

H-N REACH 2010-11 EXECUTIVE DIRECTOR'S REPORT

I am pleased to provide the membership of HN REACH my Executive Director's Report for the fiscal year 2010-2011. HN REACH is now in its 30th year of providing community-based services to children, youth, adults, and families in the counties of Haldimand and Norfolk. This report will highlight some of the more significant developments of the past year and provide an overview of some of our major future directions for 2011-2012.

HN REACH is a multi-service, multi-sector agency that serves approximately 5,500 children, youth, individuals and families per year. The agency is funded to provide a number of program, education, community development and service planning functions. The organization employs 186 people and contracts with approximately 200 additional individuals throughout Haldimand and Norfolk counties. As lead agency for the Regional Student Nutrition Program, HN REACH also contracts with three additional organizations in the Brant, Hamilton and Niagara communities. Through our Contact Division, the agency has served as the single point of access for children's and developmental services funded by the Ministry of Community and Social Services and the Ministry of Children and Youth Services.

Our Mission

“HN REACH promotes and supports social inclusion and community well-being by providing coordinated access, planning, programs and services for individuals and families.”

In support of the above Mission Statement, HN REACH continues to work toward the directions outlined in the agency “Ends Policies” established by our Board of Directors in response to community needs. Our directions continue to be focused on:

- Prevention and early intervention
- Information and education
- Accessibility
- Service delivery appropriate to needs and through a timely response

The HN REACH Strategic Plan was updated in 2010 and has guided the agency's actions throughout the 2011-2012 fiscal year. The plan identifies eight key directions designed to ensure that we strive for and maintain excellence in the areas of:

- appropriate, effective, and responsive services
- healthy work environment for employees and volunteers
- excellence in both governance & operations
- leadership in community education and advocacy

In 2009-2010, HN REACH developed a ‘Balanced Score Card’ to serve as an operational blueprint for specific agency directions related to Stakeholders, Learning and Growth, Operational Excellence and Financial Health. This tool has enabled us to create a framework for translating strategic directions into specific operational objectives and provides us with a living document that is used by all divisions of the agency for planning and implementation purposes. The leadership of this agency recognizes that HN REACH is a community comprised of the collective contributions of our staff, volunteers and individuals who make use of our services.

At this year's Annual General Meeting, our theme is "Celebrating our Partnerships". This theme recognizes that much of our work is, and will continue to be integrated with the efforts of other community organizations and coordinated through the variety of community planning and development initiatives that take place throughout the year. By combining our talents and sharing our resources, we strive to provide more comprehensive services to the children, youth, families and communities that need them and ensure that our resources are strategically aligned and integrated with the valuable work of other human service organizations in Haldimand and Norfolk counties.

At the governance level, our Board of Directors continues to ensure that the work in the board room is directly connected to the work of other groups in the community. Again this year, our Board of Directors has made it a point to connect frequently with community leaders, funders and other directors of partner agencies for purposes of exchanging information, sharing resources and looking for collective opportunities to strengthen our local and regional service systems. These efforts ensure that the applications of our resources are consistent with community needs and that our directions are complementary to the efforts of other groups and organizations making a difference in our communities.

We continue to welcome the input and contributions of community members, groups and organizations that have something to offer the children, individuals and families who come to us for assistance and we look forward to working jointly with them in times to come. We thank our community leaders and partners for the important contributions they make to our mission and the cooperative spirit that is demonstrated in their working with us to achieve our common goals. Our partnerships are productive, effective and worthy of celebration.

