

2014 2015 ANNUAL REPORT



PRESIDENT'S AND EXECUTIVE DIRECTOR'S REPORT

The Board of Directors welcomed several new members this year: Michael Cole, manager at CIBC Bank in Brantford, Andrew Oldroyd, President of ATM Web Design, Inc., and Lesley Ann Bowen, Lawyer at Trepanier Verity, LLP.

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

Michael Cole, Director

Andrew Oldroyd, Director

Lesley Ann Bowen, Director

These new Board members increased the membership to 11 and expanded our matrix to include expertise in policy law, web design and computer operations and allowed us to complete our agreement with Credit Counselling Canada and the Canadian Bankers Association to have a bank manager on the Board of Directors.

The Board continues to review policies ensuring that they are up to date and inline with the mission and vision of the agency and with our accreditation body – the Canadian Centre for Accreditation.

We undertook a number of activities over the past year including engaging an outside consultant to develop a three year strategic plan that builds on the work of the previous plan in terms of a focus on quality assurance, an increased community profile and creative ways of responding to individual and family needs. In an effort to keep current in their roles, members of the Board attended two Board Governance training sessions, one offered by the Brant United Way and the other by Community Living Brant. Our treasurer, Kathy Reston and Nina Power, Director of Business Operations provided training in not-for-profit finance and accounting practices.

Richard Boyington, Chair of our Building Committee, supported by Greg Grummett has been a great asset to the Management Team in the re-location projects in Brantford and Hamilton. Behaviour Consultation and Case Management program staff will soon move to the newly renovated third floor at 54 Brant Ave.

After working without windows for the past eight years, staff are looking forward to an updated and brighter working environment this summer. The number of staff working in our Hamilton location is double what it was when we moved in 2008. We are in negotiations with a community partner for space in their new building and it is anticipated that Behaviour Consultants and Intensive Case Managers will move to a much larger space in 2016.

This report is only a small snapshot of the people we've touched and who have touched us. We are grateful to 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 and staff for their financial and personal contributions to Family Counselling Centre of Brant. Without you, we would not be able to do the work we do.

As Executive Director, I want to thank all of the Board Directors for their commitment of time and expertise to our organization. In particular, I want to acknowledge Sue Reid, our President, who is completing her sixth and final year on the Board. Sue has never lost sight of the vision for the agency and through her leadership has kept us moving forward in meeting our strategic goals. Your style is one that combines focus with motivation and satisfaction. We wish you all the best in your next project.

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

A YEAR IN REVIEW ↓

APRIL

In the spring edition of the Southern Network of Specialized Care - Network Highlights, the collaborative partnership between Hamilton Brant Behaviour Services and the Good Shepherd Barrett Centre was profiled. Keith Anderson, Manager, and Lisa Whittingham and Heather Gravel, Behaviour Consultants were profiled.

MAY

Shelley McCarthy, Executive Director, presented our 100 year history to City Council. A proclamation was read declaring June 16, 2014 Family Counselling Centre of Brant Day in Brantford.

Our staff was invited to provide information about our services to participants at the Brantford Casino Responsible Gambling Day.



JUNE

Pictured is Shelley McCarthy, Executive Director and Mayor Chris Friel at the 100th AGM.

INDIVIDUAL, COUPLE AND FAMILY COUNSELLING

1,393

clients served this year

88%

had a high-level of psychological distress

96%

improved their ability to deal with their situation

78%

had positive change

We are family therapists, with experience and expertise in helping families be at their best.

When at their best, a family gives so much to our mental well-being. However, family can also be a source of distress. Illness, death, job loss, financial stress and life transitions can put undue stress on a family and result in other problematic symptoms. This unresolved stress can result in marital breakdown, addictions, adult and children's mental health issues. Help is available for these issues through numerous government

funded programs. Sometimes however, fixing the symptoms related to the stress may not be enough. With the help of funding through Brant United Way, we provide family counselling to help families through challenging times. We also offer supportive groups which include Wings, Soaring Above the Turbulence, Flying Together in Healthy Relationships, Mindfulness, and Men on the Move. In this way, we believe we strengthen relationships and build communities in the City of Brantford and Brant County.

