

2020-2021 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:



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
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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 Executive Director

Craigwood delivers results in a year of unprecedented disruption

This year has been one like no other and I am incredibly proud of how Craigwood responded, guided by our mission, vision, and values. Through it all, we demonstrated our ability to sustain our essential services and to adapt with speed in response to the global pandemic. Our top priority remained the physical and mental health and safety of our staff, colleagues and the children, youth and families we serve.

Resilience and adaptation

The year brought many challenges, but also showcased our resiliency and ability to adapt. We benefited from investments in new technology to add virtual services to our continuum, receive cyber-counseling training, increase staffing to strengthen crisis and intensive family support, increase infection prevention and control measures and support our Out of Home youth to remain safe and virtually connected to family. Our staff worked closely with our school partners to ensure the youth benefitted from remote learning in our safe and supportive environments.

Here for children, youth and families when they need us the most

We continued to provide our essential 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 services continued to change lives for the better and in some cases save lives. We are honoured to work with so many courageous youth and families, and are inspired by their success.



Graham Ashbourne

Executive Director

2020-2021 Board Members

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Carolee Coulter
Christine Walker

Co-Vice Chairs

Jim Boniferro
Shaun Cowell

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Lori Turner
David Chen
Veronica Ciszewska
Sheila Powell
Elizabeth Funduk
Caroline Calmettes
Ashleigh DeCruz
Laura Di Cesare
Jessica Hon
Opeyemi Omonije

A big Thank-You

We thank our staff, funders, volunteers, donors and partners for their support and tireless efforts. Your support helps improve the mental wellness of children, youth and families served. We acknowledge the many adjustments our staff implemented in service delivery, and the added pressures on them at work, home and in the community. We commend our staff and others working 24/7 to help those most in need. Their resiliency and adaptability is greatly appreciated.

Hope for the future

We continue to adapt our programs, staffing and procedures to balance the needs of our youth, financial and human resource capacity. We respond to significant changes in the Youth Justice system and expand our reach in a broader catchment area. We are making adjustments in our Out of Home services to position the agency for positive sustainable impact for years to come. Our community division integrates virtual service as a regular part of our service continuum.

The coming year holds promise and hope for return to a new normal. We work diligently to: Position Craigwood for Greatest Impact, Improve Client Experiences and Positive Outcomes, and Improve Talent Acquisition, Retention, and Leadership, and advance our vision – Positive changes creating promising futures for children, youth and families

Regards,

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:



"This was a great starting point and we have the resources for the future"

