



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



ANNUAL REPORT

2024-2025

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



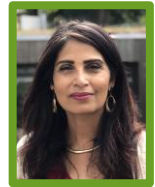
613-545-3227
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Land Acknowledgement

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



Dr. Sarosh Khalid-Khan

On behalf of the Board of Directors, it is my privilege to present the 2024-2025 Annual Report.

In September 2020 - I joined the Board of Directors and began serving on the Executive in 2023, first as Board Secretary, then Vice Chair and now Board Chair (as of September 2024) - following the exceptional leadership and unwavering dedication of Norma Jean Barrett (Board Chair from September 2020-2024). Not only has Norma strengthened our governance she has fostered a culture of collaboration, inclusion, and accountability across the organization. Her thoughtful approach and ability to build consensus has left a lasting legacy, inspiring us all to pursue excellence. On behalf of FACSFLA, I extend our deepest gratitude to Norma for her outstanding service, her wisdom, and her heartfelt commitment to our shared purpose.

On behalf of the Board of Directors, I am delighted to recognize Amanda Colacicco for her outstanding dedication and leadership to the organization. Amanda's unwavering commitment to service excellence and collaborative innovation has made a lasting impact throughout KFL&A communities. Her integrity, compassion, and vision have inspired those around her and strengthened our organization's focus on equity, inclusion, and meaningful engagement.

To the broader FACSFLA family - the past year has brought both challenges and opportunities for growth. Your leadership, expertise, and thoughtful collaboration have been instrumental in navigating complex sector-wide shifts, including the ongoing investigation into unlicensed settings, the anticipation of a sector audit, and the launch of our new strategic plan. I am grateful for the Board of Directors guidance and support in shaping our response to these developments, and for the FACSFLA team's tireless efforts in preparing, adapting, and innovating. Together, we have demonstrated resilience, transparency, and a shared commitment to continuous improvement.

Thank you for your compassion and perseverance. It is an honour to serve alongside such a dedicated group, and I look forward to our continued success and growth as we strive to meet the evolving needs of children, young people, and families throughout KFL&A.

Sincerely,

Dr. Sarosh Khalid-Khan



Message from the Executive Director

Amanda Colacicco

As we reflect on the past year and look towards the future, I am proud to share the progress, challenges, and opportunities that define this pivotal period for FACSFLA. The first 100 days following the launch of our new strategic plan was marked by significant action and meaningful momentum. Our commitment to our four strategic directions is visible in the measurable steps we have taken to improve service quality, advance equity, and strengthen our partnerships across KFL&A.

In anticipation of an upcoming audit of child welfare services, FACSFLA has proactively reviewed its data, focusing on service quality, compliance, financial management, and community integration. This thorough analysis enables the organization to respond effectively to external accountability measures and strengthen operational excellence. Internally, the Standards Quality Improvement Plan (SQIP) is being elevated through a phased approach, emphasizing timely investigations, regular home visits, and robust outcome plans - all aimed at delivering the best results for children, young people, and families.

The launch of the Equity Work Plan and Calendar, celebrated at a December all-staff meeting, underscores FACSFLA's commitment to fostering a welcoming and inclusive environment. Grant-funded initiatives, including targeted programs for Black and Francophone children and families, expand culturally responsive supports and build on the success of existing community centres. The organization is also enhancing community engagement by joining anti-violence committees and pursuing grants to address child welfare and intimate partner violence, while ensuring broad and meaningful representation at local tables.

Looking ahead, FACSFLA is working with Ministry of Children, Community and Social Services (MCCSS) and community partners to develop protocols and models for young people with complex needs, demonstrating a commitment to innovation and shared accountability.

A sincere thank you to staff for their dedication and resilience, affirming that, together, the organization is well-positioned to face future challenges and build a brighter future for families across KFL&A.

Sincerely,

A handwritten signature in blue ink, appearing to read 'A. Colacicco'. The signature is fluid and cursive, with a long horizontal stroke extending to the right.

Amanda Colacicco

Board of Directors · & · Senior Leadership

2024-2025

Chair

Dr. Sarosh Khalid-Khan

Executive Director

Amanda Colacicco

Vice Chair

Dr. Mona Rahman

Director of Corporate Services

Tina Tom

Treasurer -&- Past Chair

Norma Jean Barrett

Director of Cultural Services

Sarah Spencer

Secretary

Sanjeev Kumar

Director of Equity, Community Engagement

Msenwa Mweneake

Director

Dr. Kate Brennan

Director of People and Culture

Jyotsana Jaswal

Director

Alison Darling

Director of Service Out of Home Placement

Emma Dimock

Director

Matthew Funnell

Director of Service Protection

Tracy Kennedy

Director

Dr. Hugh Guan

Director

Kris Millan

Director

Fran Paul

Director

Dr. Kshitiz Singh

By the Numbers

2024-2025

Protection Services	Investigations Opened	953
Protection Services	Ongoing Opened	225
Residential Days Care		60,768
Residential Services	CIC • RSG • VYSA	99
Residential Services	Kinship Admissions	80

Financial Summary

Operating Revenue

Province of Ontario	25,912,315
Other	1,916,632
Total	27,828,947

Operating Expenses

Salaries and Benefits	16,456,137
Boarding & Client Services	8,176,548
Administration	3,860,096
Total	28,492,781

Excess of Expenses Over Revenue (Deficit) Surplus	(663,834)
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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.

contact us to

adopt | foster · donate · get parenting help · volunteer · work

call 613 · 545 · 3227 or visit www.facsfla.ca