



**Family and Children's
Services** OF FRONTENAC,
LENNOX and ADDINGTON
Safety. Comfort. Hope. Together.



ANNUAL REPORT

2023-2024 •&• 2022-2023

**Family and Children's Services
of Frontenac, Lennox and Addington**



613-545-3227
1-855-445-3227



Land Acknowledgement

Family and Children's Services of Frontenac, Lennox and Addington honours and celebrates these traditional lands as a gathering place of the Original Peoples and their Ancestors. We recognize the longer history of these territories that predates the establishment of the European Colonies. We recognize since time immemorial the roots of the Anishinaabe and Haudenosaunee in these territories and the significant contributions of all Métis and First Peoples from other Nations across Turtle Island that have been and are here today. Indigenous Nations of Turtle Island have had unique practices, values, approaches, and knowledge around raising healthy and thriving children and youth. We acknowledge these practices and the strength and resilience of Indigenous families, communities, and Nations. We recognize the Colonial approach to child welfare causes harm to all Indigenous Peoples and communities, and we are open to continuous learning as we strive to change this approach with humility, authenticity, and honouring spirit.

Message from the Board Chair



Norma Jean Barrett

On behalf of our Board of Directors, I am pleased to present our Annual Report for the 2023-2024 and 2022-2023 fiscal years. Firstly, I would like to thank my colleagues on the Board of Directors for their leadership and commitment to give back to the KFL&A community in this important way.

I would also like express the gratitude of the Board of Directors for the dedicated service provided by our staff team, volunteers, caregivers and the collaboration of our community partners. Your unwavering commitment to children, youth, and families in our community is the cornerstone of our organization's success. It is through your tireless efforts that we continue to provide essential services and support to those who need it most.

Across recent years, we have seen significant changes both within FACSFLA and in our community. The pandemic has led to changes in all sectors, and child welfare is no different. Staff have had to become creative and flexible to ensure the delivery of effective, supportive and culturally appropriate services.

I am proud to work with an organization that has made a commitment to recognize, challenge and dismantle systemic oppression and inequities. This is not just a statement, but a guiding principle and commitment to weave this guiding principle through service planning and delivery. This is a journey and we have much work to do. We will hold ourselves accountable and we invite you, to hold us accountable. We also encourage everyone to join us in the work.

I would like to acknowledge the service of FACSFLA's previous Executive Director, Sonia Gentile, who retired in 2023. We celebrate Sonia's legacy and wish her all the best in her retirement. Thank you, Sonia, for your invaluable contributions to our community.

Also in 2023, FACSFLA welcomed our new Executive Director, Amanda Colacicco. Looking ahead, we are excited to embark on a new chapter with our updated strategic plan. This plan represents our commitment to evolving and strengthening our services to better meet the needs of our community. Our vision is clear: *FACSFLA upholds our responsibility to a community-wide vision of belonging, safety and well-being for children and young people within family, community and culture.* Our strategic plan outlines several key priorities, including enhancing service delivery through innovation, fostering deeper collaboration with community partners, and advocating for policies that promote the well-being of children and families, centering Truth & Reconciliation and equity. As we move forward, we do so with a renewed sense of purpose and a commitment to making a positive impact in the KFL&A communities.

Thank you all for your continued support, dedication, and belief in our shared vision. Together, we will continue to build a stronger, more inclusive community for all.

Sincerely,

 Norma Jean Barrett



Message from the Executive Director

Amanda Colacicco

I am pleased to share with you our Annual Report for the 2023-2024 and 2022-2023 fiscal years.

As I reflect on my first year as Executive Director of Family and Children's Services of Frontenac, Lennox, and Addington (FACSFLA), I want to acknowledge the warm welcome I have received both from within our organization as well as the broader community. The unique spirit of collaboration that defines community partnerships in KFL&A is inspiring and highlights the shared dedication to supporting and nurturing children, young people, and families.

I would like to recognize the dedication of our organizational team, including staff, caregivers, and volunteers for your unwavering commitment to our vision and for the important work you do, especially given the changes and challenges over these past few years. It is through your collective efforts that we continue to deliver supportive and effective services for children, young people and families throughout KFL&A. I also wish to acknowledge the important contribution of our volunteer Board of Directors whose guidance and expertise is essential in supporting our work.

