



Family Services Perth-Huron

2018 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

President

- ◆ Nick Forte

Vice President

- ◆ Peter Roach

Secretary

- ◆ Randy Brown

Directors

- ◆ Dawne Boersen
- ◆ Gary Austin
- ◆ Jennifer Knechtel
- ◆ Annette Biasin
- ◆ Clive Slade
- ◆ Don Campbell

Executive Director

- ◆ Susan Melkert

~exofficio

President's and Executive Director's Report

All Individuals and families can experience difficult and complex circumstances. It is at these critical times of adversity, when personal pain, despair or heartbreak can seem insurmountable, people reach out to our Agency for hope of a better future.

Whether it involves parenting a child or adult with special needs, enduring a family break-up, struggling with domestic abuse, facing financial hardships or care-giving for a loved one in palliative care, people are seeking personal solutions.

Creating fully engaged resilient and inclusive communities results from service collaborations, partnerships and working with others seeking positive change for those in need. Together we can offer a wide variety of quality integrated services to address the needs of people living within our community.

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

We remain grateful for the many valued contributions enabling us to realize the agency's vision and mission. One of the greatest gifts offered to a vulnerable person living within our community is hope. Once you choose hope and a thing is possible.

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 both time and spirit
- ◆ Funders and Partners - invested in impactful change
- ◆ Board Members - responsible for agency governance oversight, creating our strategic direction, succession plans and ensuring accountability on behalf of clients, the public and rigorous funder requirements



Together we

INDIVIDUAL, COUPLE, FAMILY & GROUP COUNSELLING

enhances relationships, communication, problem-solving, decision-making and conflict resolution skills. Other outcomes include improved mental health, better adjustment to illness and altered life circumstances, relief in the grieving process and improved overall wellbeing.

People engage in counselling to strengthen their relationships in both family and community.

Our professional team supported people to acquire new skills and knowledge to move forward on their path toward personal change and improved well-being.

Our counsellors implement evidence based methodological interventions. Our Registered Social Workers or Registered Psychotherapists are credentialed as per the Psychotherapy Act of the Province of Ontario. Ongoing training maintains competencies in evidence based 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.

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

During these challenging times, people can experience difficulties at home, school, work and/or in the community. It takes courage to make that first call to initiate personal change. Through a compassionate and comprehensive intake process, individuals and families are connected with appropriate available counselling services.

When working together with a specially qualified counsellor, a person and their family are better equipped to cope with life's challenges.

Each person is provided a personalized plan to move forward to address his or her own circumstances.

Connecting to important community resources assists people to meet their basic human needs, such as food, shelter and clothing. Our team collaborates with various community agencies and services to provide individualized, client centered services to improve mental health.



Employee Assistance Programs provided by employers benefited employees seeking local counselling.

The **Violence Against Women VAW Program** supports women and children experiencing physical, sexual, emotional, verbal, economic and/or psychological abuse. VAW Counselling offers safety planning, advocacy, rights information and referrals to needed services. Processing trauma enhances individual and family coping. It builds on personal strengths to avoid further abuse. Women and children increase their safety with community supports; 4 different groups of 26 sessions and 858 individual sessions led to women gaining independence, creating supports, improving self-esteem, understanding anger and recognizing the effects of abuse. Within the group setting, women learn through mutual support, they are not alone on their healing journey.

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. FSPH manages the committee funds. Annual events included a Silent March for Women Abuse Awareness and Prevention Month, the global "One Billion Rising" and the Art Competition for Sexual Assault Awareness and Prevention Month.

Free presentations in our local schools, community centers and with sports teams builds awareness of domestic abuse.



In **Men's Process Group** a counsellor and a volunteer facilitator provide education and the opportunity for personal growth. Men enhance their well-being and relationships, while being supported for past traumas. Their social and emotional coping is improved through mutual support and mentorship.

Partnered with the **Sexual Assault Crisis Centre of Essex County Windsor**, counselling was provided for 12 men to safely process their trauma of being sexually abused.

