

2015 2016

ANNUAL REPORT



PRESIDENT'S AND EXECUTIVE DIRECTOR'S REPORT

Welcome to our Annual General Meeting, an opportunity for us to share our achievements over the past year.

BOARD OF DIRECTORS

Gregory Grummett, President

Josie Heath, Vice President

Sherry Paling, Treasurer

Richard Boyington, Director

Susan Norden, Director

Joseph Ernst, Director

Michael Cole, Director

Andrew Oldroyd, Director

Lesley Ann Bowen, Director

Family Counselling Centre of Brant believes in the resilience of the family regardless of its composition: biological, blended, extended, or those we allow to be close to us. Individuals, couples, children, youth, seniors, who are, or were members of a family, come to us with many problems: mental health issues, addictions, domestic violence, sexual assault, family conflict, trauma, caregiver burnout, debt management problems, parenting challenges, escalating behaviours, respite needs and assistance navigating service systems. Like most of the forty-three Family Service agencies in Ontario, we see ourselves standing at a crossroad where health and social services meet, ready to help people make the choice to live well, to live better every day.

In keeping with its strategic directions, the Board has focused over the year on the following projects:

- preparing for the upcoming re-accreditation review by the Canadian Centre for Accreditation to ensure the ongoing quality and continuous improvement of our organization
- recruiting new Board members: Sherry Paling brings a strong accounting and data management background to the Board in her role as Treasurer
- securing new office space for our Hamilton programs with Rygiel Supports for Community Living

- strengthening the governance skills of Board members through four Board Governance training sessions administered by OASIS

On behalf of the Board of Directors, I would like to express our sincere appreciation to Josie Heath and Richard Boyington, who are retiring from the Board after six years of service. You have been leaders on the Board and we have benefitted from your expertise and thoughtful counsel.

I would also like to acknowledge our funders, the Ministries of Community and Social Services and Children and Youth Services, the City of Brantford, the Brant United Way, donors and volunteers for their continued support.

You will find in the Annual Report some personal success stories and highlights of the services offered throughout this past year. They are really a snapshot of the outcomes that occur when people who are struggling are given the tools they need to feel better about themselves and from there become productive members of society.

Gregory
Grummett
President

Shelley
McCarthy
Executive Director

PAST BOARD PRESIDENTS AND EXECUTIVE DIRECTORS

August, 1914

Formed as the Brant Patriotic and War Relief Association

January 12, 1927

Incorporated as the Social Service League of Brantford

August 23, 1956

Name Change to Family Service Bureau (Social Service League) of Brantford and Brant County

August 15, 1988

Name Change to Family Counselling Centre of Brant, Inc.

PRESIDENTS

1914	Mr. F. Cockshutt
1938	Mr. A.M. Harley
1942	Mr. A. Hitchon
1943	Mr. F. Mann
1951	Mr. E.D. Vance
1956	Mr. R.N. MacLeod
1958	Mr. H.J. Orr
1959	Mr. D.G. Kilmer
1961	Mr. P. Read
1965	Mr. K.T. Howell
1966	Mrs. S. Stren
1968	Dr. R. Eddy
1970	Mr. R.L. Verity
1972	Mrs. W.E. Page

1974	Mr. D. Hawley
1977	Mr. R. Cowell
1978	Mr. J. Tubman
1981	Mr. D. O'Regan
1986	Mrs. J. Angus
1987	Mrs. P. Duern
1989	Mr. A. Fiszauf
1991	Lois Reansburg
1992	John Kane
1995	Marianne Karkkainen
1997	Alec Fiszauf
1998	Denise Austin
1999	Shannon McMannis
2003	Robin Butcher
2005	Ted Martin

2007	Jamie Clark
2009	Laurie Tottle
2011	Paul Amey
2013	Susan Reid
2015	Gregory Grummett

EXECUTIVE DIRECTORS

1945 – 1948	Mr. J.M. Anguish
1948 – 1967	Mr. H.M. Innes
1967 – 1974	Mr. H.G. Schulz
1974 – 1977	Mr. T. Alexander
1977 – 1984	Mr. G. Guthrie
1984 – 1994	Mrs. S. Pouyat
1995 – 2002	Robert Tansley
2002 – 2003	Catherine Pead (Interim)
2003 – Present	Shelley McCarthy

A YEAR IN REVIEW

To promote Mental Health Awareness week, Family Counselling Centre of Brant and Brant Family and Children's Services, hosted an Art Show at the Brantford Arts Block. Intake Worker, Joanne MacNeil, represented FCCB on the planning committee for the Mental Health Awareness week events.