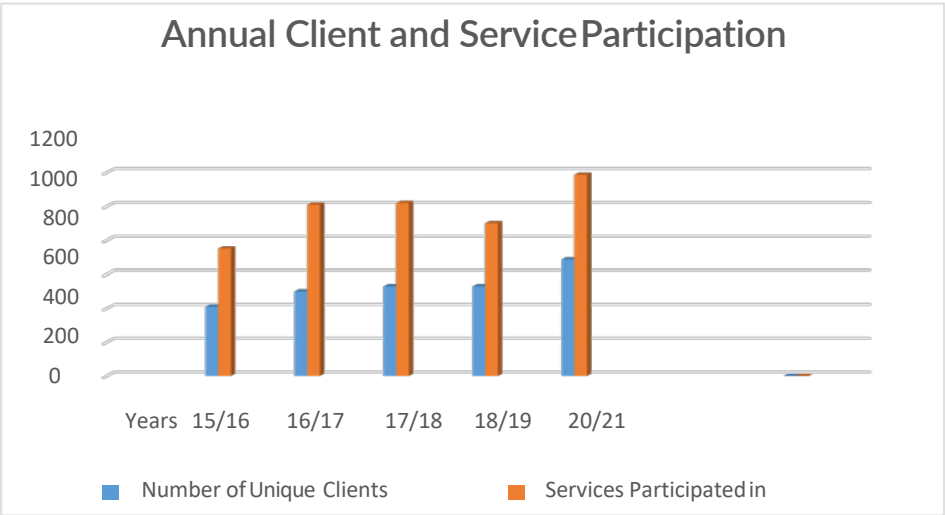
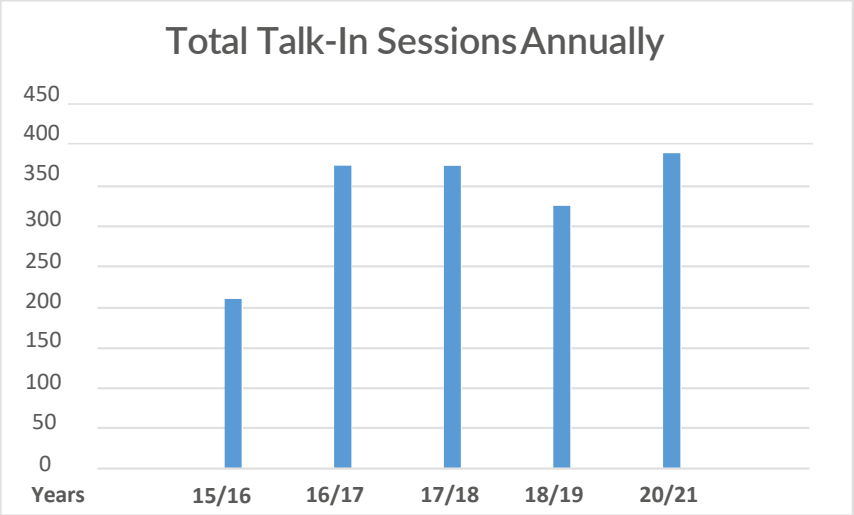
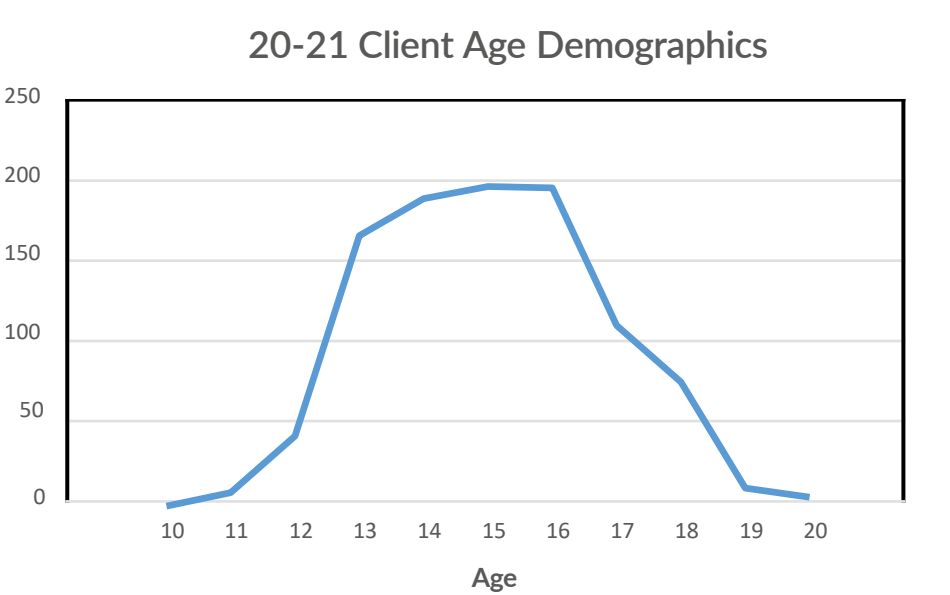
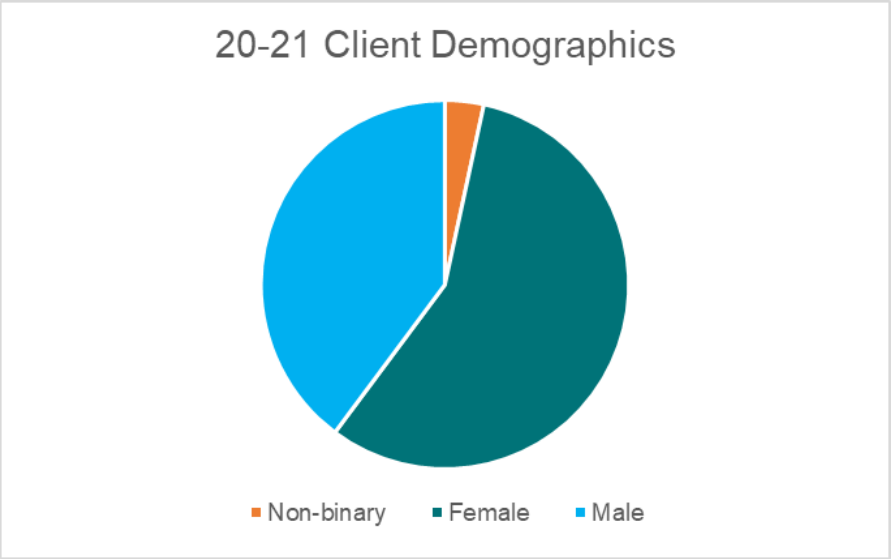
-Parents Feedback



