



Family Services Perth-Huron 2020 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.

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~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 today.

Anyone in our community can experience 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 working with others to seek positive change 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** - courageously engaged in 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

The greatest gift offered to a vulnerable person living in our community is hope.

*Susan Melkert,
Executive Director
& Peter Roach,
Acting President*



Together we create hope!

INDIVIDUAL, COUPLE, FAMILY

& GROUP COUNSELLING supports 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.

People reach out when they are most vulnerable and in times of crisis and transition. A person may have experienced traumas due to abuse, job loss, family break-up or facing the loss of a family member.

People can experience difficulties at home, school, work and/or in the community.

Our clients exhibit tremendous courage when they first call to initiate personal change. Through a compassionate and comprehensive intake, individuals and families are connected with counselling to address a broad range of concerns.

The global pandemic of March 2020 onward has brought unprecedented challenges and concerns to our clients and community.

Our clinical work has continued as an essential service, while also altering service delivery to those in need through virtual methods. We are committed to ensure available counselling services as we move forward in these trying times.

Our professional team supported people to manage with anxiety and stress and acquire new skills and knowledge to move forward in coping with life's challenges while building increased self-awareness, and improved mental health and well-being.

Our Registered Social Workers and Psychothera-



pists are credentialed as per the Province of Ontario Psychotherapy Act.

Our counsellors implement evidence based methodological interventions. Ongoing training maintains competencies in Trauma and Domestic Violence informed practice. Counselling interventions include Cognitive Behavioural Therapy, Dialectical Behavioural Therapy, Family Systems, Solution Focused, Mindfulness and Narrative therapy to name a few. Research shows these methods coupled with a trusting confidential

therapeutic relationship is a crucial key to change.

Working together with a specially qualified counsellor, a person and their family are better equipped to cope with life's challenges. Each person has a personalized plan to move forward for his or her circumstances. *Our team collaborates with community organizations to provide individualized, client centered services to improve mental health.* Connections to important community resources assist people to 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 are offered. Processing trauma and safety planning enhances coping by building on personal strengths and resiliencies to avoid further abuse. Counselling guided women to make lasting change by gaining independence, creating supports, increased understanding of boundaries and recognizing the effects of abuse. In group settings women embark on their healing journey with the support of others who have shared experience.

The Perth County Stop Violence Against Women Coordinating Committee of Perth County (VAW) collaborates with local agencies for awareness, education and prevention of violence against women. *Presentations in our local schools, community centers, at health fairs and with sports teams builds awareness of domestic abuse.*

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

Stratford Probation and Parole clients received individual counselling services and reported making positive changes in their lives.

In the **Partner Assault Program (PAR)** strategies and skills are learned to resolve conflicts in relationships; group sessions were conducted for both men and women. Partners are contacted for safety checks and community services referral information and/or helped with detailed safety plans. Many participants continue post PAR to work on relation-

ships with family, friends and co-workers.

Connecting Seniors Program "A Time for Me" and "Coffee Hour" offered opportunities for personal growth, greater self-awareness and expanded social support networks. Our seniors program led the "Powerful Tools for Caregivers" to build resiliency and offer supports for caregivers.

Community Support Services assisted seniors and persons with physical disabilities and their caregivers to better cope with life's challenges. Powerful Tools for Caregivers groups supported caregivers with multiple challenges.

Ontario Works/Stratford Social Services Division Counselling helped participants overcome a variety emotional challenges to pursue employment goals. 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 well-being and coping skills.

Thank-you to our funders and donors, helping us to respond flexibly to people in their time of need! We were pleased to offer counseling to Essential Workers and Small Businesses for our community.

Client Survey Quotes

"I whole heartedly believe in the positive outcomes that happen through my counselling sessions."

"Counselling has been and continues to be a vital part of my ongoing journey to understand myself and improve my life."

"My whole family has been going to counselling and our counsellor has been a wonderful support to us."

"I just wanted to say Thank you for the help at a time in life when I know I couldn't have afforded to pay for counselling."

Overall, counselling impacted 2,133 individuals and families strengthen their mental health and well-being, enriching their own lives while engaging more fully in our communities!

Contact: Kate Aarssen, Clinical Supervisor

Funded by: The United Way of Perth Huron, Stratford Perth Community Foundation, Ministry of Children Community & Social Services, Local Health Integrated Networks, The Corporation of the City of Stratford, Ministry of Attorney General, Ministry of Community and Correctional Services & Employee Assistance Plans

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

154 Children and vulnerable adults have fun while gaining new skills, making friends and new connections to their community!

