

Rosalie Hall

CENTRE PROFILE

September 29, 2011

1. Annual Budget

(for year ended March 31, 2011)

\$3,450,259

2. Number of Staff

73 Employees

-50 Full-time

- 3 Part-time

-20 Relief (work various shifts in Residence and Child Centre as needed)

Approx 55 fte staffing.

3. Numbers Served Per Year (for year ended March 31, 2011)

Program	Numbers Served
<u>Ongoing Case-Based Services</u>	
Day Students (Sec 23)	152
Child Development Centre	85
Young Parent Community Counselling	115
Residential (young parents and infants at risk)	83
Young Parent Employment Program	172
<u>Brief Services and Outreach Contacts</u>	
Youth Outreach Workers (any youth at risk in priority neighbourhoods)	275 Youth 45 Group 3 Families
Young Parent Outreach (brief services and "front door")	1036
Respite Care	8 Children
Hope Chest (provides food, clothes, toys, infant supplies etc.)	146 Children 138 Parents
► Total Number of People Served	607 Ongoing Case-based
Plus	1651 Outreach and Brief

4. Programs/Services and Location

Programs are delivered from the facility at 3020 Lawrence Ave. E, Toronto, and include:

Young Parent Outreach and Support

Community Counsellors provide individual, family and group support to young parents. Also includes Teen Pregnancy and Parenting Presentations.

Community Counselling

Community Counselling is provided to youth and young parents and families. Individual, couple and family counselling are available along with support for preparing for baby. Advocacy with housing, social assistance, return to school, etc. Community Counsellors also provide support within local area high schools.

Outreach Parenting Groups

Groups for young parents to address different stages of child development, including effective attachment, communication with children, effective discipline and successful single parenting. Interactive play groups with hands-on experiences and activities with both moms and their children. Groups include infant stimulation, play groups, dance and music, outings and arts and crafts.

Parent-Infant Attachment Assessment and Support Team

Providing parent-infant interaction assessment and parenting support to promote attachment and development for young families participating in our services.

Youth Outreach Workers – Dorset Park

Workers outreach to any youth and their families in this neighbourhood in cooperation with staff from other youth-serving agencies that are providing outreach support services in other Scarborough neighbourhoods. East Metro Youth Services is the co-ordinating agency for this team approach.

Paul McAulliffe Family Resource Centre

Dedicated to Paul McAulliffe, the resource centre is equipped with a computer as well as drop-in information; with intake staffing available each day for referral, counselling, and groups.

Day Student Program

This program is a fully accredited secondary education program in cooperation with the Toronto District and Toronto Catholic District School Boards. Care and treatment components of the program are designed to assist those making the transition to parenting.

Young Parent Employment Program (YPEP)

This program funded by Service Canada and is available to men and women between the ages of 15 & 30 who are actively parenting and want to obtain on-the-job experience. The program provides employment counselling, groups and a full-time workshop component that includes parenting, nutrition and life skills training. Income Subsidy is available for those who qualify.

Child Development Centre

Provides a full-day specialized and licensed care and support facility for infants, toddlers, and preschoolers. Including, parenting groups and child development education.

Residential Program

Rosalie Hall's residential services include a comprehensive 25-bed licensed care and treatment program for young women with multiple and high risk needs during the prenatal period and a specialized postnatal services for mothers and their infants who, together, have high-risk needs. Counselling and support components are designed to assist young mothers in developing skills to adjust and adapt to their individual life situations. Counselling is provided on an individual, couple and or group basis. Guiding

principles and values are based on a holistic, client-focused, shared decision making philosophy. Service interventions are designed to enhance motivation and promote behavioural and life change.

Housing Units Access Project – Ongoing support to young parents and children to enter designated affordable housing units in partnership with the Toronto Housing Corporation and coordinated with broad range of organizations through the “Young Parents No Fixed Address” coalition.

Pastoral Resources

The Pastoral Team provides assistance on an inter-denominational basis as requested. Including, pastoral care and support, spiritual counselling, and /or bereavement support.

Volunteers

Volunteers are involved in many aspects of Rosalie Hall. Including, related training and supervision and student placements.

Children's Aid Foundation Scholarship Program (For Persons Served by Rosalie Hall)

The Children's Aid Foundation Scholarship Program was established in 2004 by Rosalie Hall in partnership with the Children's Aid Foundation. The purpose of the Children's Aid Foundation Scholarship Program is to provide current and former clients of Rosalie Hall with financial assistance to pursue a post-secondary education. Criteria for awards includes demonstrated ability and the willingness to succeed. Scholarships are competitive and decisions are made annually by the Rosalie Hall Award Committee.