Service Delivery Highlights 2010-2011

The past 12 months has seen a growing number of people who benefit from the services we offer. Highlights from this past fiscal year include:

- ◆ Our Contact Division responded to 1,640 information, consultation and intake calls. With our community partners, we addressed the needs of 19 individuals through the Crisis Committee/At Risk Community Fund and 12 families through the Case Resolution process. We have also reviewed the residential placements of 5 area children through the Residential Placement Advisory Committee.
- ◆ In 2009-2010, the Ministry of Community and Social Services began the implementation of a new standardized developmental services application process. Our Contact Division has been involved in implementing this process with 29 local individuals.
- ◆ The Passport Initiative provided individualized funding for 16 individuals with a developmental disability to receive community participation supports.
- ◆ Our Developmental Services Unit provided a variety of services and supports to 458 children and adults with developmental disabilities and their families. In addition, our developmental services staff has worked with other community partners in the development of specialized supports for approximately 15 individuals whose needs could not be fully met through existing funded services.
- ◆ Our Autism Services Unit provided 12 children with 5,289 hours of Intensive Behaviour Intervention, supported 16 families with Child and Family Supports and 8 families with Transition Supports.

- ◆ 32 week-long visits were logged with the Autism Spectrum Disorder Summer Program that was provided in the summer of 2010. This program served 25 students through four weeks of camp located at area schools, two weeks of integration facilitation at community camps, and two weeks of enhanced respite.
- ◆ Three Sibling Workshop sessions were held with siblings of children with Autism. The groups served 18 children in the past year and provided the participants the opportunity to share their stories and make new friends. The group participated in the video production that was presented at last years AGM.
- ◆ Our Host Family Respite Service, provided 420 periods of overnight respite through contracts with 16 Host Families. 74 Special Services at Home Workers, provided families with 56,840 hours of individualized supports. Our Bramble Kids' Retreat operated for 107 twenty-four hour periods providing 24 children with complex developmental and medical needs with safe, predicable periods of respite throughout the year.
- ◆ From December 1, 2010 to March 31, 2011, Bramble Kid's Retreat offered a pilot project to three 'At Risk' adult individuals who are medically fragile and/or technology dependent. These individuals are not able to use other respite services available through the adult developmental services sector due to their high medical needs. These three individuals received a total of 84 days of respite services which included support from both developmental services and nursing care staff.
- ◆ Our Developmental Services and Early Years Unit provided staff support for the Fetal Alcohol Spectrum Disorder Caregiver Support Group, Special Needs Parent Support Group, Ontario Association for Families with Communication Disorders, Post Partum Adjustment Support Group and the Autism Spectrum Disorder Parent Support Group throughout 2010-2011.
- ◆ Our OEYC provided growth opportunities for 1,897 young children and 1,412 parents and caregivers. The centre recorded 14,771 child visits and 7,798 parent/caregiver visits throughout our ten locations. There were 389 professionals and 2,661 parents and caregivers who attended workshops/training offered through the OEYC.
- ◆ The OEYC staff has encouraged families to make over 1404 referrals to other programs/ services. These referrals are made possible by 191 different linkages in the community.
- ◆ The Early Literacy Specialist Program provided workshops to 487 professionals and 620 parents and caregivers.
- ◆ Our OEYC continues to partner with the Haldimand-Norfolk Health Unit to jointly offer Well Baby/Breastfeeding Drop In clinics at five different OEYC locations. These clinics recorded 1,394 visits by parents and caregivers and 1,773 visits by children.
- ◆ The Infant and Child Development Services and OEYC have been offering a 4-week 'Play and Learn' for families with children who have special needs. This new service has provided 43 visits for area families.
- ◆ The Community Action Program for Children (CAPC) impacts the health of residents of Haldimand & Norfolk by: supporting healthy nutrition during pregnancy, preventing Fetal Alcohol Spectrum Disorder, promoting good parenting and mental health, increasing school readiness, reducing obesity through breastfeeding, decreasing smoking and increasing food security. CAPC provided prenatal and early childhood supports for 162 children, 55 youth and 201 families in 16 local communities.

