophones dans la langue de leur choix. Actuellement, Craigwood offre une intervention brève en français. Ce service s'étend de l'évaluation jusqu'à l'intervention thérapeutique pour individuels et familles. Nous cherchons toujours des moyens à soutenir la communauté francophone et promouvoir nos services en français. Si vous avez des questions ou commentaires sur nos services en français, veuillez nous contacter au 519-433-3101, poste 228.

Craigwood is proud to offer interventions to bilingual and francophone families in the language of their choice. Currently, Craigwood offers a brief intervention service in French. This service extends from assessment to therapeutic intervention for individuals and families. We continue to look for ways to support the francophone community and raise awareness regarding these services. For any inquiries regarding French language services, contact us at 519-433-3101, extension 228.

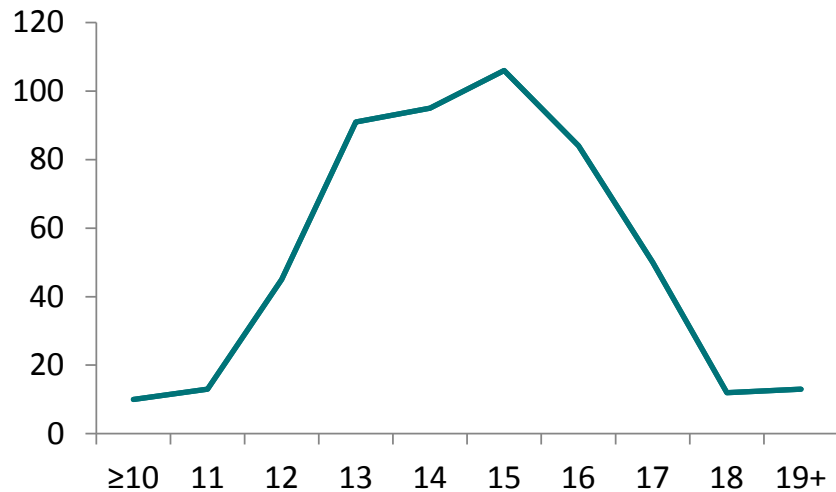


“The staff were amazing, real and non-judgemental. The knowledge I learned was very beneficial and I can apply it to many different situations.”

