

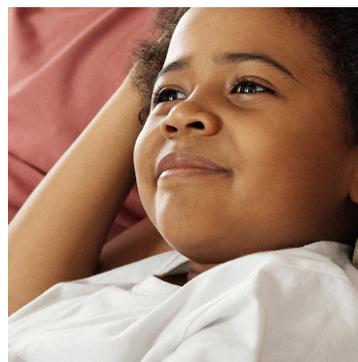
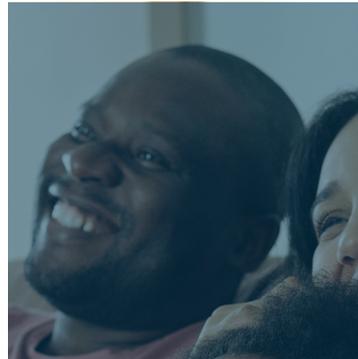
2024-2025

Annual Report

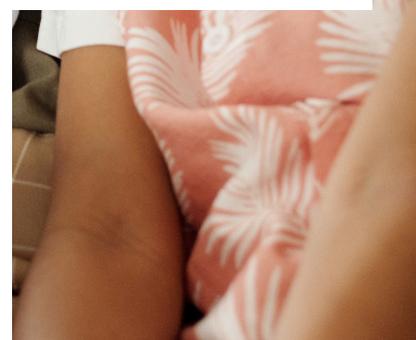


CFSGE

Child and Family Services of Grand Erie



Serving the communities of
Brantford, Brant, Haldimand,
Norfolk and Mississaugas of
The Credit First Nation



Message from the Executive Director and Board Chair

We are delighted to share with you our key successes from the year ending March 31, 2025. This was a year of innovation and progress, as we move forward with the implementation of our 5 year Strategic Plan – Journey Together. As you will see in this report, significant progress has been made in many areas of the plan. At the staff level, innovation and creativity are evident in the day to day work undertaken with children, families and young people. The Board is working to connect the dots at a strategic level and ensure the agency is moving in the right direction.

In child welfare, innovation is driven by unmet needs and wonderful community partnerships. In 2024/25, CFSGE renewed its commitment to continue its Differential Response Partnership with Nova Vita, and has fostered positive working relationships through our partnership with Haldimand & Norfolk Women's Services – Family Connect program, The Women's Advocate, and Youth Housing Advocate, as well as Gonohkwasra Family Assault Support Services at Six Nations of the Grand River. Given the high levels of Intimate Partner Abuse reported to our society, these are critical partnerships to ensure collaborative and least intrusive services are available in our communities.

We would also like to highlight the significant partnership created with SOAR Community Services to develop a bed-based program to support our highest needs young people. If you have reviewed our Audited Financial Statements, you will note that the cost of care for children and young people increased by approximately \$4 million. This is a result of a scarcity of licensed programs across the province, with none available in Brant, Haldimand or Norfolk. This partnership between CFSGE, SOAR, the CFSGE Foundation, and MCCSS has created a safe space with programs and services to meet the needs of 5 young people between the ages of 14 and 16 and will result in cost savings for the agency.

The Board spent considerable time during the 2024/25 fiscal year reviewing and updating the Board policy manual to ensure all board policies are ONCA compliant, and that board members are clear on the parameters of governance, as well as our Executive Director. We worked closely with Pro Bono, a local governance consultancy firm to complete this task. As a new board, we also met to create our new work plan, in alignment with the strategic plan as well as focus on areas of learning for all board members. Significant time has been spent on reviewing expenditures and deficit management

plans given the financial challenges we continue to experience as a result of the placement crisis across the province.

These are some of the highlights. All in all, 2024/25 was a busy and productive year and we look forward to sharing more about our journey at our next Annual General Meeting next year.



Sally Johnson
Executive Director



Rhonda Morley
Board of Directors, Chair

CFSGE Board of Directors

2024-2025 CFSGE Board of Directors

Rhonda Morley, Board Chair

Greg Anderson, Vice Chair

Kernesha Baird, Chair of Finance/Audit/Risk

Councillor, Leslie Maracle, Chair of Indigenous Relations

Theresa Vidal, Chair of Quality/Performance/Service/Risk

Krupesh Shah

Darryl Graham

Laurie Giancola

Ellie Loveys

Councillor, Melba Thomas



Special Acknowledgement

We would like to recognize the contributions of

Greg Anderson

Thank you for your dedication and commitment to
Child and Family Services of Grand Erie Agency and
Board of Directors.