Caregivers access a range of options to create an individualized respite plan to meet the needs of the child, caregiver and family.

Choices include: in home or out of home respite with one to one respite providers, centre based respite, out of home host families and purchase of respite through other agencies, camps and community based options.

"Your assistance helps me more than words can say, thank you."

"Our son made new friends at Respite house and he really enjoyed the cooking and trips in town."

We all need to feel a sense of belonging.

Respite not only supports families with immediate needs but is instrumental in building friendships and life-long relationships between children. Through involvement with the respite program, children and adults volunteered with a Sunday School class, attended pottery classes, learned to can vegetables at the Local Community Food Centre, purchased flowers at a local garden centre to create outdoor planters and volunteered at an overnight camp.

Partnerships provide innovative ways to support caregivers and their children.

The Rotary Clubs of Perth County and Stratford have partnered with Family Services Perth-Huron since 2004, the year the Rotary Respite House project was conceived. The heart of the home ♡ is our 13 amazing, highly skilled and dedicated staff members!

Chair, Nick Aroutzidis and Rotary club members participated along with staff from Family Services Perth-Huron to advise, support and promote the Rotary Respite House. Each December, the club donates funds so that every child who attended the home in that year receives a gift. This gift illustrates the dedication of the club to support caregivers in our community in a tangible way. We truly are "Better Together".

"The staff make it fun for my child at Respite House"

"In many ways my son misses out on a lot of childhood activities due to his health. That is

what makes the Rotary Respite House so great. He is in a safe, loving home environment that is fun and social memories are made all the while allowing myself, my husband and family to get a re-charged break with a great peace of mind knowing he is in great care."



The agency hosts www.respiteservices.com for families to know what respite options are available and how to access this support.

To meet the changing needs of families and provide the best possible service, the Respite Coordinators have participated in ongoing training opportunities including:

- Mental Health First Aid
- Needs of children and adults with Fetal Alcohol Spectrum Disorders and Autism Spectrum Disorders
- Graduate studies in Indigenous Studies and Social Justice and Transformative Social Work

To maintain a high level of professional care and instill confidence in both the family and service provider, ongoing training included:

- 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

Rotary Respite House (RRH)

offers respite to children with complex special needs

RRH Statistics Jan 1 - Dec 31, 2019

Total Children served at RRH House since opening Jan 16, 2004	185
Weekends of Respite	47
Days of Respite (ie. Summer, March-Break, Easter weekend & Christmas)	50
Summer Camp at RRH	36
Weeknight sleepovers	14
Monday Cooking Classes	20
Total Days, Weekends, Weekday Overnights	225

Contact: Nancy Farr

Funded by: Ministry of Children and Youth Services and Ministry of Community and Social Services and Rotary Clubs of Perth County, private fees & donations



Pictured with Peter Roach of the Stratford Rotary Club and Peter Shackleton, Rotary Club President, both Susan Melkert and Nancy Farr and were honoured as recipients of the Paul Harris Fellowship Award.

SPECIAL SERVICES AT HOME

(SSAH) offered Support and Respite for 133 Children, up to age 18 with developmental and/or physical disabilities and their families; a total of over 55,000 hours.

Service Providers support children 1:1 with an individualized service plan developed by the individual, coordinator and the family. Goals may include increasing the child’s self-help skills (dressing, feeding) fine or gross motor skills, safety awareness (obeying stop lights etc.) or following through with speech or occupational therapy recommendations.



Family caregivers received well deserved breaks while their son or daughter developed skills they chose on their individual support plan. Professionals such as physiotherapists, occupational, speech or behavioural therapists offer guidance as needed. Together the team creates effective and safe support.

“Our Coordinator introduced us to a really great Service Provider. Our daughter’s everyday needs and things she learns from service providers are invaluable as well as the emotional support.”

Coordination assists families to manage their funding and be responsive to changing needs and family priorities.

Some families self-directed funds or received help through the flexible support option for house maintenance to spend more time with their child and or siblings.

Families gained energy and the resiliency to meet the entire family’s needs

spending their valuable time on what matters most. *“I was able to accomplish going back to work full time with the support of FSPH.”*

Careful matching of Service Providers with the individual and families is key!

Trusted and skilled Service Providers best meet the families’ needs. Coordinators trained and consulted with over 80 contracted Service Providers and with 18 new recruits. We average 10 - 12 matches each month.

PASSPORT 101 adults with a developmental disability were supported to participate in meaningful community activities to pursue interests and achieve personal goals.

Recruitment of new Service Providers continued through networking, job fairs and community events.

