



## Annual Report 2023/24



**Resources for Exceptional  
Children and Youth**



## ***Mission Statement***

**Advancing an inclusive community for children and youth with exceptional needs and their families.**

## ***Values***

**Inclusion:** We believe that every child/youth has the right to participate fully in their home and community.

**Individuality:** We value the uniqueness of each child, youth, and family.

**Family:** We respect the family as being the primary support and decision maker for their child/youth.

**Accountability:** We commit to provide a collaborative and flexible service that is responsive and accountable to the child, youth, family, and community.

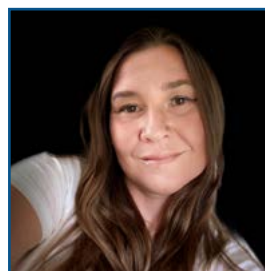
## ***Board of Directors***



Tharmila Apputhurai



Anirban Chatterjee



Jennifer Cooke



Danica Cross



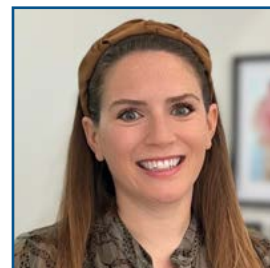
Anne Joyce



Sheryl Lamkey,  
Board President



Melissa Morrison



Eloise Wyre



## MESSAGE FROM THE *Board President and Executive Director*

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**Welcome to our 2023/24 Annual Report.  
In this report you will learn about  
the services that we provide, and our  
achievements over the past year.**

As our name suggests, Resources for Exceptional Children and Youth (RFECY) is driven to support children and youth throughout Durham Region to get connected to the resources, services and supports that they and their families need most.

In order to continue building capacity for children and youth with exceptional needs in Durham Region and beyond, we are committed to questioning how we do things and are willing to innovate within our own organization, with our community partners and across sectors. Modernization and collaboration have been central tenets for RFECY over the past year as the agency has undergone tremendous change including the appointment of a new Executive Director, building and investing in agency programs, services and building capacity for our team members.

Much like the children, youth and families we support, RFECY cannot do our work in isolation. Collaboration with community partners, funders and the childcare centers and families we serve is integral to the fibre of our being and this is mirrored in the work our dedicated staff do every day. RFECY calls upon and cultivates this community through our work and regularly collaborates with our partners to achieve better outcomes for our clients.

Our reach is wide and impactful for those we support. Our staff prioritize capacity building for childcare providers, service provider partners and families/caregivers alike through training, modeling and providing resources that support learning and inclusion for all children. Our service planning, access and navigation services focus on



Sheryl Lamkey,  
Board President



Shona Casola,  
Executive Director

multi-disciplinary, multi-agency collaboration to support complex children, youth and families and provide flexibility through making connections for families in order to reduce the need for further intervention and to leverage the strengths of the community systems in place to support families in their individual journeys.

While you will see many accomplishments to celebrate in this report, this year has not been without its challenges. Change brings challenge and growth, and our dedicated staff and board of directors have risen to the occasion and faced every challenge in a way that is nothing short of remarkable. Their dedication and passion for this agency and the communities it supports is unwavering and we are truly grateful for their commitment to RFECY's mission and values.

2024 marks the end of RFECY's five-year strategic plan. We have much to be proud of and are looking forward to working closely with our staff, families and community partners to shape a new strategic plan that will focus on a new direction for our agency.

We are excited for you to read about some of the ways RFECY has removed barriers and expanded opportunities for care, growth and capacity across the communities and the sectors we support. Working together with our partners and funders we are making the lives of the children, youth and families that we serve better. We will continue to strive for higher achievements and closer internal and external collaboration in the years to come.

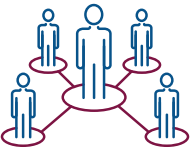



# 2019-2024 Strategic Plan Update

## Overview

Initiated in 2019, RFECY's Strategic Plan identified four key areas of focus for the agency:

- Service Leadership
- Visible Presence
- Effective Work Environment
- Culture of Excellence

Despite thoughtful planning, the COVID-19 worldwide pandemic could not be anticipated and shaped the direction of our work over the past five years. Throughout this challenge, and many others, the organization pushed forward in the spirit of growth and evolution within rapidly changing times. Most items set out to be achieved have been completed or are well on their way to completion.