41 Stratford Probation and Parole were served.

Partner Assault Program (PAR) provides an opportunity to learn new strategies and skills to manage conflicts in relationships; 68 group sessions were conducted with 80 males and 28 group sessions with 10 female participants. Partners are contacted for safety checks and community services referral information; women were helped to plan detailed safety plans. Many sought extra support with the agency or community, post PAR to re-evaluate their relationship roles - not just with partners, but with family, friends and co-workers.



The **Connecting Seniors Program** with "A Time for Me" and Coffee Hour offered individuals opportunities for personal growth, greater self-awareness and expanded social support networks. Our seniors program led the "powerful Tools for Caregivers with positive feedback on the many benefits of that group support program; 801 persons were served.

Community Support Services assisted seniors and persons with physical disabilities as well as their caregivers with sessions to cope with life's challenges.

One Care sub-contracts the Agency's Community Care Access Centre instrumental Social Work Services offering 569 home visits to reduce hospital wait times and assisting people to live at home.

In counselling supported by the **Ontario Works division**, participants overcome emotional challenges to pursue employment goals.

The Housing Worker Outreach initiative in partnership with the Huron Housing and Property Services, helps people avoid homelessness and experience more permanent housing solutions.

Overall, counselling served 2205 individuals to strengthen their mental and well-being, and enrich their own lives while engaging more fully in our communities!

Client Survey quotes

"We have made great strides in our relationship as mother and son."

"I believe everyone can benefit from the advice and/or sounding board of a good counsellor."

"At this difficult time in my life, my counsellor is giving me the hand up that I need and for this I am grateful."

"I am connected to many others who have also lived through trauma and are in recovery and I refer them here for support and counselling."

"I have honestly loved my involvement with this agency. My counsellor really helped me move forward in life".

"Counselling has helped me stay calm in a very difficult situation."

Contact: Kate Aarssen, Clinical Supervisor
Funded by: The United Way of Perth Huron, Stratford Perth Community Futures Grant, Ministry of Community and Social Services, Local Health Integrated Networks, The Corporation of the City of Stratford, Community Care Access Centre, Ministry of Attorney General, Ministry of Community and Correctional Services and Employee Assistance Plans

NON-PROFIT FINANCIAL

LITERACY (Huron/Perth) supports individuals and families in financial jeopardy or crisis, often due to circumstances beyond their control, i.e. recovering from the economy, job loss, affordable housing, physical or mental illness or family break-up.

Financial Literacy educates everyone- especially vulnerable persons on a low or fixed income. We see students, seniors, women and children, adults with a mental health and/or developmental disability.

Support occurs via individual one on one sessions, workshops, seminars, media spots, newsletters, public awareness/preventative education and our work together with trusted partners.

Presentations offer opportunities for better awareness around budgeting, credit and debit cards, debt options, connections to relevant services and exploring one's relationship with money. This year we hosted 'information booths' at the Festival Marketplace Mall, the Kiwanis Community Center and Northwestern Secondary School. Workshops occurred at the Kiwanis Community Centre, Northwestern Secondary School, Northwestern Cope Centre, Stratford Central Secondary School, the Stratford Family Health Team, and the Youth Job Connection program at Conestoga College.

Financial control is a form of abuse. If a woman or vulnerable person is at risk of harm or financial control in a relationship, these public events offer a chance to confidentially ask questions of where they can turn for help. If a person discloses they are at risk of harm in a relationship, their plan includes other helpful

services providing the needed knowledge, skills and confidence to manage personal finances independently.

Financial wellness is built collaborating with agencies such as Crisis Teams, Licensed Insolvency Trustees, Addiction Counsellors and Shelters, Ontario Works, Ontario Disability Support Program, Legal clinic, Canadian Mental Health and seniors' services.

As a member of the Ontario Association of Credit Counselling (OACCS) we work with the federal government and the Canadian Banker's Association to improve financial well-being and financial literacy opportunities.

