



Family Services Perth-Huron

2019 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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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.

Anyone in our community can experience difficult and complex circumstances. It may involve a job loss, parenting a child or adult with special needs, enduring a family break-up or loss, struggling with domestic abuse, facing financial hardship or care-giving for a loved one or in palliative care. During critical times of adversity, when personal pain, despair or heartbreak can seem insurmountable, people reach out to our Agency for positive solutions and hope of a better future.

Creating fully engaged resilient and inclusive communities results from collaborations, partnerships and working with others seeking positive change for those in need.

Our volunteers often tell us how help when they most needed it, was their motivation to give back to others.

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

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

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 anything is possible!

*Susan Melkert
& Nick Forte*



Together we create hope!

INDIVIDUAL, COUPLE, FAMILY & GROUP COUNSELLING supports relationships, communication, problem-solving, decision-making and conflict resolution skills.

People 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, individuals and families are connected with counselling to address a broad range of concerns.

Our professional team supported people to acquire new skills and knowledge to move forward toward greater self-awareness, personal change and improved mental health and well-being. Our Registered Social Workers and Psychotherapists 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 re-

sources assists 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 is offered. Processing trauma and safety planning in counselling enhances coping by building on personal strengths and resiliencies to avoid further abuse. 911 individual sessions guided women to gain independence, create supports, improve self-esteem, understand anger and recognize the effects of abuse. In group settings women realize 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. *Presentations in our local schools, community centers and with sports teams builds awareness of domestic abuse.*

Partnered with the **Sexual Assault Crisis Centre of Essex County Windsor**, counselling was provided for 8 men to safely process their trauma of being sexually abused.

22 Stratford Probation and Parole clients made positive changes in their lives .

In the **Partner Assault Program (PAR)** strategies and skills are learned to resolve conflicts in relationships; 103 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 relationships 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 for caregivers; 1,463 persons were served.

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

Ontario Works Division Counselling helped participants overcome emotional challenges to pursue employment goals. We support individuals move through difficult times to make changes for a better future for themselves, their families and their community.

One Care sub-contracted our Agency's Community Care Access Centre/ LHIN Social Work for 313 home visits to reduce hospital wait times and assist people to live at home.

The Housing Worker Outreach Pilot in partnership with the Huron Housing and Property Services, helped 55 households to avoid homelessness and experience more permanent housing solutions.

Employee Assistance Programs provided by employers invested in their employees well-being and coping skills.

A special thank-you to all our funders and donors helping us to respond flexibly to people in their time of need.

Client Survey Quotes

"Our counsellor was great at giving our family feedback so that we could all be using the same language with our son. Also good at setting out clear expectations and manageable goals"

"A supportive group helped me feel safe and come to terms with the weight of my situation."

"Very positive experience, now is the time to put these new learning tools into more of my living everyday. Thank you!"

"A supportive group helped me feel safe and come to terms with the weight of my"

Overall, counselling served 2,576 individuals to strengthen their mental and well-being and enrich 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, The Town of St. Marys, Community Care Access Centre, Ministry of Attorney General, Ministry of Community and Correctional Services & Employee Assistance Plans

NON-PROFIT FINANCIAL

LITERACY (Huron/Perth) supports individuals and families experiencing financial stress or crisis often due to circumstances beyond their control. This can include job loss, housing, recovery from economic pressures, physical or mental concerns and/or family crisis.

Financial Literacy educates everyone – especially vulnerable persons on a low, fixed income. We served youth, adults and seniors. People are seen individually, in one on one sessions, as couples and in groups.

Presentations, workshops and information booths improved people's financial literacy exploring one's relationship with money, budgeting, spending habits, credit cards, debt options and on financial abuse.

Financial literacy workshops were held at Spruce Lodge, the Stratford Public Library, the Avondale Church for a Community Stroke Rehab Group, the Central Huron Community Centre Strollercise program (Rural Response for Healthy Children) and St. Marys' CMHA group homes.

In the classroom, youth gained financial skills at Stratford Central and Northwestern Secondary Schools, Northwestern Cope Centre, Mitchell District High School and at the Conestoga College Youth Job Connection program.

If a woman or vulnerable person is at risk of harm, abuse or financial control in a relationship, these public information events can offer a chance to ask questions about where to turn for help.

In individualized sessions, the Financial Literacy worker can offer trusted support. A personalized plan provides the needed

knowledge, skills and confidence to manage personal finances independently.

Overall community well-being is also built by collaborating with agencies such as Crisis Teams, Legal Clinics, Licensed Insolvency Trustees, addiction services, Credit Canada, shelters, Ontario Works, Ontario Disability Support Program and with the Canadian Mental Health and seniors' services.