"We are so grateful for what we've,
learned so far and look forward
to learning more."
-Youth Feedback

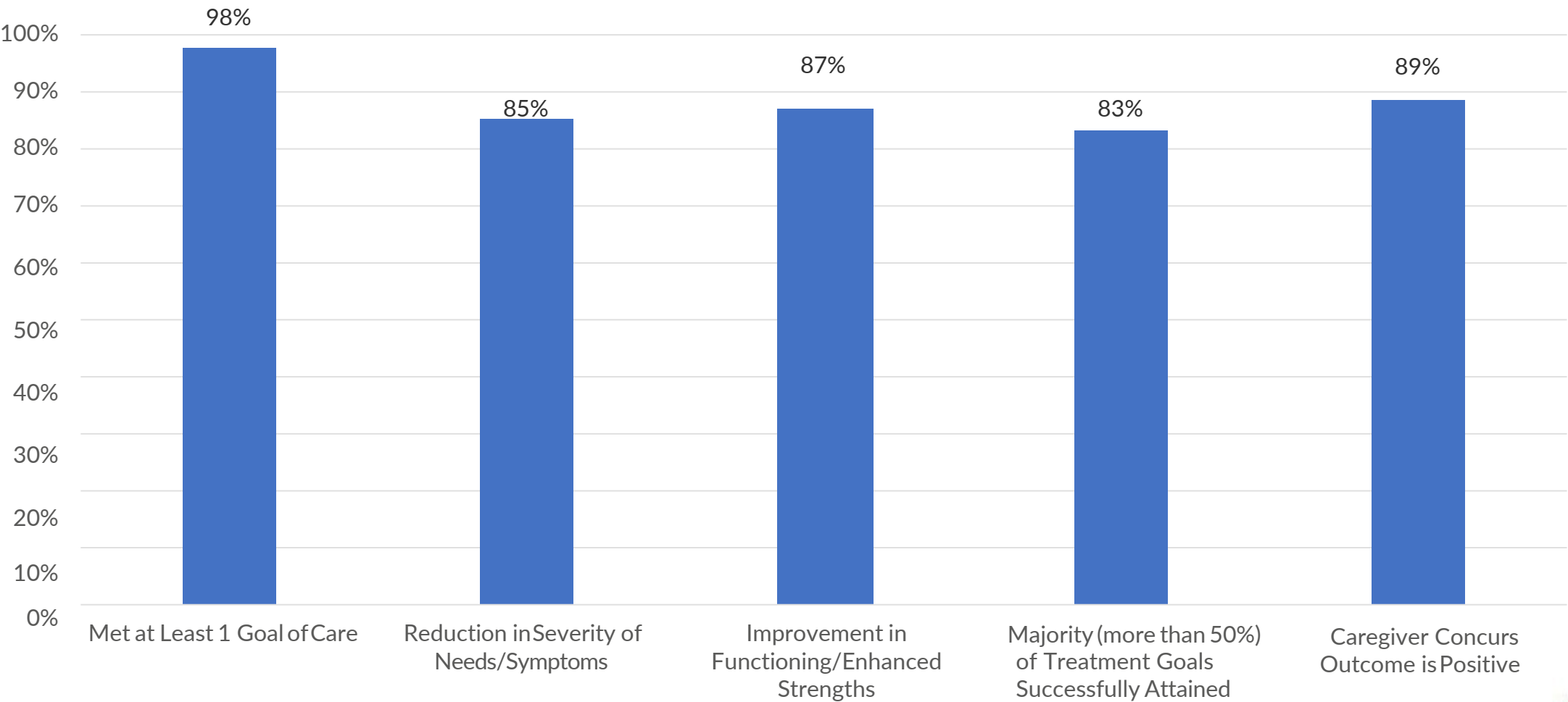



Client Service Statistics



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 (2020/21 year, N=100)