Susan Somogyi Wells,
MSW, RSW, MBA – Consultant

“We continue to serve many individuals, couples and families in our community who are presenting with high levels of psychological distress (88%), based on our standardized assessment tool. This tool also assesses the impact of counselling with a standardized post-counselling questionnaire. The aggregate result of this assessment tool, which is statistically reliable and valid, indicates that 78% of those we serve improve after counselling. According to our third-party outcome report this is “...evidence that the Family Counselling Centre of Brant’s counselling services are effective.”

JUNE

Over 100 delegates attended our 100th Annual General Meeting June 18th at the Brantford Golf and Country Club. Delegates enjoyed the display of photos and historic information. President, Susan Reid presented a history of our agency over the past 100 years. Keynote speaker was Ron Ellis, former Toronto Maple Leaf player and mental health advocate.



Flag Raising Ceremony at Brantford City Hall to declare June 16, 2015 Family Counselling Centre of Brant Day.

(Left) President of the Board, Sue Reid, welcomed guests to the Flag Raising Ceremony.



On June 19, 2014, the 17th Annual Kids Summer Celebration Day was held at Mohawk Park in Brantford. This event has been a favourite with families who attend this free information event to educate young families on the programs, services, and supports available in our community.

INTENSIVE CASE MANAGEMENT

“ One aspect of our work is connecting with service providers across many sectors (mental health, health and justice) to ensure our clients are receiving the supports they need to stabilize or improve their situation. As a result of developing a positive working relationship with St. Joseph’s Healthcare in Hamilton, we are now sharing office space at their West 5th campus. Co-location has enhanced communication and continuity of service which help to ensure the best outcomes are achieved for our clients.



Our Intensive Case Management program supports adults, who have a developmental disability or a dual diagnosis, and community partners in resolving complex situations. The program is designed with an emphasis on a collaborative approach between the service recipient and case manager in identifying what the person wants, the manner in which the service recipient and case manager will work together and the intended outcomes. This is a regional program supporting the communities of Brant, Haldimand, Norfolk, Hamilton, Niagara and First Nations Communities of Six Nations of the Grand River and Mississaugas of the New Credit First Nations. Our Intensive Case Managers are well versed in community services and advocate for their clients to receive all the supports and services they need to resolve the situations they are experiencing.

TRANSITIONAL AGED YOUTH PLANNING



Having a Transitional Aged Youth Planner, who understands the adult service system, helps to build connections between the children’s and the adult service sectors.

With new funding from the Ministry of Community and Social Services, we developed and implemented a process to support youth, who have a developmental disability and crown ward status, to transition from children services to adult services. This program serves the Hamilton area, where our Transitional Aged Youth Planner works with the Children’s Aid Society, the Catholic Children’s Aid Society and adult services from a wide range of sectors to assist the youth to access the services they require as they enter adulthood.



JULY

Family Counselling Centre of Brant was highlighted in a floral display at Brantford’s Lorne Park over the summer months in celebration of our 100th anniversary.

AUGUST

Credit counselling staff participated in a radio podcast with Doug Hoyes, Bankruptcy Trustee. We were able to highlight what we do and who we can help. Doug recorded several individuals with respect to money management.

SEPTEMBER

Family Counselling Centre of Brant received recognition from the Brantford and Brant County Chamber of Commerce. Our 100 year history was profiled in ‘Members in the News’.



HAMILTON BRANT BEHAVIOUR SERVICES

Like writing the family Christmas letter, I sit down each year to write the AGM report and the same thoughts come to mind. Where did the time go? It really was a busy and interesting year! How do I say something interesting and engaging while not saying the same thing as last year?