- ◆ The Child Care Unit, which includes McKinnon Park Child Care Centre, the School Age Program, Ready, Set, School, and the Licensed Home Child Care Program provided quality services to over 266 children and 197 families.
- ◆ Our Family Early Intervention Program continues to offer early learning and care centre support to promote inclusion for all children. The program supported 121 children with special needs attending 18 childcare centres in our two counties.
- ◆ 74 children were screened by "1 2 3 Look at Me Clinics" (formerly known as Early Developmental Screening Clinics) which are offered through our OEYC Unit.
- ◆ 121 young children with special needs and their families received in-home services from our Infant and Child Development program.
- ◆ As lead agency for the Student Nutrition Program in the Hamilton/Niagara Region, H-N REACH co-ordinates 426 student nutrition programs in Brant, Hamilton, Niagara and Haldimand-Norfolk. Over the past year, these programs provided 50,185 children in local breakfast, early morning meal, lunch and snack programs over 5,343,011 meals. 95 of these programs are part of the Ministry of Children and Youth Services expanded nutrition program which is intended to support the development of daily breakfast or early morning meal programs in a number of identified high needs communities.
- ◆ Locally, the Child Nutrition Network supports 39 programs, six of which have been identified as high needs, serving 8,252 children over 733,239 meals. To assist with this effort, these programs benefited from almost 2,725 volunteers. The volunteers included 817 parents, 480 staff and 1,200 students.
- ◆ The Child Nutrition Network received a \$14,000 grant from the Ontario Trillium Foundation to purchase equipment to support a pilot 'Farm to School Project'. This project was intended to bring fresh, locally grown produce into two Dunnville elementary schools starting in September 2010. Space at the local Dunnville Salvation Army building was made available for the project. Student nutrition programs at Dunnville Central and Thompson Creek Elementary schools have access to locally grown vegetables and fruit. This project will be expanded to include additional Dunnville area schools and meetings are currently underway to expand this project into the Norfolk area.
- ◆ Our Union House Program provided a safe home, life skills training and support to 14 young people who are transitioning to adult life. In addition, the Union House Urgent Care Bed provided accommodation and resources to 9 youth who were in need of immediate short-term service. With these two programs combined, Union House offered a total of 1,921 days of care in 2010-2011. Union House staff also provided follow up support to 16 graduates of the program.
- ◆ The Union House Summer Program engaged 8 youth in career exploration and employment preparation activities in 2010.
- ◆ Over 600 individuals and families received individual, couple, group, and family counselling services through the Family Services Division of HN REACH.
- ◆ Approximately 300 of these service recipients were served through their EAP or benefits program. In addition to counselling, our EAP services also helped to create healthier workplaces through workplace interventions such as Critical Incident Stress Debriefing, education/promotion and work place consultations.
- ◆ Our Family Services served over 100 individuals through our Partner Assault Response program (PAR).

- ◆ Supported by HN REACH and the United Way of Haldimand-Norfolk, the Volunteer Services Program continued to offer volunteer opportunities to area citizens and address crucial gaps in our funded service system. 2,345 people, including adults and children, received supports and access to services that would not have been possible without the dedication of our 91 volunteers. Our volunteers have provided over six thousand hours of service and driven over 52,000 km throughout 2010-2011.
- ◆ Our children's mental health services responded to 338 individuals who contacted our 24/7 Child and Youth Crisis Service, supported 68 families with Intensive Child and Family Intervention services and provided Outreach 0-6 mental health services to 54 children and families. Clinical counselling services (including the TAPP-C program) were provided to 311 children, youth and their families. Services offered through the Child and Youth Mental Health Fund supported 60 children/youth in our Crisis Stabilization/Case Management service, 133 children/youth in our group programs and 212 children/youth and their families in our Walk-In Clinic and Consultation service. In total, 1,116 children and youth and their families were served through our range of children's mental health programs in 2010 – 2011.
- ◆ Our Youth Justice services (Choices, U-Turn, Diversion, Community Service Order, Youth Support and Youth Justice Committee Programs) provided support, counselling and guidance to 217 young people through individual and group programs. In 2010-11, the Direct Accountability Program was introduced to provide a 'diversion' option for adults who have committed minor offences.
- ◆ Our Child Clinical Services continues to partner with the Haldimand Fire Service and Norfolk Fire Service in the planning and provision of The Arson Prevention Program for Children (TAPP-C). Fire Services and Child Clinical Services staff work together to provide joint intervention to children and youth who have been involved in fire play and fire setting incidents. The program is designed to prevent further incidents from occurring that could put children and their families at risk.
- ◆ HN REACH provided placement and internship opportunities to students involved in the following secondary, college and university programs:
 - Development Services Worker
 - Early Childhood Education
 - Child and Youth Worker
 - BSW and MSW Social Work Programs
 - Social Service Worker
 - Autism and Behavioural Science Program
 - Ontario Youth Apprenticeship Program
 - Secondary Cooperative Placements
 - Parenting Class Learning Opportunities at MPCCC
 - Not for Profit Management Program, Western University
 - Assaulted Women's and Children's Counsellor/Advocate Program (George-Brown)