Stats:

- 793 individuals and families served
- Average debt \$16,388
- Average age: 49
- Average family size: 2.5

Each person's situation is assessed and a customized plan occurs for every unique situation to move forward to effectively manage finances.

SUCCESSFUL OUTCOMES occur when a person learns:

- wise money management strategies
- uncover beliefs about money
- improved financial conditions from consumer/credit education
- a budget to ensure basic needs are met (shelter, food, clothing)

- to create savings
- debt recovery strategies
- to set and obtain short and long term goals
- where to turn when facing financial abuse



Becoming more financially secure affords participants the ability to contribute to the community's economic stability. Family relationships, including children and youth, improved positively as financial pressures eased. Individually people experience increased financial literacy. People move from poverty to possibility!

*Contact: Ange Huehnergard and Kaly Feltz
Funded by: United Way of Perth-Huron, private donations & client fees*

Participants wrote: Staff were "open and willing to work with us. We were not judged!"

Financial Literacy Satisfaction Responses November 1, 2015 – March 31, 2016

The Counselling/Financial Literacy I received helped me with my problem(s). **100% yes;**

Since coming to the Agency, I have made decisions or taken actions to solve my problem(s). **100% yes;**

The Counsellor is knowledgeable and information provided was useful **100% yes;**

Our Ontario Association for Credit Counselling Services statistical report notes- **95%** of our clients resolving their debt are successful as a result of improved financial literacy.

Continuous Quality Improvement... Nice to Know!

- ✓ Counselling satisfaction feedback affirms positive change results from strengthening interpersonal relationships, communication and problem-solving supports. 94% of clients noted the relationship and work with their counsellor helped them to understand their problems and make some much needed changes and that, "the services received through counselling helped them to deal with things they had never imagined they could address"; PAR has consistent positive feedback such as "my counsellor supported me to learn and grow" and "my counsellor really challenged me to see others perspectives"
- ✓ Our accessible AODA compliant services serves those in our rural counties with transportation barriers
- ✓ Family Services Perth-Huron builds community capacity for improved wellness/health at the community level participating on 45 committees, member agencies and planning groups
- ✓ Professional supervision for our intern University Bachelor and Master of Social Worker students results in additional community counselling
- ✓ The Ministry of Community and Social Services/Ministry of Community and Youth Services Risk Assessment rated FSPH as low-risk
- ✓ Congratulations to all of our Board, Staff members and volunteers! FSPH underwent 6 successful compliance reviews to adhere to rigorous funder standards- MCYS licence review, Quality Assurance Measure Developmental Services review, PAR Regional review, the Stratford Probation and Parole audit, the Canadian Centre for Accreditation, the Canadian and the Ontario Association of Credit Counselling Services Accreditation
- ✓ The 3rd party CCA Accreditation reviewers noted, "This Agency truly lives up to the value of being client-centred!"

In Memory of Former FSPH Executive Director, Alan MacIntyre (1944-2017)

Alan's compassionate insightful leadership created the vision that continues to guide and inspire our Agency's work today.





VISITING HOSPICE

supports individuals living in the community with a life-threatening illness by providing compassionate care, emotional support and respite care in Stratford and Perth South.

33 active volunteers provided 4200 volunteer hours, 3003 visits and 825 phone calls to over 119 vulnerable individuals and their families.

STRATFORD PERTH ROTARY HOSPICE For the 3rd year our volunteers were the highest fundraisers for the Hospice Care Avon Maitland Hike for Hospice for the 10-bed residential hospice in Perth County slated to open in the spring of 2019. A 4-bed facility will also be opened in Clinton!

Family Services Perth-Huron (FSPH) and Hospice Care Avon Maitland (HCAM) created a transition plan to integrate the visiting hospice program with the residential hospice to create seamless services. This includes the joint hiring of a new Coordinator— Welcome Katie!

This year focus is on recruiting and training up to 200 hospice volunteers to become an integral part of the care team.