Family Therapist, MaryAnn Burbank was invited to talk to staff at the Canadian Mental Health Association and the John Noble Home. MaryAnn updated them on our programs, services and groups for those in need in our community.

(Left) Artist – Alan McCready

Brant United Way worked with Rogers TV to air segments on the 18 Brant United Way member agencies in Brantford and Brant County. Sue Davey, Credit Counsellor and Lori Hensen, Family Therapist, taped a segment highlighting our agency programs.



INDIVIDUAL, COUPLE AND FAMILY COUNSELLING

1,200+

clients served this year

88%

had a high-level of psychological distress

96%

improved their ability to deal with their situation

79%

had positive change

The Product Life Cycle of EAP

All products and services have a life cycle. Not that many years ago there were only a few providers of employee assistance program services, all with relatively the same product at similar prices. As the EAP industry matured, more providers joined the market. When competition increased the price of the product decreased. At the same time, the product offerings began to expand. EAP is no longer just counselling, but includes such products as workplace consultations, training, nutrition counselling and life coaching. Typical of the product life cycle, the number of competitors has shrunk through mergers and acquisitions. With fewer competitors in the Canadian market, EAP providers are now finding their niche by focusing on innovative product offerings and/or new features.

As most companies know, EAP provides a significant return on the investment (ROI). The employee, who receives the help they need promptly and effectively, can return to their normal level of work productivity. ROI requires that the employee receive an adequate

amount and quality of service. The Family Counselling Centre of Brant continues to focus on our service quality, because it is our core product. We continue to strive to make our services accessible, relevant and helpful to those we serve.

We believe in the quality of our counselling so much that we chose to put it to the test with one of the only scientifically reliable and valid outcome measurement tool. Our data indicates that we are making a significant difference to the mental well-being of those we serve.

While other EAP providers may continue to grow in size, at the Family Counselling Centre of Brant we continue to grow in our ability to serve our clients with effective and meaningful services. We will never be the largest, the cheapest or the flashiest EAP provider. Our market niche is those companies whom, are prepared to invest in the well-being of their employees and the community at large because - this is not just a business to us – it is our mission.

All staff participated in the annual Brant United Way 2015 campaign, raising \$9,402.25 through fundraising and payroll deduction. We received an award from Brant United Way for 100% staff participation again this year and our agency was recognized with a photo in the Brantford Expositor for the contribution. In appreciation, the Management Team prepared breakfast for staff and Brant United Way staff members.



Pictured accepting the Achievement Award is (from left) Terri Gilroy, Shelley McCarthy, Sandra Moctezuma and Heather Mordue.

Jo-Anne Kens, Behaviour Consultant, led a workshop for clinical providers on Dialectical Behaviour Therapy (DBT), a skills based program that has been shown as an effective intervention for individuals who experience significant emotional and behavioural dysregulation.

INTENSIVE CASE MANAGEMENT

Our Intensive Case Management program focuses on supporting adults who have a developmental disability, dual diagnosis, or complex medical needs. Our focus is bringing the community together to partner with us to resolve complex situations with the individual and important people in their lives. As you read the story of one of the

Jennifer's Story:

individuals we support it paints a picture of the complex situation individuals are faced with. We work collaboratively with the individual and community partners. As you read Jennifer's story know that she herself did all the work to create a life she wanted. It was our services and the partnering agencies that helped her deal positively with her life's challenges. Through this process and over the years Jennifer was supported by our Community Integration program, Hamilton Brant Behaviour Services and Intensive

Case Management. While our services were a pivotal part of the service delivery system there were also many other services such as hospitals, varied clinical supports, justice services, residential providers, and individual support staff that came together to help Jennifer move her life forward. We would like to thank Jennifer for telling her story and have enjoyed watching her transform her life and continue to work toward the life she has always dreamed of having and now has achieved while continuing to learn and grow.