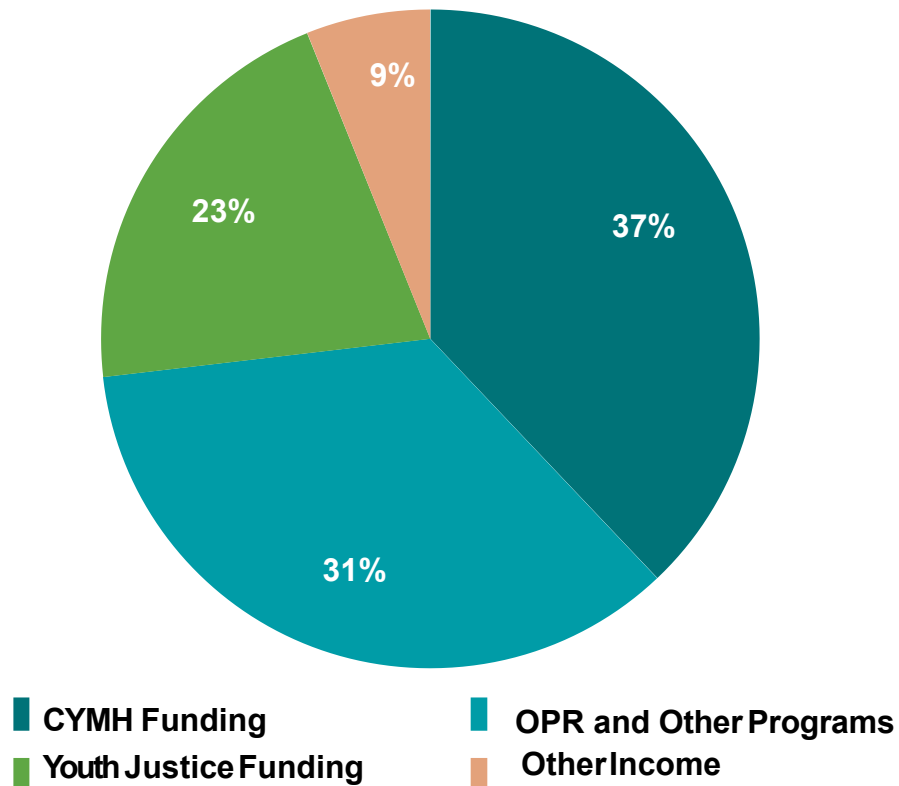
A man in a brown jacket and blue jeans is walking on a paved path, looking down at a young boy riding a blue bicycle. The boy is wearing a grey and orange long-sleeved shirt and dark pants. They are outdoors on a sunny day with trees in the background.

Thank you for helping
us save our family and
teaching us the skills to
keep it together.

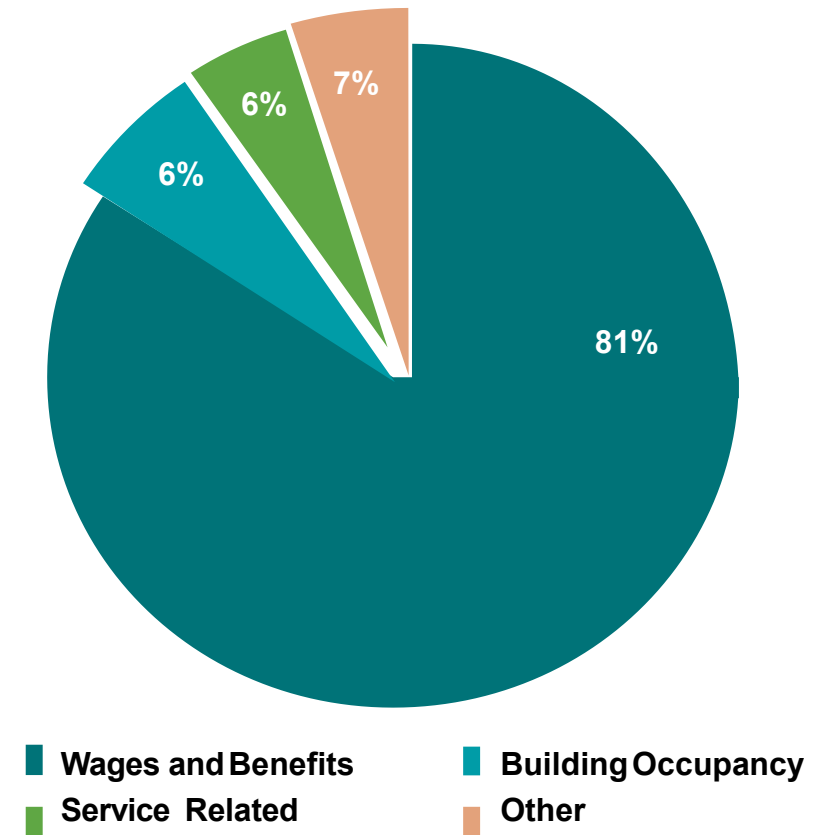
- Family Feedback

Financial

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





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

www.craigwood.ca

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