



Family Services Perth-Huron 2021 Annual Report

Vision

Our community strengthened one person, one family at a time

Values

- ◆ Each client receives individualized, client-centered services based on the uniqueness of each person and is treated with the respect and dignity that recognizes individual choice, independence and personal rights
- ◆ Individuals, families, and the community benefit from an improved quality of life and well-being in an environment of social inclusiveness
- ◆ No person will be denied service due to insufficient income or inability to pay. Fees are applied in a standard and consistent manner with funding support from grants, contracts, and charitable donations

Mission

Family Services Perth-Huron is a non-profit, community-based, family service agency dedicated to supporting, strengthening and enriching individual, couple and family life by providing individualized counselling, support, advocacy and educational services that meet the needs of the community. In co-operation with other care providers and service deliverers, consumers, planning groups, and funding bodies, we are committed to working towards the development of coordinated and effective service programs to meet the changing needs of individuals, families and communities.

Board of Directors

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Jennifer Knechtel

Annette Biasin

Clive Slade

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Executive Director

Susan Melkert

~exofficio

President's and Executive Director's Report

Family Services Perth-Huron positively impacts people's lives by improving mental health, personal well-being and quality of life.

Never before have the valued contributions of our community towards realizing the agency's vision and mission, been as important as during a global pandemic.

Many in our community experienced difficult and complex circumstances. Whether experiencing a job loss, facing financial hardship, struggling with domestic abuse, enduring a family break-up or loss, or care-giving for a loved one.

During critical times of adversity, when personal pain, despair or heartbreak can seem insurmountable, people reach out to our Agency, to be heard, to problem-solve solutions and receive hope of a better future.

Creating fully engaged, resilient and inclusive communities results from collaborations, partnerships and creating a caring community for those in need.

Together we offer a wide variety of quality integrated services to address people's needs.

A heartfelt thank-you to our:

- ◆ **Clients** - engaged in courageous change, investing in their relationships to live life better
- ◆ **Staff Members and Service Providers** - hard-working and sensitive to the needs of others
- ◆ **Volunteers** - generous in time and spirit
- ◆ **Funders and Partners** - invested in impactful change
- ◆ **Board Members** - responsible for agency governance and oversight, creating our strategic direction, succession plans and ensuring accountability on behalf of clients, the public and rigorous funder requirements

Hope is the greatest gift offered to a vulnerable person living in our community.

*Susan Melkert,
Executive Director
& Dawne Boersen,
Board President*



Together we create hope!

INDIVIDUAL, COUPLE, FAMILY

& GROUP COUNSELLING and social work support a variety of concerns relating to family relationships, communication, isolation and disconnection, loss and grief, anxiety and depression, problem solving, decision-making and conflict resolution.

Throughout this year, individuals and families have sought supports to cope with the fear, anxiety and a multitude of stressors brought on by the Covid-19 Pandemic.

Our community members lost jobs or were exhausted by the increased hours and demands of their work. Many attempted to maintain businesses that they have worked so hard to build. Clients were faced with grief, loss, family stress and breakup. Many struggled with school, work and various financial pressures all while trying to cope with limited supports and few of the traditional ways of coping through social supports and connections. The collective experience of the pandemic had a great impact on our community.

Our generous funders responded with flexibility supportive of enhanced mental health counselling supports including frontline workers, small business owners, rural community residents and for those struggling with housing and life stability.

Essential clinical work continued while altering service delivery to those in need via virtual methods during these trying times.

Our committed professional team supported people with life's challenges towards improved mental health and well-being. New skills and knowledge resulted from building increased self-awareness to manage anxiety and stress.

Our Registered Social Workers and Psychotherapists are credentialed as per the Province of Ontario Psychotherapy Act. Our counsellors implement evidence based methodological interventions. Each client has a personalized plan for their circumstances. Our team collaborates with community organizations to provide individualized, client centered services to improve mental health. Connections to vital community resources helped people meet their

basic human needs, such as food, shelter and clothing.

