

REPORT TO THE COMMUNITY

2021-2022



familyservices
WINDSOR-ESSEX
COUNSELLING & ADVOCACY CENTRE



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

A MESSAGE FROM OUR PRESIDENT & EXECUTIVE DIRECTOR

One of the phrases the Board of Directors employed in 2021-2022 was “What gets measured, gets done”. These words reflect our commitment to measuring our impact. Our team at FSWE of advocates, community builders and coaches, continued the work to build resilience in the areas of mental health, helping people access their basic needs, and ensuring people are valued and included. Again this year we worked to make Windsor-Essex a better place to live.

We are proud of our work during another year filled with challenges. Perhaps our successes can be attributed to the fact that in every challenge we look for the opportunity. Here are some of the ways that FSWE moved the needle in 2021-2022:

We launched Windsor-Essex’s first Zero Suicide Program in partnership with Windsor Regional Hospital. We are critical to a comprehensive discharge from hospital strategy that includes a clinical appointment with our counselling team within 72 hours of discharge.

Our 2021 Client Satisfaction Survey saw 94% of our clients satisfied with the services provided by FSWE. 94% also found it easy to access our services. 87% said that their quality of life improved because of their interaction with FSWE.

We’ve engaged in new partnerships, including providing counselling services to victims of Gender-Based Violence through funding from Women’s and Gender Equality Canada (WAGE), via the Canadian Women’s Foundation. We have also partnered with St. Clair College to embark on two research projects to better support people who had previously experienced homelessness in our community.

We received the Prix d’engagement communautaire francophone 2021 from the L’Association des communautés francophones de Windsor-Essex-Chatham-Kent (ACFO WECK) in recognition of our commitment to better serve our Francophone community, which included hiring more bilingual staff and adding Francophone Cultural and Linguistic Sensitivity Training as an opportunity for professional development.

We delivered a historic number of mental health counselling sessions – just over 15,000. Our average wait time for an in-person appointment was 8 days.

We became the administrative sponsor of the CommUnity Partnership funded by the City of Windsor.

We housed 100 people who experienced homelessness.

Thank you to our funders and supporters for your support of our work. Together we are building a more resilient community.

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.

OUR VISION

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

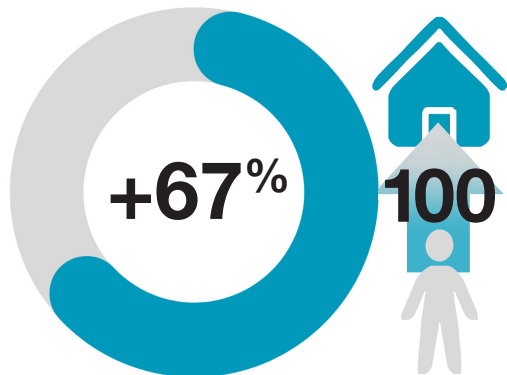
OUR MISSION

Supporting Communities and Families; Strengthening People.

OUR 2021-2022 IMPACT

For FSWE, 2021 – 2022 was a high impact year for the people we support. Across our programs, over 11,000 people accessed our services.

BASIC NEEDS



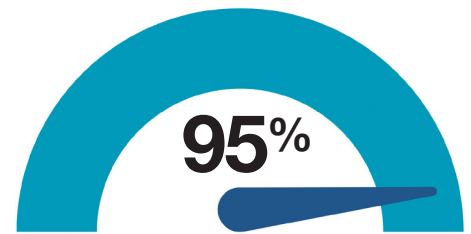
100 people experiencing homelessness were permanently housed, **67%** higher than last year's agency record.

INCOME



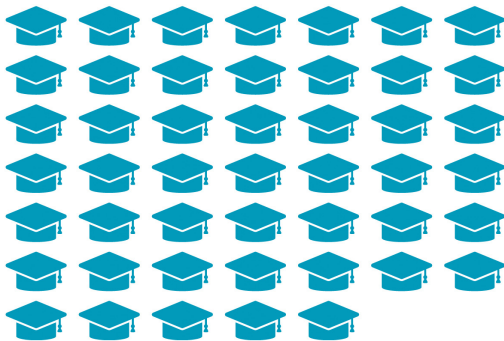
2,773 income tax returns were completed by our Income Tax Completion Service volunteers. We recognize that income taxes are an essential way to ensure people living in low income have access to provincial and federal benefits.