Over these past two years, the organization has realized planned internal changes, such as the restructuring of departments and teams, the development of the 2024-2029 Strategic Plan, and expanding community partner presence at our Division Street space. We have also had to respond to external changes, such as impacts of the pandemic and the introduction of legislative changes. The organizational team has done a remarkable job implementing changes in the face of many challenges.

I would like to highlight some of collaborative work happening in our community involving FACSFLA:

A Great Start for Families: Kahwà:tsire Ronwatiyenawá:se Centre (pronounced Gah-WAHd-ji-ray Roan-wah-dee-yen-nah-WAH-zay) launched in October 2022 and began as a collaboration between the City of Kingston, FACSFLA and the United Way of KFL&A to pilot a prevention and early support program for families prenatally and with children to six years of age. The Mohawk name, created by Kingston Indigenous Languages Nest (now Kingston Native Centre and Language Nest) is particularly important to the Centre, and translates to 'family services' or 'we all work together to support each other' or 'we are giving support to someone'. The centre supports an average of 150 families a month, involving over 14 community partners. The collaboration received funding through the Ministry of Children, Community and Social Services through the first phase and has recently received, through The Sisters of Providence Care of St. Vincent de Paul Community Impact Fund and the Community Foundation for Kingston & Area, the largest grant in its history, to sustain Centre programming and expansion over the next three years.

The Kewaywin Circle is an advisory group comprised of volunteers from local Indigenous communities, community partners, and agency staff. The Kewaywin Circle was formed in June 2019 with the intent to connect with and seek counsel from Indigenous community members in the KFL&A area regarding how best to (re)build and strengthen relationships between CAS and Indigenous peoples in order to honour the calls to action from the Truth and Reconciliation Commission.

Umoja Black Advisory Council is a collaboration between FACSFLA and the Limestone District School Board. The Council engages regularly on cross-sectoral issues and hosts community events with the inaugural event held May 2022.

I would also like to acknowledge, with gratitude, the many donors who support FACSFLA in achieving our vision through our donor-driven programs, including a \$280,000 donation in 2023 from **The Preston, Doris and Yolanda Belisle Foundation** "to be used for the highest priority needs of the Kingston area."

This year has been a pivotal one for FACSFLA as we launched our new strategic plan for 2024. This plan represents our renewed commitment to our vision: *FACSFLA upholds our responsibility to a community-wide vision of belonging, safety and well-being for children and young people within family, community and culture.*

The strategic plan sets a clear path forward, focusing on four strategic directions that will guide our work over the coming years:

- 1. Equitable Service Delivery** - *We will reduce over-representation for Indigenous and equity-deserving children, young people, and families.*
- 2. Team Investment: Workplace Health & Wellbeing** - *We will invest in building a healthy workplace with trusting, authentic engagement throughout the organization.*
- 3. Collaborative Community Response** - *We will collaborate with partners towards service excellence through the local harmonization of social and community services to families.*
- 4. Financial Sustainability** - *We will secure stable, flexible funding in order to invest in prevention and priority needs.*

We are proud to have introduced a number of positive changes and we are continuously committed to listening and learning, and ultimately reshaping our services to support families in a way that empowers and strengthens them. This includes the unique history of Indigenous communities with the child welfare system and our commitment to Truth and Reconciliation, and to equitable services for all. We are committed to reporting back on our progress within our strategic directions, and we will continue to engage with our community to ensure that we are meeting our commitments and achieving our shared goals.

I would like to take this moment to acknowledge the retirement of FACSFLA's previous Executive Director, Sonia Gentile, in 2023. Sonia's contributions to our community and to the field of child welfare through her 37-year career are celebrated by our organization and community partners - congratulations on your retirement, Sonia.

As we look ahead, we do so with a sense of hope and determination. This report stands as a demonstration to our shared commitment to the well-being of children, young people and families in KFL&A. Thank you all for your ongoing support and partnership.