MONTHLY TRAINING/EDUCATION enhances volunteer skills and confidence through the mandatory 30-hour palliative care training course. Expertise was shared by the Canadian Cancer Society and the Alzheimer’s Society. FSPH Social Workers addressed the importance of self-care and grief and bereavement.

We refreshed our Accessibility Ontario Disability Act training, took a tour of the “wig room” at the Stratford Knox Church and Sakura House Residential Hospice in Woodstock.

Each month volunteers take time together to honour clients who passed away. While the Hospice Volunteer Coordinator is always available, the volunteers provide invaluable peer-to-peer support as they share stories of success, happiness, sadness and grief.

VOLUNTEER RECOGNITION The gift of compassionate presence that our volunteers give to those most vulnerable. A testament to their passion for the work!

This year, the Ontario Government’s Volunteer Service Award recognized continuous service to Gary West for 10 years and Lisa McDonnell, Joan Murray and Cathy Rops each for 5 years.

Carol Bontaine received the prestigious June Callwood Award – a recognition of outstanding hospice volunteers throughout Ontario. All our volun-

teers deserve recognition for their ongoing dedication and support to this program.



We are so grateful to Dianne Parr for her compassion and commitment as she embarks on her retirement.

“Thank you for your kindness and support for Mom. Your visits really did brighten her day.” -Daughter

“Thank you for your kindness and thoughtfulness during [my husband’s] illness. It was appreciated; everything you did to help us manage with what we were going through.” -Spouse

“The feeling I had knowing that we were able to bring a little bit of light, joy, peace, calmness, energy, happiness, relief, and so many other positive emotions into this couple’s life, right up until the end, is such an incredible gift. Through our weekly visits I was able to give her a “good day” in a mix of really bad days. Thank you for allowing me to be a part of their story.” -Hospice Volunteer

Contact: Katie Jervis
Funded by: South West LHIN & private donations

SPECIAL SERVICES AT HOME (SSAH)



Caring for a child with a disability is often described by caregivers as a true blessing, while at the same time extremely stressful. SSAH offers much needed breaks so families can recharge their energy, spend more quality time with siblings and other family members and have more time to focus on their loved one with special needs. Families report experiencing improved well-being and personal resilience for all of the family members involved.

This year 158 children and their families benefitted with 17 new families guided through the SSAH application process. As well, 15 families received SSAH funding enhancements as their needs increased.

Relationships and the positive experiences created in the SSAH program reduces social isolation and connects families to community services and supports. It also helps ensure that basic needs are met.

Experienced Coordinators engage in important conversations together with the family to create a plan. Questions such as: *What is most helpful to your family? When would you like your Service? What does your child enjoy? Are there special food preferences or*

feeding methods? Are there medical concerns such as seizures? These considerations all form the basis for the service (care) plan. **It starts the conversation towards imagining a better future for their child and life together as a family.**

“Our Coordinator listens to our needs. When we encounter a problem she is always prompt in her response and solutions.”

Service Providers support individuals and families in the family’s home or in the community. Support occurs during daytime, evening and/or weekend timeframes. Children develop new skills, growth and development through fun venues such as activities planned at the park, YMCA, playing sports or games together.

“Dedication of staff; programming suited our child’s needs; flexibility; respected our time when planning meetings were scheduled. High praise all round for professional service and respect.”

Some families opt to receive reimbursement for homemaking tasks, camp/recreational fees, etc. from their SSAH funds.

“We are very happy with the services our Service Provider provides. She goes above and beyond to make my son’s life wonderful. Many thank you’s for the extra funding we received ... it has been a godsend.”

PASSPORT funds supported 83 adults with a developmental disability to participate in meaningful activities within their community, pursue what they enjoy and achieve personal goals. People chose to

develop work skills, volunteer, be involved in their community and build skills to help in everyday life. Individualized plans are based on wants, needs and strengths. Choices and options are presented including one-to-one support, community involvement programs, or a combination of both.