SENSE OF SELF



We spoke with **572** people we support for our client satisfaction survey. After accessing our services, **95%** of people we support said that they felt valued by FSWE, and **94%** said it was easy for them to receive services.

SKILLS & PARTICIPATION



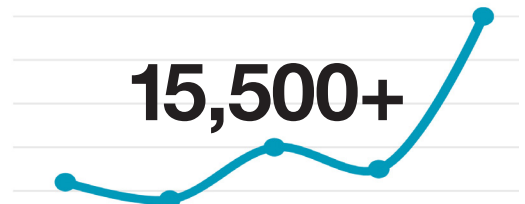
We supported **47** college, undergraduate and graduate students to complete their placements, gain valuable workplace skills, and complete course-based experiential learning.

CONNECTIONS



Community Programs staff contacted the people they supported over **22,000** times this year. Each person supported had an average of 30 contacts from FSWE staff.

HEALTH



Over **15,500** counselling sessions were delivered, with an average wait time for an appointment of only 8 days. People who need more immediate support can phone in to our Walk-In Counselling Clinic to speak to a counsellor immediately. We look forward to returning to in-person Walk-In Counselling Clinics in 2022.

For the people we support, we are proud of our work to deliver access to mental health care, meet their basic needs, ensure they're valued and included, and make Windsor-Essex a better place to live.



WHAT IS RESILIENCE?

At FSWE, our why statement is: 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.

We work with people to build the protective factors that enhance resilience, and allow people to withstand shocks and challenges throughout their lives. For more information, we like The Resilience Scale from the Alberta Family Wellness Initiative.

Through our community programs, we use the Sustainable Livelihoods coaching model, where we work with our clients to assess their own assets over time. We help people recognize that assets can include what a person knows, their lived experience, their skills and abilities, and their learning and training.

We engage all staff across the organization in our work to build resilience. In our 2021 staff survey, 100% of our staff found that the work they do is meaningful. This includes delivering high-quality, responsive mental health care, supporting people experiencing homelessness to become housed and maintain their housing by dealing with trauma, live answering the phone when you call – and so much more.

WE ARE ADVOCATES

Being an advocate means taking action to advance a cause or belief that makes a difference. For us, ending homelessness in Windsor-Essex is a difference we're helping make happen. In the last year, we built housing for at-risk youth, increased housing supports for adults who were previously experiencing homelessness, and advanced solutions for affordable housing.

At the Canadian Alliance to End Homelessness Conference in October, FSWE staff presented our use of the Sustainable Livelihoods framework to community partners across the country. Introducing the evidence-informed framework to a broader audience can contribute to improving services in other communities.

In the fall, we broke ground on a six unit, 10-bed housing development for at-risk youth in the West end of Windsor. In addition to safe housing, these tenants will receive weekly strengths-based supports and advocacy from our staff to help develop their physical, emotional, and spiritual well-being.

FSWE also provided an administrative platform for local researchers Sara Cipkar and Frazier Fathers to help spur the development of Alternative Dwelling Units (ADUs), increasing our local supply of housing. The project received a \$200,000 federal grant to develop an ADU mapping tool for Windsor-Essex, and subsequently a \$2.2 million grant to roll out the tool across Canada.

Together, these efforts are making a difference to preventing homelessness and returns to homelessness by improving the systems that we work in and that hold people back from achieving their full potential.



WE ARE COMMUNITY BUILDERS

Community is at the heart of everything we do, because we believe in the African proverb – that you can go fast alone – but you go farther together.

In the spring, along with our partners Assisted Living Southwestern Ontario, the Canadian Mental Health Association – Windsor-Essex County Branch, and Hotel Dieu Grace Healthcare, we launched a supportive housing program at Chateau Masson in downtown Windsor. We are currently providing 24-hour support to 30 individuals who have not been able to maintain tenancies in lower-support settings.

