

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

2017 2018 ANNUAL REPORT



PRESIDENT’S AND EXECUTIVE DIRECTOR’S REPORT

Welcome to our 104th Annual General Meeting – a time to share our achievements in the past year.

BOARD OF DIRECTORS

- Michael Cole, President
- Lesley Ann Bowen, Vice-President
- Sherry Paling, Treasurer
- Gregory Grummett, Director
- Joseph Ernst, Director
- Andrew Oldroyd, Director
- Jamie Savage, Director
- Jay Tulsani, Director
- Laura Collier, Director

As we reflect on this past fiscal year, the theme that emerges is complexity- the stress and anxiety experienced by our clients, the need to be strategic with our resources, achieving the greatest impact for those who come to us, making a noticeable difference in our community, developing and maintaining community partnerships and taking care of our employees to the best of our ability.

While we are cognizant of increasing complexities, we continue on our 103-year trajectory being enthusiastic, energized and strategic in how we do the work entrusted to us by our stakeholders. We want to share with you our key accomplishments in 2017-18:

The Board undertook a strategic planning exercise in January 2018 and confirmed that the agency’s mission, vision and values continue to be alive and meaningful for both the Board and staff. The following strategic goals were established for the next three years: develop and implement a succession plan for the Executive Director position; maintain and enhance quality programs and services; find new and innovative ways to secure a sound financial future and resilient organization.

We continue to meet compliance in annual organizational, program, risk assessment and quality assurance reviews for counselling, employee assistance programs, credit counselling, and developmental services through third party accreditation bodies such as the

Canadian Centre for Accreditation and Credit Counselling Canada, and funders such as the Ministry of Community & Social Services.

At the end of December 2017, we successfully transferred our Early Learning and Parenting Centres Program to Brant Family and Children Services, who continue to operate the program in school based centres.

We are grateful to our funders, in particular to the Brant United Way for approving our three year funding application to provide counselling and credit counselling services, and to the Ministries of Community and Social Services and Children and Youth Services for supporting our developmental services programs. We also want to recognize the relationships we have with local employers and their employees through our national Family Services Employee Assistance Program contracts.

Thank you to the FCCB Board who bring their passion, commitment and understanding to what we are trying to achieve and to the staff who are indescribably committed.

Finally to the people we serve, who deserve respect, dignity and opportunity. Thank you for continuing to allow us to serve you.

Respectfully submitted:

Michael Cole	Shelley McCarthy
President	Executive Director

PAST BOARD PRESIDENTS AND EXECUTIVE DIRECTORS

August, 1914

January 12, 1927

August 23, 1956

August 15, 1988

Formed as the Brant Patriotic and War Relief Association

Incorporated as the Social Service League of Brantford

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

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 Reansbury |
| 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 |
| 2017 | Michael Cole |

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

Through a generous donation from the Gretzky Foundation, a mostly unused space in the agency was renovated from top to bottom! Now our clients have a cozy retreat to unwind and rejuvenate. Our sincere thanks to the Gretzky Foundation for this gift of relaxation for our Kids Camp participants and families to enjoy!

Jaye, Richard and Stephanie enjoy some quiet time.



DEVELOPMENTAL SERVICES


Meet Robert

“Meet Robert, an individual supported by our Community Integration Program.

Robert grew up in Brantford with his parents and seven siblings. Throughout Robert’s adult life he has lived independently and worked hard for a living in farming, roofing, restaurants and retail businesses. He is proud of his accomplishments and working hard has given him great purpose in life. In 2013 Robert was diagnosed with pancreatic cancer and underwent surgery. Robert shared that the help he received from the two case managers he’s worked with is extremely helpful and he feels supported to manage his health positively. Robert is now in good health and requires no further follow-up from his previous cancer. Robert recently moved to a new apartment - a big step for him! The support he receives from his case manager made this a manageable and positive experience. Robert is pictured here in his new apartment where he feels happy and thankful to have a nice apartment with a balcony where he can enjoy being outside.

Robert also received support over the years from our counselling service and feels that this was key to helping him through a difficult life situation. He stated that coming to the agency and having all the reception staff greet him in such a cheerful and welcoming way makes him feel good and gives him a sense of belonging.

Robert is a cheerful and positive person and is very proud of his independence. The support he receives from the agency allows him to feel connected to his community, has improved his health and wellbeing, and assists him to confidently manage life situations when they arise.



A Grateful Family

“We had our initial interview to get help for our son, in April 2017. In less than two weeks, we were assigned a therapist. Two weeks later, we had our first home visit with our Hamilton Brant Behaviour Services therapist.

We are a family of four. Our two boys have a diagnosis of Autism. We needed help with our youngest son. He was having some major meltdowns at home and going out was a little difficult at times. His behaviour therapist was terrific from her very first visit to our home. Our son took an instant liking to her and was ready to work with her.

We have learned so much and are able to put all the strategies that the therapist taught us in place. He has come so far in the last nine months. He has less meltdowns and more good days. We waited a year and a half for services from the initial phone call and we received services within a couple of weeks.

We would not be where we are today without Hamilton Brant Behaviour Services. Our family is truly grateful.

Thank you!

We continue to experience a high demand for Behaviour Supports and Services. However, behind the numbers are individuals, families and direct support professionals who work together with us in an effort to respond to challenges and difficulties that people are experiencing.

COUNSELLING SERVICES

One of the mandates of the Credit Counselling Program is to provide financial literacy and money management training and support to low income individuals.

