

ANNUAL REPORT

2021
-
2022

YEAR ONE OF OUR 2021-2025 STRATEGIC PLAN



OUR PURPOSE

Work together to create paths
with children, youth and families
to reach their full potential.

Lead Agency for Child and Youth Mental Health
Services in the Districts of Sudbury and Manitoulin.

A FRENCH LANGUAGE SERVICES DESIGNATED ORGANIZATION

COMMUNITY PARTNERS

Canadian Mental Health Association
Centre for Addictions and Mental Health
Centre de santé communautaire
Child and Community Resources
Children's Aid Society of the Districts of Sudbury and Manitoulin
Children's Community Network
Conseil scolaire catholique du Nouvel-Ontario
Conseil scolaire public du Grand Nord de l'Ontario
Espanola Regional Hospital and Health Centre
Fierté Sudbury Pride
Greater Sudbury Police Service
Health Sciences North
Huron Superior Catholic District School Board
Kina Gbezhgomi Child and Family Services
Laurentian University
Manitoulin Health Centre
Manitoulin-Sudbury District Services Board
Ministry of Children, Community and Social Services
Ministry of Health
Ministry of the Attorney General
N'Swakamok Native Friendship Centre
NEO Kids
Nogdawindamin Family Community Services
Noojmowin Teg Health Centre
Ontario Health North
Partners Network for Sudbury Families (City of Greater Sudbury)
Primary Care Providers
Public Health Sudbury & Districts
Rainbow District School Board
Services de santé de Chapleau Health Services
Shkagamik-Kwe Health Centre
Sudbury Action Centre for Youth
Sudbury Catholic District School Board
Specialty Medical Providers
TGInnerselves

BOARD OF DIRECTORS

Iva McNair, President
Patrick Lafontaine, Vice-President
Brenda Tremblay, Treasurer
Vincent Bolt, Director
Tanya Shute, Director
Kelsey Bastien, Director
June Raymond, Director (Interim)
Linda Dugas, Executive Director (Ex-officio)
Monique Levesque, Executive Assistant and Board Liaison (Ex-officio)

LOCATIONS

62 Frood Road, Suite 100
Sudbury, ON P3C 4Z3 | **705.525.1008**

34 Birch Street East
Chapleau, ON P0M 1K0 | **1.800.815.7126**

407 Centre Street
Espanola, ON P5E 1J5 | **705.869.1564**

15 Manitowaning Road
Little Current, ON POP 1K0 | **705.368.2002**

TOLL FREE: 1.800.815.7126

COMPASSNE.CA

A MESSAGE FROM THE BOARD PRESIDENT AND THE EXECUTIVE DIRECTOR



The COVID-19 pandemic has disrupted much, and many. For some people, that meant needing to find new habits to feel healthy and recharged. For others, it meant a sudden end to connecting with people in the ways they were used to. Disconnection, depletion, and loneliness have been some of the biggest themes across our communities.

Not immune to the individual challenges of the pandemic ourselves, the Compass team has continued to rally together with compassion, courage, and resilience. Through the commitment of staff, Board of Directors, and community partners, Compass remains a community of hope and healing for people in our communities, especially through times of most dire need.

Frontline staff continue to journey alongside children, youth, and families, supporting them to experience a version of life that's as safe, free, and enjoyable as possible. Staff not working directly with clients continue to help facilitate the delivery of frontline work from behind the scenes, namely by maintaining and improving the structures that ensure effective operation, and innovation. The Board of Directors continue to offer their time, talent, and sage wisdom from the highest vantage point to direct and protect the organization, through clear skies and stormy weather alike. Community partners continue to help empower and partner with Compass to grow a sustainable network of care across our shared communities.

Some of our most fond achievements together over this past year—the first year guided by our 2021-2025 strategic plan that our Board spearheaded—include serving nearly 2000 clients over more than 13000 sessions, being awarded the Not for Profit / Charity Excellence Award at the Bell Business Excellence Awards, reaching another level in reporting and evidence-informed decision making processes, and the successful proposal for Sudbury to receive a Youth Wellness Hub.

United in purpose, we continue to work together to create paths with children, youth, and families to reach their full potential. Thank you for being part of this journey. ”



Linda Dugas, Executive Director



Iva McNair, Board President

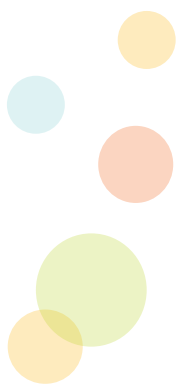
DID YOU KNOW?

In the last year, Compass has:

served **1937** children and youth.

delivered **7942** virtual client sessions.

offered **50%** of its direct hours virtually.



