

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



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

Impact Report

2022-2023



Year in review

At the end of each year, we look back and assess FSWE's work and evaluate our overall impact on the community.

Like past years, 2022-2023 witnessed the expansion of programs and the development of new interventions to meet the needs of those seeking our support and services.

Recognizing that the expansion of programs required a new organizational structure to better support our delivery of programs, FSWE underwent a reorganization to ensure our team has the right skills in the right roles. Looking back over the past twelve months, FSWE has made a large and incredibly positive impact.

We continued to ensure people were able to access basic needs and support their mental wellness.

We expanded our hours of service to better meet the needs of workplaces and their employees.

Our Board of Directors responded to the need for more accessible and safe housing units in our community by building housing for youth experiencing homelessness.

Our leadership team collaborated with community partners to develop new and innovative programs to respond to an increased demand in mental health support.

Internally we addressed employee feedback by increasing wages for staff as well as implementing a Maternal/Parental Leave Supplementary Benefit. Other highlights from our work this year include:

- [Delivering 15,730 counselling sessions](#)
- [Launching Windsor-Essex's first Zero Suicide Program in partnership with Windsor Regional Hospital](#)
- [Securing housing for 126 people experiencing homelessness](#)
- [Filing 4,257 tax returns for low income earners](#)
- [Moving ten young people into our new supportive housing site](#)
- [Opening Essex County's first Homelessness Hub in Leamington](#)

The work we do is made possible with funding from Ontario Health, the Ministry of Children, Community and Social Services, the Ministry of the Attorney General, the City of Windsor and the County of Essex.

We have laid the groundwork to ensure that in 2023-2024, FSWE will continue to meet the needs of our community. Finding new ways to balance the demand for service with finite resources will require us to once again look for new ways to innovate.

We are up for the challenge!



Kim Harris
President,
Board of Directors



Joyce Zuk
Executive
Director

Our Impact



Connections

50,347
calls received



Health

15,730
counselling
sessions
delivered



Basic Needs

126
people
housed



Funding

\$2,705,438
additional
funding
received



Skills and Participation

328
people
receiving
Trusteeship



Sense of Self

234
adults with
developmental
disabilities
supported

Compared to our 2021-2022 year, we're proud to have achieved the following increases in each of these areas

10%



15%



26%



27%



28%



32%



Our Impact on Mental Health

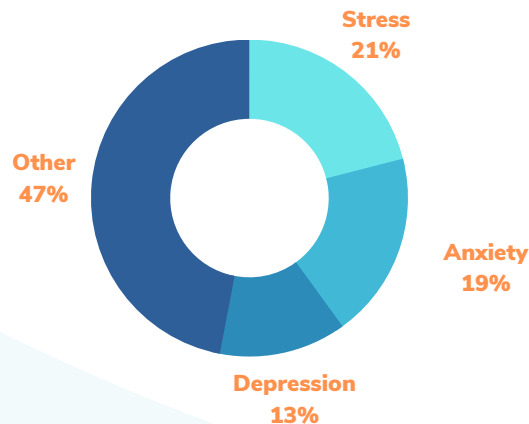
Mental health continues to be a key issue in our community. Research shows that in 2022, 1 in 3 Canadians say they are struggling with their mental health, and 1 in 3 will be affected by mental illness in their lifetime. That's why mental wellness is our priority and why we're proud of our work to increase our capacity to meet the rising need for mental health care supports for those who need it.

Counselling Program

15,730

Counselling sessions delivered

Top 3 Presenting Issues



FSWE-WRH Zero Suicide Pathway

95 445 2215 23

people supported

sessions delivered

caring contacts

average caring contacts per person

"The Family Service Windsor-Essex - Windsor Regional Hospital (FSWE-WRH) Zero Suicide Pathway was developed in response to an identified increase in people presenting to the Walk-In Counselling Clinic who had recent hospitalizations for a suicide attempt and/or intense suicidal thoughts.



Ciara Holmes

Director, Mental Health and Counselling Programs

This pathway has improved the level of care provided to people from in-patient hospitalization to out-patient community care. It's proved to be a testament to how community-based partnerships can provide positive health outcomes for Windsor-Essex.

Clients who engaged in the pathway throughout 2022-2023 reported an average 90 percent improvement in their clinical symptoms over four weeks.

For communities dedicated to improving patient safety, and preventing suicide deaths, Zero Suicide presents an aspirational challenge and practical framework for system-wide transformation toward safe suicide care."