- ◆ Our “REACHING OUT” agency newsletter was distributed to approximately 1,000 individuals, organizations, agency members and community groups.
- ◆ HN REACH staff provided 32 displays, 61 presentations, 72 workshops and 72 other public education activities reaching a total of 38,844 community members.

Partnerships and Community Development Highlights 2010-2011

Through our collaborative work with other agencies, community groups and individuals, the counties of Haldimand and Norfolk have benefited from the following initiatives and activities:

- ◆ The Student Support Leadership Initiative has broadened the membership of its Advisory Committee to include local Family Health Teams. The initiative is regularly participating with provincial colleagues through the Centre of Excellence for Children's Mental Health. The Community Information Database is preparing for an official launch in September 2011 and a protocol template is in development to assist Boards of Education and community partners in their work together.
- ◆ The Seniors Partnership Project of Haldimand-Norfolk is a collaborative effort involving the Norfolk Association for Community Living (NACL), Community Living Haldimand (CLH), Community Living Access Support Services (CLASS), HN REACH, the Alzheimer Society of Haldimand-Norfolk, the Hamilton-Niagara-Haldimand-Brant Community Care Access Centre, Dover Cliffs Long-Term Care Centre and Community Addictions and Mental Health to address issues in relation to aging with a developmental disability. This year the partnership conducted a number of community presentations and training opportunities in addition to promotional activities including participation in the Simcoe Panorama.
- ◆ HN REACH continues to be an active contributor to the Best Start Network for Haldimand and Norfolk including:
 - Best Start Marketing Sub-Committee
 - Best Start Network Coordinating Committee
 - 18 Month Well Baby Check Up Committee
- ◆ Our Community Action Program for Children is continuing to partner with other organizations, the Grand Erie District School Board, and the Brant-Haldimand- Norfolk Catholic District School Board to offer the “Roots of Empathy” program at various schools in Haldimand and Norfolk counties.
- ◆ The Licensed Home Child Care Program, McKinnon Park Child Care Centre and Ready, Set, School participated in the Raising the Bar initiative. All three programs achieved silver level.
- ◆ Our Child Clinical Services and Community Action Program for Children units have been working with the Helping, Education, Learning and Parenting Skills Committee to coordinate the ‘Beyond the Basics’ parenting program in Haldimand and Norfolk since 2003. This parenting program is specifically designed for families who have children 6 years of age or younger who are involved with the Children's Aid Society. Through a variety of learning methods parents gain information on topics such as: healthy nutrition, self-esteem, routines, rules, appropriate discipline, and family activities. All groups are co-facilitated by two staff from one of the partner agencies. In 2010-11, 14 individuals completed the program.