Sustainability and growth may best describe the themes of the past year. We had a number of staff departures and arrivals which always causes a ripple with caseloads depleting then building up again. There have been other service pressures which come with direct funding increases and changing eligibility criteria. More capable, independent, yet more complex people are accessing services. This drives our need and desire to adapt our services and systems in new ways, which benefits everyone in the long run.

Looking at some year to year indicators, (all numbers approximated) we noted a 30% increase in new referrals but also a 30% increase in individuals served. There was a 10% positive increase in the number of cases closed compared to being opened. However,

our waitlist has increased by 50% over the last two years. The waiting period has increased to approximately eight months from six months in Hamilton while the waiting period in Brantford has remained fairly steady at six months. As always we endeavor to remain responsive to the most urgent situations where possible.

There was a definite area of growth in the amount of workshops, webinars and conference presentations (ie) trauma, FASD, autism, and addictions. This was an intended increase, believing that increased education and training can potentially benefit more people, and defer or streamline some referrals.

“...out of all of the professionals that have come in and out of our daughter’s life over the years there are very few that understand her as a person, or make an attempt to. You are a genuine member of her team and I truly believe you are here to do what is best for her and serve her best interests and for that I thank you.

We are in the midst of a comprehensive program review designed to improve efficiency, effectiveness and access. One statement I will repeat from last years report is our continued appreciation to all of the agencies we collaborate and partner with. Finally, I want to thank our talented and dedicated staff team. The sustainability and growth outlined above would not be possible without their passion, creativity and perseverance.

Keith Anderson,

BSW, MSW, RSW – Clinical Manager,
Developmental Services



OCTOBER

The Brant County Museum hosted an evening event celebrating FCCB’s 100 years of community support. In attendance were MPP Dave Levac, Michael St. Amant, Brant County Museum Board Chair, FCCB board members, staff and members of the community.



The Board and Management Team met with consultant, Susan Goodman on Saturday, October 25th to develop a new three year Strategic Plan for the agency.

NOVEMBER

As part of the Brant United Way Member Agency promotions to local businesses, staff member, Sue Davey gave a presentation on FCCB programs to staff at the Canadian Imperial Bank of Commerce.

Lori Hensen, Family Therapist, spoke to 23 participants at a youth group at Hope Christian Reformed Church on Perception, Self-harm and Coping Strategies.

COMMUNITY INTEGRATION AND FAMILY SUPPORT

This past year, the Community Integration program supported 133 adults to live independently, while the Family Support program assisted 65 families whose children or young adults have a developmental disability.

Our Community Integration workers interact directly with adults who have a developmental disability to access services and supports they may want, to develop skills and to participate fully in the community, and to deal with challenges they may experience along the way. Our Family Support workers provide information, advocacy, on-going emotional support and assist families with the development of an individualized plan that is focused on the needs and wishes of their child and their family.

Our teams developed a variety of groups that promote connections, community integration and independence for the participants. We have received positive feedback from the individuals who attended. Collaborating with others is a natural part of these case management services and I am proud of the connections and team work that exists, not only within our own organization, but within the community. As a community, we can achieve great things for those we support.

This year our staff participated on the planning committee for the annual Adult Protective Services Association conference. This province wide conference provides training and information on best practices



and larger system issues currently being addressed provincially. It was a particularly significant event as this year marked 40 years for the Adult Protective Services Worker Program in Ontario.

Client Testimonial:

Many adults we support find themselves in situations where they have difficulty finding affordable housing, are facing homelessness or don't have a credit rating to secure housing. Through the work of a Community Integration Worker, clients are supported in finding housing and when working with other agencies to deal with the barriers that occur. The individuals we support feel relieved to have someone who can help them through the process and find housing that meets their needs.

DECEMBER

Our annual United Way wrap up breakfast, prepared and served by management team, was enjoyed by all staff and representatives from the Brant United Way. The staff committee, chaired by Terri Gilroy, did an amazing job of fundraising again this year! Staff participation was at 100% and we received two awards at the Brant United Way campaign wrap up lunch.