The Path Forward

CFSGE will move into its new location on Henry Street in Brantford—a step that strengthens its ability to serve the community. The new space will enhance accessibility and create more opportunities to deliver programs and services that support individuals and families. This new home positions CFSGE to deepen connections and increase its impact across the Brantford community.



We hope to be moved into our new
location November 1, 2025

221 HENRY STREET BRANTFORD

By the Numbers

(as of March 31, 2025)

238 Families connected to community supports at intake in the fiscal year



1637 Protection assessments completed in the fiscal year

Families receiving ongoing support **481**



133 Children in CFSGE care



Children returned to the care of their parent(s) / guardian(s) in the fiscal year **39**



130 VYSA or RSG youth receiving support

31 Adoptions completed in the fiscal year



62 Children placed with Kinship Service Caregivers



55 Foster and Kinship Care Providers



Financials

Expenditures by Category for the Period April 1, 2024 to March 31, 2025



- Salaries & Benefits 56%
- Direct Service Costs for Children in Care 37%
- Technology 1%
- Administration 5%
- Other Direct Client Services 2%



*For complete Audited Financial Statements, visit cfsge.ca

Strategic Plan Update

Inclusive Service Excellence

We have worked to address inequities along the service continuum. Updated intake referral tools and training have been implemented to assist with addressing the over representation of equity deserving families prior to first contact. When CFSGE is involved, we are working to ensure every young person is privately interviewed and we are building a wide network of supports for families. We have updated practices to increase the use of supervision and conferencing to engage in critical reflection, joint decision making and implement least intrusive practice.

When children cannot remain with their parent(s), the process for placement with kin and initiating home study assessments has been refined. We have experienced a **70% reduction in foster caregivers** in the last five years and are actively recruiting so children remain in their community with family-based placements.

Impact Through People

CFSGE has initiated a space renewal strategy to ensure the diversity of staff and people we serve are represented in our physical and digital spaces.

We are working to create a sense of belonging through staff engagement opportunities and initiatives such as the CFSGE Wellness Committee. We are also working to ensure staff feel supported through mechanisms such as peer support and critical incident debriefing.

Lasting Impact

CFSGE is consistently advocating for funding and support that rewards collaboration, prevention and collective community success.

We are using our social media presence to support our strategic initiatives and promote community engagement.

We are also using data to support decision-making and corresponding change processes.



George House

George House: A Collaborative Initiative by SOAR Community Services and Child and Family Services of Grand Erie (CFSGE)

In November 2024, SOAR and CFSGE announced the launch of an innovative bed-based program designed for young people (aged 14 to 16 who are in the care of CFSGE) with high needs, aiming to provide a community-based, safe, and nurturing environment for youth requiring specialized care. The facility integrates educational support, therapeutic services, and recreational activities, creating an inclusive and engaging atmosphere.

George House aims to keep youth local and offers a Ministry licensed nurturing and supportive environment for youth, helping them develop individualized plans for success.

The program includes:

- **Support Planning and Case Management:** Tailored plans to meet the unique needs of each youth.
- **Educational Support:** Assistance with re-enrolling in school and accessing educational resources.
- **Community Resource Access:** Connecting youth with community services and supports.
- **Family Reconnection:** Efforts to reconnect youth with their families where possible.
- **Leisure Activities and Life Skills Coaching:** Both group and individual settings to develop essential life skills.
- **Counseling and Psychoeducational Programming:** Individual and group counseling sessions to address various psychological and educational needs.

George House opened its doors in June 2025 and is expected to support up to five youth at a time, ensuring they receive the comprehensive care and support they need. This initiative is part of a partnership between SOAR and CFSGE, demonstrating our commitment to the well-being and success of young people in the community.



CHILD DEVELOPMENT UNIT

1 April 2024 to 31 March 2025



14

EarlyON Child and Family Centres operated by CFSGE

11,084



Visits by children



8380

Visits by adults

Hours of service provided at EarlyON programs

8081



12

Episodes

The Messiness of Parenting Podcast!

Guests

15

2

Parent Co-Hosts



936

Listens to the Pod!



Community Partners

8

Visited our programs or partnered with to provide programs

21

Circle of Security Parenting Program

Programs facilitated in our community

750

Children impacted by their caring adult being trained



177

Adults Participated



Contact Us

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