- ◆ As a partner in the above initiative, our Child Clinical Services unit provided a facilitator for the “Active Parenting Now” program for parents of latency age children who are involved with the Children’s Aid Society. Eight parents participated in this program during the sessions held this year.
- ◆ With the continued support of Best Start funding, our OEYC is providing support to coordinate “Raising the Bar”, an initiative that focuses on increasing the quality of early learning and licensed child care services. 11 child care centres are participating in the process and the community is presently working toward the Gold level of achievement.
- ◆ Our OEYC and Lansdowne Children’s Centre have continued to partner to make Occupational and Physical Therapy services available to young children at our Simcoe site.
- ◆ The Early Literacy Specialist Program and OEYC are active members of the Community Early Literacy Team. The Early Literacy Team provided a one-day community wide training in April 2010.
- ◆ Community partnerships continue to play an important role in local Student Nutrition Programs through the provision of financial and in-kind resources that contribute to greater community capacity and program sustainability. Over \$104,556 in cash funding and over \$1,053,638 in in-kind contributions were received by local programs. This includes funding from a new partnership with Breakfast Clubs of Canada to support 14 local programs.
- ◆ HN REACH, Contact Brant, OEYC Brant, Haldimand-Norfolk CAS, Brant CAS, Best Start Network Brant, Haldimand and Norfolk, Brant County Health Unit, GEDSB, BHNCSB and Woodveiw Children Centre have maintained a partnership to publish “Your Guide”. Your Guide is a calendar of free workshops, courses and groups offered for families in Haldimand, Norfolk and Brant that is published three times per year. Your Guide was distributed to approximately 19,000 families and service providers in 2010-2011.
- ◆ HN REACH’s Family Early Intervention Program, Infant and Child Development Services, Development Services Unit and OEYC continues to partner with the Preschool Speech and Language Program, Lansdowne Children’s Centre, the Ontario Association for Families of Children with Communication Disorders, GEDSB and BHNCDSD to offer workshops to families. These workshops, called ‘Parents as Partners’, provide families with strategies to help develop positive relationships with school staff.
- ◆ A committee of representatives from both Boards of Education and community providers from Brant, Haldimand and Norfolk has been formed to focus on children with special needs experiencing a seamless transfer to Full Day Kindergarten.
- ◆ OEYC has been mentoring local childcare centres in the promotion and implementation of the Ontario Early Learning Framework (OELF) document. The document is a framework/curriculum for early childhood settings that describe how young child learn and develop.
- ◆ Our OEYC has supported the work of the Brant Best Start Network to create a 18 Month Well Baby – Early Childhood Parenting Referral Tool for physicians to be used at the 18 Month Well Baby Check.
- ◆ In 2010, CAPC partnered with the Grand Erie District School Board to offer the School’s Cool Program. Twenty-seven children graduated from this school readiness program.

- ◆ The agency has maintained membership on the Special Education Advisory Committees of the Grand Erie District School Board and the Brant-Haldimand-Norfolk Catholic District School Board.
- ◆ HN REACH has continued to provide leadership for the Haldimand and Norfolk Youth Justice Liaison Committee. This year, the group has completed a review of its mandate and structure and updated their terms of reference to be more reflective of changing needs related to ongoing communication in the youth justice field.
- ◆ The Ontario Alliance of Child and Youth Association has continued to meet and plan provincial initiatives. This year, the focus has been on the development of information to be made available to member agencies based on themes that are common to all of the represented sectors (mental health, youth justice, residential and child welfare). It is hoped that this information can be used to educate agencies and the public on important issues to be addressed in the upcoming provincial election.
- ◆ Our Youth Justice Services have provided training to Haldimand and Norfolk OPP detachments on diversion programs and other youth justice programming.
- ◆ H-N REACH provides leadership as the Chair of the Haldimand and Norfolk Suicide Prevention Network, whose work is continuing through its training initiatives throughout Haldimand and Norfolk Counties. Applied Suicide Intervention Skills Training (ASIST) has been offered by the GEDSB social work staff (partnered at times with community trainers) to most area high schools including students and staff. Several trainings have also occurred for professionals and interested citizens.
- ◆ Our Child Clinical Services Unit continues to support the “Name It to Change It Committee” (www.nameit2changeit.ca.) focused on planning and implementing strategies to counter the problem of bullying in our communities. With new funding provided by the Ontario Trillium Foundation, a community coordinator has been working on engaging with youth and school communities to develop bullying prevention initiatives in Haldimand and Norfolk schools. A strong network of youth has been acting as advisors to this project since last fall.
- ◆ Our Child Clinical Services has continued its evaluation initiative through an ongoing partnership with the Ontario Provincial Centre of Excellence for Child and Youth Mental Health. Over the next few months, data gathered from our Child and Youth Crisis Service since October will be analyzed and formulate our final report. Over time, our hope is to develop and complete formal evaluation on other REACH programs and continue to learn new skills in this area. The support that the agency has received from the Centre of Excellence has been invaluable.
- ◆ HN REACH has continued to consult, collaborate and support the constructive efforts of groups in the Caledonia and Six Nations communities in the implementation of initiatives developed from the ‘community gatherings’ that were held a few years ago. This year, we were honoured to be a part of the annual Pen Pal project that saw 1200 children from 13 schools in Six Nations and Haldimand County meet on June 3rd and enjoy fun activities together. HN REACH appreciates and acknowledges the support of Tim Horton’s and Ontario Power Generation who have both played major roles in supporting this program. A website (www.neighbouringcommunities.net) is available to connect people in both communities to these initiatives.

