



2013 2014 ANNUAL REPORT



strengthening



relationships.



building



communities.

100 YEARS OF HISTORY



The Board of Directors and staff of the Family Counselling Centre of Brant are proud to be celebrating the 100th anniversary of the organization. We have a rich history which began in January 1914 with the concept of an agency that would deliver relief services in the city of Brantford.

By September 1914, the Social Service League was founded with Mayor John H. Spence as the honorary President and Frank Cockshutt as the President. The purpose of the Social Service League was to coordinate all the social service agencies administering relief “to reduce overlapping of services, indiscriminate giving, fraud and needless waste.” Other objectives included the administration of relief applications, education of the public to the problems of relief and the initiation of new relief services.

Through the first half of the 20th century the Social Service League worked jointly with a number of community agencies such as the Children’s Aid Society, Victorian Order of Nurses and Brant County Medical Association to provide Well Baby Clinics, with the Rotary Club to assist their work with crippled children and with the Lions Club to help with the distribution of food and clothing and the operation of a Mothers’ Camp. In 1925, the City of Brantford took on all responsibility for the management of welfare relief. By 1931, the Social Service League felt its primary focus should be on helping families solve their emotional and financial problems. In 1946, we lobbied with the Deputy Minister of Health for two Mental Health Clinics.

With a new constitution in 1956, the Social Service League became the Family Service Bureau of Brantford and Brant County and in 1988, the corporate name was changed again to the Family Counselling Centre of Brant, Inc. In the last half of the twentieth century, credit counselling and debt management programs were added and by the 1980’s services to support children and adults with a developmental disability and parent-child drop in centres were introduced. In 2005, under the direction of the Board of Directors, the organization moved from its original location, Willard Hall on Wellington St. and consolidated its services from three sites to one at 54 Brant Avenue.

Over the years our services have been enhanced or developed to respond to the emerging needs of the community. While counselling remains our core service, it is delivered through various modalities and in several program areas. In our Family Counselling division, individual, couple and family counselling, counselling for women and children who have experienced domestic violence or sexual assault, counselling for men, educational groups and workshops and a national employee assistance program are offered. Budget, debt repayment and bankruptcy counselling for people with financial difficulties are available in our Credit Counselling division and within

We were the first Family and Credit Counselling organization to be accredited by the new Canadian Centre for Accreditation in 2012.

Developmental Services, our Hamilton Brant Behaviour Services provides behaviour consultation and therapy for children and adults with a developmental disability in Brantford and Hamilton.

Helping children and adults with a developmental disability and their families navigate the service system is available through our case management programs in Brantford and in a more concentrated approach through our regional intensive case management

program available in Brant, Hamilton, Haldimand Norfolk and Niagara. We are part of Brantford’s Best Start Network through the delivery of early learning and parenting programs for pre-school children at four drop-in centres across the city. Given the scope of our services, we are involved with several local planning and coordinating committees. We have been an accredited agency for more than thirty years and were the first Family and Credit Counselling organization to be accredited by the new Canadian Centre for Accreditation in 2012.

We are grateful for the generous support of our volunteer Board members over the past century for their vision and the direction they set for the organization and for the dedication of our many staff members, volunteers and students who helped to strengthen so many individuals and families in our community.

PRESIDENT'S AND EXECUTIVE DIRECTOR'S REPORT

It is our pleasure to report on 2013-2014, a year marked by growth, change, caring and generosity at the Family Counselling Centre of Brant Inc.

BOARD OF DIRECTORS

Susan Reid, President

Gregory Grummett, Vice President

Kathryn Reston, Treasurer

Richard Boyington, Director

Josie Heath, Director

Susan Norden, Director

Joseph Ernst, Director

Jacques Gravel, Director

We present this report to share stories and information on how FCCB served 3,654 people in the City of Brantford, Brant County and the regions of Hamilton, Niagara and Haldimand Norfolk. We share ways that FCCB helped individuals, couples and families who sought help to manage personal difficulties and challenging life situations such as overcoming debt, improving relationships, building skills that can assist them with daily living and enhancing connections with the community. A common thread for all FCCB services this past year is the increasing complexity of the issues clients bring to us. The clients we see seldom face a single or simple issue. Often, they are dealing instead with multiple challenges, many created by situations beyond their control. FCCB staff is frequently called upon to assist clients in multiple ways through our own programs and those of other agencies as they seek to provide and advocate for the multiple levels of support needed by our clients.