JANUARY

Sue Davey, Credit Counsellor led two, four-hour sessions for Habitat for Humanity. The participants, all Habitat home owners, took part in the budgeting workshop. Topics covered included budgeting, pay cheque planning, credit products, savings, investments, solutions for debt, credit reports, as well as, the cost of power, cell phones and cable.

HBBS staff member, Jodie Petkovich, presented with Southern Network of Specialized Care in a videoconference training session, 'Dynamic Strength-Based Peer Groups'.

CREDIT COUNSELLING PROGRAM

On April 1, 2014, Family Counselling Centre of Brant ceased its membership in the OACCS and became an accredited member of Credit Counselling Canada.

Quotes from our Clients:



I can cope with my stress easier now.
I... gain[ed] coping skills and strengths
to deal with issues.

I noticed actual results.

I suggest this agency to everyone
in my life.

We are proud to be affiliated with this association of non-profit credit counselling agencies which works locally, regionally and nationally to support its members in the provision of independent, affordable access to high quality credit counselling services.

During this fiscal year, our credit counsellors provided service to 548 clients in our Debt Management (DMP) and Counselling Programs (395 in DMP and 153 in Counselling). In addition, we provided 329 bankruptcy counselling sessions to clients and a further 79 sessions to clients who visited us through our Mind Your Own Budget (MYOB) Program.

Our goal is to help our clients cope with the immediate pressures brought on by their financial situations, and to work with them to develop the skills and financial literacy to help them move forward. Our solutions are tailored to the client's specific situation, as individuals' paths to financial difficulty are unique. Often the perception is that

people who are having difficulty with finances have simply spent beyond their means. This is not the picture that we see. Only 31% of our clients report the cause of their financial issues as overextension/misuse of credit or money management. The same percentage, 31%, report reduced income or job loss as the primary cause, while 33% attribute the problems to relationship or health issues (20% and 13%, respectively). The remaining 5% report issues such as gambling, legal, or addiction, or they are unable to categorize. In each of these situations, credit counsellors will help the individuals identify the cause of their financial problems and help them develop a solution that will work for them.

In 2014/15 we continued to administer the Winter Warmth Program for Brant United Way and the Low Income Energy Assistance Program (LEAP) for Brantford Power and Brant County Power. Each of these programs provides low income earners with financial assistance to pay arrears on household energy bills. During the 2014/15 heating season we distributed 120 client payments, with an average payment to utilities of \$357. This enabled these clients to avoid disruption in heating and/or electrical service during the year.

FEBRUARY

Respite Service staff received training in Person Centered Thinking, a set of values, skills and tools used in Person Centred Planning and in the personalization of services used by people who need supports provided by social or health care.



MARCH

All staff attended a training session on Compassion Fatigue, led by Diana Tikasz MSW RSW, who has worked in the teaching and health care sector for the past 25 years. Compassion fatigue is characterized by deep emotional and physical exhaustion and by a shift in a helping professional's sense of hope and optimism about the future and the value of their work.

EARLY LEARNING AND PARENTING CENTRES

The Best Start Early Learning and Parenting Centres continue to create exciting places for young children and their caregivers to drop in, explore and socialize. Our staff provides a learning environment, not only at the centres, but also in the community, planning many outings where children and their caregivers

explore what our community has to offer. This year we had some changes to our site locations. We said goodbye to Echo Place School last June and opened a new site at Prince Charles School. Prince Charles School has welcomed us and we quickly established the program as part of the services the

community provides in the neighborhood. Our staff is very involved in the development of the Kids Summer Celebration event that has been running annually for the last 19 years. This event is a collaborative venture with other children's services organizations and is widely attended by our local community.



This program has brought a lot to our school and our community. The staff is a wonderful resource for parents and helps prepare children to enter junior kindergarten.