- ◆ Our Contact Division co-facilitates the Local Service Delivery Network of Haldimand-Norfolk that brings together community providers of services for adults who have a dual diagnosis (mental health and developmental disability) for planning and networking. The local process is supported by the Southern Network of Specialized Care. In 2010-11, the network undertook an environmental scan of the number of individuals with a dual diagnosis in Haldimand and Norfolk, reviewed the community Crisis Protocol for individuals with a dual diagnosis and began collaboration on a provincial project to assist hospital emergency room personnel in caring for an individual with a dual diagnosis.
- ◆ Our Contact Division serves as the local access point for the community and hospital - based intensive children's mental health services available through the Regional Child and Youth Mental Health Program at McMaster Hospital in Hamilton, Ontario and the services of the Child and Parent Institute in London, Ontario.
- ◆ Through our Family Services unit, we are pleased to represent the Central West Region on the Provincial Partner Assault Response Advisory Committee. This committee's mandate is to develop new standards for PAR programs across the Province of Ontario.
- ◆ HN REACH continues to support the local and regional development of the Community Networks of Specialized Care.
- ◆ In partnership with the Children's Aid Society of Haldimand Norfolk, HN REACH continues to co-facilitate the Child and Youth Advisory Network and the integration of this group with the Best Start Network.
- ◆ In collaboration with a variety of community partners, our Contact Division has facilitated the Community Service Planning process for MCSS and MCYS funded children's and developmental services. This process has been lead by a local advisory group. The Community Service Planning report is expected to be completed by September 2011.
- ◆ In collaboration with the Hamilton/Niagara Regional Office of the Ministry of Community and Social Services, Developmental Services Ontario-Hamilton/Niagara and local service providers, H-N REACH has been preparing for the transition of access functions to the Regional Application Entity for adult developmental services (Developmental Services Ontario-Hamilton/Niagara)

Moving Forward:

In looking forward to fiscal 2011-2012, we anticipate a continued period of change and some limited growth in our agency and local service community. We have recently introduced two new Direct Accountability programs (Justice on Target initiative) and are currently planning for some expansion in our adult respite services and Passport initiative. We look forward to impending announcements related to ABA services for children with autism and details related to new funding for children's mental health services announced in the 2011 provincial budget. With respect to the introduction of a new regional 'Application Entity' for adult developmental services and the upcoming transfer of Community Service Order programs to local Probation Offices, we will work with our community partners to ensure that services and functions currently provided by HN REACH are transferred to their new destinations with minimal disruption to the individuals and families who need them.