The Violence Against Women VAW Program supports women and children experiencing physical, sexual, emotional, verbal, economic and/or psychological abuse.

Counselling, advocacy, rights information, referrals and safety planning occurred. Processing trauma and safety planning buildings on personal strengths and resiliencies to avoid further abuse. During the pandemic, counselling served many highly vulnerable situations. In virtual group settings women embark on their healing journey supported by others who have shared experience.

The Perth County Stop Violence Against Women Coordinating Committee of Perth County (Stop VAW) collaborates with local agencies for awareness, education and prevention of violence against women.

Partnered with the Sexual Assault Crisis Centre of Essex County Windsor, counselling for men created space to safely process their trauma of being sexually abused.

In the Partner Assault Program (PAR) strategies and skills are learned to resolve conflicts in relationships; virtual group sessions were conducted for both men and women. Partners are contacted for safety checks, supports and developing detailed safety plans. Many participants continue after PAR to work on relationship with family, friends and co-workers in voluntary individual counselling.

The Connecting Seniors Program "A Time for Me" and "Coffee Hour" offered virtual seniors opportunities for personal growth, greater self-awareness and expanded social support networks. Phone counselling and social work check-ins were offered to those in need and in isolation in our communities.

Counselling through Ontario Works and Stratford Social Services Division helped participants overcome a variety emotional challenges to pursue employment goals

and seek greater life stability. We support individuals moving through difficult times to make changes for a better future for themselves, their families and their community.

Employee Assistance Programs provided by employers invested in their employees wellbeing and coping skills.

FSPH in an innovative partnership hired a Community Developer Social Worker to expand connections, referrals and supports to those living in and around the Town of St. Mary's.

Thank-you to our funders and donors for helping us to respond flexibly to people in this historic time of need!

Overall, counselling impacted 2,432 individuals and families helping to strengthen their mental health and support their stabilization throughout this unprecedented difficult year.



Client Survey Quotes

"I am grateful to Family Services for being here when I needed them the most."

"My counselling helped me greatly."

"Counselling is helpful and it taught me a lot. It is a need for those who need it."

"My counsellor really listened and helped me with my goals- long term and short term. Also, challenged me to make improvements in my life situations."

"I'm very grateful to have the help and support at a crucial time in my life. To have an understanding and practical guidance, gave me a lot of confidence."

Contact: Kate Aarsen, Clinical Supervisor

Funded by: The Ministry of Children Community & Social Services, Local Health Integration Network; Ontario Health, The Corporation of the City of Stratford-Social Services Division, The United Way Perth Huron, Ministry of Attorney General, Stratford, Perth Community Foundation, Employee Assistance Plans & private counselling donations.

RESPITE CARE Respite is a flexible, periodic, short term break from care giving for the purpose of rest and renewal for the family.

Children and vulnerable adults gain new skills, make lasting friendships and connections to their community and HAVE FUN!

Despite challenges providing face to face respite options in 2020, 86 children and adults with a developmental, physical or mental health need received respite care. Caregivers benefited with over 3,700 hours of respite. Another 65 families received check in calls and resource information pertaining to the pandemic.

Respite supports caregivers of persons created a positive and rewarding experience for the child, youth or adult with developmental or physical disabilities, autism or mental health concerns.

Respite:

- aims to meet individual needs of those receiving support;
- develops social, recreational and life skills;
- strengthens families with increased time for renewal a better coping skills and enhances the quality of life.

“The combination of working with my son’s provider and camp has done wonders with his game play/winning and losing with other kids. The meltdowns have lessened as well!”

Rotary Respite House, located in Stratford is a centered based out of home option for caregivers who have child with complex needs.

Due to the vulnerability of the children who visit at Rotary Respite House and the risk present by the COVID 19 Pandemic ,the house closed on March 15, 2020. During this time the Respite Coordinators kept in regular contact with families. Where possible, respite supports shifted to at home/community respite options with safety restrictions as directed by the Ministry of Children. Community and Social Services and our local Health Unit.