STRATEGIC DIRECTION	Desired Outcomes	Goals	Achieved
 <p>Service Leadership</p>	<ol style="list-style-type: none"> <li>1. Seek out <b>growth opportunities</b> that are aligned with our mission, values and strategic areas of focus</li> <li>2. Define and expand our <b>roles as educators and facilitators</b></li> <li>3. Pursue approval to proceed with a <b>Quality Assurance or Accreditation process</b></li> </ol>	<p>1   9</p> <p>2   6</p> <p>3   3</p>	<p>1   7</p> <p>2   6</p> <p>3   0</p>
 <p>Visible Presence</p>	<ol style="list-style-type: none"> <li>1. Formalize our <b>brand identity</b></li> <li>2. Develop and implement a promotional strategy</li> <li>3. Explore sustainable, outcome-based funding/fundraising</li> </ol>	<p>1   9</p> <p>2   6</p> <p>3   3</p>	<p>1   2</p> <p>2   2</p> <p>3   0</p>
 <p>Effective Work Environment</p>	<ol style="list-style-type: none"> <li>1. Enhance our internal technology/communications infrastructure</li> <li>2. Explore options to address our space needs</li> </ol>	<p>1   7</p> <p>2   3</p>	<p>1   7</p> <p>2   3</p>
 <p>Culture of Excellence</p>	<ol style="list-style-type: none"> <li>1. Introduce strategies that <b>develop and sustain high-performing teams</b></li> <li>2. Build awareness and strategies for <b>enhancing equity and inclusion</b></li> </ol>	<p>1   14</p> <p>2   5</p>	<p>1   11</p> <p>2   3</p>

### RFECY Operational Planning Discussion

#### Service Leadership

The Strategic Plan focused on intentional growth and development opportunities aligned with the mission and values of RFECY and truly defined our team members' roles as educators and facilitators in their respective positions. Professional development opportunities individually and across the agency were made available and increased emphasis on supervision and coaching was implemented to support staff along their own development journeys. In the final year of this plan, the team is focusing on nurturing strong and collaborative working relationships with key community partners to enhance the reach and impact of our work.

#### Visible Presence

RFECY has started investing in formalizing our brand identity as well as developing and implementing a promotional strategy. Standardized materials were developed and purchased for community information sessions and to increase brand recognition in formal presentations and community training delivered by RFECY staff. During the final year of this plan the agency is focusing on enhancing our web presence and modernizing the look and feel of promotional materials to share who we are, what we do and how we are connected to our community.

#### Effective Work Environment

Throughout this strategic plan, RFECY has focused on enhancing technological and communications infrastructure in order to better support families and our community. This was particularly significant during the pandemic. During the last year of this plan, we continue to focus on keeping our employees connected through technology, leveraging existing infrastructure to enhance security and increasing reliability of our technological and electronic systems. Additionally, there has been a focus on addressing space

pressures and while we continue to maintain our head office in our historical Ajax location, the latter half of 2024 will see an investment with community partners to support our satellite location which will provide additional workspace capacity for our growing team.

#### Culture of Excellence

RFECY represents an important pillar in the developmental and service navigation systems within Durham Region and a key focus of this strategic plan has been developing and sustaining a high performing, inclusive and equitable environment for our teams. To continue investing in our teams and achieving what was set out to do in this plan our leadership team is supporting the redevelopment of our performance evaluation and employee work plan tasks to support professional development and growth capacity for our employees as well as their teams. Furthermore, RFECY leadership is investing in employee wellness through RFECY's social committee. We have also devoted time and dedicated dollars towards Equity, Diversity, Inclusion, Anti-Racism and Accessibility (EDIAA) education and EDIAA informed policies and practices throughout the agency with increased transparency and collective input.

#### Next Steps

The 2019-2024 strategic plan also foreshadowed a vision towards accreditation for RFECY which has not been disregarded but is being paused while other priority items take shape.

RFECY's Board of Directors is going to be participating in a Board Retreat in the fall of 2024 in order to focus on and scope the strategic planning for 2025 and beyond. Formalized engagement and planning will begin early in 2025 and will provide thoughtful consideration of how to shape the next chapter in our organization's exciting future.