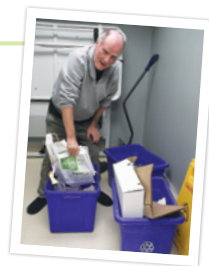


My name is Jennifer. I had a rough childhood because I cut myself - so badly that I have needed stitches and been hospitalized. I have overdosed. I heard voices . I have Borderline Personality/Schizoid-Affective Disorder. I have a developmental disability. I have anger management issues. I have lived in many cities in many types of places - foster homes, group homes, hospitals and support agencies. I have lived in institutions. I have lived in restraint beds. I have been in jail.

Today, I am finally on the right medications and have the right supports. That's changed my life!! I am finally happy and relaxed. I rarely hear voices anymore. I don't cut. I don't hurt myself or others. I live in the community and go out independently. I am safe. I am an artist.

I have come so far and still have lots of goals I am working on. I want a place of my own to live with staff support. I want to cook my own meals. I want a job. I want to sell my art. I want to have a girlfriend. I look at how much I've accomplished so far and I know I can keep reaching for the stars!!

Hamilton Brant Behaviour Services was highlighted in the Good Shepherd's Newsletter. A formal partnership between HBBS and the Barrett Centre began in January 2014 to support persons with a dual diagnosis. One of our staff was made available to work at the Barrett Centre for three days a week. Since the partnership began, there has been an increased capacity for service provision without increasing the number of crisis beds. There is also evidence that crisis staff are now better equipped to effectively intervene, and has translated in an increase in the client resilience and capacity to function better in the community with reduced need to use emergency services.



Terry, pictured left, helping out by doing recycling in the Agency.

A new partnership was formed between Family Counselling Centre of Brant and Family Services Haldimand, REACH in which we provide counselling services at the Brantford premises of MCSCS (Community Safety and Correctional Services). Services are provided by a contracted counsellor on an hourly fee for service basis.

HAMILTON BRANT BEHAVIOUR SERVICES

We have been busy over the last year refining some of our internal processes to improve efficiency and effectiveness.

We launched a new Service Agreement document in the New Year which describes key aspects of our service delivery model. We typically progress through four phases: assessment, plan development, implementation (which involves training and evaluation), and maintenance or sustainability. Each phase has specific time frames and joint requirements or expectations. The document is intended to provide a clear framework for everyone to ensure that adequate time, resources and commitments are available to afford the best outcome possible within the allotted time. Success at each phase is required to proceed to the next one. We have received positive feedback, in that it clarifies the process for clients and families. It also keeps momentum flowing as we move through more difficult or time consuming aspects of our work together.

Not all situations require or have available the necessary time, resources, and/or commitment to engage in the full behaviour consultation experience. We have refined our clinic process for these circumstances. Clinic provides a short term (up to five sessions) service for people with less complex situations, review any existing behaviour plans and provide general strategies and resources. The clinic model has been most helpful in addressing our waitlist. As always, we maintain flexibility when needs change so that the appropriate level of service is available.

We have spent considerable time evaluating the groups that have traditionally been offered. Our previous model did not garner the outcomes and sustainability we had hoped for, with poor generalizability and attendance at times. We are now offering a group called 'The Zones of Regulation'. It is a manualized, evidence based curriculum that is designed to promote identification and regulation of thoughts and emotions that impact on behaviour. It is adaptable for youth and adults. A screening process is completed

to ensure people have the necessary skills and supports to offer maximum benefits of the group. People not suitable for a group format can also be supported through the curriculum on an individual basis. We also offer a half day workshop on the Zones curriculum for parents, staff, and others who can be more self-directed with the people they are supporting. We continue to offer a modified Dialectical Behaviour Therapy (DBT) group and are currently working with a community mental health agency to jointly offer this in the community for people with similar needs.

These are exciting, challenging and evolving times. I end this report, as I did last year with extending our appreciation to the numerous partners and collaborators, old and new who help us do our work. Together we are better. Finally, I must acknowledge the amazing team that I have the pleasure and privilege of working with everyday. They have embraced the changes and obstacles inherent in this work, continued to grow and develop, and brought enthusiasm, skill and laughter to everything they do. Together we are better.