We do this through a grant received from the Brant United Way, which enables us to provide the service free of charge to clients. The story below is typical of the type of situation clients experience and the help that we provide.

The Credit Counselling team had done a speaking engagement at a local non-profit agency. The presentation focused on the programs that Family Counselling Centre offers and how they help people experiencing financial distress. Sally (not her real name) was one of the attendees in this particular session. Sally had lost her job and was going through a rough time. Although her income was reduced substantially, her bills were not. She was feeling very stressed by the situation and was looking for help in finding a way to live on her new income.

Sally contacted our office shortly after the group discussion and set up an appointment to meet with Sue, one of our credit counsellors. During her first meeting she and Sue clarified what her goals were and began working on her budgeting skills. They looked at all of her expenses and for each one asked “Can I do better?” As a result of this exercise Sally was able to reduce her telephone, utility, cable, insurance and banking fees. She also decided on a set amount for her living expenses such as groceries, travel and spending, as well as a small monthly amount to set aside for an emergency savings fund.

We met with Sally three times over the course of 6 months to help her adjust her budget where necessary and to find out what was working and what wasn’t. She built up her financial knowledge and became comfortable with managing her budget. She is now confident in her ability to manage her finances going forward. She told us that she feels less stressed about her financial situation and more hopeful for the future. Through her experience with us, Sally also discovered that there is help available, and that if she feels that she is falling behind, or needs to talk to someone, we are only a phone call away.

“

Sarah was a 16 year old, who was pressured to come for counselling with her mother. They had conflict for the past six months and it seemed to be escalating. Mom felt that she had little control and Sarah was becoming aggressive towards her younger sibling. Sarah did not have much contact with her father as he worked long hours.

When they came for the first session, Sarah was sitting slumped down, had little eye contact and was definitely not pleased about being in my office. She stated that she felt that she was not the problem; her mother was, as she was constantly yelling at her.

Over the course of the next couple of sessions, Sarah was able to talk about her day with her mother and felt that her mother was really listening, rather than judging her and raising her voice. She felt that her mother was becoming more aware of how her younger sister’s behaviour could be annoying and was intervening rather than ignoring the problem. Sarah felt important to her mother.

Sarah’s mother was pleased how they were growing emotionally closer again and felt positive about the changes. She realized her long-term pattern of yelling had become a bad habit, and she was working hard to change this. She realized that she was pushing her daughter away. Sarah also had to realize that sometimes she had to wait until her mother had time to talk with her, rather than be demanding and impatient.

At the last session, Sarah and her mother were feeling positive about their relationship and the skills they had learned and practiced. Even though life was stressful, they did not want to take their frustrations out on each other. Sarah actually felt confident enough to approach her father about doing something together. She thought she would see if they could go fishing this summer.



OUR PROGRAMS AND SERVICES

FAMILY COUNSELLING

Individual, Couple and Family Counselling
Domestic Violence Counselling
Employee Assistance Program

CREDIT COUNSELLING

Debt Management
Bankruptcy Counselling
Union Gas Energy Assistance Program (UGEAP)
Low Income Energy Assistance Program (LEAP)
Ontario Electricity Support Program (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
Zones of Regulation

DEVELOPMENTAL SERVICES

Hamilton Brant Behaviour Services:

Behaviour Consultation and Clinics
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, 2018, prepared by Millards, Chartered Accountants, are available at 54 Brant Ave, Brantford, Ontario N3G 3G8

FINANCIAL REPORT April 1 2017 - March 31 2018

REVENUE

Ministry of Community and Social Services	2,622,823
City of Brantford	89,744
Brant United Way	147,900
Fee for Service and Other Revenue	236,788
Donations	48,162

Total **3,145,417**

EXPENDITURES

Salaries and Benefits	2,274,625
Non-Salaried Expenses	566,511
Centrally Allocated Administration	302,945

Total **3,144,081**

Excess (Deficiency) of Revenue over Expenditures **1,336**

STAFF LIST

April 2017 - March 2018

Shelley McCarthy
Executive Director

Nina Power
Director, Business Operations

Keith Anderson
Manager, Hamilton Brant Behaviour 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

DEVELOPMENTAL SERVICES

Hamilton Brant Behaviour Services

Tara Kurgaunker
Jo-Anne Kens
Blain Marr
Brad McIntosh
Mary Mullen
Laurie Redpath-Rolfe
Heather Gravel
Margaret Elson
Christine Blocki
Courtney Bishop
Christie Bowick
Aubrey Mosher
Corene Jonat
Sarah Smith
Mahfuz Hassan
Kassandra Sauder

CHILD AND FAMILY SUPPORT SERVICES

Family Relief

Marilyn Ward
Melissa Elbourn
Shanah Hayes
Tricia Willson

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

Melani Jewer
Sarah Popovich
Baily Eddy
Sarah Martinene
Matthew Martorana
Taye Adeniyi
Alyssa Mervin
Hope Stevenson



Family Counselling Centre of Brant staff contributed \$8,781.55 to the United Way campaign through fundraising and payroll deductions.



From the left is Terri Gilroy, Laurie Redpath-Rolfe, Sarah Hammond and Sandra Kennedy.

Respite Services program participants and staff enjoyed the day at Famous People Players Theatre in Etobicoke where they saw, 'Made in Canada, The Musical!' They were thoroughly entertained and fed a delicious meal by people of all abilities. Indeed it is where special starts!

