

REPORT TO THE COMMUNITY

2020-2021



familyservices
WINDSOR-ESSEX
COUNSELLING & ADVOCACY CENTRE



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

A MESSAGE FROM THE EXECUTIVE DIRECTOR AND BOARD PRESIDENT

To say that this past year has been challenging would be an understatement. As an organization that works with people who have been failed by many of the systems meant to support them, we knew that the COVID-19 pandemic would make our work considerably harder. But our resolve to never miss a day of service provision, and to never lose sight of our outcomes, led to a year that we're extremely proud of.

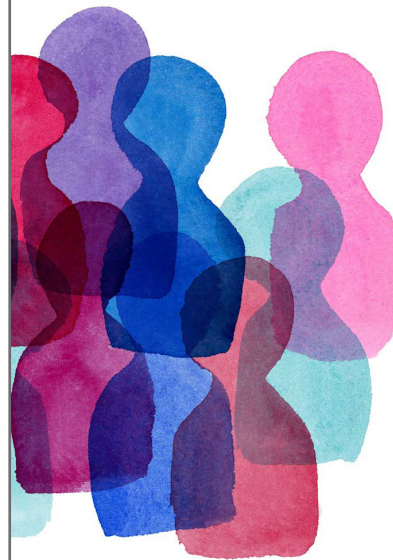
Our strategic directives for 2020-2022 include: investing in staff, investing in the people we support, investing in the agency, and investing in the community. In response to the COVID-19 pandemic, this meant:

- equipping all staff and managers with the technology to do their work from home,
- delivering a 24/7 counselling hotline as well as two province-wide, sector-specific counselling lines (funded by United Way and the Ministry of Children, Community and Social Services),
- reviewing our services, policies, and procedures to ensure we're structured to meet current and future challenges, and
- creating new collaborations with community partners to rapidly address gaps in service.

In our continued efforts toward anti-oppressive and trauma-informed practice, all staff completed a 7-module course on Anti-Black Racism, as well as the Alberta Family Wellness Initiative's Brain Story Certification. This was a significant investment of staff time, but we believe it better prepares our staff to understand and respond to the needs of the people we support. In 2021-22, we're beginning a partnership with Caldwell First Nation to learn more about the history of the land we're on, reflect on our position as a settler organization, and embolden our efforts toward equity for all of our community members.

As an organization, we're focused on four key areas: making sure people are valued and included, ensuring basic needs are met, helping people be mentally well, and making Windsor-Essex a better place to live. In the sections that follow, we'll highlight key successes in these areas from 2020-21, along with some of our plans for the next year.

Joyce Zuk, Executive Director
Renée Thibert, Board President



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.

OUR VISION

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

OUR MISSION

Supporting Communities and Families; Strengthening People.

OUR 2020-2021 IMPACT

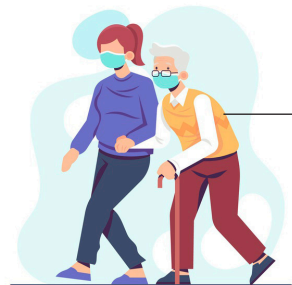
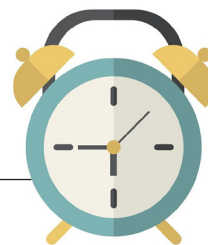
Last year, Family Services Windsor-Essex adopted the Sustainable Livelihoods framework to deliver support through Community Programs. The framework involves working with participants to identify assets in six areas: Basic Needs, Connections, Sense of Self, Skills & Participation, Money, and Health. In 2020-21, we worked with 315 people to identify assets in these areas, and saw significant improvements in all asset areas across the organization. See below for some of our highlights!



BASIC NEEDS

60 people experiencing homelessness were permanently housed, which is an agency record!

CONNECTIONS During the first three months of the pandemic, our Community Programs staff provided over **2000** hours of support to individuals from home.



SENSE OF SELF

190 older adults experiencing neglect, bullying, or abuse assisted with Elder Abuse Response service.

SKILLS AND PARTICIPATION **176** individuals with developmental disabilities supported to set goals, and follow their passions and purpose through the Adult Protective Service Worker Program.



MONEY

252 people increased financial capacity through our Voluntary Trusteeship Program. 81 of those individuals were youth under the age of 18.

HEALTH

Over **13,000** counselling sessions delivered.



OUR WORK



PEOPLE ARE MENTALLY WELL

At FSWE, mental wellness is our priority. During the pandemic, we set up and operated three counselling phone lines to support children and their families in the foster care system, people living with developmental disabilities and their caregivers, and individuals and families in Windsor-Essex who needed immediate and free virtual mental health supports. For the people we support directly, we also pivoted to delivering virtual mental health care. Between April 2020 and March 2021, 91% of all counselling sessions were provided through a virtual service, compared to 3% the year prior.

And in support of our commitment to providing evidence-based care, we're shifting focus to Measurement-Based Care within our counselling program. This approach will allow our counsellors to objectively track the impact of the support they provide, ensuring that people's mental health improves as much as possible as a result of the counselling that they receive.

"We are committed to supporting a person's needs through our trauma-informed care approach and we offer mental health counselling that is affordable and accessible, with absolutely no waitlist." - Zahra, Staff Counsellor, Family Services Windsor-Essex.