Family Counselling Centre of Brant agreed to be the service agency for the Ontario Electricity Support Program (OESP). This is a new Ontario Energy Board program that lowers electricity bills of low-income households. OESP provides a monthly credit to eligible customers based on household income and household size. Our Credit Counselling team works directly with eligible participants to help them get the electricity credit.



We have published authors on our staff! Congratulations to Behaviour Consultants, Lisa Whittingham and Courtney Bishop for their contribution to Social Return on Investment of an Innovative Employment Option for Persons with Developmental Disabilities - Common Ground Co-operative (CGC). Common Ground Cooperative provides training, administrative, and job coach support to five social enterprises for which persons with developmental disabilities are the non-share-capital partners. This study examines the use of social return on investment (SROI) as a means of determining the value of program impacts related to quality-of-life changes for enterprise partners and their families. The process of conducting this SROI analysis is described and analyzed in terms of its utility in employment services for persons with developmental disabilities.

COMMUNITY INTEGRATION AND FAMILY SUPPORT

Our Community Integration Service provides supports to adults that live independently in the community, while our Family Support Service provides support to families of children with developmental disabilities. Both services assist with connecting individuals to services and supporting their varied goals to learn, grow and participate fully in their community. This year we would

like to highlight one of our service participants in the Community Integration service.

Meet Susan. Susan has had many challenges throughout her life and is now on a path to living the way she had always hoped for herself. Susan is in her late 30's and has two children that unfortunately were removed from her home. Susan has had difficulty with relationships and been hospitalized for several months due to her mental health being unstable. Through her struggles with

her mental health Susan began attending programs and services with community agencies and became a peer mentor which has lead to an improved life for Susan. Susan now sees her children unsupervised, is in a healthy relationship and has started a job at a local ice cream shop. Susan and her case manager worked together to create opportunities for her to find the right supports that fit for her, and is now living the way she had had hoped she would.

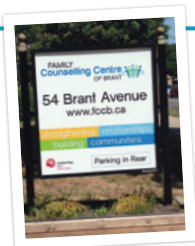


Joanna has been a lifesaver! She has seen and been there for our daughter since the beginning.

TRANSITIONAL AGED YOUTH PLANNING

Our Transitional Aged Youth Planner has assisted many youth with a developmental disability and crown ward status to transition from children services to adult services. This process allows for increase collaboration and connections between children and adult service providers which strengthens our

ability to ensure youth are supported through this important time in a youth's life. Many of the youth supported have transitioned into continued group care or supported independent living and are successfully moving forward to achieve their goals as an adult.



Family Counselling Centre of Brant hosts the Annual Kids Summer Celebration Day, along with Brant Family and Children's Services and Ontario Early Years Centre - Brant. This free event is held at Mohawk Park and is attended by hundreds of parents and children in the community. Children enjoy many activities and games, prizes and giveaways.



We have recently launched our new website! Visit fccb.ca to have a look.



CREDIT COUNSELLING PROGRAM

In the Credit Counselling Program we understand that the relief we provide goes far beyond the “numbers”.

Our client, MP describes in her own words the impact that gaining control of her financial situation has had on her overall well being. It is our privilege to help people like MP every day. During this past fiscal year our credit counsellors provided service to 365 clients in our Debt Management (DMP) and Counselling Programs. In addition, we provided 324 bankruptcy counselling sessions to clients and a further 75 sessions to clients who visited us through our Mind Your Own Budget (MYOB) Program. We conducted 24 workshops and speaking engagements and continue to reach out to our community partners to explore opportunities to reach people who need our assistance in managing their financial situations.

MP shares her Story:



In 2015/16 we continued to administer the Union Gas Energy Assistance Program (UGEAP) and Low Income Energy Assistance Program (LEAP), distributing 146 client payments, with an average payment to utilities of \$383 during the year. We also introduced a new energy assistance program to our services this year. In October, 2015 Family Counselling Centre of Brant became the

designated service agency for the Ontario Electricity Support Program (OESP). The OESP reduces the cost of household electricity for low-income households by applying a monthly credit directly to the bill. Since the program's inception, we have helped more than 350 households receive the monthly electricity credit.