“Thank you so much for the dedicated service providers that were focused on my young adult – he was able to do new and different activities – golf, swim, karate, yoga, music lessons.”

Coordinators assess each 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 orientation and training includes topics such as

Accessibility, Medication, Seizure, Fire-Safety, First-Aid, Non-Violent Crisis Intervention, CAS–suspected abuse, Lifting techniques.

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

“Great Coordinator – I always feel so relaxed talking to her.”

“When I leave my child with her service provider for respite, I know I needn’t worry – she was in good hands.”

After a two-year wait 25 new families received the good news of approved SSAH funding. Thirteen families remain on the SSAH wait list.

COVID-19 pandemic and current state of emergency:

When the pandemic started our Coordinators were committed to supporting Service Providers and families by reaching out regarding support/respite services. The well-being of families was top of mind as timely solutions were worked out together.

Creative ways to connect were explored through telephone check-ins with providers working towards a goal, e.g. practicing for a job or volunteer interview, safety and mental health checks, using FaceTime or Skype to continue virtual cooking classes and life skills. Families’ resilience shone through as they supported and met the ‘stay at home’ and social distancing strategies put in place by public health.

Contact: Janice Steckly

Funded by: Ministry of Children, Community & Social Services



SSAH/Passport/Foundation/Respite

Listened to when needed to talk: 100% Yes

Service available & accessible when needed: 97% Good, 3% Average

Goals & outcomes planned & accomplished to satisfaction: 91% Good, 9% Average

Positive relationship between family/individual and Service provider:

93% Good, 3% Average, 4% N/A

FOUNDATIONS/COMMUNITY PARTICIPATION

supports young adults with a developmental disability between the ages of 18 and 26 to transition from high school to an enjoyable and meaningful life in the community. This year 30 individuals participated, creating self-directed plans and learning new skills with the support of trained service providers.

Participants contributed to their communities through paid employment and Volunteer Activities.

- They:**
- created resumes assisted by organizations such as Partners in Employment, Conestoga Career Centre and Leads Employment Services
 - Established work and volunteer connections with the support of family members, service providers and community members
 - maintained regular employment at No Frills, McDonald’s, Maple Shadows Farms, Kie Farms, Romeo Optometry, Gwendolen Boyle Law Firm, TSC, Stratford KIA, The Hub, Montana’s and Physio on Front
 - contributed as volunteers at the Stratford Public Library, North Perth Public Library, House of Blessing, YMCA Stratford Perth, Stratford Winterfest, Wildwood Care Centre, Local Community Food Centre, Emily Murphy Centre, Salvation Army, It Takes a Village, Stop Gap, Re: Action 4 Inclusion, Woodland Towers and Spruce Lodge



Participants made social connections through recreation and leisure activities:
They:

- engaged in physical fitness activities including horseback riding, aqua-fit classes, playing on sports teams, participating in Special Olympics sports, swam, walked, biked and worked out at local gyms
- explored creative expression opportunities through dance classes, art classes and music lessons
- participated in activities offered by the YMCA Stratford Perth, Knight and Clay, The Local Community Food Centre, Stratford Christian Reformed Church (Friendship Group), Mike’s Bowling Lanes, Stratford Rotary Complex, Gallery Stratford, Stratford Public Library, North Perth Public Library, Stratford Perth Humane Society, This-tledown Equestrian Centre, Crunch Fitness and Dynafit.

Literacy/Numeracy services:

Participants learned new skills based on their unique interests:

- They:**
- Maintained and improved functional literacy skills through fun activities such as emailing friends and family, studying for a driver’s test or testing out a new recipe
 - Numeracy skills were applied in activities such as budgeting, banking, price comparison shopping, and learning to use the cardio equipment at the YMCA
 - Participants used technology to connect with classmates in New Zealand, and to keep in touch with each other during the COVID-19 lock-down

Strengthened Community Partnerships assisted individuals to meet their goals.

- We:**
- Partnered with Community Livings of Stratford and Area, St. Marys and Area and North Perth, L’Arche, Salvation Army, Stratford Winterfest, Stratford Perth Humane Society, Kiwanis Aktion Club, YMCA Stratford Perth, Facile Perth and the Stratford House of Blessing
 - Worked with community partners on the Voices Advisory Committee to plan events for families and caregivers. These activities supported participants to learn self advocacy skills, and to have confidence in creating the support they need to succeed in their life goals



Foundations participants enjoyed increased independence and new experiences to create full, active and meaningful lives!