Both SSAH and Passport are individualized to achieve personal outcomes. Coordinators ask Passport participants questions such as, *What are your interests and hobbies? Would you like to get a job or volunteer somewhere? It’s a time of discovery and exploration of the adult’s dreams for a better future in their community.*

Coordinators helped individuals access all that Passport offers.

“I like doing stuff ...like checking out books, helping at home, grocery shopping and visiting.”

Training is tailored to the unique need of each person. Over 110 Service Providers received training in numerous areas such as CAS (Reporting Abuse), Medication/Seizure Training and Crisis Prevention and Intervention.

“It is great. Without these services I know our situation would be even more difficult. We are truly grateful.”

Service Providers provide valuable support for children and adults with disabilities and their families and the rewards are reciprocated. As one Service Provider commented, *“It’s nice to know I am making a difference.”*

Contact: Janice Steckly
Funded by: Ministry of Community and Social Services

RESPIRE CARE is a flexible, periodic, short term break from caregiving 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!**

179 children and adults with a developmental, physical or mental health need received respite. **Caregivers access a range of options to meet the individual needs of the child, caregiver and family.**

Choices include: in home or out of home respite with a one to one respite provider, centre-based respite, out of home host families, camps and community based options.

Respite is designed to address diverse need such as the technologically dependent, physically challenged, emotional or behavior concerns, autism spectrum, medically fragile, chronic illness, learning disabilities. All respite options have the flexibility to respond to a family's cultural differences.

Rotary Respite House (RRH) offers respite to children with complex special needs.

RRH Statistics Jan 1 - Dec 31, 2017

Total Children served at RRH House since opening Jan 16, 2004 171

Weekends of Respite 48

Days of Respite 50
(ie. Summer, March Break, Easter Weekend, Christmas)

Summer Camp at RRH 47

Weeknight sleepovers 20

Monday Cooking classes 27

Total Days, Weekends, Weekday Overnights 216

The heart of the home is the expertise and dedication of our 15 amazing staff members!

Respite promotes a sense of belonging. It connects our clients and caregivers to other individuals and families within their community.

Through involvement with the respite program, children and adults shared a cabin at camp with a friend made at Rotary Respite House, volunteered at the Salvation Army and maintained a jewelry business. Caregivers shared with each other resources, personal stories and successes during encounters at the Rotary Respite House.

Respite provides new experiences for clients and families.

Vulnerable children and adults had the opportunity to play a harp, make wooden bird houses, bake a dessert using their grandmother's recipe, make a ceramic piggy bank and see up close how a hot air balloon works.



Youth learned new social skills with peers by practicing with their new friends. This fosters confidence in their interactions with others and eases some of the social awkwardness that can be experienced in adolescence. It also addresses respect others' personal space and conflict resolution with peers.

"Picked up (my son) today and he was almost sad to see me. He wanted to stay and have another day with the staff and friends at the Rotary Respite House"

To facilitate easy, equitable and timely access promotion is key:

The Respite Program was featured at the December Stratford Rotary Club luncheon and a Kiwanis Club Meeting. These presentations increase awareness of the valued partnership between the Rotary Clubs of Perth County and Family Services Perth-Huron and the importance of respite for families.

The agency hosts www.respiteservices.com, in order for families to know what respite options are available.

To continue to meet the changing needs of families and provide the best possible service, the Respite Coordinators participate in training including:

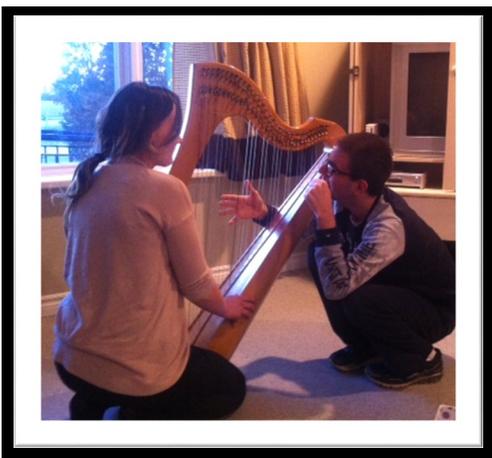
- ✓ Bridges out of Poverty
- ✓ Poverty in Perth County
- ✓ Social Ecological Approach
- ✓ Indigenous Workshop
- ✓ Mental Health First Aid

To maintain the highest 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

Thank-you to our generous community donors!