“Upon being asked to write my story regarding my financial history, I immediately thought I could write a book describing everything. Having grown up in an alcoholic abusive home, my self esteem and self worth were constantly challenged, affecting me to this day, my 69th year. I constantly covered up the pain of feeling ugly by buying lots of clothes every weekend. This became a very controversial issue in my marriage, and after 25 years, we divorced. The spending problems however, did not go away with the failed marriage. Credit cards became my new friends, but excessive debt, lines of credit, and mortgage renewals became a pattern. I would no longer admit to my mistakes, and spending became a managing of acts which I never disclosed to any counsellors. In my early 30's, after hospitalization for the 3rd time for depression and anxiety, I was diagnosed as bipolar. In the spring I would go crazy with spending, and when depressed, I spent money for comfort and soothing. When it was suggested by my psychiatrist and mental health counsellors that I seek out some financial counselling, I was most grateful. I had finally admitted I was in trouble, in more ways than one. It has been my experience to have been gifted to meet a very patient, kind, caring, non-punitive credit counsellor. She has literally brought debt down \$5500. And while there is still a lot of money owing, I now feel there is encouragement and hope. She has shown me strategies for routine payments, and I am so grateful for the services made to me. I have learned to organize my bills in a binder, be cautious of my spending, because I do not for one minute profess to be an expert in decision making regarding spending. Nor and yet understanding all the reasons why I just can't or won't spare myself the pain of being overdrawn. The difference is now I don't think 'well this debt can be rolled into the mortgage again' because I want the mortgage debt gone too. I am trying to learn I don't have to have everything. I can control the impulsivity. I can learn to be content with what I have and I can learn to love myself – not things. Thank-you Family Counselling Centre of Brant and all the people there who work to make others' lives better and more meaningful.

EARLY LEARNING AND PARENTING CENTRES

The Early Learning and Parenting Centres continue to provide an inviting, caring and engaging drop in program for children and their caregivers.

This year we said goodbye to Centennial-Grand Woodlands school and opened a new site at St. Patrick School in September.

Family Relief Quotes:

Absolutely amazing bunch!! Thank you for all your understanding and support.

Wonderful program and our daughter looks forward to attending everyday. She also has great respect for the staff and values their relationship with her.

My son goes to the day program and loves it. He looks forward to going each and every day. The team of kind, caring staff are wonderful. They have a fun filled program every day.

Staff do an excellent job with clients of various abilities. Always helpful and pleasant.

While the staff have been fully engaged in creating a positive learning environment for our youngest members of the community, they have also been collaborating with other children services organizations to plan and provide the Kids Summer Celebration, held

each year at Mohawk Park. The event features entertainment and activities for children, while families and caregivers have an opportunity to learn more about services offered in Brantford and Brant County.

PASSPORT

The passport program is an individually funded support for adults with a developmental disability to participate fully in their communities. We have been offering this service for the last year and will slowly increase the number of participants using their passport funding to attend our day respite program. We also assist individuals in the creation of a life plan that builds on dreams, strengths and goals.



Danielle and Joan at the FRS art show.

FAMILY RELIEF SERVICES

Our day respite program for children and adults with a developmental disability has had another very successful year. This year we were able to expand our space to provide more opportunities and varied activities for our participants. Our expanded space has allowed our participants the choice to select

and participate in varied activities. We have also introduced a music therapist and the book club through services at CNIB. We can see from the enjoyment in the faces of our participants that they very much enjoy and look forward to these activities.