## Programs Overview

### Early Learning Inclusion

Early Learning Inclusion (ELI) services provide support to licensed childcare, home childcare, approved recreation and EarlyON programs throughout Durham Region.

The ELI program is funded through the Region of Durham Special Needs Resourcing program.

ELI Consultants focus on identifying strengths and opportunities within the early learning setting. Consultants support the inclusion of children with a variety of needs by providing strategies, helping to modify the physical environment and assisting educators in the creation of Individualized Service Plans for children in their care. The Consultants support childcare programs to link with other Special Needs Resourcing services to support children who may have an identified need as well as supporting educators and parent/caregiver partnership.

In 2023, RFECY employed

**16**

**ELI Consultants**  
who provided support to over

**312**

**licensed childcare centres.**

**This year, ELIs increased their involvement in Home Child Care programs, developing relationships with new Home Child Care providers supporting**

**18**

**home programs.**

*"Your assistance has been greatly appreciated, and I'm thankful for all the support you've been providing to our team. Your contributions have made a significant impact, and I'm grateful for your dedication."*

*– Childcare Centre Supervisor*





ELI program staff also participated in many community events to represent RFECY and build awareness about inclusive support available throughout our community. Events included Durham Child Care Conference and Home Child Care Conference.

Number of individuals  
trained by ELIs:

**717**  
educators

received

**101**  
hours

of individualized  
training programs

*Topics included:*

- Autism Spectrum Disorder (ASD) 101
- Planning for Transitions
- Practical Classroom Strategies
- Preschool Anger Management Program
- Generalized Anxiety
- Individualized Service Plans
- Anti Bullying Program with School-Aged Children
- Inclusion 101
- Developmental Series
- Bringing the outdoors-indoors
- ADHD
- Difficult Conversations
- Oppositional Defiant Disorder (ODD)
- Lego Club Program

- Nine workshops were provided to the community at large totalling **120 educators**.

*Workshop titles included:*

- Individualized Service Plans;
- Difficult Conversations;
- General Anxiety Disorder;
- Autism Spectrum Disorder 101\*;
- Peer Awareness and Empathy;
- Practical Classroom Strategies\*.

*\*Indicates workshops were provided in French as well as English.*



## Enhanced Staffing

In 2023 we worked with the Region of Durham Children's Services to ensure a smooth transition of the Enhanced Staffing program.

Effective January 1, 2024, the transition was complete, and the Region of Durham took on the responsibility for the approval and payment of Enhanced Staffing funding. This shift supported the alignment of funding and contracting processes and allowed our agency to realign the focus of our role on service delivery.

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## Coordinated Service Planning

Coordinated Service Planning (CSP) is a vital framework that helps families navigate the complex array of community programs and services, especially for children and youth facing medical, mental health, or behavioral challenges. This approach brings together various service providers and resources, ensuring that families can access the support they need without feeling overwhelmed.

Central to this planning is a person- and family-centered approach that values the insights of families in understanding their child's unique abilities and needs. By involving families in decision-making, CSP empowers them to express their child's interests and goals, leading to more effective and personalized support. The Service Planning Coordinators (SPCs) at RFECY truly embody the principle of "meeting families where they are" and this is reflected in the feedback received from families about their experience in the program.

SPCs collaborate with clients to build collaborative, multi-disciplinary teams that wrap around each family to provide the support their child needs. Within those teams, our SPCs serve as the main point of contact, ensuring that information is shared among team members and reducing the need for families to repeatedly share their stories.

Forty-six new families received CSP in 2023-24, and a readjustment in caseloads was made to facilitate multiple siblings requiring CSP to be supported by the same coordinator to improve the experience for parents/caregivers. In total, 76 families had an active plan in 2023-24.

Additionally, Coordinated Service Planning enhances collaboration among diverse sectors—medical, mental health, developmental, and educational—streamlining communication and resource sharing. By aligning all stakeholders, this approach creates a comprehensive support system that prioritizes the well-being and success of children/youth and their families, helping them thrive within their communities.