The following services are provided by other organizations, but available at Rosalie Hall:

- Individual pre-natal nutrition counselling with professional nutritionists from the Toronto Public Health
- Substance use counselling and resource development through Pathways to Healthy Families, a partnership program with Jean Tweed Centre for Women

In addition, we assist to access services and supports in cooperation with:

- Young Parent Resource organizations that provide services to pregnant youth or young parents across Toronto and Ontario
- Coordinated residential access with Humewood House, and Massey Centre
- Toronto Social Services/Ontario Works
- Toronto Children's Services
- Organizations affiliated with Healthy Babies, Healthy Children initiatives, through Toronto Public Health
- Relevant service delivery networks in Scarborough and across Toronto

5. Features of the Community

Rosalie Hall is a Children's Mental Health Centre which specializes as a Young Parent Resource Centre. The organization provides services primarily in the Scarborough area, but includes young parents and children from across Toronto. We have provided child and youth services in Toronto since 1914, moving to the current facility in 1956 at which time our organization also opened the adjacent Scarborough Hospital. In September 2006 we started providing an expanded Youth Outreach service to any youth in need in priority neighbourhoods across Scarborough, in cooperation with seven key youth- serving organizations in Scarborough.

Our heritage includes ongoing affiliation with the Misericordia Sisters and the international family of healthcare and community-based services that they founded across Canada, the United States and in South America. They divested the Scarborough Hospital to a community board in 1972 and

established a local community Board of Governors for Rosalie Hall which worked on behalf of the Sisters until formal divestment to an local Board of Directors occurred in 2002.

The following chart was developed in 2010 to summarize population features of our organization for review with the CMHC's in the Scarborough area as we move toward further service delivery coordination.

Target Population	Universal -All Children, Youth and their Families	At Risk -Impacting some functions	Significant Problems -Impacting functions	Severe/Complex -Significantly impair functions
% Served by Rosalie Hall 2007-8 by Category (MCYS Mapping of All CYMH Programs, pg. 17)	9%	49%	36%	6%
# Units of Service by Rosalie Hall by Category (MCYS Mapping of All CYMH Programs, pg 17) N=701 Ongoing	63	344	251	43
Traditional Functions	Promotion/Prevention/Early Intervention		Acute Care	Specialized/Tertiary Care
1.1 Infant Mental Health Population Needs	134,975 (age 0-4 in Toronto 2006)	715 Infants/year (births; 36% of age 15-19 year old young female parents)		
1.2 Infant Risk and Protective Factors	<p><u>Infant Level</u> Prenatal Nutrition Birth Weight Ongoing Nutrition Infant Developmental Condition Infant Stress Violence/Domestic Violence Maternal Prenatal Health Care</p> <p><u>Family/Parent Level</u> Maternal Depression -up to 67% of teen moms up to 4 years after birth Maternal Childhood Maltreatment and Unresolved Trauma -78% emotional, 74% physical, 52% sexual abuse Maternal Stress Maternal Mental Health Condition Maternal Substance Use Maternal Cognitive Readiness (eg. re parenting attributions) Domestic Violence Maternal Social Supports/Mentors Maternal Secure Attachment Behaviours</p>			

		<p>Maternal Child Care Supports Maternal Education Maternal Employment Homelessness</p> <p><i>Note: research shows that 7 or more risk factors on individual, family or community levels results in developmental delay in 100% of children</i></p>
1.3 Infant Evidence-Based Approaches		<p>1.3.1 "Me, My Baby, Our World" 12-week parenting groups with follow-up measures; reduces parental depression, negative parenting attributions, parental stress, initial indications it reduces disrupted parent-child relationships related to attachment (ages 0 to 18 months)</p> <p>1.3.2 Modified Interaction Guidance-behavioral parent-infant dyad (after age 6 months)</p> <p>1.3.3 Watch, Wait and Wonder-supportive parent-infant dyad</p> <p>1.3.4 "Right from the Start"/"Baby Time" Residential Parent-Infant Group with Aisling (birth to one year)</p> <p>1.3.5 "Reaching In, Reaching Out" resiliency training for children 0-7 years</p> <p>1.3.6 "Make the Connection" Parenting Groups with Toronto Public Health</p>
1.4 Other Infant Care Programs		<p>1.4.1 Residential Care for Young Parent and Infants at Risk; from pre-natal up to 1 year; 25 beds</p> <p>1.4.2 Child Development Centre-full day program for 1-4 year olds and their parents; 63 spaces</p> <p>1.4.3 Parenting Groups -see above -"Make the Connection with Toronto Public Health (ages 0-1 year and then 1 year-2) -"Nobody's Perfect" (ages 0-6 years)</p> <p>1.4.4 Parent Coaching</p> <p>1.4.5 "Hope Chest" food and parenting supplies and clothing and diapers. etc.</p>
2.1 Young Parents Population Needs	71,230 (age 15-19 females, Toronto, 2006)	1,987 Teen Pregnancies/year (27.9/1000, 2006; note rate is 10X greater in aboriginal population)
2.2 Young Parent Risk and Protective Factors		<p>Social Support Maternal Childhood Maltreatment and Unresolved Trauma linked to Behaviours -78% emotional, 74% physical, 52% sexual abuse</p> <p>Education Employment Housing Stability/Homelessness Violence Depression Behavioral Disorders Substance Use</p>
2.3 Young Parent Evidence-Based Programs		<p>2.3.1 Cognitive Behavioral Therapy 2.3.2 Trauma-Focused CBT 2.3.3 "Reaching In, Reaching Out" Young Parent Resiliency Groups -currently adapting with D. Hall, <i>The Child and Family Partnership</i> 2.3.4 RIRO Indiv or Dyad Modules for Young Parents 2.3.5 Interventions listed above which target parent -MMBOW parental negative attributions, sensitivity, and promise re</p>