We were delighted to introduce two new programs in our developmental services: a new regional intensive case management program and a new partnership with the Good Shepherd Barrett Centre in Hamilton both of which are highlighted in this report. We introduced a new Mindfulness group in our women's program and a new Skills for Living group in developmental services. Our partnerships with Laurier University,

the University of Toronto and Universities of Western Ontario and Windsor have grown to include four Masters of Social Work interns with many skill sets for our Family Counselling services.

Our Board of Directors has successfully recruited new members with identified skill sets to provide strong leadership to the organization. A key focus this year for the Board has been a feasibility study of our current location and preparation for the implementation of the Ontario Not for Profit Corporations Act.

We thank our funders, donors, partners, and volunteers for your support over the past year. Special appreciation goes to the Brant United Way, the City of Brantford and the Ministries of Community and Social Services and Children and Youth Services. Our services could not exist without the commitment, compassion and dedication of our staff.

We are proud of our history and our capacity to support individuals and families in Brantford over the past 100 years. Our Board and staff are committed to evolving over the next millennium to continue to do our part to strengthen our community.

Our warm thanks for your continued support.

Sue Reid
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

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

100 YEARS OF FCCCB



Follow the timeline throughout 100 years of our history, from 1914 to 2014.

JANUARY 1914

Following upon Great Britain's declaration of war on Germany and the immediate offer of the Dominion of Canada to send troops to aid in the cause of the motherland, some four hundred of the citizens of Brantford volunteered their services in the overseas continent. This gave rise at once to the question of taking care of wives, families, and dependents of those who would be called to the front.



SEPTEMBER 1914

The Social Service League was formed with the following officers:
Honorary President: Mayor John H. Spence
President: Frank Cockshutt
First Vice President: Andrew McFarland
Second Vice President: T.H. Preston
Secretary Treasurer: H.T. Watt
Executive Secretary: F.W. Thompson
Stenographer: Miss Lavel Mather



OCTOBER 1917

The Social Service League Plans were formed to establish a Well Baby Clinic in Brantford which came into effect in May 1918 with the Brant County Medical Association and the Victorian Order of Nurses working in close harmony for the betterment of our junior citizens.

INDIVIDUAL, COUPLE AND FAMILY COUNSELLING

1,182

clients served this year

80%

had a high-level of psychological distress

95%

improved their ability to deal with their situation

78%

had positive change

Family Counselling Centre of Brant has a long history of providing counselling services that address the prevalence of problems associated with troubled individual and family relationships. The Individual, Couple and Family Counselling program is designed to assist clients in recognizing and reaching their goals to improve overall functioning at work and home. Through funding received from the Brant United Way the service is available to low to middle income individuals and families who are experiencing personal challenges and are unable to afford private practice therapists.

Our Masters level therapists work with clients to help them gain insight into their behaviour

and to learn how to make changes both in the present and going forward. Counselling sessions can cover a variety of issues including:

- Life stage transitions
- Children and parents coping with separation and divorce
- Grief and loss
- Ineffective communication
- Poor self-esteem, dependency
- Anger management
- Stress and anxiety
- Work-life balance
- Parent/child relationships
- Couple conflict
- Depression

This year just over 1,000 clients received service through the program, with over 80% of these individuals stating that they were experiencing a high level of psychological stress when they came to the program. On follow-up surveys, 95% of those who responded stated that their ability to deal with the situation that brought them to Family Counselling Centre had improved and 78% had positive change as a result of the counselling.

NOVEMBER 1918

The Social Service League with the assistance of the Ministerial Association conducted a campaign for relief for the victims stricken by the epidemic of Spanish Influenza.

JANUARY 1920

The Social Service League arranged to rent Willard Hall at 35 Wellington Street.