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



The Stratford Rotary Club members delight in providing 61 gifts to the children that attend the December Rotary Club meeting.

FOUNDATIONS/COMMUNITY PARTICIPATION

supports young adults ages 18-26 who have a developmental disability to make the transition from high school to an enjoyable and meaningful life in the community. **97 Participants** created self-directed plans and acquired new skills with the support of trained service providers. Participants contributed to their communities through **paid employment** and **volunteer activities**

- Created resumes assisted by organizations such as Partners in Employment and Leads Employment Services
- Established work and volunteer connections with the support of family members, service providers and community members
- Valued employers include Tim Horton's, McDonald's, Harvey's, Romeo Optometry, Cavalier, Expressions Hair Design and Solis Foods, Community volunteerism was supported at Stratford Public Library, North Perth Public Library, House of Blessing, Emily Murphy Centre, Humane Society, Meals on Wheels, Eastdale Public School, Westfield School, Central Public School, Stratford and District Christian School,

Salvation Army, It Takes a Village, Stop Gap, Re:Action 4 Inclusion, Kempston and Werth, Heart and Stroke Foundation, and Spruce Lodge

Participants made **social connections through recreation and leisure activities**

- Engaged in physical fitness activities including horseback riding, aqua-fit classes, played on sports teams, were involved in Special Olympics sports, swam, walked, biked and worked out at local gyms
- Explored opportunities for creative expression through dance classes, art classes and vocal and music lessons
- Participated in activities offered by the YMCA, The Local Community Food Centre, The Adult Learning Centre, Salvation Army, Stratford Public Library, North Perth Public Library, World Gym, Crunch Fitness and Dynafit

Participants accessed **Literacy/Numeracy Programs** offered by Foundations

- Learned functional literacy, numeracy and financial literacy skills
- Accessed technology as a method of learning practical skills and developing new skills, and to establish student peer relations with a classroom in New Zealand

Partnerships with community organizations were strengthened to assist individuals to meet their goals:

- Partnered with Community Livings of Stratford and Area, St. Marys and Area and North Perth, L'Arche, Avon Maitland District School Board, Huron Perth Catholic District School Board, Facile, CCAC and Listowel Mental Health Services
- Involvement in committees included Perth-Huron Facilitators Network and the VOICES Advisory Committee
- With our partner, VOICES, events were offered to families and caregivers to gain both knowledge and confidence

Foundations participants made choices and enjoyed new experiences in creating a full, active and meaningful life!

Contact: Susan Lavender
Funded by: MCSS



FAMILYHOME offers adults (Homesharers) with a developmental disability the opportunity to live with a caring family (Homeprovider). Currently 37 people have a place to call home with 28 Homeproviders throughout the Huron, Perth, Grey and Bruce County communities.

Each person aspires to their full potential by adapting supports to their unique individual strengths, goals and needs. A flexible, planned response adapts to a variety of diverse and changing needs in areas such as behavior, social, mental health, vision, hearing, medical and/or physical.

Each Homesharer has an Individual Support Plan (ISP) detailing the required supports and desired outcomes. ISP's are re-evaluated every six months, or sooner if there is a major change in the Homesharer's life. Planning considers the different interests of Homeproviders that vary from 18 years of age to seniors.

Familyhome workers collaborate with local agencies, service providers, Homeproviders, respite providers and volunteers to ensure each person actively participates in community life. Supported day programs, volunteer/work placements and recreational activities may be part of the supports.

We contribute to local delivery solutions on agency, regional and provincial committees. We work together with the Developmental Services Ontario (DSO), community agencies and our ministry to create living options in response to the expressed desires of individuals and families.

