



2018 - 2019
Report to the
Community

family**services**
WINDSOR-ESSEX
COUNSELLING & ADVOCACY CENTRE



services à la famille
WINDSOR-ESSEX
CENTRE DE COUNSELING ET D'INTERVENTION

A MESSAGE FROM THE EXECUTIVE DIRECTOR / PRESIDENT

When we established our strategic directions for 2018-2019, the Board of Directors and staff knew that our focus needed to be on achieving the best possible outcomes for the people we are privileged to support. Looking for innovation and new ways to meet the needs of the residents of Windsor and Essex County was and continues to be our focus.

This past year we focused on innovation and new ideas. Staff were encouraged to seek out new programs, best practices and creative ways to meet the needs of the people who welcome us into their homes and lives and trust that our staff will provide them with tools, resources and supports to address life's challenges.

We knew we had to focus on our impact which met getting more feedback on our programs, and reviewing our program outcomes. We focused on measuring more, and using this information to make improvements to our supports and services.

We knew that staff needed additional training and opportunities to expand their skills. We invested in opportunities to have our staff attend learning events and acquire a deeper understanding of homelessness, poverty and trauma.

We also committed to working with other community agencies to improve systems and remove barriers for people. We are proud of our ability to work in collaboration with so many other organizations to develop a network of care that offers the highest quality support to those in need.

After more than 60 years of service to Windsor-Essex this past year presented an opportunity to critically re-think our work. We can do better, we can do more and we can make a difference.

Thank you to the staff, Board of Directors, funders, community partners and especially those who trust that Family Services Windsor-Essex can support them to achieve a better life.

Joyce Zuk
Executive Director

Renée Thibert
President

BOARD OF DIRECTORS

Renée Thibert	<i>President</i>
Kim Harris	<i>Vice-President</i>
Michael Cooke	<i>Secretary/Treasurer</i>
Mike Pocock	<i>Past President</i>
Judy Aikman-Springer	<i>Director at Large</i>
Larry Dumouchelle	<i>Director at Large</i>
Karen Farbota	<i>Director at Large</i>
Jamie Genik	<i>Director at Large</i>

OUR WHY STATEMENT

What makes us human is the drive to self-determination. When people lose this drive due to injustices such as trauma, poverty, exclusion and discrimination, FSWE provides support to build resiliency and restore people's ability to choose their own place in the world.

OUR VISION

Healthy, resilient and connected people, families and communities.

OUR MISSION

Supporting Communities and Families.
Strengthening People.

VALUE STATEMENTS

In 2019, the Board of Directors adopted the following statements to reflect our organizational values.

We Deliver Excellent Customer Service

We provide the highest quality of care to members of the community.

We Provide Trauma-Informed Care

We are aware of how common trauma is for all people

We are Committed to Quality

We strive to do our best at all times.

We Employ Qualified, Competent Staff

Our staff deliver excellent, trauma-informed, high-quality care.

We Communicate with Each Other

We provide services in a coordinated fashion.

We Respect Each Other

We respect each other and the people we support.

We are Committed to Continuous Learning

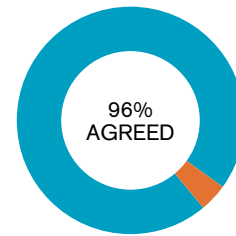
We improve as individuals and an organization by making learning part of our day-to-day work.

2018 - 19 AGENCY IMPACT

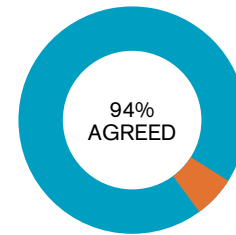
People Supported By Program

Service	#	50 People	1000 People
Avenues Support Program	123	2.5 icons	0 icons
ASPW Program	172	3.4 icons	0 icons
Counselling Services	3855	0 icons	7.7 icons
Elder Abuse Response Service	242	4.8 icons	0 icons
Forms Completion Clinic	717	0 icons	1.4 icons
Hoarding Response Service	215	4.3 icons	0 icons
Housing First Program	68	1.4 icons	0 icons
Income Tax Completion Clinic	8013	0 icons	16.0 icons
Partner Assault Response Program	258	5.2 icons	0 icons
Partner Assault Response Program - Partner Support	219	4.4 icons	0 icons
Voluntary Trusteeship & Financial Literacy Program	398	8.0 icons	0 icons

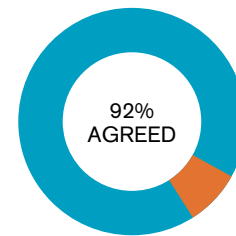
2019 Client Satisfaction Survey Results



Did FWSE help improve your life?



Did you find it easy to get support from FSWE?



Did FSWE help you in the way you wanted to be helped?

2018-19 STRATEGIC ACCOMPLISHMENTS

Investment in People

- Increased mental health counselling service options locally, by introducing *Walk-in Wellness* 5 days/week.
- Increased *Walk-in Counselling Clinic Service* locations for people across Essex County.
- Improved access to services for Francophone clients by launching the French version of the FSWE website: <https://fswe.ca/?lang=fr>
- Renewed commitment to 2SLGBTQIA clients and staff through our continued designation as a Safe Space.

