

Our Mission:

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

OUR PROGRAMS AND SERVICES

FAMILY COUNSELLING

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

DEVELOPMENTAL SERVICES

Hamilton Brant Behaviour Services:

Behaviour Consultation and Clinics
Educational Workshops

Child and Family Support Services:

Community Integration
Case Management
Intensive Case Management
Transitional Aged Youth (TAY)
Respite Programs
Passport 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

GROUPS

Early Learning and Parenting Centres
Women Initiating New Growth and Self Esteem (WINGS)
Soaring Above the Turbulence
Flying Together in Healthy Relationships
Zones of Regulation
Nurturing Self Compassion
Skills for Healthy Living

2018 2019 ANNUAL REPORT



strengthening



relationships.



building



communities.

President's and Executive Director's Report

2018-2019 was a time of transition for the Family Counselling Centre of Brant. Shelley McCarthy, Executive Director, retired after 15 years of remarkable agency and community leadership.

Shelley McCarthy, the ninth Executive Director of our 105-year-old agency, will be remembered for expanding and developing



Shelley McCarthy and Leslie Josling

programs that foster belonging, relationship and inclusivity. She focused on serving the needs of individuals living with disabilities and their families; and all those who sought to enhance their relationships across Brant, Hamilton, Niagara and Haldimand-Norfolk. Shelley will be remembered for her integrity and an empathic and collaborative approach to building community. We wish Shelley all the very best in the future!

Family Counselling Centre of Brant welcomed the leadership of new Executive Director Leslie Josling on October 1st, 2018. Leslie has demonstrated a deep commitment and connection to the populations we serve, and she looks forward to working with our partners and the community in its diversity. Her vision is to continue to create responsive, meaningful services that enhance caring, connection and belonging.

Although 2018-2019 was a time of transition and change for Family Counselling Centre of Brant, it was also a time of great achievement. Highlights of the 2018/2019 year include growth in service programs through increased funding, program redesign, and modernization to ensure that the agency meets and reflects the needs of the diverse individuals and families we serve.

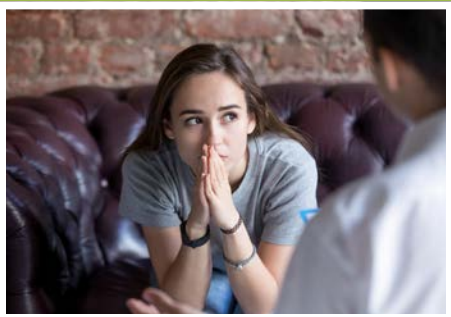
The agency also successfully initiated a rebrand in 2018-2019 to better reflect the expanded services and regions we now support. Consultation with communications experts, community, clients, Board and staff has resulted in a new agency name that we trust will be a warm, welcoming beacon for generations to come! We are excited to unveil it to the community at this year's 105th Annual General Meeting.

Our Board of Directors has also made great strides this year despite transition in leadership at the board level as well. After President Michael Cole regrettably stepped down after years of dedicated service to our agency, the Board successfully appointed Greg Grummet as President in early April. The Board of Directors also engaged in a thoughtful strategic planning exercise last year, providing the Family Counselling Centre of Brant with a strategic plan that we believe will move the agency closer to our goals. We look forward to pursuing greater accessibility, service excellence, financial growth, employee engagement and a more welcoming building in the future!

Warm Regards,

Gregory
Grummett
Chair

Leslie Josling,
MSc, G.Dipl. RSW
Executive Director



Counselling Works!

At some point in our lives we all encounter situations that we are not equal to. During these times, counselling can make a difference. At Family Counselling Centre of Brant we offer professional counselling for individuals, couples, families and groups to support people in the challenges they face. Our licensed Psychotherapists address a variety of issues including relationships, mental health, emotional and workplace challenges. We work with you to meet your goals and increase satisfaction with your life and relationships.

Thanks to funding from Brant United Way and the Ministry of Children, Community and Social Services were able to offer affordable counselling to 1248 people in 2018-2019. The Ministry of Children, Community and Social Services allowed us to offer counselling to 286 women who experienced intimate partner violence. We offered a number of groups for women through WINGS, supporting them to move forward in healthy relationships. Women find strength and comfort from connection with others who share their journey.

This year saw some exciting developments for our Counselling Team! They adopted a new, innovative, interactive web-based tool that allows clients to measure change

and recovery together with their therapist throughout counselling. Research shows that the ongoing discussion about therapy goals and outcomes are potent tools that positively affect progress in counselling. The Family Counselling Centre of Brant is one of 34 Family Service Ontario counselling agencies in the province using the same on line platform. Our team has contributed to the production of data that demonstrates the effectiveness of counselling services in providing support for people recovering from mental illnesses such as anxiety and depression. We are excited to see what more we can learn from this team!