We continued to support the learning and growth of mental health clinicians in our local community. In partnership with local clinician Jennifer White, we hosted three one-hour 'Coffee with Colleagues' sessions on different topics, and a two-day Family Based Therapy session focused on eating disorders. Between the live and recorded events, nearly 500 people attended the trainings.

FSWE also formed a partnership with CommUnity Partnership (CUP), a grassroots group which revitalizes neighbourhoods and supports community growth and development in Windsor-Essex. In the last year, our partnership has enhanced stability for staff and supported CUP to access additional funding resources to increase their impact in high priority neighbourhoods.

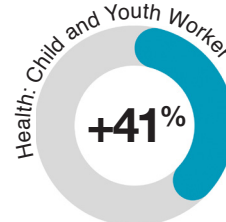
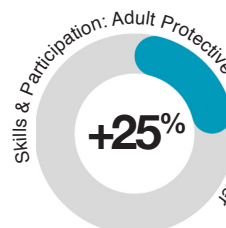
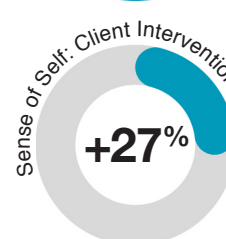
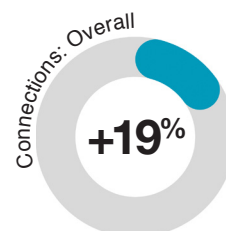
Resilience is about making a difference in our community, and we're proud of these and many other partnerships for helping us make Windsor-Essex a better place to live.

WE ARE COACHES

At FSWE, our mission is to strengthen individuals and support families. One way we do that is by helping the people we support build the skills and abilities they need to adapt to new situations, and remain as healthy as possible despite the shocks that they may face in their lives. We can't always control what happens to us, but with the right tools and support we can respond in ways that promote better outcomes.

One area of our lives that can help us grow (or be a source of stress) is our ability to meet our basic needs, like safe housing, healthy food, community safety, and access to reliable information. Despite the challenges of the second year of the pandemic, and the rising cost of living in Windsor-Essex, the people we support in our Community Programs experienced a 26% increase in their ability to meet their basic needs.

We also saw a statistically significant increase in each of the six asset areas in the Sustainable Livelihoods framework. As the individuals and families we support were able to meet more of their basic needs, they became more resilient.