Contact: Susan Lavender
Funded by: Ministry of Children, Community and Social Services

Buddy Up Social Skills is a group experience for youth 11-14 years of age with high functioning Autism Spectrum Disorder. Youth practice skills in a structured setting with peers, sharing and learning from their own personal experiences. One family stated, *“Our son loved being with new friends in the group.”* Friendships are fostered and youth gain confidence in their social interaction easing the transition into high school and adolescence.



FAMILY SUPPORT WORKER (FSW)

Life is a journey filled with dreams, challenges and realities. Our FSW guided 127 families caring for a child with a developmental disability with their own unique life transitions.

Families reach out to the FSW for many valued reasons:

- 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 and dreams

Positive outcomes with Family Support Worker support:

- Families voices were heard, valued and understood as their children transitioned through the education system ensuring their child’s specific support needs
- Multiple collaborative interdisciplinary community support teams developed for vulnerable children and their families
- A youth and his family learned of creative community housing options available for them through collaboration with community partners
- Families explored and obtained an appropriate developmental diagnosis to connect to much needed community supports
- Families established attainable goals related to developmental, education and medical needs
- Youth and families shifted seamlessly from children to appropriate adult supports across all community sectors

Reflections from a family:

“I commend the incredible level of cooperation and collaboration between your staff. Staff are exceptional at what they do and have gone the extra mile on numerous occasions...their help was invaluable! I value their expertise and commitment and their creative problem solving-skills, which allow them to see the big picture so they can find solutions that are right for my family. But what I value most of all is their compassion and integrity!”



Contact: Robyn Horst

Funded by: Ministry of Children, Community and Social Services

ADULT PROTECTIVE SERVICE WORKER (APSW)

In 2019/20, APSWs in Huron and Perth counties provided case management, advocacy and planning supports on behalf of 125 individuals.

APSWs focus on respectful communication and trusting relationships to better understand people’s strengths, goals and desires for positive life outcomes of living independently in their community:

- A middle-aged woman endured lengthy multiple complications and surgery due to a cancer diagnosis. Now living cancer free, the special bond developed with her APSW while receiving support and advocacy through this life altering journey has renewed her hope to move forward
- Due to the global pandemic, a man with a compromised immune system from diabetes along with physical and mental health needs was at extreme risk while engaged in his usual daily living activities outside of his home. He was helped to obtain essential medical supplies, prescriptions, groceries, PPE and equipment. The APSW, together with community partners supported him to safely maintain his quality of life through critical medical and emotional support, guidance and monitoring
- A man with significant trust and behavioral issues and with limited external supports was supported to coordinate his medical and psychiatric care and get the help he needed. He is now happy and content experiencing social activities, a daily routine and volunteers in his community
- A woman with high anxiety was supported through a critical medical process and to better cope from the impact of COVID-19 towards improved emotional well-being
- Giving birth last year, a woman struggling with PTSD and mental health from extreme past abuse was encouraged to start her own business and to fulfill her goals
- In financial difficulty, a person with addictions health and wellness issues faced eviction. Together we prioritized and re-discovered his personal worth. Long overdue doctor, optometry and hearing appointments were attended. As well, funding sources now securely addresses his daily activities, housing and debt and credit issues; His mental health is improved and addiction concerns are more stable

APSW’s believe that a guiding hand, listening and valuing others, empowers people to meet their basic needs and be the best they can be!

Personal Reflections:

“When something goes wrong, I think to myself, what would my APSW say or do.”
“Everyone is there when I need help.”
“I am very thankful for my APSW.”

Contact: Linda Crerar

Funded by: Ministry of Children, Community & Social Services



FSW

Support was helpful: **78% Good, 11 Average, 11 Needs Improvement**; Service available when wanted: **91% Good, 8% Average**; Listened when needed to talk: **89% Good, 11% Not Applicable**; Felt Respected: **100% Good**

APSW

Support was helpful: **92% Good, 8% Average**; Service available when wanted: **67% Good, 33% N/A**; Listened when needed to talk: **94% Good, 6% Average**; Felt Respected: **96% Good, 4% Average**

FAMILYHOME offers an adult (Homesharer) with a developmental disability an opportunity to live with a caring family (Homeprovider) residing in the community. Currently 39 persons are supported with 29 homes throughout Huron Perth, Grey and Bruce Counties.

Homesharers have unique and changing needs including dual diagnosis, physical changes (some due to aging), visual and hearing impairments, medical and other support needs requiring a flexible, planned response.