JANUARY 1920

The following statement was made at the Annual Meeting of the Social Service League: "A good home is an asset to a community. The converse is equally true. The home which is unfortunate and miserable is a source of evil in a community."



DECEMBER 1926

During the year, 101 Well Baby Clinic were conducted involving 4,397 babies and preschool children.

INTENSIVE CASE MANAGEMENT

Family Counselling Centre of Brant had the opportunity to launch a much needed Intensive Case Management Program in November of 2013.

The program is offered regionally supporting the communities of Hamilton, Niagara, Brantford, and Haldimand/Norfolk. The program is designed to work with adults who have a developmental disability and may be experiencing a crisis or a variety of other challenging life experiences such as a complex mental health or medical needs. While ICM staff experience a wide variety of situations, they are dedicated to finding the best solutions for their clients and do so with passion and openness.

Intensive Case Manager Edie Mous shares her experience:



Since November I have had the opportunity to meet some extraordinary people. People and families who are struggling with circumstances beyond their control are often faced with trauma, homelessness, and a very uncertain future. Many of these circumstances leave people feeling like there is no where to turn. Their ability to navigate service systems can feel like a complicated and out of reach process. Recently I worked with a young adult who lives with autism, a developmental disability, and post traumatic stress disorder. Through the coordination, collaboration, and commitment from adult mental health programs, child welfare programs, justice and probation services, and a wide variety of developmental service agencies working together, we were able to provide specialized services to ensure this young man has a place to call home. He now has a home where he is treated with respect, and provided with daily support and guidance to assist him in moving forward.

Through the coordination, collaboration, and endless commitment from various sectors of community agencies, I have had the opportunity to play an integral role in planning that has provided some very positive beginnings for a number of people. I look forward to my work and many more successful outcomes for the individuals I support.

1931

The Social Service League felt a need in our city to assist in solving family problems. Counselling services had been going on for considerable time. As the unemployment and financial worries increased, so did the marital problems.

1938

The Social Service League was stunned by the death of their founder and president, Mr. Frank Cockshutt. Mr. Frank Cockshutt's death is a distinct loss not only to the Social Service League but to the whole city. His influence will continue a blessing and benediction to all who worked with him in the work of the League.

1942

Mr. A Hitchon was elected President of the Social Service League.



1944

The Social Service League had a disastrous fire, doing considerable damage to the building and contents.



1945

The Social Service League purchased the building known as Willard Hall.

EARLY LEARNING AND PARENTING CENTRES

The Best Start Early Learning and Parenting Centres continue to provide a busy and exciting place for young children and their caregivers to drop in, explore, and socialize. This year the Centres had over 1,500 caregiver/parent visits with over 2,500 children. We also had over 350 caregivers/parents take part in workshops

offered at our programs. Once again this year, the program successfully participated in the Raising the Bar on quality reaching the highest standards. Raising the Bar is a community based peer accredited set of quality standards. The goal is on continuous improvement and focused on high quality care

for children. Through our work with Raising the Bar this year, we participated in a third party review. This review highlighted for us the high quality of service the staff provide each and every day as they continue to make improvements for the benefit of the children, families, and caregivers they serve.

What participants are saying about our programs:

Great atmosphere and learning opportunity.





The staff always goes above and beyond the call of duty, for the benefit of the children.



My children enjoy the interactions and activities at Best Start.



1956	1960	1967	1973	1975
At a General Meeting of the Social Service League, a new Constitution was adopted and application was made to the Lieutenant Governor of the Province of Ontario for Supplementary Letters of Patent changing our name to the Family Service Bureau (Social Service League) of Brantford and Brant County.	The Board of Directors accepted with regret the resignation of Miss Lavel Mather who had been with our organization since its inception in 1914.	After systematically re-examining our agency, the purpose of the Family Service Bureau today is: To help families in the development and maintenance of sound family life.	The Federal government is about to present for approval a new bankruptcy act which includes a debtor arrangement plan without counselling.	The agency started to act as the professional teaching agency for Wilfred Laurier University's M.S.W. students.
				

DEBT MANAGEMENT PROGRAM

Family Counselling Centre of Brant is committed to helping individuals and families manage their debt wisely. In today's environment of easy credit, many people are living with debt loads that unmanageable and are creating considerable stress in their lives.