Moving Toward Adulthood Together

For youth living with an intellectual disability in the Hamilton area, our Transitional Aged Youth Planner provides support and opportunity during the transition into adulthood. This year, over 27 youth in extended care met with our planner to explain their dreams and develop a realistic and exciting care transition plan with those who know them best. In the process, our planner worked collaboratively with children and adult community services as well as children's aid societies. Together, we created thoughtful and smooth transition plans that support youth to successfully begin their exciting journey into adulthood.

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Building Connected and Caring Communities

Navigating and accessing complex community services can be overwhelming when you're in need. For those living with an intellectual disability these challenges are magnified - often resulting in crises if individuals cannot find the support they need to access safe housing, medical, financial, or mental health services.

Here at the Family Counselling Centre of Brant, our Case Managers and Intensive Case Managers offer assistance that encompasses all aspects of community building and service navigation. Our staff connect with those experiencing difficulties in the community and build individualized support plans from a place of trust. Our staff go the extra mile, heading out into the community to meet clients where they are comfortable in order to work toward solutions. They offer connection, advocacy, community integration, skill building and service navigation. Our Case Managers support children and adults within Brantford and Brant County while our Intensive Case Managers support adults within Brant, Haldimand-Norfolk, Hamilton, Niagara, Six Nations of the Grand River, and Mississauga's of the Credit First Nation.

This includes offering support to individuals living with intellectual disability who may also have a dual-diagnoses, serious medical condition, or complex socio-economic concerns.

2018-2019 was a challenging year for our Case Management services. Affordable and safe housing continued to be a key area of concern for the individuals we serve, leaving our Case Managers and Intensive Case Managers as the main source of support and coordination for many clients. This year, Case Management served 128 children and adults in the Brant Community and Intensive Case Management assisted 70 individuals across the region. Intensive Case Management also grew, hiring two new staff to support those with the greatest need in the community.

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Friendships that Last

In our Adult Respite Program, everyone belongs. We offer daily support to individuals across the Brantford and Brant County to participate in the community, give back through volunteering, and to make new friends through exciting activities. The Respite Program extends the circle of care and provides opportunities for adults living with an intellectual disability to set goals, gain new skills, and plan days that hold value both for themselves and their communities. When asked, all of our clients told us that friendship is the number one reason they love coming to the Family Counselling Centre of Brant.

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2018/2019 was an exciting year for Respite. Our program grew to include over 50 participants, and with that, our services expanded too! After receiving a Modernization Grant from the Ministry of Children, Community and Social Services, Respite was able to hire a full-time Community Development Coordinator and a Community Inclusion Worker to expand the team to focus on getting out into the community. We have also focused on expanding our ability to offer greater opportunities for inclusion and learning. As a result, we have been able to emphasize a person-centered approach and individualize community integration for each participant. We are excited to see what our participants can achieve when we work together!



Passport Services

FCCB's Passport Services are growing!

Passport is a provincial program that helps adults over 18 and living with a developmental disability to participate in their communities. Thanks to the Modernization Grant and a greater interest in our Passport Services, we've been able to hire three staff and offer a larger range of opportunities that clients can use with their Passport funding! We provide transportation, registration and support for community activities that individuals choose to participate in. Our passport services are designed to offer choice, opportunity and fun to each and every participant.



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Change that Matters

At times, people with a developmental disability may express their unmet needs through behaviour that confuses or concerns others.

Family Counselling Centre of Brant, through Hamilton Brant Behaviour Services, offers behaviour consultation, short-term clinics, training opportunities and various groups to help understand the reasons why people may be acting the way they are, and to develop effective interventions at the individual's home and/or community level. Our Behaviour Consultants focus on building on the experiences that make life good and take a person-centred approach to meeting the needs of the individual and the needs of those who care for and support them. In 2018-2019, our staff served over 309 community members, supporting positive relationships and bringing families together.



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You have been instrumental

“My husband and I (and our son, Lucas, as clearly demonstrated by his pure happiness when I picked him up at the end of the day from your summer camp) are extremely grateful to both you and your team. It’s difficult to explain, but only a few years ago we were really struggling to figure out what supports our son required and where to find them. Your organization and Hamilton Brant Behaviour Services have been instrumental - not just for Lucas but for all of us - to get the support we needed. And on top of all of that, Lucas gets to go to your summer camp too?!?! ”

Amazing. Thank you.”

Right on the Money

The Credit Counselling team at Family Counselling Centre of Brant supports individuals and families feeling overwhelmed by their finances to find solutions and plan for the future. Our certified, professional staff inspire financial empowerment in the Brantford and Brant Community free of charge. A generous grant from Brant United Way has allowed us to focus on financial literacy and support for low-income families, but our non-judgmental services offer relief to community members from all walks of life.