OUR PROGRAMS AND SERVICES

FAMILY COUNSELLING

Individual, Couple and Family Counselling

Domestic Violence Counselling

Employee Assistance Program

CREDIT COUNSELLING

Debt Management

Mind Your Own Budget

Bankruptcy Counselling

Union Gas Energy Assistance Program (UGEAP), LEAP and OESP

Educational Workshops

EARLY LEARNING AND PARENTING CENTRES

GROUPS

Women Initiating New Growth and Self Esteem (WINGS)

Soaring Above the Turbulence

Flying Together in Healthy Relationships

Dialectical Behaviour Therapy

Zones of Regulation

DEVELOPMENTAL SERVICES

Hamilton Brant Behaviour Services:

Behaviour Consultation and Clinics

Deafblind Behaviour Consultation and Outreach

Educational Workshops

Child and Family Support Services:

Community Integration

Family Support

Intensive Case Management

Transitional Aged Youth (TAY)

Family Relief Services

Passport Program

The FCCB Audited Financial Statements for the year ending March 31, 2016, prepared by Millards, Chartered Accountants, are available at 54 Brant Ave, Brantford, Ontario.

FINANCIAL REPORT April 1 2015 - March 31 2016

REVENUE

Ministry of Community and Social Services	2,714,805
City of Brantford	147,658
Brant United Way	147,900
Fee for Service and Other Revenue	189,092
Donations	42,205

Total **3,241,660**

EXPENDITURES

Salaries and Benefits	2,267,153
Non-Salaried Expenses	671,175
Centrally Allocated Administration	300,718

Total **3,239,046**

Excess (Deficiency) of Revenue over Expenditures **2,614**

Create and support a resilient organizational culture. Seek input and engage staff in the process.”

This strategic goal was put into action this year by a committee of the board. A comprehensive staff resiliency survey was prepared by board member, Sherry Paling and completed by staff. At the June 2016 staff meeting, Sherry will present the summary and with input from staff, an action plan will be developed.



STAFF LIST

April 2015 - March 2016

Shelley McCarthy

Executive Director

Nina Power

Director, Business Operations

Keith Anderson

Manager, Developmental Services

Susan Wells

Clinical Services Manager (Contract)

Laura Bergeron

Manager, Child and Family Support Services

Charlene Embling

Manager, Administration Services

FAMILY COUNSELLING

Mary Ann Burbank

Lori Hensen

Shelley Jonathan

Joanne MacNeil

Paul Polito

CREDIT COUNSELLING

Sue Davey

Terri Gilroy

Diane Cunha

ADMINISTRATION

Sandra Moctezuma

Sarah Hammond

Tania Kluge

DEVELOPMENTAL SERVICES

**Hamilton Brant
Behaviour Services**

Tara Kurgaunker

Lisa Kemp

Jo-Anne Kens

Blain Marr

Brad McIntosh

Mary Mullen

Laurie Redpath-Rolfe

Jodie Sawyers-Petkovich

Lisa Whittingham

Lisa Paananen

Heather Gravel

Margaret Elson

Christine Blocki

Courtney Bishop

Paige Panetta

**Deafblind Intervention
and Outreach**

Christine Nowlan

Corene Jonat

CHILD AND FAMILY SUPPORT SERVICES

Family Relief

Marilyn Ward

Melissa Elbourn

Shanah Hayes

**Early Learning and
Parenting Centres**

Stacey Fraser

Kim Verberk

**Community Integration
and Family Support**

Heather Mordue

Joanne Towers

Joanna Pugsley

Jackie Thompson

Alisha Thornton

Lyndsey Dickson

Edie Mous

Jenny Poplar

Amanda Downs

Melissa Kuzler

STUDENT PLACEMENTS

Nathan Metzger

Jarred McCall

Tim Smith

Jennelle Allen

Melanie Potsma

Stacey Cook

Preeti Andharia

Sarah Nafziger

Meghan Pitschik

Mike Beal

Kayla Church

Sheenan Henry

Erica Rathie

2015 2018 STRATEGIC GOALS

Our Mission: To promote the well being and social inclusion of individuals and families through counselling, support, education and advocacy.

BOARD OF DIRECTORS

Priority One: Create and support a resilient organizational culture. Seek input and engage staff in the process

Priority Two: Revisit and Renew the Building Plan

Priority Three: Develop a Succession Plan, exploring options and ensuring a smooth transition

MANAGEMENT TEAM

Priority One: Focus on quality assurance in all that we do (client and program outcomes, regulations, standards)

Priority Two: Heighten community awareness about FCCB with our community profile and become the go-to organization in Brant

Priority Three: Maintain and enhance our core competencies and undertake mindful planning to respond to community needs