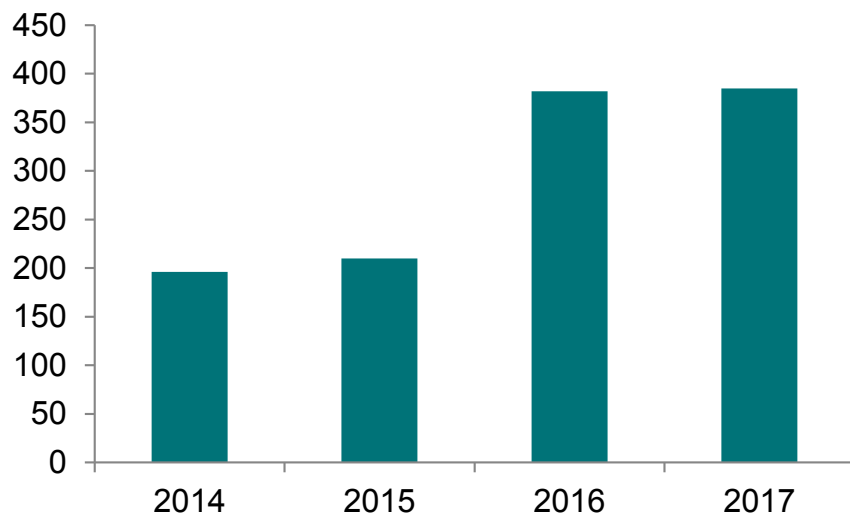
- Parent Feedback

Client Service Statistics

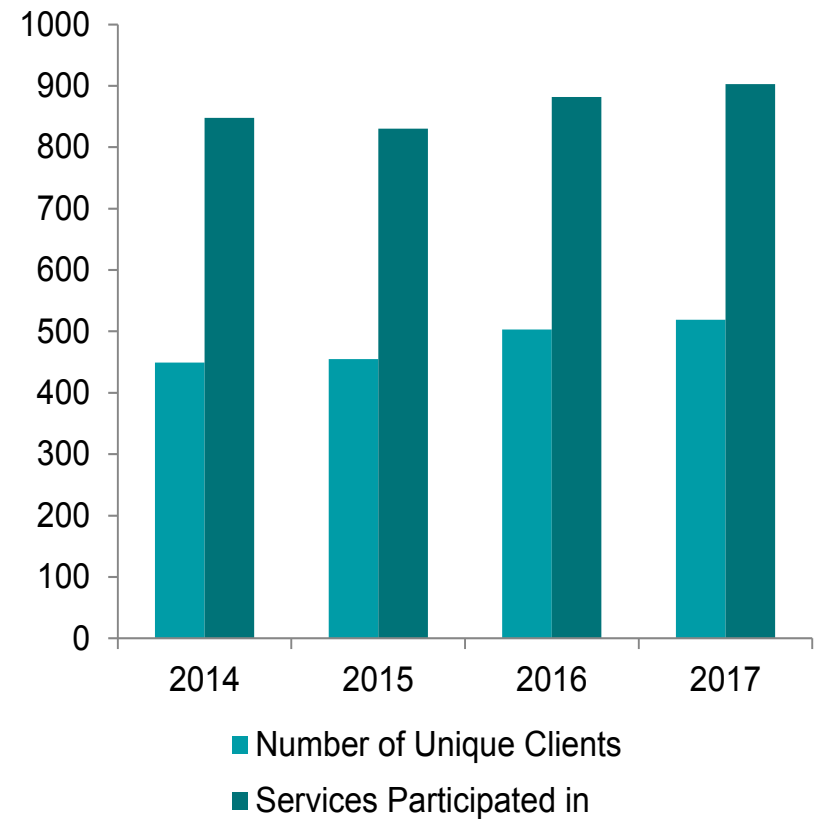
2017 Client Age Demographics



Total Talk-In Sessions Yearly

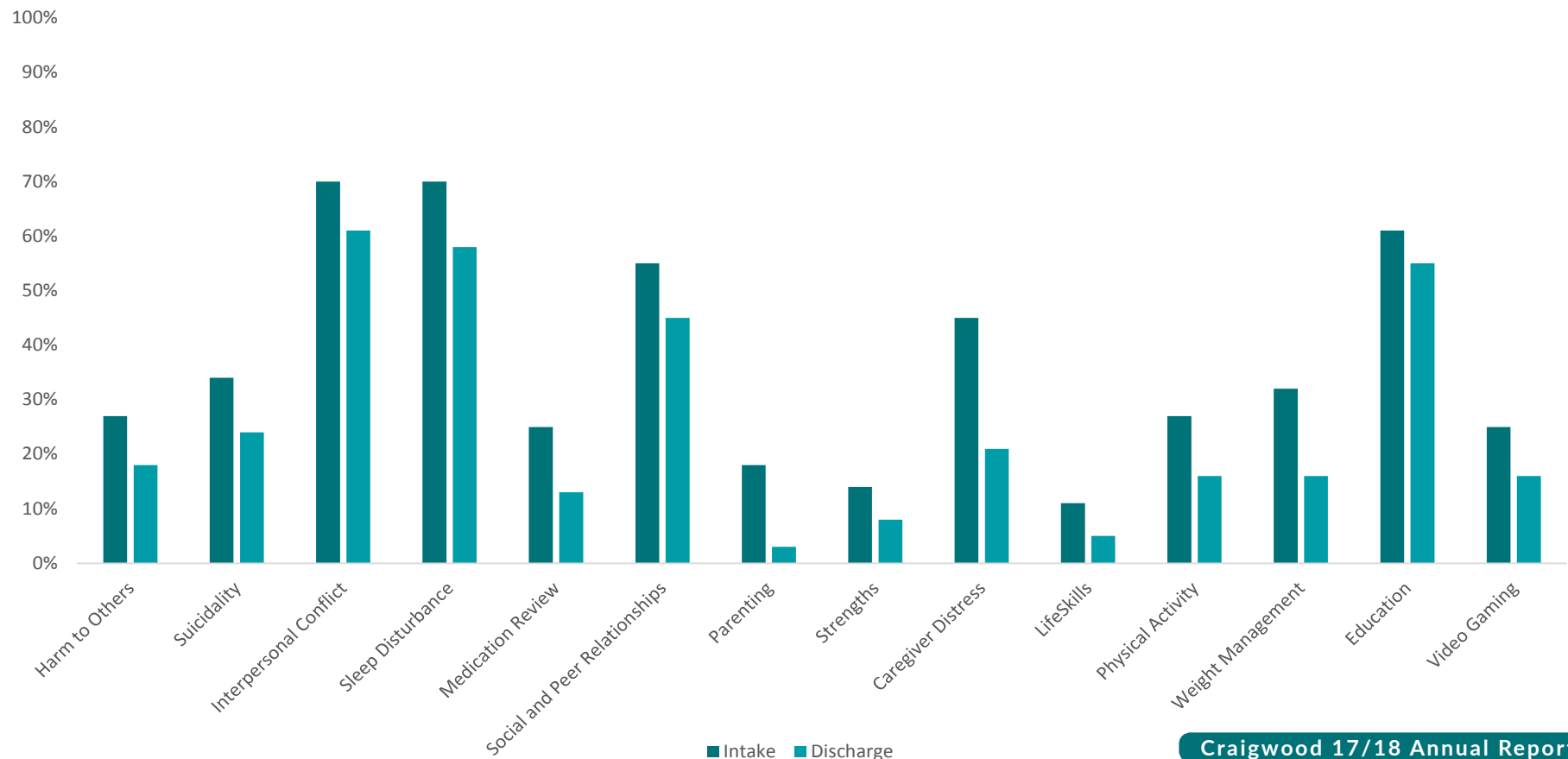


Yearly Client and Service Participation



Measurable Clinical Data

Craigwood Clinicians provide interRAI Child and Youth Mental Health (ChYMH) assessments at intake, throughout treatment, and at discharge as part of our work with standardized assessment, treatment and outcome data. Clients provide responses to this assessment that identify key areas of service. Clinicians then use evidence-based approaches to tailor the service provided to meet the unique strengths and needs of each youth and family. The data below highlights the contrast between this assessment at intake and at discharge. This information shows a significant elimination in areas of concern pre and post service. Numerous clients who triggered concerns at discharge reported a significant reduction in that area of concern when compared to their concerns prior to service.