COLLABORATE WITH PARTNERS

● ONTARIO PERCEPTIONS OF CARE TOOL (OPOC)

In May 2021, Compass began implementing the OPOC Tool to clients discharged from Counselling & Therapy and Intensive Services. As of April 2022, Administrative Assistants have reached out to over 230 clients to complete the OPOC. In addition to some of the key findings below, the OPOC has also helped Compass identify client transitions and caregiver outcomes as key areas for improvement.

66 

youth and caregivers
completed the OPOC.

100% 

of caregivers agreed they were a
valued member of the care team.

94% 

of clients reported that the
services they received helped.

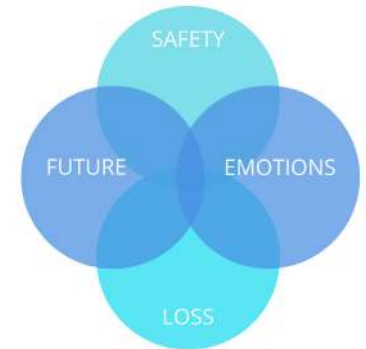
● ACCESS AND INTAKE

After numerous engagement sessions to inform a new vision for Intensive Mental Health services at Compass, it was determined that Compass must focus on Access and Intake before designing these services. Over the next year, Compass will be designing a revised Access and Intake process that is evidence informed to better meet the needs of clients.

SUPPORT QUALITY CARE

● SANCTUARY MODEL IMPLEMENTATION

Compass has started to implement the Sanctuary Model across the organization. Sanctuary is a blueprint for clinical and organizational change that uses a shared language and values while recognizing how trauma and stress can affect everyone in the organization from the clients we serve to the staff at Compass. Sanctuary provides a guide to form and maintain a therapeutic community that promotes safety and also compliments Compass' Wellness initiatives and Caring-Learning-Purpose culture.



● ONBOARDING MODEL DEVELOPMENT

After consultation with staff across the organization, Compass has designed an onboarding program for new staff. The new process is currently being piloted across the organization with positive preliminary results. The new process will ensure that new staff feel supported and connected to the organization.

DISCOVER NEW POSSIBILITIES

● CHANGE MANAGEMENT IMPLEMENTATION

To support the organization's proactive response to change, all staff at Compass completed an introductory change management course. The training focused on providing a common language and change model for the organization to build upon for the years to come.

COMPASS

BY THE NUMBERS

CHILD & YOUTH MENTAL HEALTH (CYMH)

In 2021/22 Compass provided **over 13,000 client sessions**. These sessions included:

- **5,440** Counselling & Therapy & CAMHP Sessions
- **2,074** Brief Sessions
- **981** Groups (Triple P, FRIENDS, SNAP, Trauma PsychoEd) Sessions

86%

of clients were more able to manage problems than before treatment.

DEVELOPMENTAL SERVICES



Compass provided diagnostic assessments and services to **132 clients** with or suspected to have an intellectual disability or a global developmental delay (GDD).

SUPERVISED ACCESS PROGRAM (SAP)



263

IN-PERSON
VISITS



28

VIRTUAL
VISITS



296

EXCHANGES



62

CHILDREN
SERVED

In 2021/22, Compass oversaw **263 in-person** and **28 virtual visits**; **296 exchanges** involving **62 children and youth**.

YOUTH JUSTICE PROGRAMS (Section 34 & ISSP)



Compass received 12 requests for Section 34 Psychological Assessments in 2021-22 as the youth justice courts began to reopen. Compass also continues to build awareness of the Intensive Support and Supervision Program and develop new partnerships across the sector to increase referrals to this program.

STOP NOW AND PLAN (SNAP)™

80%

of clients improved
their behaviours.



Compass served **104 clients**.

RESOURCE PROGRAM



Resource Workers provided additional training to daycare and education partners including Sharing Sensitive News, Ages and Stages Questionnaire, Crisis Prevention Institute training, and more. All of which were to help ensure professionals in the community can better support children.

COMPLEX MENTAL HEALTH SERVICES

In addition to the 18 clients served in Day Treatment and 45 in other intensive mental health services, Compass has been experiencing an increase in complex files requiring clinical case management. Compass continues to work with partners and submit an increasing number of Complex Special Needs funding applications to meet the needs of these clients.

92%

of clients would recommend
Compass to other families.

2021/22 FINANCIAL SUMMARY

This financial summary has been extracted from Compass' 2021/22 audited financial statements.

Revenues	9,694,370
Expenses and Adjustments	9,945,067
Excess of Revenue over Expenses	19,303

Services by revenue stream

Ministry of Health (MOH)

Child & Youth Mental Health (CYMH)
Lead Agency

Ministry of Children, Community and Social Services (MCCSS)

Developmental Services
Stop Now And Plan (SNAP)
Psychological Assessments
Intensive Supervision & Support Program (ISSP)
Community Capacity Building (Family Intervention & Support)

Ministry of Attorney General (MAG)

Supervised Access Program (SAP)

Other grants - Manitoulin-Sudbury District Services Board (MS DSB)

Resource Program