Our Impact on Housing

In 2022, on a single night in Canada, 32,000 people were experiencing homelessness – a 12% increase since 2018. In Windsor-Essex, in 2021 (the last year for which data was available), 251 people were experiencing homelessness, a 27% increase from 2018, and a 25% increase since 2021. That's why we have made significant investments to reduce homelessness, in particular among youth, so that more people can meet their basic needs, like housing.

Youth Development Housing

"Youth homelessness in Windsor-Essex is an urgent and complex issue that affects a number of young lives. The sight of young individuals without a stable place to call home is a stark reminder of the challenges they face and the opportunities they are denied."



Bryan Rock
Manager, Housing

Addressing youth homelessness requires a unique approach. In 2022-2023, FSWE built a six-unit apartment complex out of shipping containers - so we could open the doors faster and at lower cost - to house 10 at-risk youth. In addition to providing access to affordable housing, these youth also receive weekly strengths-based support and coaching from our staff.

This first-of-its-kind approach is one of many innovative approaches we're taking to address the homelessness crisis in Windsor-Essex."

APSW Housing Worker

28

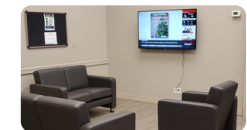
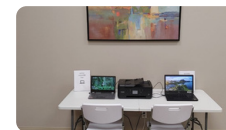
adults with developmental disabilities supported

Recognizing that safe and affordable housing is a key predictor for well-being, we supported 28 adults with developmental disabilities in our Adult Protective Service Worker (APSW) program to access community housing to support them to live independently.

Essex County

Homelessness Hub (ECH2)

Funded by the City of Essex and operated by FSWE, the Essex County Homelessness Hub (ECH2) opened in the fall of 2022 at 215 Talbot Road in Leamington and provides essential supports to individuals and families who are experiencing or at-risk of experiencing homelessness.



234

people supported

1148

visits to the ECH2

55%

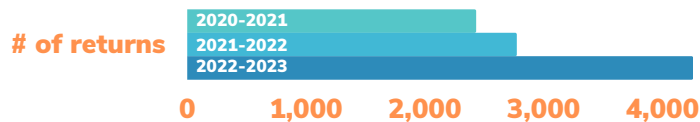
of all visits related to provide food

Our Impact on the People We Support

Part of our agency's DNA is removing barriers for the people we support to help them choose their own place in the world. One barrier that we're proud of removing is lost income due to not filing taxes. In 2020, two university researchers concluded 10-12% of Canadians don't file their tax returns, resulting in \$1.7 billion of benefits lost to working-age non-filers.

Income Tax Completion Service

4257 returns completed
3447 people served
75% increase in returns filed over the last two years



Carol Kovosi
Operations
Coordinator

"Our Income Tax Completion Service ensures that people will receive their eligible benefits - a tax refund, a quarterly GST payment, a monthly Trillium payment, or a lump sum of money.

With the increased cost of living facing Windsor-Essex residents, individuals facing economic inequality benefit greatly from any additional income when striving to make ends meet. Even if a client files a return with no income, they will qualify for income-tested federal and provincial programs.

Our staff across all community programs work with the people they support to assist them in getting all their documents in order. We then work with a tiny but mighty army of CRA-trained volunteers who then do the actual filing. It's a wonderful example of what it means to be a people-centered agency that helps the people we support meet their basic needs, like income."

Professional Development

Developing our staff's expertise and helping them sharpen their skills helps us achieve two important goals: maintaining the highest quality of service delivery, and fostering ongoing creativity and innovation to better serve the people we support.

1550 # of training hours
149% increase compared to last year



Workplace Wellness

The Family Service Employee Assistance Program (fseap) supports the development of organizational and individual resiliency. It does so by meeting people where they are at, by being flexible, being responsive and providing quality supports and services that allow employees to achieve real improvements.

It strengthens communities—one workplace at a time, one employee at a time.

With an increased awareness around mental health and the need for services, fseap offers a full range of services and supports to help strengthen an organization and the individual resiliency of its employees. Working in partnership with workplaces and their teams, fseap ensures that the companies it works with are best prepared for future challenges.

As we move past the COVID-19 pandemic, we continue to see the impact of the pandemic on workplaces and individuals. Now more than ever, we need to focus on mental health and ensure that employees and their families have access to quality mental health services.

fseap continues to focus on quality that includes meeting employees where they are at. We are flexible and ready to respond when an organization reaches out.

The most important mental health issue FSWE is addressing, is immediate access to services. We believe that when someone reaches out for assistance with their mental health, they shouldn't wait to receive supports and services.

Our Approach

Personalized Care

Dedicated and responsive account management confidential clinical support.

People Before Profits

Ensuring the highest quality of care and best outcomes means putting people first.