Our Debt Management Program helps by restructuring the debt so that people make one affordable monthly payment to cover their debts, and save money on fees and interest.

A client begins this process by meeting with one of our certified credit counsellors, who will look closely at their situation and develop a plan that they can realistically follow based on their income. The counsellor will then work with the creditors to arrange for a single, low monthly payment. Creditors are asked to reduce the fees and interest on the client's debt, and most agree to do so. Clients make their monthly payment directly to Family Counselling Centre of Brant, who

then distributes an agreed upon share of the payment to each creditor.

To qualify for a Debt Management Program a client must have enough income to meet a single monthly payment that will clear the debt within four years. Once a client is qualified and enrolled in the program they begin the journey to financial health. Together with their credit counsellor they learn how to set a budget and stick to it, how to track and control spending, and how to set achievable financial goals. Most importantly they learn new money management skills that can last a lifetime.

Quotes from our Clients:

I feel much more confident and in control of my finances. My budget is working and I can breath again. Thank you!



I received excellent counselling and understood how my financial situation affected my whole life. Thank you for the positive input.



1976

Credit Counselling Client Profile:

Male (33) & Female (28) with 2.6 children, blue collar, semi skilled with income of \$157.00 take home pay per week and a total debt of \$5,380 to seven creditors.

1981

We are honoured to have designed and integrated the professions of psychology and social work to provide an intensive, in-home, support service to families in our community.



1986

In October, the Bureau expanded to include Adult Protective Services as a new program.



1988

In February, the agency received accreditation through the Ontario Association of Family Service Agencies. A new logo was designed and the name was changed to the Family Counselling Centre of Brant Incorporated

HAMILTON BRANT BEHAVIOUR SERVICES

HBBS is a multi-service program built on a strong foundation, that continues to grow and evolve.

There is a steady increase in the number of referrals received each year. I am proud of our response time which takes a team effort to achieve. People are typically seen within six months and the most urgent are seen sooner. The behaviour clinic model diverts people off the waitlist and is continually refined to improve efficiency. Your feedback to us remains affirming of what we are doing, and how we are doing it. Survey results indicate a 97% satisfaction rate. This can't be achieved without the dedication and skill of our clinical and support team. It also can't be

achieved on our own. We have been fortunate to participate in many new collaborative partnerships. This includes participation in many agency Behaviour Standards Review Committees and more joint facilitation of some of our groups in community settings. We began a very positive partnership with the Barrett Centre in Hamilton to enhance supports to people with a dual diagnosis experiencing a mental health crisis. We continue to

97%
satisfaction rate

participate in leadership and educational roles in the fields of Trauma and in Fetal Alcohol Spectrum Disorder at the local, regional and provincial level. And lastly, we have enhanced our capacity to provide education and training events, presenting several workshops, webinars and at conferences on various topics. We remain committed to responding to the increasingly complex needs of individuals and the ongoing transformation of the Developmental Services sector.

Praise from K. Ward,
Community Residential
Care Homes:

The staff from HBBS has been very professional, supportive and nurturing not only towards the residents, but also our staff, during the learning processes we have undergone.



1989

Computerization of the agency's financial and information systems was undertaken.



1994

Family mini putt, pizza and pop in celebration of Family Counselling Centre of Brant's 80 years of service. A presentation on "Balancing Work and Family" for adults, and mini golf for the children was held at Waterfront Park.



1994

An excerpt from a client's story: "I sat across from her, with the pieces of my life spread on the table like jagged shards of glass. I had come to this place seeking peace, longing for an end to the horrifying memories that haunted me by day and tormented me at night. This was my last hope - I prayed that this counsellor could give me hope. She helped me find the courage to survive. I thank her for giving back to me the most precious gift of all - myself."