“The number one thing my son likes to attend is the Rotary Respite House. If the staff didn’t make it fun I’m sure he wouldn’t go. BIG THANK YOU to all that make it happen, in the house and behind the scene! Keep up the great work. Looking forward to when COVID -19 lockdown is behind us!”

Respite Coordination assists caregivers to explore resources for available service and funding options and to develop a service plan. This past year the respite coordinators maintained regular contact with caregivers, ensuring they had up-

dated information around restrictions and available funding options and to assist families with their choice of options.

“ I appreciate everything you have helped us with to keep the kids going.”

Partnerships provide innovative ways to support our caregivers and their children.

The Rotary Clubs of Perth County and Stratford have partnered with Family Services Perth-Huron since the Rotary Respite House (RRH) project was conceived.

Chaired by Sarah Hamza, the RRH Committee, provides ongoing support including the hands on to build more outdoor recreational space.

To enhance safety at the home an air exchanger was installed at the home, funded by the ministry along with valued consultation on installation by the committee & FSPH Board. In addition, the Rotary Club helped supply critical Personal Protective Equipment.

This year, the Rotarians again demonstrated their kindness and generosity by providing a holiday gift, along with PPE to the children who had attended the home. Thank-you, Stratford Rotary club, we truly are “Better Together”.



Adult Respite

This year we welcomed Monika Dunn to the team as the Adult Respite Coordinator. A partnership with developmental agencies and consultations with families resulted in this new program. Monika focused on expanding existing partnerships to create new respite options for caregivers of adults with a developmental disability.

Six adults received over 700 hours of respite. Options included face to face with safety plans or virtual visits.

We host www.respiteservices.com. for families to learn about available respite options/ support.



Rotarian, Doug Thomspson donates PPE to Nancy Farr

“Thank you for all your help during this past year”.

To meet families changing needs and offer quality service, Respite Coordinators participate ongoing in training such as: Mental Health First Aid, First Aid and CPR Training and Graduate studies in Family Therapy and Social Activism.

To maintain professional care and instill confidence for both the family and service provider ongoing training includes:

- Handwashing Certification
- Hand Hygiene
- Use of Personal Protective Equipment
- Safety and Pandemic Planning
- Customer Service Training (Accessibility for Ontarians with Disabilities Act
- Lifting and back care
- Crisis Prevention Institute Training
- Online training through Safeguards
- Health and Safety Training
- G Tube Training
- First aid and CPR
- Fire Prevention Training
- Quality Assurance Training
- Cultural competency
- Emergency Preparedness

Contact:

Nancy Farr, Respite Coordinator

Funded by The Ministry of Children, Community and Social Services, Ministry of Health and the Stratford Rotary Club of Perth County.

SPECIAL SERVICES AT HOME (SSAH)

Supports were even more vital for families and individuals this year. Skilled service providers provide one to one support, following through on service plan goals.

This year many goals centered on Covid-19 safety measures such as handwashing, physical distancing and learning how to wear a facemask.

All programs were enhanced to provide families with an expanded list of temporary allowable expenses. This offered many the opportunity to purchase items to facilitate increased time spent at home.

While the COVID-19 restrictions impacted being able to meet with families in their homes, we adjusted quickly using the phone and on-line where appropriate to ensure direct contact with individuals and families.

With safety protocols in place we gradually resumed one to one support to meet the very necessary physical and social needs of the more vulnerable children and adults.

Contracted Service Providers received home based activity client kits with games, books, puzzles, personal protective equipment, e.g. disposable and reusable facemasks and hand sanitizer, etc. Service providers were assisted to obtain PPE which continues to be critical to caring for vulnerable children and adults.

Service providers were eligible for the province wide wage enhancement.

As we reflect on the events, that unfolded over this past year, we are extremely thankful for the commitment of these extraordinary service providers.

Coordinators recruited new service providers via virtual and physical distanced outdoor meetings. COVID-19 safety training was added to the orientation for all service providers.

