



2019-2020 Annual Report



Craigwood's Organizational Pillars

Our Mission:

Our purpose is to deliver evidence-informed and result-driven community mental health services that meet the needs of children, youth and families in a timely, impactful and person centred way.

Our Vision:

Positive changes creating promising futures for children, youth and families.

Our Values:

Collaborative
Accessible
Responsive
Excellence
Stewardship

CRAIGWOOD CARES:

Providing what is needed for the well-being, nurture and safety of the children, youth and families we serve and our staff providing services.

Licensed By:



Accredited By:

Accredited by
Canadian Centre
for Accreditation



Agréé par
Centre canadien
de l'agrément

Members of:



Strategic Plan Summary

2019-2022

Vision

Positive changes creating promising futures for children, youth and families.

Mission

Craigwood's purpose is to deliver evidence-informed and result-driven community mental health services that meet the needs of children, youth and families in a timely, impactful and personcentred way.

Values

Craigwood **C.A.R.E.S**
Collaborative
Accessible
Responsive
Excellence
Stewardship

Strategic Directions



Position Craigwood for Greater Impact

- Advance our public relations
- Mitigate and manage risks while supporting the "hardest to serve"
- Strengthen collaboration with current and new partners, and promote better system and organization integration
- Build our relationships with key partners in the health sector
- Diversify, stabilize and strengthen financial resources and efficiencies
- Embrace diversity and inclusion across the agency and with those we serve



Improve Client Experiences and Positive Outcomes

- Increase our strategies to continually monitor and improve client experience and outcomes
- Leading with our strengths, increase our community services in support of current and future needs
- Leverage technology and evidence-informed approaches to support clients, promote good data use and optimize internal systems
- Apply outcome measurement to demonstrate effectiveness, efficiency and positive change in all we do



Improve Talent Acquisition, Retention, and Leadership

- Evaluate human resource needs and align staffing models to meet increasingly complex client needs
- Develop the knowledge, skills, and capabilities of our leaders and staff
- Attract, retain and invest in our human resources
- Build on the strengths and relationships to inspire, motivate and engage staff

Message from the Board Chair and Executive Director

We can honestly say that we've never experienced an event with such a drastic impact on how we live and work as the COVID-19 pandemic. Our staff have taken steps beyond what we've ever been required to do to meet the needs of children, youth and their families, and they have done so with care and professionalism. The current pandemic has given us a new perspective on the plans, challenges and opportunities evident earlier in the year. In short, we have risen to the challenge and are moving forward stronger and more determined.

Our top priority remains the physical and mental health and safety of our staff, colleagues and the children, youth and families we serve. The importance of being virtually connected was driven home in the current situation, as we moved our community division to virtual mental health service delivery in a matter of days and continued agency connection virtually. Our Out of Home services adapted to the changing environment very quickly without interruption, with new protocols and increased emphasis on the safety of all.

Being designated an essential service reinforced our responsibility and privilege to provide community based child and youth mental health services, secure youth justice and out of home intensive services to youth and families in great need. Our Board of Directors, management and staff fulfill our mandate with a collective aim to deliver effective and efficient, evidence informed and result driven services that meet the needs of children, youth and families in a timely, impactful and person centred way.

We are honoured to work with so many courageous youth and families and are inspired by their success. We continue to achieve positive results through services provided in the least intrusive manner possible that fit the participant's needs. When youth are unable to remain in their home, we work to resolve the barriers to returning home or to a more normalized living arrangement suitable to their needs.