Flexible training for service providers and volunteers is delivered either one on one, in class, or online to build skills and confidence. Trainings cover a number of topics such as the Accessibility Ontario Disability Act, Health and Safety etc., to meet the April 2016 Familyhome guidelines.

Recruitment continues to be a major focus of the program as several of our committed long-term service providers are moving towards their retirements.

Familyhome successfully achieved the rigorous Quality Assurance Measures (QAM) Compliance review.

Positive Outcomes:

- Homesharers vacationed to sunny Florida, the Dominican Republic, camp, Newfoundland; Supported getaways included a spa weekend and a sports

themed weekend to the Toronto Maple Leafs.

- One Young woman (Homesharer) was supported to study in the Lambton College Developmental Service Worker program and went on to pursue her dream of enrolling in hairdressing school.
- A young man received respite with a host family in response to his parent's failing health and palliative condition; we worked with the local Community Living to ensure a model of support was secured respecting the individual and family wishes.
- We planned alongside local agencies to positively transition three Homesharers ready for new independence outside of their Host family setting.
- Two individuals were assisted to access Long Term Care support to appropriately meet their increased medical needs.
- Another Homesharer required Long Term Care support currently available due to his increased physical care; we maintained his community day activities with his friends and peers while advocating to secure a more age-appropriate model.
- We successfully recruited several new respite and day support providers, and volunteers
- Home studies were completed for potential new Homeproviders
- Good fun contributes to emotional well-being and community building- Annual events included a summer picnic, our Christmas Party visited by Santa himself, the Elmira bus trip and luncheon followed by a yester-year musical at the Cambridge Dunfield Theatre.
- Introductions between new and veteran Homeproviders at regional lunches created important mentoring opportunities.

We are 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 Community and Social Services



FAMILY SUPPORT WORKER (FSW)

115 families caring for a child with a Developmental Disability within Perth County were supported as they transitioned through their unique life experiences.

Families reach out to our Family Support Worker for:

- Guidance to source out information, community resources and service options.
- Assistance and advocacy to engage with professionals, agencies, systems and others involved
- Supportive counselling
- Problem solving towards solutions
- To have their concerns, questions, struggles, plans and dreams heard

The FSW assists families easing some of life's challenges leading to positive outcomes:

- A family with a young child secured community funding to purchase a much needed mobility device
- A single mom with a child returned to her care met her financial and care obligations; various funding resources were secured to provide the basic necessities for her child as well as plans for summer and camp opportunities.
- A family with a child with significant needs was guided in a collaborative community effort to transition seamlessly into Junior Kindergarten with all supports required in place.
- Community partners worked collaboratively with a family of a young child to address the child's behavioral, mental health and safety needs to bring stability to the family.

Providing a "guiding hand" is the essence of Family Services Perth Huron's Vision, "Our community strengthened one person, one family at a time".

"They gave me a better understanding of how everything works"

"(FSW) is awesome!"

"All support is greatly appreciated"

Contact: Robyn Horst, FSW

Funded by: Ministry of Community and Social Services



ADULT PROTECTIVE SERVICE WORKER (APSW)

APSW's engage directly with adults with Developmental Disabilities who are living on their own. 115 people across Huron and Perth were helped to access and maintain services and supports towards living a quality life.

APSW's strive to develop trusting, respectful voluntary relationships with individuals to understand their unique strengths, goals and needed areas of growth and development .

Case Management and Advocacy supports individual wellness and autonomy. APSW's provide skill assessment, planning, communication, education, resource management and collaborative service facilitation.