Sincerely,


Amanda Colacicco

Board of Directors · & · Senior Leadership

2023-2024

2022-2023

2023-2024

2022-2023

Board Executive

Senior Leadership

Chair
Norma Jean
Barrett

Chair
Norma Jean
Barrett

Executive Director
Amanda
Colacicco

Executive Director
Amanda
Colacicco

Vice Chair
Dr. Sarosh
Khalid-Khan

Vice Chair
Daphne
Mayer

**Director of
Corporate Services**
Tina
Tom

**Director of
IT & Infrastructure**
Suzanne
Knott

Secretary
Daphne
Mayer

Secretary
Darren
Seymour

**Director of
Cultural Services**
Sarah
Spencer

**Director of
Legal Services**
Tina
Tom

Treasurer
Matthew
Funnell

Treasurer
Matthew
Funnell

**Director of Equity,
Community Engagement**
Msenwa
Mweneake

**Director of
People and Culture**
Jyotsana
Jaswal

Dr. Kate
Brennan

Dr. Kate
Brennan

**Director of
People and Culture**
Jyotsana
Jaswal

**Director of Service
Out of Home Placement**
Emma
Dimock

Dr. Hugh
Guan

Dr. Hugh
Guan

**Director of Service
Out of Home Placement**
Emma
Dimock

**Director of Service
Protection**
Alicia
Rogerson

Sanjeev
Kumar

James
Iseghayan

**Director of Service
Protection**
Tracy
Kennedy

Kristine
Millan

Dr. Sarosh
Khalid-Khan

Fran
Paul

Constantin
Mugenga

Dr. Mona
Rahman

Dr. Mona
Rahman

Dr. Kshitiz
Singh

By the Numbers

	2023-2024	2022-2023
Protection Services - Investigations Opened	1,024	965
Protection Services - Ongoing Opened	229	198
Residential Days Care	64,521	68,625
Residential Services - CIC RSG VYSA	92	60
Residential Services - Kinship Admissions	93	59

Financial Summary

	2023-2024	2022-2023
Operating Revenue		
Province of Ontario	25,796,775	26,530,828
Other	2,170,123	1,556,110
Total	27,966,898	28,086,938
Operating Expenses		
Salaries and Benefits	16,784,873	17,811,110
Boarding & Client Services	7,525,931	7,749,539
Administration	3,351,384	3,608,007
Total	27,662,188	29,168,656
Excess of Expenses Over Revenue (Deficit) Surplus	304,710	(1,081,718)

Strategic Plan



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FACSFLA's Board of Directors - in April 2024 - approved the 2024-2029 strategic plan that was developed collaboratively with community shareholders, our organizational team, and various communities to ensure that it aligns with community voice, and reflective of shared community priorities.

Our Vision

FACSFLA upholds our responsibility to a community-wide vision of belonging, safety and well-being for children and young people within family, community and culture.

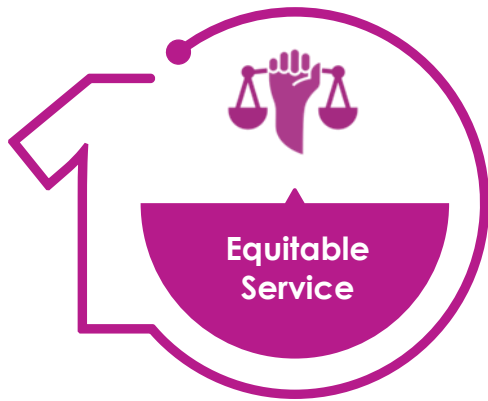
Our Mission

We support children, young people, parents, and families through advocacy and collaboration, walking alongside communities and partners to ensure that help provided at the appropriate time.

We do this by delivering services from a child-centered, family-focused, and community-aligned approach, living our commitments to Truth & Reconciliation and equity through our actions.

Based on organizational team and community inputs, FACSFLA's Board of Directors developed four strategic directions to support the organizational vision and mission, moving us forward to where we want to go.

1 Equity Service Delivery **2** Team Investment **3** Community Collaboration **4** Financial Sustainability



We will reduce
over-representation for
Indigenous and equity-deserving
children, young people, and families



We will invest
in building a healthy workplace
with trusting, authentic engagement
throughout the organization



We will collaborate
with partners towards service excellence
through the local harmonization
of social and community services to families



We will secure
stable, flexible funding
in order to invest in
prevention and priority needs



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