



Making Connections

NONA Child Development Centre
Annual Performance Report 2008-2009



NONA Child Development Centre

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North Okanagan Neurological Association (NONA) Board of Directors 2008/2009

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Linda Graves

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TREASURER

Allen Dubeski

DIRECTOR

Marlene Sokol

DIRECTOR

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Board President Report

The past year has been a rewarding and enjoyable time for me as President of the NONA Board of Directors. I have had an opportunity to see the many rooms of NONA being used and enjoyed. Seeing the children and families enjoy our building reminds me every day how fortunate we are to have this facility in our community.

Over the past year the Board of Directors of NONA has continued to guide the policies and vision of the NONA Child Development Centre. The seven members of the Board have dedicated many hours to fundraising and board meetings. While we continue to fundraise for the Treehouse, the Board has enjoyed a relatively “quiet” year at NONA.

One of the highlights from the past year is the opening of the ChildHealth videoconferencing space on our third floor. This project has now moved to Phase II which involves the networking of other Child Development Centres in our region to NONA. This connection will broaden our ability to share information and learn from other professionals.

We have also been fortunate to be included as a beneficiary in two fundraising events; the Brent Gilchrist Invitational, and the Rise Gala. I appreciate the work that went into these events, and thank all of those involved for making them successful.

Our Executive Director, Helen Armstrong, continues to successfully manage the day-to-day operations of NONA and represent NONA in the community. The Board appreciates and thanks her for her commitment to our organization. The staff of NONA continues to provide exceptional services to the children and families of the North Okanagan. I would like to thank them on behalf of the Board of Directors for their dedication and great work.

Looking forward, the entire Board has agreed to return to the table to continue our important work. We are also lucky to be expanding our Board this year, and we look forward to getting to know our new Board members.

Thank you again to our members, the NONA Board, the families we serve, and our wonderful staff that bring a positive and professional attitude to work every single day of the year.

Respectfully submitted.



Janice Foster
Board President

Executive Director's Message

Each year we produce an annual report describing the past year and evaluating how our performance has been. In order to reduce printing costs, this year the annual report will be available on our website. The theme of the report is “Making Connections”, something I think we have done very well this year. Through the many programs we provide to children and families, we are able to connect with the needs of the family, and to provide the best support we can.

A powerful connection was celebrated in November 2008 with the opening of the videoconference facility housed on our third floor. This project is a partnership between NONA, the Ministry of Children and Family Development, the Interior Health Authority, and ChildHealth BC. The project provides the videoconferencing equipment and the supporting network so that NONA has the ability to host videoconferences for training – or anything else we can think of! I am grateful for the support of our partners in this project, and very proud of the staff running the site, and the many staff and community partners who are taking advantage of the training offered through this project. The connections made with community partners and internal staff are invaluable, and will help us to pave the way for fully accessible and timely training opportunities for our sector.

We were again grateful to be connected to the Brent Gilchrist Golf tournament this year. Brent and his committee celebrated their 20th year of raising funds for the children of our province. Over the past 20 years almost one million dollars has been raised and donated to support services for children.

Another connection is NONA's involvement with the North Okanagan Early Childhood Development Coalition. The committee has successfully navigated the development of a strategic plan and funding guidelines for the Coalition. I am grateful to the staff that participate in the work done by the Coalition, and hope to see this work continue in the next year.

If you are ever here at NONA on a Thursday at lunch time, chances are you will find a number of the staff participating in the lunch and learn series in our boardroom. Staff are both presenters and recipients during these sessions, and from attendance records they are a huge success. I see the list of presenters as each series is developed, and I know for some presenters it is a challenge to speak in front of a group of people. I would like to congratulate all of you for doing such a great job. The connections among staff during the Lunch and Learn series, as well as the connection between learning and practice, help us to continue to provide excellent service to our families.

Over the last year our Centre has enjoyed a relatively quiet period. Our Board President however has had anything but. Janice Foster has the most energy of anyone I know – and she takes full advantage. Not only is Janice our Board President she sits on the Board of the BC Association of Child Development and Intervention, is the President of the North Okanagan Bingo Association, runs the student exchange placement program for School District 22, and recently found the time to help her husband run for office. I would like to highlight Janice's work for NONA and her many connections to our community.