Communication, relationships, respect and trust are key to positive outcomes attained via voluntary APSW support:

- A family of four with two children gained financial stability and are now able to meet their basic needs; they were assisted with a plan to remediate their finances and connected to a Community Income Tax clinic and the CRA to have their Canada Child Benefit (CCB) re-instated.
- A woman now safe, looks to a brighter future after being helped to leave an abusive situation; with affordable housing secured she has hopes of part time employment and a volunteer job.
- A man believed to be able to live independently but had never done so, acquired a stable supported living environment after considering housing in three counties; he was also linked to the Public Guardian and Trustee, dental and optometry services.
- A young woman was supported to meet CAS parenting requirements allowing her to safely have her child returned to her care.
- A middle aged man is well nourished, content and safe as he was supported to transition to live in a Long Term Care residential setting; he had formally been resistant to maintain his self-care needs due to failing health.

People often just want their voice heard, need a guiding hand to move through life's challenges and transitions and to have basic needs met.

"I'm very happy with all the services with them"

"They have been very helpful to me and my life".

Contact: Linda Crerar, APSW/FSW Supervisor

Funded by: Ministry of Community and Social Services

FamilyHome Homesharer

Do you like where you live?

95% Yes

Do you like the rules in your home?

82% Yes

Do you like your clothes?

90% Yes

Are you happy with the number of times your worker meets with you?

81% Yes

Do you like your worker?

100% Yes

2017 Surveys

Family Support Worker

Felt respected:

100% Good

Listened to when needed to talk:

100% Yes

Service available and accessible when needed:

100% Good

Goal and outcomes planned accomplished to satisfaction:

75% Good, 12.5% Average, 12.5 % N/A

Satisfied with connection to community supports:

87.5% Good, 12.5% N/A

Adult Protective Service Worker

Support was helpful:

100% Good

Service available when wanted:

94% Good, 4% Average, 1% N/A

Meeting Location Accessible:

88% Good, 2% Average, 10% N/A

Listened when needed to talk:

98% Good, 2% Average

Felt Respected:

95% Good, 2% Average, 3% N/A

Satisfied with support received to connect with community supports:

88% Good, 2% Average, 10% N/A



Family Services Perth-Huron
142 Waterloo Street South Stratford Ontario N5A 4B4
519-273-1020 fsph@fsph.ca
www.familyservicesperth-huron.ca

THANK YOU for your support

FAMILY SERVICES PERTH-HURON STATEMENT OF OPERATIONS

REVENUE	2018	2017
Provincial Ministry Funding	\$3,660,548	\$3,720,186
Purchase of Service Agreements	1,155,667	1,094,163
Credit Counselling -Creditor Contributions	36,850	52,629
United Way of Perth-Huron	94,285	109,280
Other	119,632	97,802
Total Revenue	5,066,982	5,074,060
EXPENSES		
Salaries and Benefits	\$2,164,830	\$2,212,597
Contract Expenses	2,201,679	2,175,704
Travel	168,935	178,692
Office and Program Expense	147,935	164,772
Occupancy Costs	156,433	151,000
Other Operating Expenses	220,521	186,734
Total Expenses	5,060,333	5,069,499
Net Revenue	\$6,649	\$4,561

MILESTONES...

5 Years

Sandy Iredale
Susan Lavender

10 Years

Kelly Brooks

25 Years

Julie Engel
Nicole Malcho

30 Years

Nancy Farr
Janice Steckly

A special thanks for many years of valued service contributions

Dianne Parr and Helen Seifried retiring from their positions to pursue their other passions



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

generously donated over \$3,967 to the United Way campaign this year! Funds were raised through pay roll deductions, in-house fundraisers of Vacation Day Raffles, the 7th Annual Soup's On Competition and our Christmas Bake Sale.



Together we value our shared communities with the uniqueness of each person; various ages, abilities, communication styles, racial, cultural and ethnic diversity!

See 211.ca and thehealthline.ca for a complete Agency Listing

Thank you Family Services Perth-Huron funders!

Ministry of Community and Social Services ☞ Ministry of Children & Youth Services
 ☞ South West Local Health Integrated Networks (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 ☞ Municipality of Huron County ☞ Ministry of Community and Correctional Services ☞ Stratford Perth – Community Foundations ☞ Private, generous donors