*"Agency support has given so many families a voice – building capacity of our parents/ caregivers. A lot of agencies and professionals speak for families, dictate the next step, but at RFECY, we really build capacity, working with the family, even when they don't feel able to do it alone. Building strength and confidence in their capacity to take on this parenting role. Staff convey the message to parents that 'I've got you, know you've also got yourself.'"*

*– RFECY Staff*







## Co-ordination Services for Children and Youth

The Co-ordination Services for Children and Youth (CSCY) program provides intensive support when a family has experienced a breakdown in services due to the complex needs of their child by providing unique service plans that draw on the strengths of community services to plan for short- and long-term development and support to the family

CSCY is also the access point for all families in Durham Region to access Ministry-funded programs such as Complex Special Needs funding, Child Parent Resources Institute (CPRI), Watersdown Live-In Treatment Program and Wintergreen Respite Program. The program also provides consultation to service providers involved in the child/youth's care to support them in meeting the complex needs of the child/youth and their family.

The CSCY program:

- Serves children and youth up to 18 and their families who are linked with and using local services, and whose needs exceed what the existing service system can provide.
- Operates in the short term and works in collaboration with families and community service providers locally and throughout Central and East Regions to respond to the needs of the child/youth and family.
- Acts as a conduit for access to regional and provincial services.
- Is the Access mechanism for Complex Special Needs (CSN) funding.

In 2023-24, 66 families received intensive support through this program, and five families were brought forward to Regional Service Resolution. In addition, five were supported in a CPRI referral.



## Fetal Alcohol Spectrum Disorder Program

The Fetal Alcohol Spectrum Disorder (FASD) Coordinator provides essential support to children and youth up to 18 years old (or 21 if still in school) with a diagnosis or possible diagnosis of FASD. Families will work with a coordinator to develop a single service plan that is responsive to their child/youths' goals, strengths and needs and recognizes the uniqueness of each child.

## FASD Coordinators

The FASD Coordinator works collaboratively with service providers to help them create care plans through an FASD lens.

As a part of our commitment to providing FASD support, information and resources, RFECY staff have created a bi-monthly FASD CARE Newsletter available for caregivers, families, service providers and anyone interested in learning more about FASD. This newsletter focuses on different FASD themes, provides information and links to webinars, podcasts, research, training and other learning opportunities. As of March 2024, the newsletter was delivered to 66 subscribers.

Anyone wishing to subscribe to this newsletter can do so at <https://www.rfecydurham.com/programs-and-services/fetal-alcohol-spectrum-disorder-fasd-coordinator> or scan this QR:



FASD Coordinators are available for consultation and FASD education through meetings, in-services and presentations.

## FASD – Diagnostic Clinic

Throughout the 2022-23 fiscal year, RFECY worked closely with Lakeridge Health to plan for the contracted partnership to deliver service navigation support to the Fetal Alcohol Spectrum Disorder Diagnostic Clinic. The partnership is effective as of April 1, 2024, with one-day per week of RFECY support and will be monitored throughout next year to evaluate demand.

**RFECY Access Service**

The RFECY Access Service is the first point of contact for general inquiries and individual-specific questions and referrals. The level of service provided is dependent on the needs of the client and family. Time-limited brief service may be provided where needed and includes support for referrals to internal and external programs, services and supports and can assist with completing funding applications as well.

The Access program continues to grow and saw an increase in calls in 2023-24, with additional referrals coming from the community. The Access Coordinators were present at various community events to provide information and resources to parents/caregivers and community partners.

*In 2023-24 Access responded to:*

716	Requests for Service
123	General Inquires (not client specific)
124	Clients requiring only a single instance of service

**Brief Service**

Through RFECY’s single point of contact, families may also benefit from receiving brief service from our Access Team. This service model provides support for service linkage and connection to necessary resources but does not provide an individualized service plan or ongoing support. Almost 550 hours of direct brief service were provided by the access team in 2023-24 compared to 257 brief service hours over the same period in the previous year.

550	Brief Service hours
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Ontario Autism Program (OAP) – Entry to School

The OAP Entry to School Program is a comprehensive, up to 12-month initiative funded by the Ministry of Children and Social Services, provided at no cost to families. This program is designed to assist autistic children in preparing for their first school experience. RFECY partners with Grandview Kids and Lake Ridge Community Support Services to implement this program effectively.