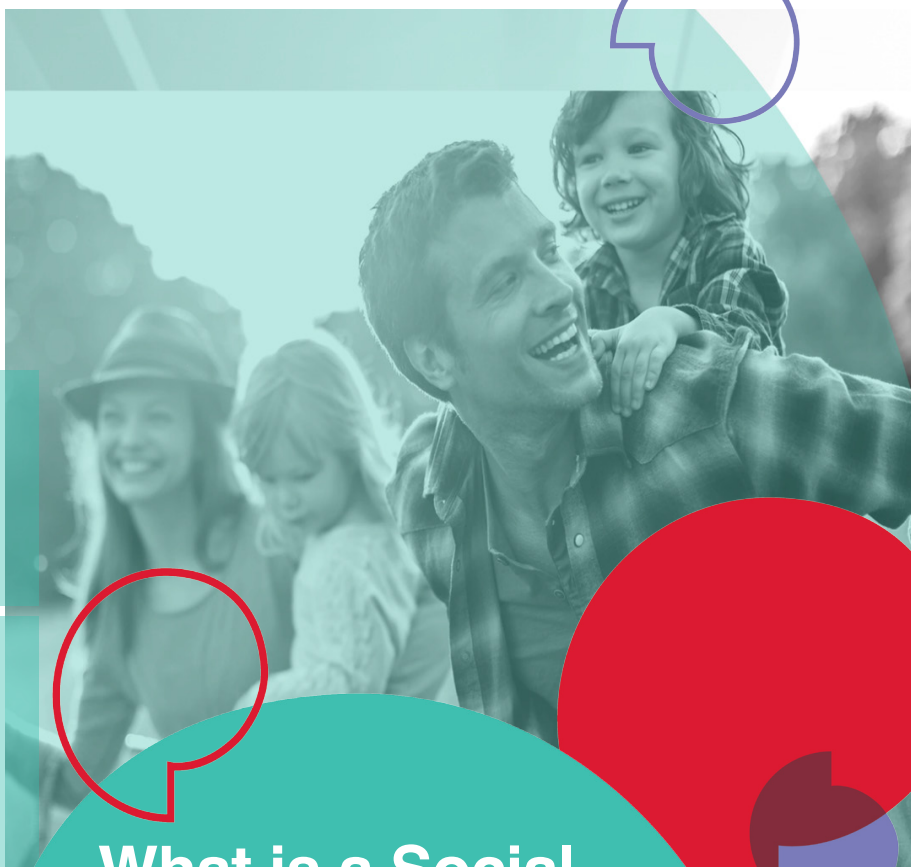
fseap

Now we're talking.

In 2021-2022, our social enterprise continued to provide high quality and personalized workplace wellness solutions and Employee and Family Assistance Programs for organizations of all types and sizes.

This year we celebrated several milestones:

- We developed a suite of wellness kits for workplaces to help them build resilience among their staff as it relates to mental health and wellbeing. We delivered a record number of EAP trainings to our clients.
- We increased our EAP revenue to almost \$800,000! The profits that fseap generates are re-invested back into our community programs, which means that EAP clients are not only supporting their staff, but also contributing to building resilience here in Windsor-Essex County.
- We launched a national Critical Incident Response Training program to train EAP providers to support employees and teams who have experienced a traumatic workplace incident with tools and supports for their psychological safety and wellbeing.



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.

OUR BOARD OF DIRECTORS

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

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OUR FUNDERS



Ontario
Ministry of the
Attorney General



Ministry of
Children, Community &
Social Services



United Way
Centraide
Windsor-Essex County



Women and Gender
Equality Canada



Ministry of
Francophone Affairs

Jumpstart
Giving kids a sporting chance.



OUR FINANCIALS

	General Fund	Capital Fund	Total 2022	Total 2021
Revenues				
Counselling services	\$1,385,970	-	\$1,385,970	\$1,014,347
Debt management program services	30	-	30	134,499
Ontario Health (West)	252,614	-	252,614	277,351
Miscallaneous	401,554	-	401,554	274,411
Municipal funding	2,955,695	-	2,955,695	2,178,033
Province of Ontario - MCSS/MCYS/MAG	1,876,123	-	1,876,123	2,203,606
Sessional fees	8,925	-	8,925	6,313
Third party contracts	1,625,616	-	1,625,616	1,334,975
United Way	283,853	-	283,853	475,032
Canada Mortgage & Housing Corporation	326,681	-	326,681	-
Rental income	72,000	-	72,000	80,250
Amortization of deferred contributions	915,690	4,603	920,293	17,248
	10,104,751	4,603	\$10,109,354	7,996,065
Operating expenses				
Advertising and Promotion	73,540	-	73,540	78,432
Amortization	-	58,342	58,342	58,988
Bad debts	22,069	-	22,069	30,151
Bank and credit card charges	10,600	-	10,600	10,298
Computer	198,273	-	198,273	70,888
Conferences and training	74,053	-	74,053	28,680
Debt management program processing fees	-	-	-	14,657
Dues	29,162	-	29,162	27,638
Employee benefits	616,287	-	616,287	488,393
Individualized funding	875,864	-	875,864	598,477
Insurance	31,304	-	31,304	29,489
Interest on long-term debt	-	21,662	21,662	22,878
Office and miscellaneous	146,127	-	146,127	176,993
Professional fees	50,078	-	50,078	28,628
Program	147,727	-	147,727	197,759
Property taxes	16,572	-	16,572	15,796
Purchased services	1,919,447	-	1,919,447	1,483,915
Rent	8,000	-	8,000	4,169
Repairs and maintenance	137,424	-	137,424	43,783
Salaries	3,704,611	-	3,704,611	2,808,119
Telephone	27,689	-	27,689	24,062
Third party contracts	1,625,616	-	1,625,616	1,334,975
Travel	57,788	-	57,788	39,527
Utilities	25,819	-	25,819	23,238
	\$9,798,050	80,004	9,731,927	7,639,933
Excess (deficiency) of revenues over expenses	\$ 306,701	(75,401)	\$ 231,300	\$ 356,132