We will also continue to support the work of our regional and provincial associations such as the Ontario Alliance of Children and Youth Associations, Community Living Ontario, Children's

Mental Health Ontario, Adult Protective Services Association of Ontario, Home Child Care Association of Ontario, Professional Administrators of Volunteer Resources-Ontario, Ontario Association for Infant and Child Development, Ontario Community Justice Association, Family Support Institute Ontario, Canadian Child Care Federation, Infant Mental Health Promotion (IMP), OASIS, Canadian Association of Family Resource Centres, Family Services Ontario and the Ontario Coalition for Better Child Care to advocate for children, individuals and families. Joining the collective voices of our provincial associations enables us to bring our local issues to broader public attention and these province-wide efforts are influential in the shaping of public policy.

As we consider our priorities for fiscal 2011-2012, the Board, management and staff of HN REACH look forward to making our ongoing contribution to the following major initiatives:

- The Community Service Plan for Children's and Developmental Services
- The ongoing Transformation of Developmental Services in Ontario
- The implementation of Quality Assurance Measures related to the 'Social Inclusion Act'
- The ongoing development of community-based supports for children and youth with complex and multiple needs
- Ministry of Children and Youth Services Strategic Framework
- Development work related to Ontario's Partner Assault Response programs.
- The ongoing implementation of the Children's Mental Health Policy Framework
- The ongoing implementation of the Extra Judicial Measures Framework.
- The ongoing work of the Child and Youth Advisory Network and Best Start Network in the development, planning and integration of children's resources and supports.
- The ongoing development of the Student Support Leadership Initiative.
- Directions outlined in The Early Learning Report, "With our Best Future In Mind" and the implementation of the Full-Day Early Learning Kindergarten Program.
- The development of Best Start Child and Family Centres.
- The ongoing protocol and partnership development with our school boards related to the delivery of services, equity and inclusion of all students in our local schools.

The above developments and initiatives are consistent with the Mission, Vision and Values of this organization and HN REACH is committed to working with government and community partners in the achievement of these directions.

As we look forward to our future directions, it is important that we reflect on our past, recognize our achievements and express our appreciation to the people who make this good work happen. It is important to recognize the commitment and talents of our staff, supervisors and managers who carry out our mission through their day-to-day work. Despite the increased demands and limited resources of the past year, our staff has done an exceptional job of taking our values, directions and plans and making them come to life for the families of our communities. At HN REACH, we recognize that our employees are our greatest resource and they deserve the appreciation of the membership, our funders and our communities for the valuable work they do.

I also wish to thank the Board of Directors, under the leadership of our President, Lisa Wallace for the wisdom, guidance, and clarity of vision they bring to this organization. This group of dedicated volunteers has provided sound governance to a very complex organization that is delivering critical human services during challenging times. The commitment and talents of our

Board of Directors was acknowledged in our recent Children's Mental Health Ontario Accreditation Review where our Board rated a 100% achievement score on 'Governance Standards' and were complemented for their exceptional practices, policies and delivery of effective governance functions.

As we move forward with the directions outlined in our Strategic Plan, the membership and this community can continue to count on our board engaging in a thoughtful and determined process that ensures our resources and efforts are focused on the needs of our communities. It has been my pleasure to work with this committed group of volunteers, who devote their time and talents to our mission.

On behalf of the Board and staff of HN REACH, I would also like to take this opportunity to offer our thanks to the hundreds of financial and in-kind supporters of this organization. Collectively, our donors and volunteers provide thousands of hours of direct service, drive tens of thousands of kilometers and provide significant supports that help fill some of the gaps left open by our funded services. Financial and in-kind donations continue to be used to help local families through these difficult economic times and meet their most basic of human needs. When planning for services, we must continue to recognize the sizeable contributions made by our local business, community groups and individuals and make a point of acknowledging the direct impact these efforts have on our mission.

And finally, our thanks to all of our primary funders, the Ministry of Community and Social Services, Ministry of Children and Youth Services, Ministry of the Attorney General, the Public Health Agency of Canada, the Counties of Haldimand and Norfolk, and the United Way of Haldimand-Norfolk for your continued trust and support.

Together we make a difference!

Leo Massi
Executive Director