The program’s multidisciplinary team includes Behaviour Consultants and Technicians, Speech-Language Pathologists, Communicative Disorders Assistants, Occupational Therapists, and Transition Coordinators. Together, they work collaboratively to support each child’s developmental needs.

The Entry to School Program includes two main components. The first six months focus on building the child’s school readiness skills in a classroom environment that emphasizes play and inquiry-based learning, mirroring the approaches used in kindergarten classes across Ontario. Through engaging child-led activities, the team fosters development in six key skill areas: communication, play, social interaction, functional routines, behavioral self-management, and pre-academic learning and attention. This group-based program is offered in half-day sessions (three hours per day), five days a week,

with flexibility regarding the number of days and hours based on each child’s individual needs.

Following this initial phase, the Entry to School team provides up to six months of support to the child’s school team after the child has started school. Transition supports may include:

- Assisting families in completing necessary school paperwork
- Providing a written summary of the child’s progress in the six skill areas addressed during the Entry to School program
- Sharing effective strategies and techniques that supported the child’s participation during the School Readiness component
- Offering child-specific resources and insights
- Attending school meetings
- Providing coaching and consultation to educators within the child’s classroom

This coordinated approach ensures that autistic children receive the support they need to transition smoothly into their educational environment, laying the foundation for future success.

121	15 of which were for Integrated Service Model clients
61	In-program observations

*“Just wanted to share with you that my child started school today and absolutely rocked it! We had no issues at drop off this morning and the teacher had very positive feedback about the first day. We know the joy and pride we felt as parents today belongs to all of us, especially you guys, the amazing ETS team. My child has come so far from day one at ETS. We cannot thank you enough for the love, care and relentless effort you poured into him that made this day possible.”*

– ETS Parent



## Ontario Autism Program – Urgent Response Service (URS)

Autistic children are particularly vulnerable to harm including physical aggression, negative thoughts and interfering behaviours. For families caring for these children/youth, safety is a critical issue and can be challenging to manage. The Urgent Response Service (URS) provides a time limited, rapid service response providing behavioral support, respite and a multi-disciplinary consultant. This service is intended to address a specific behaviour need with a focus on preventing further escalation of risk of harm to self, others and/or property destruction.

RFECY is the Lead Organization for URS in the regions of Durham, Haliburton County, Kawartha Lakes, Peterborough County and Northumberland County and is a collaboration between six community partners to deliver a multi-disciplinary service to the children, youth and families who need it most.

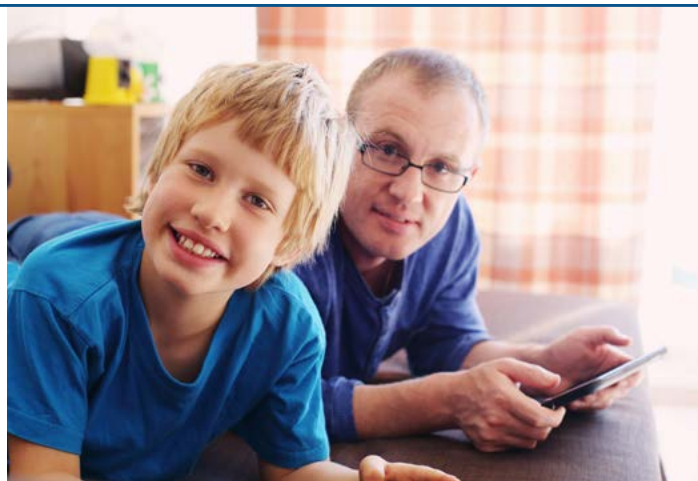
In 2023-24, 83% of families reported feeling well supported by their URS Coordinator and 75% of families agree that Urgent Response Service helped their family avoid a crisis. 87% of families report feeling better able to cope with their child's behaviour at the end of their Urgent Response Service. There were more than 330 referrals to URS during this period and 238 families completed a service plan.