"We miss the outings provided this past year due to lock-downs. I feel it greatly affected the mental health of my family member"

Support and Respite for families was essential for the 144 children up to age 18 with developmental and/or physical disabilities. Service Providers support children 1:1 following an individualized service plan developed with the person receiving service, the family and Coordinator. Goals may include increasing the child's self-help skills (dressing, feeding) fine or gross motor skills, safety awareness (crossing the street, etc.) or following through with speech or physiotherapy recommendations.

We were excited that 26 new families were approved for SSAH funding. 44 families continue to remain on the wait list.

Coordination assisted families to manage their funding and respond quickly to changing needs and family priorities.

Some families chose to self-direct their funds or received help with house maintenance through the flexible support option so they could spend more time with their son or daughter.

"Great Coordinator – always helping to answer our questions."

Families gained energy and the resiliency to meet the entire family's needs spending their valuable time on what matters.

"I was able to manage work at home and providing care for my child with the support of FSPH."

PASSPORT supported 101 adults with a developmental disability to participate in meaningful activities within their community, to pursue personal interests and realize their own goals.

"I really like that you guys are there for help when I call. I was able to buy some craft items using my passport funding,

which helped keep me busy during the winter months."

Trusted and skilled Service Providers best meets the families' needs.

The pandemic restrictions, combined with the high needs of some individuals we support influenced the demand for support and respite providers. Service Providers wear masks, observed social distancing, washing hands, self-screening and pre-screening clients, along with daily disinfecting. This all add to the commitment and great work of these individuals. Coordinators trained and consulted with over 80 contracted Service Providers and with 10 new recruits. We average 4-6 matches each month.

"As one of the only family members in this area providing care, I really appreciate the break when I know someone else is giving her some individual attention."

Coordinators assess service provider's training needs based on the unique need of the client/family to ensure skills and competencies.

Online and in-person Service Provider trainings included topics on Accessibility, Medication, Seizure, Fire-Safety, First-Aid, Non-Violent Crisis Intervention, CAS-suspected abuse, Mental Health First-Aid, etc.

Families tell us how much they value this support in their home!

"The worker that my daughter has is excellent. She is patient, kind, helpful and encouraging. She listens!"

Contact: Janice Steckly

Funded by: Ministry of Children, Community & Social Services

SSAH/Passport/Foundations/Respite

Listened to when needed to talk: **100% Yes**

Service available & accessible: **89% Good, 11% Average** Goals & outcomes planned & accomplished to satisfaction: **92% Good, 8% Average** Positive relationship between family/individual and Service provider: **96% Good, 4% N/A**

FOUNDATIONS/COMMUNITY PARTICIPATION

supports young adults with developmental disabilities between age 18 to 26 to transition from high school to an enjoy a meaningful life in the community. Some transition planning also happens for those over 16 years.

This year 30 young adults with individualized self-directed plans, learned new skills and expanded their community connections with the support of trained service providers.

Activities varied during the COVID-19 pandemic as availability and restrictions of local resources changed.

Participants contributed to their communities through **paid employment** and **volunteer activities**

They:

- **created resumes** assisted by Partners in Employment, Conestoga Career Centre and Leads Employment Services;
- **maintained employment** at No Frills, Food Basics, A & W, Gwendolen Boyle Law Firm, Physio on Front; and/or
- **volunteered** at the House of Blessing, Wildwood Care Centre, Christmas Cheer for Seniors, Lights On Stratford, The Local Community Food Centre, and the Restore in Stratford and Listowel, and/or;
- **assisted neighbours** with dog walking and snow shoveling.

Participants **socially connected** through **reaction and leisure** activities

They:

- ✓ **Engaged** in physical fitness activities including aqua-fit classes, Special Olympics teams, walking, biking, hiking and working out at local gyms;
- ✓ **Explored** opportunities for creative expression through dance classes and art classes, and/or:
- ✓ **Became active** at the YMCA Stratford

Perth, Infinity Dance, Knight and Clay, The Local Community Food Centre, Stratford Christian Reformed Church (Friendship Group), Mike’s Bowling Lanes, Kiwanis Aktion Club, Stratford Rotary Complex, Gallery Stratford, Stratford Public Library, North Perth Public Library and Stratford Perth Humane Society.