Graham Ashbourne
Executive Director

2019-2020 Board Members

Chair
Carolee Coulter

Co-Vice Chairs
Jim Boniferro
Christine Walker

Members
Frank Buzanis
Lori Turner
Ian Hay
Sheila Powell
Jennifer Tavera
Shaun Cowell
Elizabeth Funduk

As we end the year in the midst of a pandemic, we are also pleased to highlight some accomplishments from the last year. We entered our first full year of the implementation of our new strategic plan. We strengthened service integration with other core service providers as our walk-in counseling services and INsite clinics in the community flourished, joined partner agencies in expanding our Crisis- Intake team, co-located the Enhanced service at the CMHA Crisis space, and continued the innovative Quick Response Intensive Family Support service as an alternative to youth becoming more involved with child welfare. We continued to implement the interRAI suite of assessment and treatment tools and maintained partnerships with university researchers to further our evidence informed practices for individuals, groups and families. We continue to adapt our programs, staffing and procedures to balance the needs of our youth, financial and human resource capacity. We continue to discern new directions for Out of Home services and look forward to continuing to make a positive sustainable impact for years to come.

The coming year holds promise for improved client experience and outcomes, leveraging organizational strengths for greater impact, and advancing our vision – Positive changes creating promising futures for children, youth and families.

We thank our staff, funders, volunteers, donors and partners for their support and tireless efforts. This support enables us to improve the mental wellness of children, youth and families served. We are mindful of those who continue to struggle with mental wellness, people affected by COVID-19, our staff and others working around the clock to help those most in need.

Stay safe, physically distant and socially connected,

Carolee Coulter

Chair 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. 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 519-432-2623, poste 277.



Franco-Ontarian flag



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 519-432-2623, poste 277.

Craigwood est fier de s'associer aux agences suivantes pour répondre aux besoins de la communauté francophone de London et Middlesex:



"For our family counseling sessions, we felt supported and not judged. Myself and my Child"

-Parents Feedback



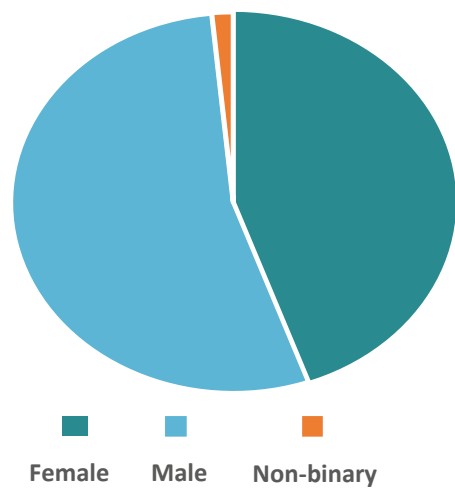
"The outings were phenomenal
and I really liked the staff. The
food was really good."