**332**

Total referrals in 2023-24

**238**

Completed URS Service Plans



### Urgent Response Service – A Family Story

*"We were able to access the Urgent Response Services at a very difficult point in our family's life. We were going through a significant period of transition and our son was experiencing difficulties in trying to deal with this time in his life.*

*I found that the staff at Resources for Exceptional Children were very empathetic and understanding of the difficult time our family was going through. They got back to us in an extremely timely manner and suggested areas of support in which our son would benefit. We were able to receive support in a number of areas such as Applied Behaviour Analysis (ABA), Social Work, Speech and Language and occupational therapy. All the service providers we worked with were so professional and were truly dedicated to helping our son gain strategies to deal with his emotions.*

*Even though it was a relatively short period in which we worked with the therapists, our son grew in several ways and learned to deal with his emotions more effectively.*

*The therapists were also so helpful in helping myself, as his mother, gain a better understanding of how to help him more effectively. I still carry something that was said to me during this time, 'Go slow to go fast,' as a guiding principle with my son.*

*We truly gained strategies and understanding that we use still in our lives today. I am very grateful that Urgent Response was there for us at such a difficult time in our lives."*

*– URS Parent*

## Dual Diagnosis Respite Funding

Respite funding is available for families raising a child with a Dual Diagnosis from age 8 until their 18th birthday. Funding is provided to support those children with a co-existence of an intellectual disability and a mental health diagnosis specifically for respite. In 2023-24 this program supported more than 80 families with more than 5,000 hours of respite support.

**81**

children/youth received  
5,059 hours of support

## Transition Activation Worker

This program provides two distinct services:

1. Community Based Transition Activation Worker – clients stepping down from a more intensive treatment program (live-in treatment setting or inpatient hospital setting) can apply for and receive step-down funding to assist with their transition to a less-intensive community setting (for example their home). The funding can provide respite services to families. Skilled workers provide opportunities to practice and generalize skills gained in treatment settings over a defined period and reduce the risk of readmission.
2. In partnership with Ontario Shores, a position is funded within their adolescent mental health treatment setting to support clients discharging from the hospital with appropriate linkage to community services and support discharge planning.

**415**

Children/youth received  
4,838 hours of direct support



## Talking About Mental Illness

The Talking about Mental Illness (TAMI) program is a community-driven initiative aimed at reducing stigma and increasing understanding of mental illness. It involves a coalition of agencies, schools, and individuals with lived experience, working together to deliver free curriculum-supported modules to intermediate and secondary students across school boards in Durham Region. In the 2023-2024 year, the coalition reached over 350 students and teachers through in-class presentations.

**392**

Individuals were served  
through this funding



## Our Team

Listed by tenure



### 20 Years +

Bev Cummins

### 15-20 Years

Mary Colwell  
Lynn McInnes

### 10-14 Years

Liann Trinca-Jenkinson

### 5-9 Years

Nerissa Henry  
Jenna Francis  
Douglas Caverley  
Christina Bilante  
Safaya Shaideen  
Nadia Tamburro  
Morgan Bartlett  
Taylor Flynn  
Eda Greco  
Sarah Kowlessar  
Trina Johns  
Sarah Wilson  
Caroline Smitton  
Amanda Heinl

### 1-4 Years

Kelly King  
Thia Claveria  
Alex Warrack  
Natasha Gonzalez  
Megan Thorpe Ross  
Victoria Mewhinney  
Naima Nabeel  
Josie Cea  
Melissa Simpson  
Liz Turkentine  
Denisa Bartley  
Amanda Scrimgeour  
Katherine Chartier  
Fabiola Ortiz  
Vienna Carruthers Ernst  
Amber Maxam  
Sienna Myatt  
Nicola Fairweather  
Ruth Abraham  
Weldehawariat  
Natasha Dawkins  
Shelby Corallo  
Eileen Eslava  
Renee Johnson  
Shona Casola  
Shannon Malloy  
Samantha Ring  
Tracy Sturley  
Shawna Souch  
Kelsey Jackson  
Khadegia Sherif  
Sabrina Lupo  
Sofia Mavumba



## RFECY In the Community



Donations from RFECY to Simcoe Hall Settlement House – December 2023

### Community Support

Amidst the challenges faced by our community and the demands for staff time, RFECY staff remain committed to advancing inclusive communities where all children, youth and families feel like they belong. The team is continually developing creative outreach opportunities through our Fetal Alcohol Spectrum Disorders (FASD) newsletter – *The Care*; participation in many community events supporting childcare providers, disability and mental health professionals as well as those focused on children, youth and families.