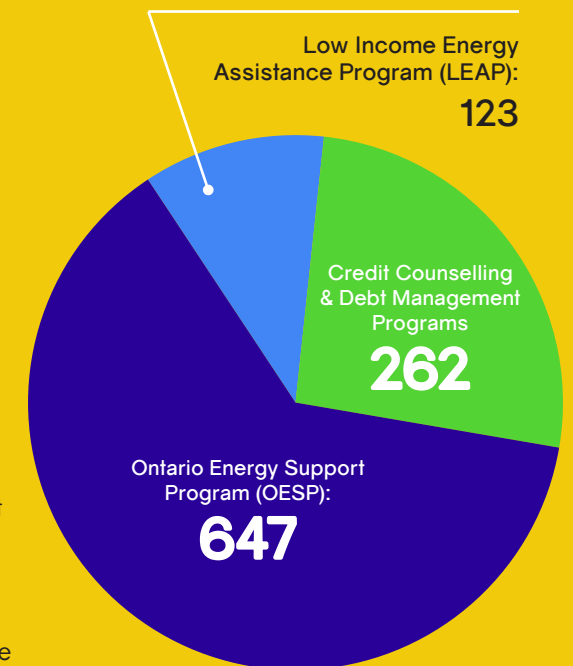
Last year, our Credit Counselling Program provided consumer education, debt repayment assistance, budgeting, financial guidance, and assistance with household energy costs to over 1,032 individuals.

Our staff offered over 20 different workshops at the request of community partners - covering topics that ranged from budget tips and debt options to understanding credit reports. We believe that a healthy community is an informed community, and our goal is to make sure you always know that you have options.

While it was a busy year for community engagement, regulatory changes to the Bankruptcy and Insolvency Act meant that as of October 31, 2018, we no longer offer bankruptcy counselling. We will continue to work toward financial empowerment in the community and find new and innovative ways to meet the needs of the individuals we serve.

“A number of years ago my husband was in an accident that left him with physical disabilities and a brain injury. Overnight I became responsible for everything, including paying the bills. I struggled to stay afloat and balance my budget. Family Counselling Centre of Brant has been with me through it all - from selling my family home to cutting up credit cards and extensive budget planning. Thank you, FCCB. I don’t know where I would be without you.”

Clients served:



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Staff List

As of March 31, 2019

MANAGEMENT

LESLIE JOSLING
Executive Director

NINA POWER
Director, Business Operations

LAURA BERGERON
Manager, Child and Family Support Services
Acting Manager for Hamilton Brant Behaviour Services

DEVON ATHERTON
Communications and Development Coordinator
Executive Assistant

ADMINISTRATION

Sandra Kennedy
Sarah Hammond

FAMILY COUNSELLING

Mary Ann Burbank
Lori Hensen
Shelley Jonathan
Joanne MacNeil
Paul Polito

CREDIT COUNSELLING

Terri Gilroy
Sue Davey

DEVELOPMENTAL SERVICES

Hamilton Brant Behaviour Services

Alisha Thornton
Amanda Downs
Brad McIntosh
Christine Blocki
Corene Jonat
Jo-Anne Kens
Kassandra Sauder
Mary Mullen
Sarah Davis
Sarah Smith
Tricia Kidd

Case Management

Heather Mordue
Edie Mous
Jackie Thompson
Joanna Pugsley
Joanne Towers
Laurie Redpath-Rolfe
Melissa Kuzler

Intensive Case Management (ICM)

Amanda Downs
Jim Kennedy
Edie Mous
Kathryn Newhouse
Alisha Thornton

Transitional Aged Youth (TAY)

Lyndsey Dickson

Respite Programs

Allan Murray
Elizabeth Carmel MacMillan
Elizabeth Idowu
Jenny Poplar
Marilyn Ward
Shanah Hayes
Tricia Willson

Financial Report

April 1 2018 - March 31 2019

Revenue

Ministry of Children, Community, and Social Services	\$3,002,150
Brant United Way	\$147,900
Fees for Service	\$127,533
Other Revenue	\$129,207
Total	\$3,406,790

Expenditures

Salaries and Benefits	\$2,484,230
Non-Salaried Expenses	579,964
Centrally Allocated Administration	325,280
Total	\$3,389,474

Excess (Deficiency) of Revenue over Expenditures	\$17,316
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The FCCB Audited Financial Statements for the year ending March 31, 2019, prepared by Millards, Chartered Accountants, are available at 54 Brant Ave, Brantford, Ontario N3G 3G8

Together we can make a difference.

For over 100 years, thousands of individuals, families, and children have come to our Centre seeking life-changing support. Here we empower individuals with developmental disabilities to lead full and satisfying lives. We support the victims of abuse and those who have witnessed it; and we provide guidance in financial management to those in need. Many of the people we support have been deeply affected by trauma, abandonment, and discrimination. Now we need your help.

Funding in non-profit organizations is challenging even when times are good. Need outpaces resources and results in long wait-lists – even for critical services. A donation from you at any level can make the difference between families staying together or falling apart; a woman leaving an abusive relationship or feeling that she has run out of options; an individual finding financial wellness as opposed to risking homelessness. Children and families simply can't wait. We ask for your help to support families in their moment of need. Together, we will build a community where everyone belongs.

Make a donation today at:
<https://www.canadahelps.org/en/dn/37876>

Number of people served in 2018-2019