Investment in our Community

- Partnered with other community agencies to establish the *Mobile Outreach and Support Team (MOST)* van to support and connect people experiencing homelessness to existing mental health and support services.
- As part of the FSWE's Professional Speaker's Series, sponsored Dr. Morrie Kleinplatz for a 2.5 day, professional development forum titled: *Couples Therapy: A Comprehensive Approach*.
- Raised \$17,500 for the United Way/Centraide Windsor-Essex County 2019 campaign.
- As part of Windsor-Essex County Health Unit's Healthy at Work webinar series, presented: *Inspiring the How and the Why of a Workplace Wellness Program*.

Investment in the Agency

- Brief Narrative Therapy Training* featuring Karen Young, Director of the Windz Institute, a 2-day professional development forum was provided to staff.
- Participated in Family Service Ontario's *Greenspace Pilot Project* as part of our commitment to improved evaluation outcomes for counselling services.
- 8 new *Employee Assistance Program (EAP/EFAP)* contracts signed, providing workplace wellness to businesses and their employees.
- Featured in *The Drive Magazine*, Winter 2018 edition, highlighting our FSEAP program as a model of successful social enterprise.
- Ergonomic review of employee workstations undertaken and healthy mitigations completed.

FINANCIAL STATEMENTS

Statement of Operations

For the Year Ended March 31, 2019

	18-19 TOTAL	17-18 TOTAL
REVENUE		
Contracts/donation, miscellaneous revenue	1,923,196	1,676,962
Counselling service & program fees	978,551	951,462
Municipal funding	1,590,600	1,390,008
Provincial funding	2,073,873	1,856,963
United Way	576,636	625,666
	7,142,856	6,501,061

OPERATING EXPENSES		
Building & occupancy	231,818	203,625
Conferences & training	97,835	83,639
Passport & individualized funding	2,167,700	1,940,577
Program & office	296,329	330,740
Purchased services & professional fees	1,288,796	1,250,641
Salaries & benefits	2,835,655	2,482,591
Staff transportation	61,007	56,036
	6,979,140	6,347,849
<i>Excess (deficiency) of revenues over expenses</i>	\$163,716	\$153,212

Statement of Financial Position

For the Year Ended March 31, 2019

	18-19 TOTAL	17-18 TOTAL
ASSETS		
<i>Current assets</i>		
Cash	366,436	240,372
Accounts receivable	405,491	345,348
Government remittances receivable	27,531	20,354
Prepaid expenses & deposits	8,818	7,924
	808,276	613,998

Property & equipment	1,333,924	1,309,432
	\$2,142,200	\$1,923,430

LIABILITIES & NET ASSETS		
<i>Current liabilities</i>		
Accounts payable & accrued liabilities	425,949	354,529
Government remittances payable	43,356	27,430
Deferred revenue	71,357	72,930
Current portion of long-term debt	586,726	25,517
	1,127,388	480,406

Deferred contributions	124,854	130,056
Long-term debt, net of current portion	100,000	686,726
	1,352,242	1,297,188

Net assets	789,958	626,242
	\$2,142,200	\$1,923,430

See the audited financial statement by clicking the link below

<https://fswe.ca/wp-content/uploads/2019/08/Audited-Financial-Statement-March-31-2019.pdf>

FUNDERS

Thank you to our Funders, Community Partners and Donors. Your support makes our work possible.

The Corporation of the City of Windsor

United Way Centraide Windsor-Essex County

Erie St. Clair Local Health Integration Network

Ontario Ministry of Children, Community and Social Services

Ontario Ministry of the Attorney General

FAMILY SERVICES WINDSOR-ESSEX IN ACTION



Safe Space Designation



Living Wage Employer



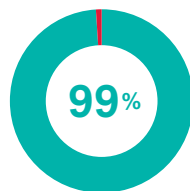
Gord Smith Healthy Workplace Award Recipient

FAMILY SERVICES EMPLOYEE ASSISTANCE PROGRAM

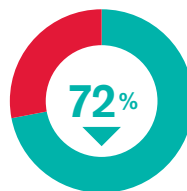
fseap Now we're talking.



Keeping people functioning at their best



99% of users surveyed said they would recommend the EFAP to others



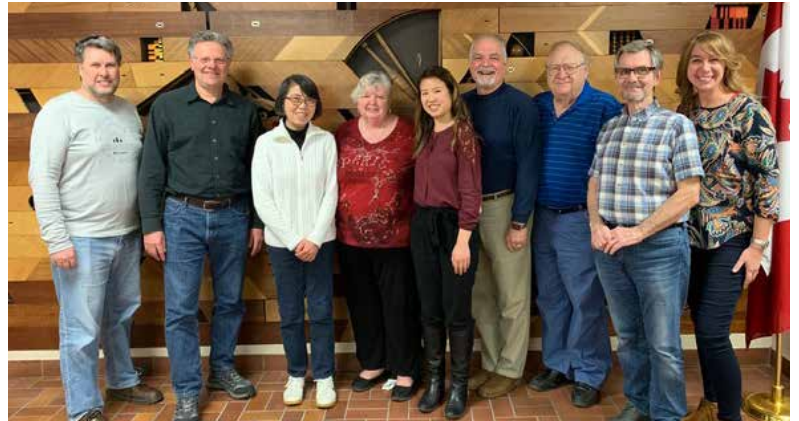
Decrease in days absent among employees who used our EFAP



5.6 days of Lost Productive Time Restored among employees who used our EFAP



Four-time recipient of the Employee Assistance Society of North America's Corporate Award of Excellence



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