Early Learning Inclusion program staff participated in many community events to represent RFECY and build awareness about inclusive supports available throughout our community. Events included Durham Child Care Conference, Home Child Care Conference,

Special Needs Resourcing Table, DCDSB Community Symposium, representation at Notre Dame Catholic S.S. Ajax, DDS Life Beyond High School Open House, Agency table at Sinclair Secondary School.

Food insecurity is a significant issue among many of our Durham Region residents. Recognizing this need, RFECY staff organized a holiday food drive and donated more than 5,000 pounds of food (pictured above) to support Simcoe Hall Settlement House and Brock Community Food Bank.

Throughout these activities and the relationships with local communities they nurture, RFECY staff make meaningful connections to identify and address emerging trends as they arise within our programs.



### Community Partnerships

None of these programs would have been successful without the support of all our community partners and funders. We thank all our community partners for working with us through positive partnerships that benefit children, youth and families.

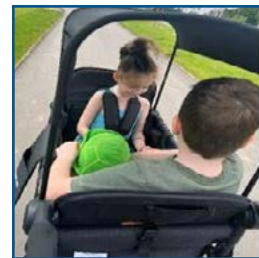
Below is a list of some of our community partners and funders:

- Canopy Support Services
- Children's Development and Behavioural Supports
- Dnaagdawenmag Binnoojiiyag Child and Family Services
- Durham Children's Aid Society
- Empowered Kids Ontario
- Kinark Child and Family Services
- Lakeridge Community Support Services
- Durham District School Board
- Durham Catholic District School Board
- Five Counties Children's Centre
- SPARK Pediatric Services
- Lakeridge Health Oshawa
- Grandview Kids
- The Region of Durham
- Ministry of Health
- Ministry of Children, Community and Social Services



### RFECY Family Fund

RFECY recognizes and supports families every day who experience needs that go beyond what government funding and assistance can provide.



The RFECY Family Fund helps by offering some financial assistance to children, youth and their families who have equipment or supply needs that cannot be met through existing government funding, financial assistance or charitable funds.

RFECY staff enjoy working with families to create solutions that make their lives and those of their children more comfortable.

Through donations from our staff and donors, we recently purchased a wagon for one of the families we work with. The wagon made life so much fun and much easier for the mom and her little kids to move around. She reached out to us with her thoughts:

*"I can't thank you enough! ... My daughter loves her wagon ... I do appreciate your help so much. Leaving the park and going for appointments is now much easier. I just plop her in when we are leaving. I use the wagon even for just the water park and I get compliments everywhere I go."*

*– Parent*

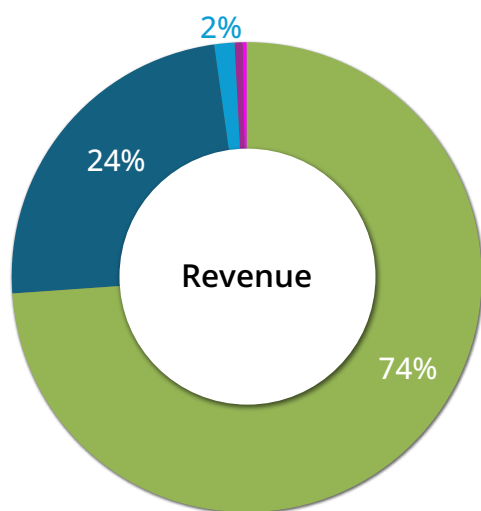
We are so appreciative of this feedback and remain committed to continuing to work in partnership with families for a better life for their children and youth.