- Youth Feedback

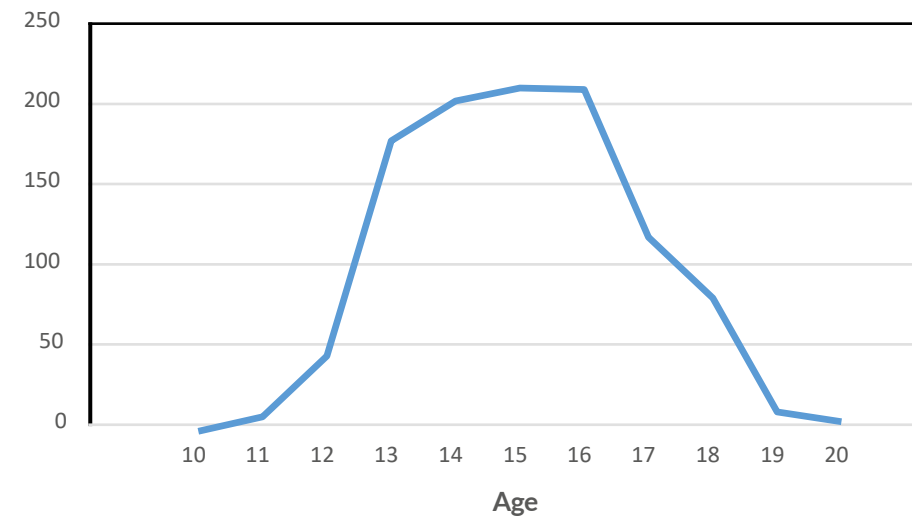


Client Service Statistics

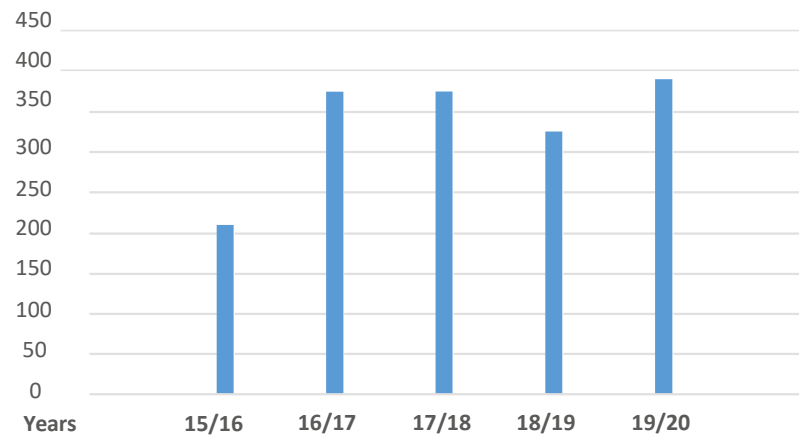
19-20 Client Gender Demographics



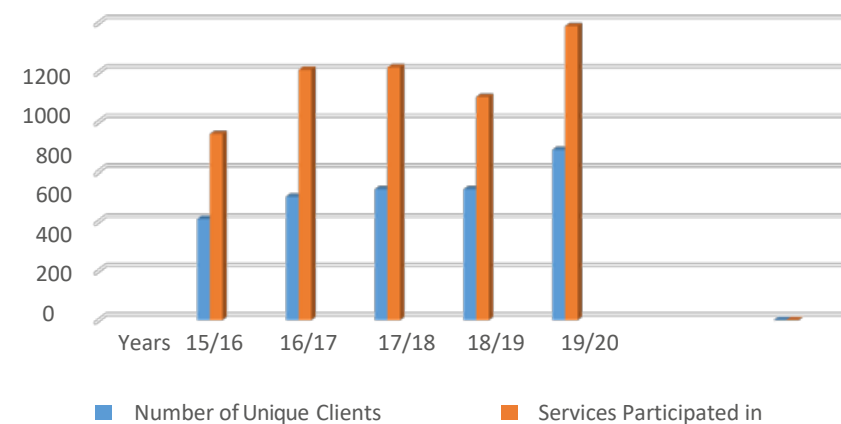
19-20 Client Age Demographics



Total Talk-In Sessions Annually

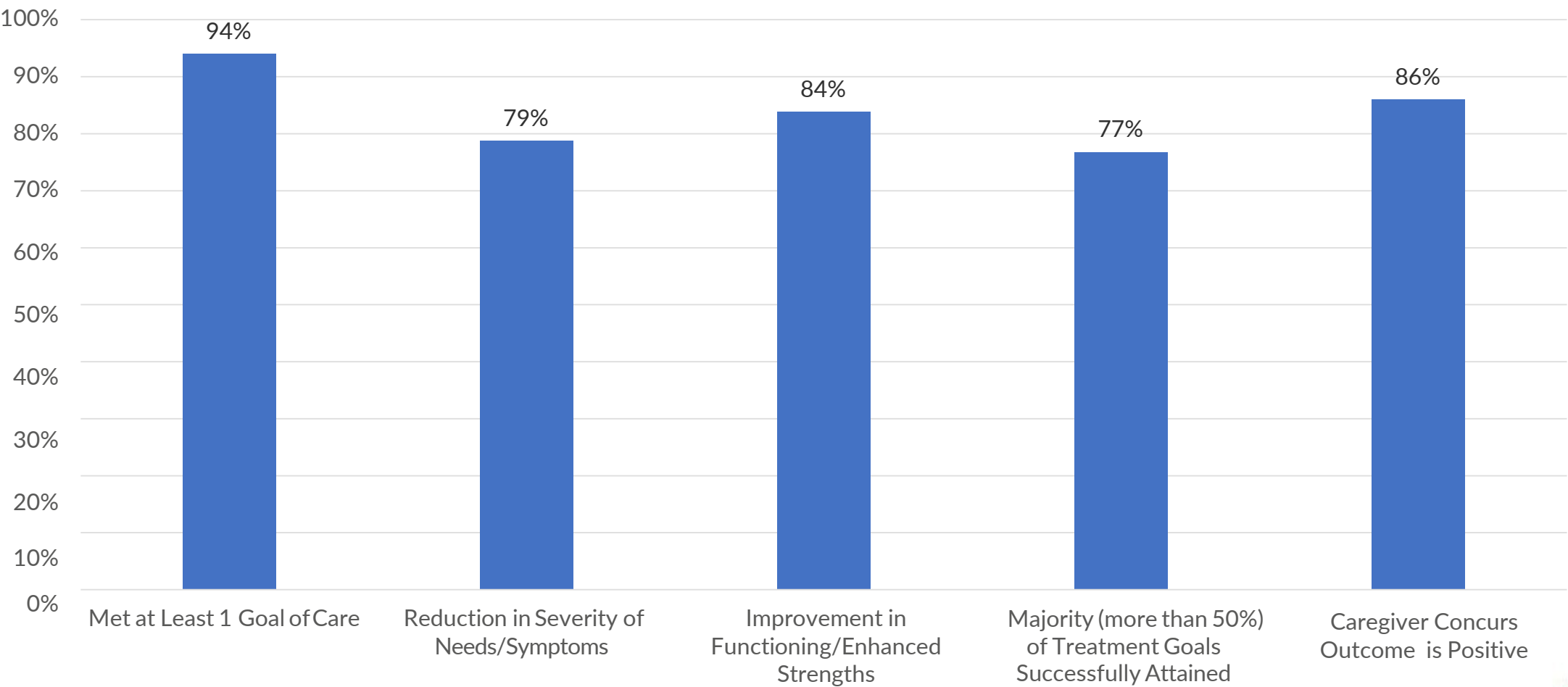


Annual Client and Service Participation



Craigwood's Intensive treatment programs use the interRAI Child and Youth Mental Health (ChYMH) tool for assessment, treatment planning, monitoring and outcome evaluation. The chart below highlights the Outcomes in the year.

interRAI Outcomes at Discharge for the Agency (2019/20year,N=100)