Craigwood by the Numbers

1,026

Group Sessions Attended

468

Intensive-in-Home Sessions Provided

1,800


Hours of Walk-In Counselling Service Offered

954

Individual Counselling Sessions Attended

7,824

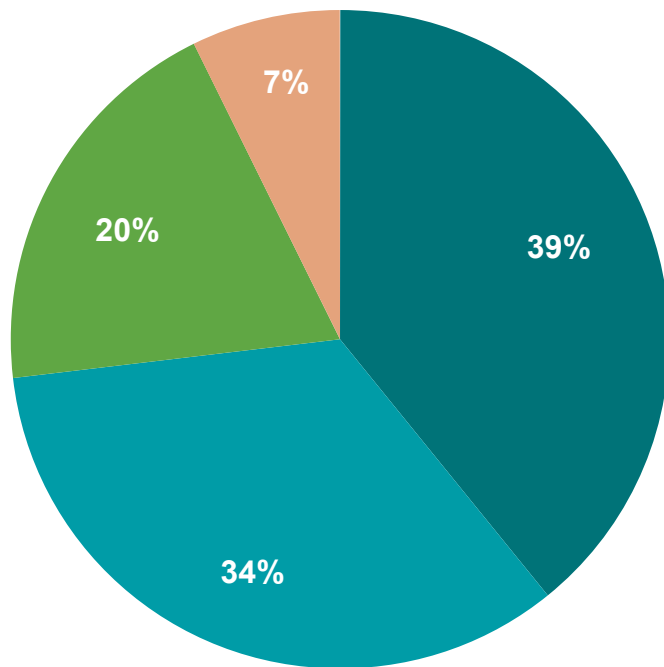
Days Youth Spent in Intensive Out-of-Home Care



“Thank-you to each and every person
in Craigwood who has worked with me
during these years, and helped me to
become more successful and stronger as
a person! Great job!! You’re all great!!”
- Youth Feedback

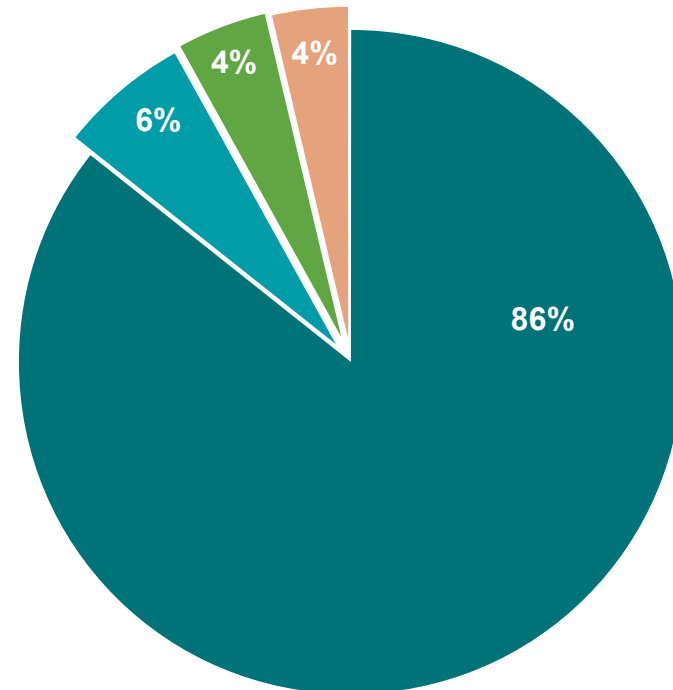
Financial Report

Revenue by Source



■ OPR and Other Programs ■ CFI Funding
■ Youth Justice Funding ■ Other Income

Expense by Type



■ Wages and Benefits ■ Building Occupancy
■ Client Related ■ Other

How to Support Craigwood

With your help today, Craigwood can continue to make a difference in the lives of children and families.

To donate, visit us online at www.craigwood.ca/donate or contact us at donate@craigwood.on.ca



THANK YOU!

Craigwood is grateful to our funders, sponsors and many supporters who donate anonymously to our work.



Our Principal Funders



The Ontario Ministry of Children, Community, and Social Services and numerous provincial Child Welfare agencies help to provide the necessary funding for Craigwood's Services.

Our Community Sponsors



Kin Canada
Kinsmen Club
of Greater London





A Community Mental Health and Wellness Centre
Un centre communautaire de santé mentale et de bien-être

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