FAMILY RELIEF SERVICES

As a day respite program for children during school breaks or adults throughout the rest of the year, our focus is to provide a variety of activities that participants, who have a developmental disability, have selected. The goal of the program is to promote activation, independence and socialization for the adults and children and relief for their caregivers.

The Family Relief program has been busy this year with their continuous improvement plans. We continue to build on what works best and adapting the service to respond as much as possible to individual choice. Our program participants volunteer their time regularly at the Brantford Food Bank and the

Wish Closet to give back to the community. This year, everyone is looking forward to a trip to Niagara Falls for a special day together.



PASSPORT

People with a developmental disability often have access to individual funding. Passport is a program that helps adults to participate in their communities to their fullest ability. We now offer individuals the option of participating in our Family Respite program to support them and build on their dreams, strengths and skills. Our staff also offers person directed planning. Through this process, we partner with individuals to develop a life plan that builds on dreams, strengths and capabilities while focusing on developing relationships, and finding ways to access community resources to support the individual's goals and wishes.

Shelley McCarthy, Executive Director, is pictured with staff and clients of the Day Respite Program.

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 Clinics
Deafblind Intervention and Outreach Services
Educational Workshops

Child and Family Support Services:

Community Integration
Family Support
Intensive Case Management
Transitional Aged Youth (TAY)
Family Relief Services
Passport Program

EARLY LEARNING AND PARENTING CENTRES

GROUPS

Women Initiating New Growth and Self Esteem (WINGS)
Soaring Above the Turbulence
Flying Together in Healthy Relationships
Social Learning Group 1
Social Learning Group 2:
Dating and Sexuality
Resiliency Group Based on Interactive Behaviour Therapy
Dialectical Behaviour Therapy

FINANCIAL REPORT

April 1 2014 - March 31 2015

REVENUE

Ministry of Community and Social Services	2,477,609
City of Brantford	147,658
Brant United Way	145,000
Fee for Service	152,682
Donations and Other Revenue	54,354

Total **2,977,303**

EXPENDITURES

Salaries and Benefits	2,185,842
Non-Salaried Expenses	500,842
Centrally Allocated Administration	292,249

Total **2,978,933**

Excess (Deficiency) of Revenue over Expenditures **(1,630)**

As staff members, it's wonderful to help our individuals learn new skills, and we learn so much from them too!

It's great when we volunteer at places such as the food bank. It makes us feel like part of the community.



The FCCB Audited Financial Statements for the year ending March 31, 2015, prepared by Millards, Chartered Accountants, are available at 54 Brant Ave, Brantford, Ontario.

STAFF LIST

April 2014 - March 2015

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
Diane Cunha

ADMINISTRATION

Sandra Moctezuma
Sarah Hammond

DEVELOPMENTAL SERVICES

Hamilton Brant Behaviour Services

Tara Kurgaunker
Lisa Kemp
Jo-Anne Kens
Tania Kluge
Blain Marr
Brad McIntosh
Mary Mullen
Laurie Redpath-Rolfe
Jodie Sawyers-Petkovich
Lisa Whittingham
Lisa Paananen
Ruby Jhooty
Heather Gravel
Margaret Elson
Christine Blocki
Courtney Bishop
**Deafblind Intervention
and Outreach**
Christine Nowlan
Corene Jonat

CHILD AND FAMILY SUPPORT SERVICES

Family Relief

Marilyn Ward
Melissa Elbourn
Shanah Hayes
Trisha Willson

Early Learning and Parenting Centres

Stacey Fraser
Kim Verberk

Community Integration and Family Support

Heather Mordue
Joanne Towers
Joanna Pugsley
Jackie Thompson
Mark Yungblut
Alisha Thornton
Lyndsey Dickson
Edie Mous
Jenny Poplar
Amanda Downs

STUDENTS AND VOLUNTEERS

Michael Beal
Barbara Arvai
Jen Jacks
Claire Peace
Elizabeth Todd
Stacey Cook
Nathan Metzger
Erica Rathie
Rebecca Brooks
Leidy Cano
Prettie Andharia

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