



2019 - 2020
Report to the
Community

familyservices
WINDSOR - ESSEX
COUNSELLING & ADVOCACY CENTRE



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



Setting an intention is a powerful tool to help you achieve your goals. It focuses your energy, and forces you to think about what really matters.

This year, we set an intention. To identify why we do what we do. Why? Because in community work, we must resist the temptation to boil the ocean.

Human service agencies have a finite amount of time, staff and funds.

Our why statement, which you can read on the next page, could not have come at a better time.

Last year, our theme at Family Services Windsor-Essex (“FSWE”) was “getting better”. We worked hard to go from good to great and are proud of what we accomplished. In addition to getting better, we also got bigger.

We developed new programs, hired new staff, and received new grants. That’s why this year’s theme became “doing more and doing it better”.

We applied a trauma-informed lens to all of our programs and services to ensure the people we support would always feel safe and comfortable in our care.

We adopted a framework called Sustainable Livelihoods that uses people’s strengths and natural resilience to help them remove barriers in their lives.

We championed financial empowerment by becoming the parent agency of Financial Fitness, now a FSWE program that provides debt management, credit counselling and teaches financial literacy.

And we’ve made a significant commitment to Windsor-Essex’s affordable housing crisis, thanks to new funding we’ve received the City of Windsor, the Province of Ontario and the Government of Canada to build financially accessible housing.

None of this would have happened without those in our professional circle of care. We are incredibly grateful to our staff, members of our Board, our funders and community partners whose commitment and contributions helped us do more and do it better.

And for the people we support, we are grateful for the opportunity to serve you. Not everyone sees your natural resiliency or believes in your ability to choose your place in the world.

But we do, and that’s why we do what we do.

Renée Thibert
President, Board of Directors

Joyce Zuk
Executive Director

OUR WHY

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.

*Knowing why you do what you do inspires your staff and supporters to take action. That's why we came up with our **Why?** statement this year.*

*By defining our **Why?**, we are focused on why we need to do what we do and not on what needs to be done.*

Inspired by Simon Sinek's wisdom in "Start with Why?"





familyservices

WINDSOR-ESSEX
COUNSELLING & ADVOCACY CENTRE

Theory of Change

Why?

- drive to self-determination
- support to build resiliency
- restore people's ability to choose their own place in the world



What we do

- Qualified counsellors help people grow and develop, through walk-ins, appointments and groups
- Client-centred support services provide strategies to help people live independently
- A complete range of financial services to help budget, manage debt and develop financial literacy



What we hope to achieve



People are valued + included



People are mentally well



People's basic needs are met



Windsor-Essex is a better place to live



Our impact

- people will find their purpose
- enhanced individual capacity and a stronger community
- increased resiliency

BOARD OF DIRECTORS

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

OUR MISSION

**Supporting Communities and Families.
Strengthening People.**

OUR VISION

**Healthy, resilient and connected
people, families and communities.**

OUR 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.









AGENCY IMPACT

People Supported by Program

Service	#	 500 People	 50 People
Counselling Program	7916	              	
Income Tax Completion	5605	           	
PAR Response	583	           	
PAR - Partner	518	          	
Trustee	329	     	
Elder Abuse	236	   	
APSW	211	   	
Avenues	132	 	
Housing First	71		

ACCOMPLISHMENTS IN 2019-20

<p>Helped launch CMWE</p> 		<p>Raised over \$13,000 for the United Way</p> 	
<p>Staff trained in Neurofeedback</p> 		<p>Financial Fitness became a part of FSWE</p> 	
<p>Received a \$50K Six by Six Grant for newcomer mental health</p> 		<p>Provided office space for Windsor Pride Community</p> 	
Introduced Sustainable Livelihoods and Asset Mapping	Developed a new Theory of Change	Staff trained in Cultures of Trauma Informed Care	Hosted our 2nd FSWE Professional Speaker Series

FINANCIAL STATEMENTS

Statement of Operations

For the Year Ended March 31, 2020

	19-20 TOTAL	18-19 TOTAL
REVENUE		
Contracts/donation, miscellaneous revenue	1,954,204	1,923,196
Counselling service & program fees	1,090,831	978,551
Municipal funding	1,700,646	1,590,600
Provincial funding	2,018,874	2,073,873
United Way	554,064	576,636
	7,318,619	7,142,856

OPERATING EXPENSES		
Building & occupancy	156,540	231,818
Conferences & training	49,403	97,835
Passport & individualized funding	696,004	2,167,700
Program & office	321,163	296,329
Purchased services & professional fees	2,537,649	1,288,796
Salaries & benefits	3,179,904	2,835,655
Staff transportation	59,519	61,007
	7,000,182	6,979,140
<i>Excess (deficiency) of revenues over expenses</i>	\$318,437	\$163,716

A complete copy of our 2019-2020 audited financial statements can be found at www.fswe.ca

FUNDERS

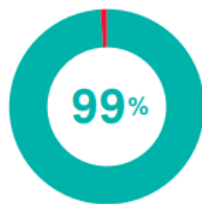
Thank you to our Funders, Community Partners and Donors.
Your support makes our work possible.

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

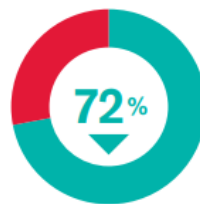
FAMILY SERVICES EMPLOYEE ASSISTANCE PROGRAM

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

DESIGNATIONS AND AFFILIATIONS

Accredited by
Canadian Centre
for Accreditation



Agréé par
Centre canadien
de l'agrément



Family Service
Canada



FAMILY
SERVICE
ONTARIO

We're stronger together

DIVERSE
INCLUSIVE
ACCEPTING
WELCOMING
SAFE SPACE
FOR EVERYONE