Craigwood by the Numbers

1,011

Group Sessions Attended

579

Intensive-in-Home Sessions Provided

933


Hours of Walk-In Counselling Service Available

1,192

Individual Counselling Sessions Attended

7,257

Days Youth Spent in Intensive Out-of-Home Care

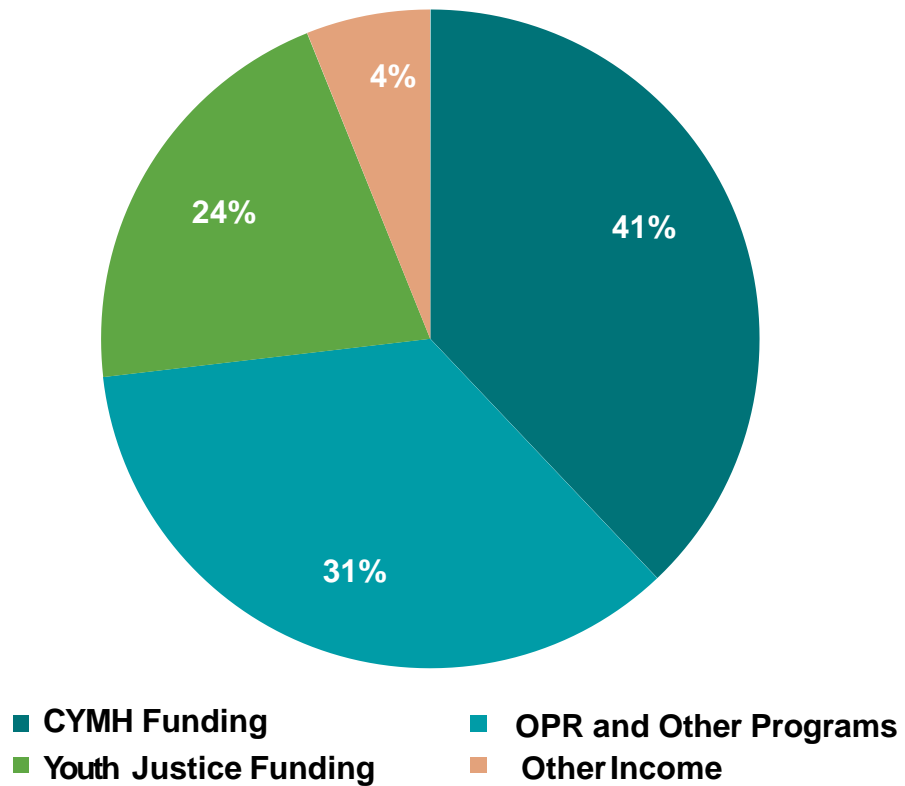
A group of diverse young people, including a young woman with large curly hair in the foreground, are smiling and standing outdoors in a line. The background is a blurred green outdoor setting.

Craigwood validated our feelings and supported us with specific concepts. Staff went out of their way to support our family and this is so very much appreciated.

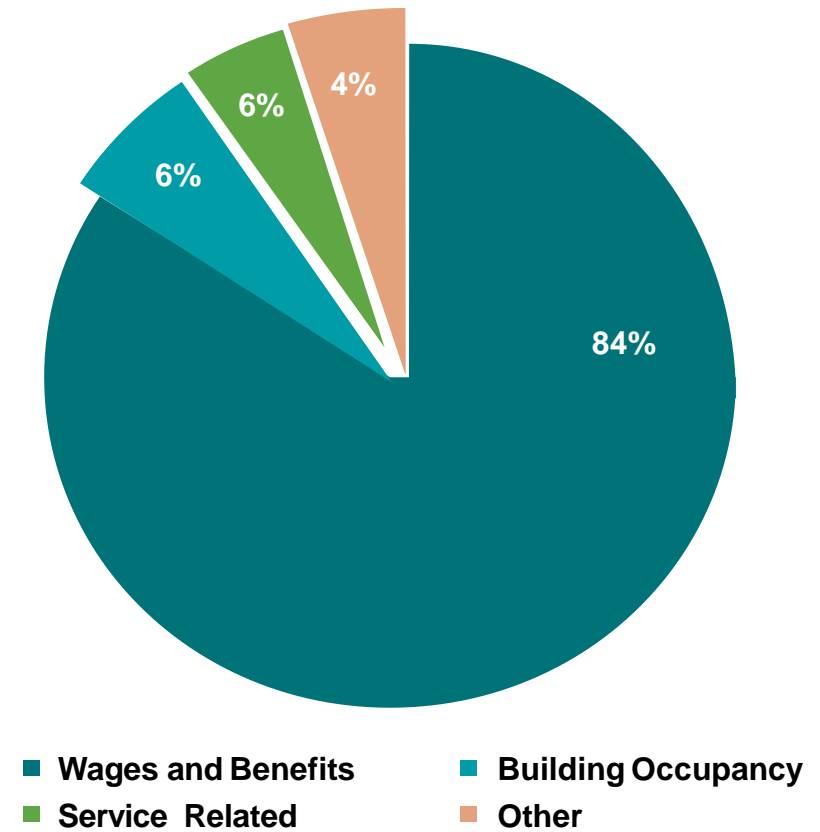
Youth Feedback

Financial Report

Revenue by Source



Expense by Type



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 to our work.



Our Principle Funders

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



Some of Our Community Sponsors





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

www.craigwood.ca

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London, ON N5Z 1S4

Reg#106991219RR0001