# Financials

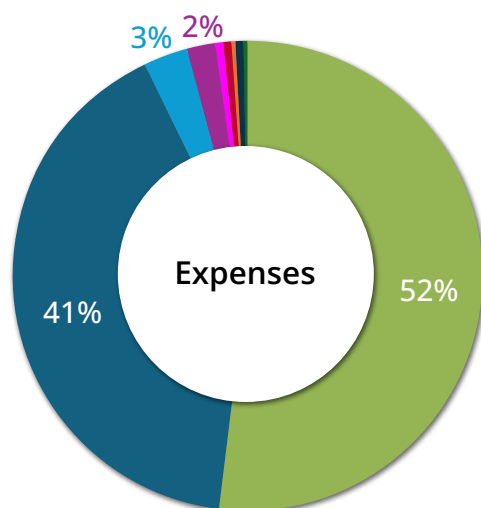
## Programs funded by the Regional Municipality of Durham and Charitable Activities

for the year ended December 31, 2023



### Revenue

Region of Durham Annual Funds	\$3,399,730
Region of Durham One-Time Funds	\$1,096,150
Region of Durham Interest & Property Tax Rebate	\$94,009
Charity Interest Earned	\$8,483
Charity Donations	\$1,113
	<b>\$4,599,485</b>



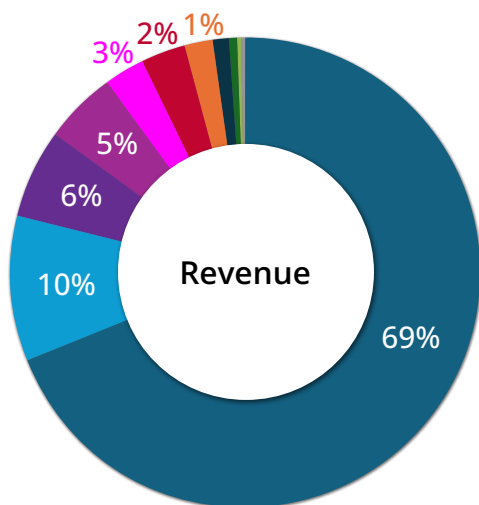
### Expenses

Enhanced Staffing Support	\$2,374,442
RFECY Staffing Expenses	\$1,851,015
Occupancy	\$144,695
Professional Services	\$73,773
Travel & Communication	\$43,600
Supplies & Equipment	\$46,343
Repairs & Maintenance	\$13,252
Program Supplies & Services	\$16,726
Charitable Expenses	\$9,428
	<b>\$4,563,846</b>

# Financials

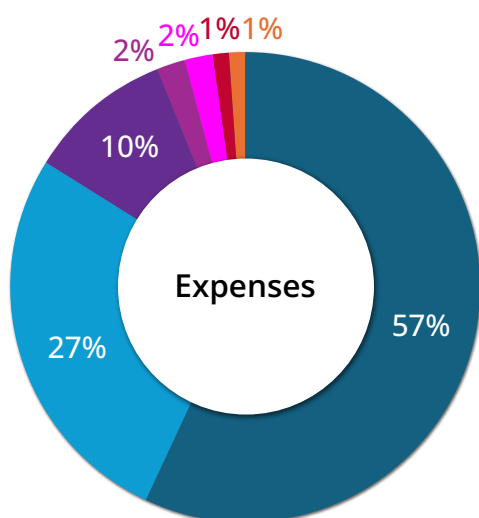
## Programs funded by Ministry of Children, Community and Social Services and Ministry of Health

for the year ended March 31, 2024



### Revenue

MCCSS – Urgent Response Services	\$4,153,663
MCCSS – Service Planning Coordinators	\$585,441
MCCSS – C&FI Operating Non-Residential	\$368,173
GCC – OAP Entry to School	\$320,195
MOH – Family Capacity Building & Support	\$205,154
MOH – Intensive Treatment Services	\$161,154
MCCSS – SSAH & Enhanced Respite	\$117,333
MOH – Targeted Prevention & TAMI	\$45,495
MCCSS – CSN Community Enhancement Funding	\$36,781
MOH – Coordinated Access/Intake & Case Management	\$29,021
MCCSS – In Home Respite	\$5,999
<b>Total</b>	<b>\$6,028,409</b>



### Expenses

Client Support	\$3,401,490
RFECY Staffing Expenses	\$1,592,021
ACA	\$592,416
Supplies & Equipment	\$127,668
Other Program/Services	\$113,012
Travel & Communications	\$93,083
Building Occupancy	\$66,876
<b>Total</b>	<b>\$5,986,566</b>

Proudly Supporting Children and Youth  
with Special Needs



## Resources for Exceptional Children and Youth



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