Foundations’ **Literacy/Numeracy** Participants learned to:

- **maintain/improve functional literacy** by emailing friends and family and studying for a driver’s test;
- **increase numeracy skills** while using the YMCA cardio equipment and playing Yahtzee with service providers;
- **improve financial literacy** by budgeting, banking, price comparison shopping, discussing the cost difference of making your own lunch or buying it from a restaurant, and/or;
- **develop new technology skills** by writing to pen pal friends in a New Zealand classroom and connect with each other during the COVID-19 pandemic lockdown.

Life skills were gained as Participants:

- used public transportation;
- practiced street safety when out and about;
- cooked muffins, scrambled eggs, cookies, gingerbread house;
- used the bank automatic teller, deposited a cheque, used the grocery store self check-out and collected family’s mail at the post office;
- plan activities and transportation required, e.g. mobility bus;
- improve housekeeping skills, e.g. home organization, carpet cleaning and laundry

Working together with community agencies assisted young people to meet their goals. We worked with the Developmental Services Ontario, the Community Livings of Stratford and Area, St. Marys and Area and North Perth, L’Arche Stratford, Regional Supports Associates, Perth Humane Society, Kiwanis Aktion Club, YMCA Stratford Perth, Facile Perth and the Stratford House of Blessing.

With our partner, VOICES, we plan events for families, caregivers and participants to gain new knowledge and confidence.

“Our coordinator and service providers are extremely helpful and always provided us with excellent service. (Our daughter) really enjoys her service providers and they enjoy her.”

While this was a year like no other, young people in Foundations continued to learn and grow towards realizing their personal dreams moving towards independence!

Contact: *Monika Dunn*
Funded by: *Ministry of Children, Community and Social Services*



Respite Partnerships with community expands opportunities. Christian’s new bike opened up a new world for him made possible by over \$6400 raised by his high school!



Things to celebrate in 2020-2021!!

- Partnerships Resilience of caregivers Long term relationships with families
Technology Benefits

Our **Buddy Up Social Skills** was on hold during the COVID-19 pandemic. Normally a group experience for youth aged 11-14 years of age with high functioning Autism Spectrum Disorder is offered. Alternate opportunities occurred virtually and remotely where possible as we continued to accept new referrals.

FAMILY SUPPORT WORKER (FSW)

Life is a journey with transitions of dreams, challenges and realities. Our FSW guided 117 families caring for a child with a developmental disability with their own unique life transitions this past year. All reasons to reach out are valued involving a child.

Families reach out to the FSW for:

- Supportive Counselling
- Problem solving
- Guidance to source out information, community resources and service options
- Support, advocacy and facilitation to engage with professionals, agencies, systems and others
- Planning
- To be heard from the perspective of their concerns, questions, struggles, plans or dreams

Due to Covid-19 restrictions, the FSW creatively adjusted support from a distance to meet with families, attend meetings, medical appointments, and bring community partners around the table for planning.

While our support approach looked different, the foundation of the FSW role remained the same – to meet families where they are at, walk alongside them, offer support, guidance, advocacy and build resiliency.

Positive family outcomes achieved with Family Support Worker support:

- Community and funding supports for various developmental, emotional and mental health needs, including emergency funding for families in urgent need of accessibility, mobility equipment and/or respite funds.
- The FSW liaised with families and community supports to collaborate on interdisciplinary community teams for vulnerable children and their families with complex needs, including the needs of youth transitioning to adult developmental services.
- Families accessed services within the community, education and medical systems addressing their child's specific support needs and to ensure their voice was heard and valued.
- Developmental milestones were improved working with families on service plan goals, while also advocating for a formal diagnoses for their child.