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

Winter Warmth and LEAP

Educational Workshops

DEVELOPMENTAL SERVICES

Hamilton Brant Behaviour Services:

Behaviour Consultation and Therapy

Deafblind Intervention and Outreach Services

Child and Family Support Services:

Community Integration

Family Support

Intensive Case Management

Family Relief Services

Early Learning and Parenting Centres

GROUPS

Women Initiating New Growth and Self Esteem (WINGS)

Souring Above the Turbulence

Learning to Deal with Conflict and Anger

Flying Together in Healthy Relationships

Female Friendship Group

Social Learning Group 1

Social Learning Group 2:

Dating and Sexuality

Reliance Group Based on Interactive Behaviour Therapy

Footprints: Steps to Healthy Living

Dialectical Behaviour Therapy

The FCCB Audited Financial Statements for the year ending March 31, 2014, prepared by Millards, Chartered Accountants, are available at 54 Brant Ave, Brantford, Ontario.

FINANCIAL REPORT

April 1 2013 - March 31 2014

REVENUE

Ministry of Community and Social Services	2,646,468
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City of Brantford	147,658
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Brant United Way	145,000
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Fee for Service	131,633
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Donations and Other Revenue	87,283
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Total	3,158,042
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EXPENDITURES

Salaries and Benefits	2,251,084
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Non-Salaried Expenses	537,043
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Centrally Allocated Administration	369,278
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Total	3,157,405
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Excess (Deficiency) of Revenue over Expenditures	637
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2006

FCCB sold their three separate office buildings and brought all staff together under one roof at 54 Brant Avenue.

2007

The Ministry of Community and Social Services accepted our proposal to assume the delivery of behaviour services to adults with developmental disability living in Hamilton, thus began the development of Hamilton Brant Behaviour Services.

2010

The Board undertook a strategic planning exercise in which they sought input from community stakeholders, consumers and staff. The result was a revision of the agency's mission, vision and values and strategic plan that emphasizes responsiveness, accountability, public relations and partnerships. The mission is: To promote the well being and social inclusion of individuals and families through counselling, support, education and advocacy.



2014

100 years of service in the community! We thank our funders, donors, partners, and volunteers for your support. Special appreciation goes to the Brant United Way, the City of Brantford and the Ministries of Community and Social Services and Children and Youth Services. We are proud of our history and our capacity to support individuals and families in Brantford over the past 100 years. Our Board and staff are committed to evolving over the next millennium to continue to do our part to strengthen our community.

STAFF LIST

April 2013 - March 2014

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

Dawn Perrier (Contract)

CREDIT COUNSELLING

Sue Davey

Terri Gilroy

Michelle Miranda

DEVELOPMENTAL SERVICES

Hamilton Brant Behaviour Services

Anna Baldwin

Christine Blocki

Tara Kurgaunker

Lisa Kemp

Jo-Anne Kens

Tania Kluge

Blain Marr

Brad McIntosh

Mary Mullen

Alexis Murchison

Laurie Redpath-Rolfe

Jodie Sawyers-Petkovich

Joanne Towers

Lisa Whittingham

Lisa Paananen

Ruby Jhooty

Heather Gravel

DEAFBLIND INTERVENTION AND OUTREACH

Christine Nowlan

Rita Carroll

Brandi Franklin-Totten

Michael Hay

ADMINISTRATION

Sandra Moctezuma

Leona Stephens

Sarah Hammond

CHILD AND FAMILY SUPPORT SERVICES

Family Relief

Marilyn Ward

Melissa Elbourn

Shanah Hayes

Trish Willson

Early Learning and Parenting Centres

Stacey Fraser

Kim Verberk

Community Integration and Family Support

Heather Mordue

Joanna Pugsley

Jackie Thompson

Mark Yungblut

Alisha Thornton

Courtney Bishop

Lyndsey Dickson

Edie Mous

Jenny Poplar

STUDENTS AND VOLUNTEERS

Barbara Arvai

Lyndsay Donnelly

Nicole Gagnon

Marin Hudson

Jen Jacks

Tara Martin

Irene McEwen

Arlene Miller

Tammy Mulder

Brittany Murphy

Claire Peace

Dawn Perrier

Jessica Peter

Stacie Reinsma

Jane Savage

Kristina Schwalm

Spencer Small

Victoria Smith

Elizabeth Todd

OUR MISSION

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

www.fccb.ca
www.hbbs.ca