Transparency and Integrity

Full transparency with how we design, deliver, and price our services.

Customized Solutions

Customized programs to fit the evolving needs of workplaces.

Service Excellence

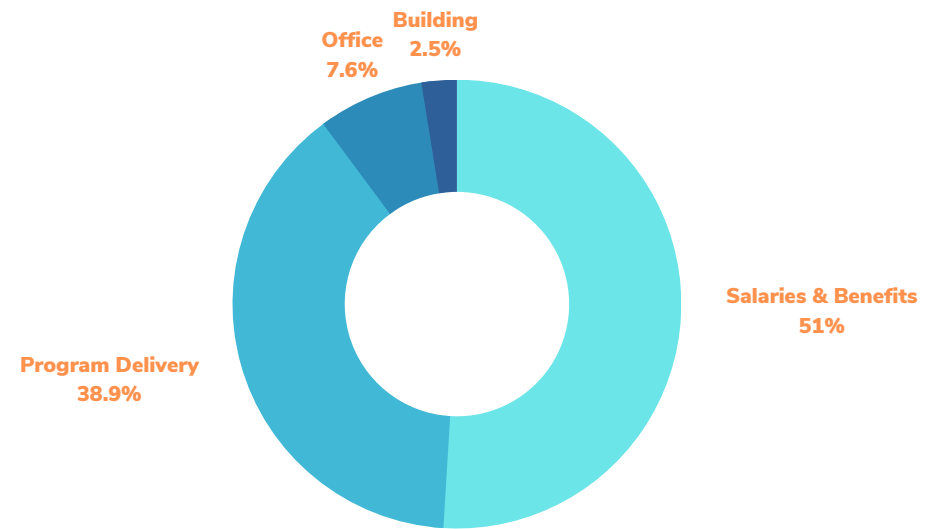
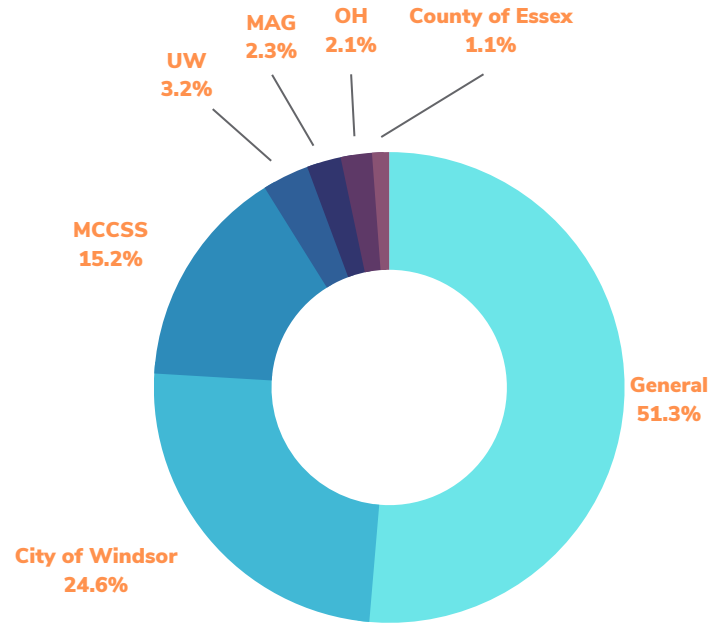
Delivering services that are accredited and meet industry standards.



Financial Statements

Total Revenue | \$12,814,792

Total Expenses | \$12,108,150



Notes

General: FSWE General and Counselling Programs, and Capital
MCCSS: Ontario Ministry of Children, Community and Social Services
MAG: Ontario Ministry of the Attorney General
OH: Ontario Health
UW: United Way of Windsor-Essex County

This information has been extracted from the financial statements, audited by Roth Mosey LLP. A complete financial statement is available on our website at fswe.ca

Leadership, Funders, and Affiliations

Board of Directors

Kim Harris

President

Michael Cooke

Vice-President

Patrick Boulos

Secretary/Treasurer

Mike Pocock

Past President

Larry Dumouchelle

Karen Farbota

Dr. Jennifer Out

Nadine Manroe-Wakerell

Funders



An agency of the Government of Ontario
Un organisme du gouvernement de l'Ontario



Affiliations and Designations

Accredited by
Canadian Centre
for Accreditation



Agréé par
Centre canadien
de l'agrément





familyservices
WINDSOR - ESSEX
COUNSELLING & ADVOCACY CENTRE



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

1770 Langlois Avenue
Windsor, ON N8X 4M5
1-888-933-1831
info@fswe.ca
fswe.ca