At NONA we are lucky to have a dedicated Board of Directors, who stand by us year after year. Without their support it would be impossible to continue our service to children and families. Thank you to Jacquie Hansen, Linda Graves, Nancy House, Allen Dubeski, Peggy Graham, and Marlene Sokol for their support over the last year.

Over the last six months we have all been watching the economy and especially for NONA, the budget process for the Ministry. There is no question these are challenging times. Through our connections both provincially and locally NONA continues to push for equitable and complete service for children with special needs and their families. I am confident that our advocacy is being heard, and I am hopeful that our core funding will be untouched in the coming months.

As with most things in life, while new connections are made, some long time connections are lost. We said a sad farewell to Marjorie Palmer and Betty Brisco over the last year. These two pioneers of the Cerebral Palsy committee within the Pythian Sisters were responsible for many thousands of dollars donated to NONA. We thank them and their families for their generosity.

As the Executive Director I find I am always looking forward, trying to plan for any upcoming issues or opportunities. I'm not sure what we will be facing over the next year, but I am confident that we have the Board and staff to be successful in anything that we face. As the families we serve show us year after year, there is nothing we can't face if we work together.

Respectfully submitted,



Helen Armstrong
Executive Director

Making the Connection: Referrals

April 1, 2009-March 31, 2008

How many children were referred to NONA this past year?

Referrals continue to steadily increase.

REFERRALS	
Overall number of referrals to NONA programs	457
Number of individual children referred	304

Who were the children that were referred?

AGE AT REFERRAL	PERCENTAGE
0-2	36%
3-5	48%
6-8	9%
9-18	7%

AGE AT REFERRAL	AGE
Average	3 years
Median	2 years 10 months

BOYS & GIRLS	PERCENTAGE
Boys	63%
Girls	37%

Where are the children from?

Compared to last year, there was a 50% increase of referrals from children who live in Armstrong.

AREA	PERCENTAGE
Vernon/Coldstream	74%
Armstrong/Falkland	16%
Lumby/Cherryville	7%
Out of Town	3%

Who connected the children to NONA?

23% of all referral were from families who referred their children themselves.

Most community referrals are from the following service providers:

COMMUNITY REFERRAL SOURCES	PERCENTAGE
Public Health Nurses	26%
Pediatricians	21%
Family Doctor	18%
MCFD	7%
Child Care Settings	6%

Agency Outcomes

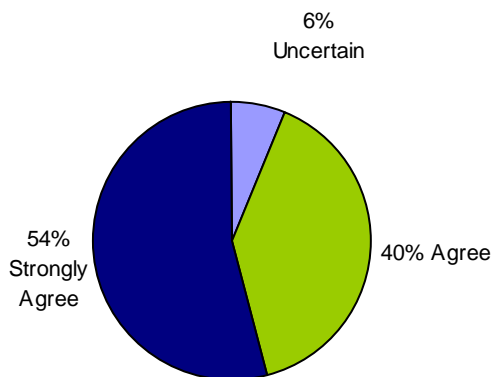
Effectiveness

- 89% of families surveyed reported that involvement with NONA programs made a positive difference to their child's life.
- 90% of families surveyed reported that involvement with NONA programs has made a positive difference to their family's life.

“The hands-on approach not only makes a positive difference in my child but myself and family. I always received positive feedback after every appointment. What a difference!”

(Mom of a 17-month-old & 3-year-old).

NONA staff has worked with you to meet your needs regarding your child.



Efficiency

Better forecasting and hard work has resulted in the following efficiency:

SCD Authorization Budget	Percentage Spent
2007-2008	116%
2008-2009	93%*

** 7% under budget allows for slippage for unforeseen circumstances.*

Our use of space has remained consistent from last year.

- The playroom is used on average 5 hours per day, 4/5 days per week.
- The large therapy room is used on average 2.5 hours per day, 4.1/5 days per week.
- The gym is used on average 3.6 hours per day, 4.2 /5 days per week.

Service Access

- Within 1 week of referral, families receive a letter that confirms their child's referral and includes the NONA Family Handbook.
- On average, NONA staff contact families within 20 days of referral.

Satisfaction

- 94% of families surveyed reported that they were satisfied with NONA programs and services.