Reflections of the Family Support Worker: "2020 was a rapid year of change and ongoing challenges as well as year of growth and resiliency! While families already faced barriers navigating developmental services, Covid-19 led to greater changes in the community, education and medical supports. The recreation centres closures, social support groups put on hold, the onset of lockdowns and remote learning all had major impacts on families in our community. The pandemic forced us all to be even more flexible to adapt, as I supported families to navigate developmental services during this challenging time.

I was inspired by the families. While much of the world struggled to adapt and moving forward, the families we work with set an example of strength, resourcefulness and resiliency."

Contact: Robyn Horst

Funded by: Ministry of Children, Community and Social Services

ADULT PROTECTIVE SERVICE WORKER (APSW)

In Huron and Perth counties APSW provided case management, advocacy and planning supports to 120 individuals with developmental disabilities in 2020/21. The support provided focused on respect, communication and trust. Such guiding focus enabled relationship development and provided an understanding of people's strengths, goals and desires that are crucial in achieving positive life outcomes.

APSW support enabled individuals to address challenges and transitions so they might live independently within their community:

- Through the pandemic, individuals remained safe with PPE supplies such as face coverings, hand sanitizer and soap, and were supported to access Covid-19 related financial assistance through CERB, ODSP, United Way, etc.
- APSWs provided instrumental counselling through telephone check-ins and outdoor visits, combatting isolation and loneliness.
- APSWs supported individuals to make informed decisions regarding the Covid-19 vaccination by sharing resources, completing registrations and arranging transportation.
- Individuals with complex health needs were supported to access interdisciplinary healthcare appointments with various medical teams.
- APSWs assisted individuals in accessing new technology, such as internet and iPads, with online safety education, to learn new ways of connecting.
- Individuals experiencing homelessness and unsafe housing were supported to create safe plans to meet basic daily needs. This included addressing food insecurities and securing housing. Through cross-sector collaboration, the community worked together to meet unique needs of many individuals.
- APSWs supported individuals to reach goals of stability, safety and reconnection with family and informal supports during times of addictions, mental health crises and transient lifestyles. Individuals reconnected with their children and were supported to develop important life skills. One individual shared that adjusting to new stability in her life is "like living a dream."

Quotes we reflect on:

"We would be lost without APSW support."

"It has been helpful having (my worker) while I battle cancer."

"You have really helped me, big time, to get my life in order."

"My worker goes above and beyond."

"The FSW has been excellent in providing emotional support... incredibly helpful in navigating the process of preparing to access adult services for our son."

"I know I can call whenever I have questions, which is valuable.",
"Very friendly, easy to talk to and sincere."

Contact: Robyn Horst

Funded by: Ministry of Children, Community and Social Services

FAMILYHOME offers an adult (Homesharer) with a developmental disability an opportunity to live with a caring Family (Homeprovider) residing in the community. Currently 37 persons reside in 26 homes throughout Huron Perth, Grey, Bruce and North Wellington Counties.



Homesharers have unique, changing needs such as dual diagnosis, physical changes due to aging, visual and/or hearing impairments, medical and other support needs, requiring a flexible, planned response.

Each person is encouraged to reach personal goals by adapting supports and supervision to individual strengths.

Each homesharer has an Individual Support Plan (ISP) detailing their needs and supports as well as desired outcomes. ISP's are reviewed every six months or sooner if there is a major change in the homesharer's life to ensure the goals identified are still relevant.

Familyhome workers collaborate with local agencies, contracted service providers, homeproviders, respite providers and volunteers to ensure each participant is active and integrated into local community life.

Supported day programs, volunteer/work placements, post-secondary education and recreational activities may be part of the supports.

Familyhome staff created local delivery solutions on agency, regional and provincial committees.

Trainings for new service providers and volunteers happened individually via video conference to adapt to operating within a pandemic framework. Annual training includes Host Familyhome 2016 directives, AODA and QAM training as it relates to the Familyhome model of sup-

port, was completed on line or via mailed confirmation.

Positive Outcomes

All large-scale events typically held including the picnic, annual trip and Christmas party, were cancelled for the protection of staff, homesharers and service providers. We focused instead on meeting individual needs.