		atypical/disrupting parental behaviours -MIG/WWW parental atypical behaviours and parental sensitivity ? 2.3.6 Young Parent Depression Group- developed with Dr. Karen Wolfe, TSH
2.4 Other Young Parent/Youth Care Programs		<p><i>Approaches Common to All Following Programs include:</i></p> <ul style="list-style-type: none"> -Relationship-based counselling in all programs -Strengths-based and "functional" skill development in all programs -Service Coordination -Parenting education and skills and resources -Individual Counselling -Couple and Family work -Anger Management -Behaviour Management/Consequences -Groups <p><u>Community Counselling</u> -provide outreach coordinator to young parents, daily intake, ongoing caseloads and groups</p> <p><u>Attachment Assessment and Support Team</u> -staff trained from across programs and coordinated by Senior Clinician</p> <p><u>Section 23 Care and Treatment Classrooms</u> -4 on-site secondary classrooms and treatment along with credits to new parents in residence</p> <p><u>Residential Care</u> -Prenatal and new parent skills and life skills and resources</p> <p><u>Young Parent Employment Program</u> -Custodial parents; includes parenting, full-day employability workshops, job placement and child care</p> <p><u>Housing Units</u> -35 units operated by Toronto Housing Corporation in cooperation with "Young Parents No Fixed Address" coalition</p> <p><u>Hope Chest</u> - transit tickets, food, clothing and person needs items</p>

The Rosalie Hall catchment area includes the City of Toronto with a primary focus on the Scarborough area, with a population of approximately 600,000 residents. The unique characteristics of the Scarborough area that have implications for service delivery include the following:

- a predicted ten year growth rate of 5.2%;
- ethno-racial and linguistic studies have estimated that 33% of the population is from diverse racial groups and that 25% have a "home language" other than English or French; recent media reports indicate a significant increase in racial diversity; more than 50 % of those served by Rosalie Hall are from visible diverse and newcomer backgrounds.
- a disproportionate and increasing large number of homeless and single parent families with low educational levels, workforce participation, and employment income;
- the Scarborough area has the highest number of single-parent families in Metro (20.5%), with 89.8% headed by female parents
- the percentage of the population living in poverty is 19.2%, more than twice as high as other areas of Ontario;

- 38% of Toronto children under the age of 10 live in poverty and research from multiple sources indicates that children from low-income families are 1.8 times as likely to do poorly in school (Sources: City of Toronto).

City of Toronto Wards in the Scarborough area have relatively high risk factors for young single parent families and babies:

- relatively higher proportion of low-income families,
- relatively higher number of children in lone-parent families,
- relatively high number of families with children spending the most time on social assistance,
- relatively high proportion of families spending over 50% of income on housing, and
- relatively highest low-birth weight rates.

At the same time, Scarborough has relatively less public housing for families.

(Source: Toronto Report Card on Children, and observations from review of maps, City of Toronto).

Rosalie Hall has played a leadership role in working with child, youth and family services in Scarborough, across Toronto and through one of our other provincial association, The Ontario Association of Child, Youth and Young Parent Centres (Ontchild/YPRO). For 10 years, until 2009-10, the East Quadrant Children's Services Network was based at Rosalie Hall, along with service planning and coordination staffing that worked with the broad range of sectors that serve children, youth and families in Scarborough. In 2009-10, the Toronto Region MCYS established a new region-wide planning structure called the Central Table, on which we serve.

The Toronto Region Service Resolution function staffing is in the process of being transferred from Rosalie Hall after 10 years. We continue to be active in provider service coordination networks that were established through our planning leadership, including the East Quadrant Providers Network, East Quadrant 0-6 Providers Network, and Diversity in Action-Scarborough.

Provincially, we have provided leadership for Young Parent Resources Ontario, which undertook a strategic merger with Ontchild in 2008. Through this group we have helped develop an array of evidence-based approaches and undertaken research to inform services to our population. This leadership role has recently been more formalized by MCYS in asking Rosalie Hall to expand our Infant Mental Health clinical services by 2.6 fte senior positions, providing treatment on an outreach basis and in cooperation with the staff at the other young parent centres in Toronto -- Humewood House, June Callwood Centre and Massey Centre.