In the Familyhome model, each person is encouraged to reach personal goals by adapting supports and supervision to individual strengths. Their needs, supports and desired outcomes are detailed on an Individual Support Plan (ISP), reviewed every six months or sooner with changes made as necessary. Supported day programs, volunteer/work placements, post-secondary education and recreational activities may form part of the supports.

 **Positive Outcomes:**

- **All homesharers are encouraged to reach their full potential based on their unique needs and wishes.** Examples this year included supporting an older individual in a Retirement Home while we work with her sister to find a suitable long term care support in her community, assisting a young woman to transition into Familyhome from the Children Aids Society, celebrating with a woman accepting a full time hairstylist position resulting from her education, while another person was accepted to a full-time Owen Sound Georgian College CICE program
- **We collaborate with local agencies, contracted service providers, homeproviders, Respite providers, and Volunteers to ensure each participant is active and integrated into the life of the local communi-**

ty. Collaborations included filling vacancies with the Developmental Services Ontario, working with local agencies to assist homesharers to live in more independent support models and offering age appropriate day activities for a person while we advocate for more stable support. We also support one person at a long-term care facility with plans to transition to an agency able to meet his increased physical/behavioural needs. Our staff also created local delivery solutions on agency, regional and provincial committees to improve supports for persons with developmental disabilities

- **Recruitment is a major focus.** We are fortunate to have the support of long-time providers. In recognizing upcoming well-deserved retirements, we also prepared for the need of new recruits. We successfully managed to train new respite/day support providers and volunteers and complete home studies for new homeproviders. Flexible trainings are offered one on one, in class, or on line to learn the April 2016 Familyhome guidelines, AODA training and QAM training as it relates to the Familyhome model

Fun and entertaining events or just sharing time over a good meal together connect people from all 4 counties, to create mentoring opportunities, and build bonds and supports within the Familyhome community.

Events included:

- the annual picnic, Christmas Party and trip to the Stratford Festival Theatre to watch the Never Ending Story
- various vacations whether a short weekend, or longer depending on personal interests, cost and available supports
- our summer picnic, Christmas Party (complete with Santa!) and Annual Bus trip to Toronto's Almost Famous Players Theatre with lunch

We gratefully acknowledge the contributions of one of our dedicated day respite provider, who died this year. He will be sadly missed by those whose lives he touched. We remain 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

FamilyHome Homesharer

- Do you like where you live? 100% Yes
- Do you like the rules in your home? 86% Yes, 4% No, 10% unanswered
- Do you like your clothes? 100% Yes
- Are you happy with the number of times your worker meets with you? 83% Yes, 13% No, 4% unanswered
- Do you like your worker? 96% Yes, 4% Unanswered

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. 97% of clients noted the relationship and work with their counsellor helped them to understand their problems and make much needed changes; 90% of clients report they were helped in counselling to achieve goals
- ✓ 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 & the Stratford Probation and Parole audit
- ✓ The Ministry of Children, 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	2019
Provincial Ministry Funding	\$3,768,446	\$3,686,546
Purchase of Service Agreements	1,204,973	1,155,848
Credit Counselling -Creditor Contributions	5,175	21,890
United Way of Perth-Huron	99,150	85,190
Other	170,173	154,038
Total Revenue	5,247,917	5,103,512
EXPENSES		
Salaries and Benefits	\$2,153,072	\$2,224,675
Contract Expenses	2,427,979	2,180,686
Travel	145,198	180,859
Office and Program Expense	192,298	165,443
Occupancy Costs	156,282	151,146
Other Operating Expenses	171,733	200,099
Total Expenses	5,246,562	5,102,908
Net Revenue	\$1,355	\$604

A special thanks for many years of valued and dedicated service...

5 Years

Kate Aarsen, Andrea Bootsma
 Robyn Horst, Cynthia Miller

15 Years

Jessica Jantzi

40 Years

Linda Crerar

*In gratitude & memory of Board President,
Nicola Forte.*



*Nick's compassionate insightful leadership
inspires us to lead with "soul".*



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

Family Services Perth-Huron staff donated over \$2,738.12 to the United Way Perth-Huron campaign! FUN-raising occurred through Payroll Deductions, in-house events, Vacation Day Raffles, the 10th Annual Soup's On Competition and our Christmas Garage and Bake Sale. 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 | Ministry of Children & Youth Services | South West Local Health Integrated Network (LHINs) | United Way of Perth-Huron | Employee Assistance Programs | Rotary Club of Stratford | Ministry of the Attorney General | The Corporation of the City of Stratford | Ministry of Community and Correctional Services | Stratford Perth Community Foundations | Private, generous donors