OUR WORK

PEOPLE FEEL VALUED AND INCLUDED

As a proud ally to the 2SLGBTQIA community, we were excited to partner with Windsor Pride Community and Windsor-Essex Pride Festival Network to create Q Link Windsor-Essex, a collaborative effort to deliver free peer-led supports, programs, and counselling for 2SLGBTQIA youth who are 12-29 years old, and their families, caregivers, allies, and friends. Between April 2020 and March 2021, we provided 131 counselling sessions – representing a 44% increase in the number of individuals we supported from the year before! In addition, thanks to our partnership with the Run for Rocky Legacy project, we offer free counselling for 2SLGBTQIA individuals of any age and their family members.

Building on our work with Q Link Windsor-Essex, FSWE is excited to deliver group counselling supports, beginning with a group for parents and caregivers of 2SLGBTQIA individuals, who will learn about ways to support their 2SLGBTQIA family members, setting the stage for understanding, learning about risk and protective factors, and building bridges toward advocacy and allyship.

"The Q Link Windsor-Essex project is a collaborative of Family Services Windsor Essex, Windsor Pride Community and Windsor Essex Pride Fest. The project ensures the delivery peer-led supports, social programs and mental health services and supports to improve the well-being of LGBTQ2S+ youth aged 29 and under in Windsor-Essex." - David Lenz, Board of Directors, Windsor Essex Pride Fest.



Bryan, Windsor-Essex Housing Connections

OUR WORK

PEOPLE'S BASIC NEEDS ARE MET

At FSWE, we recognize that housing is a human right. That's why we focus on making sure that people's basic needs are met. Through our Housing First program, Windsor-Essex Housing Connections, we help people find housing and provide high-quality supports so that people can maintain their housing. This allows them to build a sustainable livelihood and break the cycle of homelessness. Our evidence-based programs focus on individual and collective strengths, and these programs work. Between April 2020 and March 2021, during the pandemic, we found housing for 60 individuals and families who were experiencing homelessness. We make sure that people have what they need to be successful in their new homes.

Looking forward, we'll be supporting more people experiencing homelessness to secure and maintain affordable housing by delivering housing with supports. This is in partnership with Assisted Living Southwestern Ontario, the Canadian Mental Health Association, and Hotel Dieu Grace Healthcare. We're also building modular container housing for youth, breaking ground this year in West Windsor.

"We don't give up on people. We recognize that trauma and poverty can lead people to lose their ability to follow their passions and purpose. Our Housing First program supports people to grow, learn, and develop their skills – and I often learn from them as well." - Bryan, Integrated Support Worker, Windsor-Essex Housing Connections.



Jennifer White, Clinical Social Worker

OUR WORK

WINDSOR-ESSEX IS A BETTER PLACE TO LIVE

As an organization that has been part of Windsor-Essex County since 1951, we take pride in making Windsor-Essex a better place to live. Internally, that means we provide living-wage employment with ample opportunities for professional development. In fact, our staff participated in over 3,400 hours of professional development in the last year. We make sure that all staff know why our work is so important – and 9/10 staff agree that the work they do is meaningful.

Our investment in the community doesn't stop there. We also believe in evidence-based supports throughout the community. Since 2018, we have delivered the FSWE Professional Speaker Series to bring renowned professional training to mental health clinicians in Windsor-Essex County. In response to COVID-19, we partnered with Jennifer White to design a free virtual seminar series, Coffee with Colleagues. Jennifer presented the first session on Eating Disorder Treatment, and we're looking forward to continuing the series in 2021-22.

"Partnering with FSWE was an easy choice. Family Service Windsor Essex works tirelessly to bring the best quality mental health care and improve access to services for the residents of our community. They have the infrastructure and resources to implement both our "Coffee with Colleagues" initiative and more robust training in the future. I am very enthusiastic about the possibilities with FSWE." - Jennifer White, MSW RSW CEDS, Paragon Psychology.

OUR SOCIAL ENTERPRISE:FSEAP

fseap

Now we're talking.

Did you know that FSWE is supported by our Social Enterprise, Family Services Employee Assistance Program (FSEAP)?

What is a Social Enterprise? It is a business that focuses on more than making money. Profits generated by FSEAP are reinvested in our counselling and community programs. Businesses who purchase their EAP (Employee Assistance Program) from FSEAP can leverage their existing dollars to achieve additional community benefits. FSEAP allows companies to not only help their employees with high quality supports, but also to have social impact right here in Windsor-Essex County.

By purchasing your services through FSEAP, you will allow your employees to talk with Trained Professionals at any time, with no cost to them. This allows your employees to manage their health in a proactive and productive way, and keep them successful and happy.



Employees enrolled in FSEAP receive the following advantages and more:

- Counselling Services
- Work/Life Supports
- Wellness Resources
- Workplace Support Services
- Critical Incident Response
- Workplace Assessments
- Positive Workplace Framework
- Policy Development

OUR FINANCIALS

	20-21 TOTAL	19-20 TOTAL
Revenue		
Contracts/donation, miscellaneous revenue	1,836,589	1,954,204
Counselling service & program fees	1,020,660	1,090,831
Municipal funding	2,178,033	1,700,646
Provincial funding	2,480,957	2,018,874
United Way	475,032	554,064
	7,991,271	7,318,619
Operating Expenses		
Building & occupancy	111,048	156,540
Conferences & training	28,680	49,403
Passport & individualized funding	598,477	696,004
Program & office	636,305	321,163
Purchased services & professional fees	2,847,518	2,537,649
Salaries & benefits	3,296,512	3,179,904
Staff transportation	39,527	59,519
	7,558,067	7,000,182
Excess (deficiency) of revenues over expenses	433,204	318,437

OUR FUNDERS



Erie St. Clair LHIN



Ontario
Ministry of the
Attorney General



United Way
Centraide
Windsor-Essex County



Ministry of
Children, Community &
Social Services

OUR BOARD OF DIRECTORS

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