One homesharer was able to graduate from the CICE program Georgian College in Owen Sound, in spite of the final semester being completed mostly online.

One individual was accepted into the program in April, 2020 from the community.

During a pandemic recruitment is challenging. Despite this, we successfully recruited 1 New Respite provider and 1 new Home Provider. We continue a major focus on recruitment for Family home anticipating the need for new providers given the older demographics of several of our long-standing service providers.

We also worked creatively with another local agency and the Ministry to transition supports to better meet the needs of a gentleman needing to reside in a Long-Term Care, to meet his physical needs, no longer in line with the directives of the 2016 Familyhome directives. He is now well supported by an agency using their Crisis Prevention Support model of support, and more reflective of his current needs.

Major focus this past year included:

- adapting service to provide meaningful supports for homesharers and offer relief for homeproviders within provincial emergency directives
- maintaining creative connection with homesharers and homeproviders in a way in which staff, homesharers and homeproviders alike felt safe and supported
- keeping connection as a team while we worked mostly from home

We are especially grateful to our dedicated Familyhome Providers, Volunteers, Respite and Day Support Providers. Their warm hearts support individuals to live full and happy lives.

Contact: Maurice Koetsier

Funded by: Ministry of Children, Community and Social Services

Family Services Perth-Huron Continuous Quality Improvement... Nice to Know!

- ✓ Counselling satisfaction feedback affirms positive change results from strengthening interpersonal relationships, communication and problem-solving supports. 90% of clients noted the relationship and work with their counselor helped them to understand their problems and make much needed changes; 95% of clients report feeling more socially connected during this time
- ✓ We build community capacity for improved wellness/health by participating on 45 committees, member agencies and planning groups
- ✓ Maintain excellent standing with Canadian Centre for Accreditation
- ✓ Professional supervision for intern University Bachelor and Master of Social Work students results in additional counselling for our community
- ✓ FSPH succeeded on rigorous compliance reviews; MCYS Licence review & Quality Assurance Measure for our Developmental Services
- ✓ n, Community and Social Services Risk Assessment rates FSPH low-risk
- ✓ Our accessible AODA compliant services serves those in our rural counties with transportation barriers





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THANK YOU for your support

FAMILY SERVICES PERTH-HURON STATEMENT OF OPERATIONS

REVENUE	2020	2021
Provincial Ministry Funding	\$3,768,446	\$3,977,541
Purchase of Service Agreements	1,204,973	1,127,602
Credit Counselling -Creditor Contributions	5,175	0
United Way of Perth-Huron	99,150	108,760
Other	170,173	217,960
Total Revenue	<u>5,247,917</u>	<u>5,131,863</u>

EXPENSES	2020	2021
Salaries and Benefits	\$2,153,072	\$2,174,437
Contract Expenses	2,427,979	2,324,232
Travel	145,197	66,151
Office and Program Expense	192,299	196,454
Occupancy Costs	156,282	158,633
Other Operating Expenses	171,733	202,639
Total Expenses	<u>5,246,562</u>	<u>5,122,546</u>
Net Revenue	<u>1,355</u>	<u>9,317</u>

A special thanks for many years of valued and dedicated

service...

15 Years

Erin Boersen

Jane Davis

35 Years

Susan Melkert



Painting by Participant, Jeff Paul



Thank-you United Way of Perth-Huron and all the caring individuals and volunteers supportive of our community!

Family Services Perth-Huron staff supports the United Way Perth-Huron campaign! FUN-raising occurred through Payroll Deductions, in-house events and Vacation Day Raffles . Together we value our shared communities with the uniqueness of each person; various ages, abilities, communication styles, racial, cultural and ethnic diversity!

Thank-you Family Services Perth-Huron funders!

Ministry of Children, Community and Social Services | South West Local Health Integrated Network (LHINs); Ontario Health | United Way Perth-Huron | Employee Assistance Programs | Rotary Club of Stratford | Ministry of the Attorney General | The Corporation of the City of Stratford | Stratford Perth Community Foundations | Private, generous donors