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



Statistics

- 418 individuals, couples / families benefited from support
- Average debt \$14,388
- Average age: 43
- Average family size: 3

SUCCESSFUL OUTCOMES occur when a person learns:

- to budget to ensure basic needs are met such as food, shelter and clothing
- wise money management strategies
- to create savings

- to set and attain short and long term financial goals
- debt recovery strategies
- uncovered beliefs about money

Financial literacy affords participants the ability to contribute to the community's economic stability. Family relationships are eased as participants feel more financially secure, gain self-worth and develop confidence to resolve financial difficulties.

Day by day, people move from poverty to possibility!

Contact: Ange Huehnergard

Funded by: United Way of Perth-Huron, private donations & client fees

"They did not frown upon you. Welcomed you at this time in need and were there to help."

"I appreciate that she did not make me feel guilty asking for help. She was very knowledgeable and kind. It made it very easy for me to do what needed to be done. Thank you!"

Financial Literacy Satisfaction Responses November 1, 2018 – March 31, 2019

The Counselling/Financial Literacy I received helped me with my problem(s) **96% yes;**

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

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

I feel that I can use the tools learned in my day to day life **96% yes;**

Our Ontario Association for Credit Counselling Services statistical report notes **95%** of our clients resolving their debt are successful due to 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. 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
- ✓ Family Services Perth-Huron builds community capacity for improved wellness/health at the community level participating on 54 committees, member agencies and planning groups
- ✓ Maintained accreditation for the Canadian Centre for Accreditation & the Canadian and Ontario Association of Credit Counselling Services
- ✓ Professional supervision for intern University Bachelor and Master of Social Worker students results in additional counselling for our community
- ✓ FSPH succeeded on rigorous compliance reviews; a MCYS licence review, Quality Assurance Measure Developmental Services review & 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





VISITING HOSPICE provides one-to-one compassionate care, emotional support and caregiver respite for individuals with a life-threatening illness. 33 active volunteers provided 2,246

volunteer hours, 1834 in-person visits and 633 support phone calls to over 85 individuals and their families in Stratford and Perth South!

This year was an exciting time of transition. Family Services Perth-Huron (FSPH) and Hospice Care Avon Maitland (HCAM) worked together to transition the visiting hospice program to the new residential hospice. A Coordinator hired jointly ensured clients actively receiving service experiencing no disruption to their volunteer support.

While our visiting hospice continued in the community, HCAM focused on recruiting, screening and training over 150 volunteers who will become an integral part of the care team alongside the community visiting service.



Vi Wilson was recognized for the prestigious provincial June Callwood Award for her outstanding volunteerism. All of our volunteers are worthy of recognition. The gift of compassionate presence that our volunteers give to families is invaluable.

They provide countless selfless hours to be with those facing end of life. Without hesitation, they insert themselves into a very vulnerable situation to offer support.

Construction of the 10-bed residential hospice is well underway with the Stratford Perth Rotary Hospice (SPRH) slated to open this spring. The hospice will support residents from Stratford and Perth County while Huron County has access to Huron Hospice in Clinton. We look forward to a continued relationship to ensure our community has the right services in place when they need it.

"Your volunteers are a gift. Knowing my wife is safe while I'm out, is a true blessing."
Caregiver/Spouse

"I always love my visits with [the volunteer]. She shows genuine interest in hearing my stories and we always have a good laugh!"
Hospice Client

"It is truly an honour and privilege to be a part of someone's journey. Thank you for allowing me to give my best to those I am blessed to meet and support." Volunteer

Funded by: The South West LHIN & private donations

SPECIAL SERVICES AT HOME (SSAH) provided Support and Respite for 131 Children up to age 18 with developmental and/or physical disabilities and their families; a total of over 44,000 hours!

1000 smiles, 2500 hours of fun-filled experiences - this is what makes SSAH the preferred program for families.

Service Providers support children 1:1 following 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.

"I want to emphasize the difference it made to have dedicated service providers that were focused on my child - he was able to do new and different activities - golf, swim, tennis, kickboxing, music lessons"

Family caregivers received well deserved breaks while children and adults developed skills as chosen for their individual support plan. Professionals such as physiotherapists, occupational, speech or behavioural therapists provide guidance as needed.

The family and the Coordinator will bring the team together to create an effective and safe support.

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 - helpful with accessing resources"

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

"I was able to accomplish going back to school with the support of FSPH."

Parents are supported to be parents, not therapists as their children develop and grow!



"The Coordinator and Service Providers have been amazing/fantastic."

"My Coordinator really screens - a stickler for regulation without jeopardizing a holistic approach to dealing with the mom, child and Service Providers"

PASSPORT supported 103 adults with a developmental disability to participate in meaningful activities within their community, to pursue interests and achieve personal goals. We concentrated on recruitment of new Service Providers and we could be seen at many job fairs and community events. **Careful matching of Service Providers with the individual and families is key!**

Trusted and skilled Service Providers best meets the families' needs. Coordinators trained and consulted with over 90 contracted Service Providers and with 24 new recruits. We average 10-12 matches each month.

"Our Coordinator introduced us to a really great Service Provider and I have been very pleased with the match -really good with my son and very accommodating"

Coordinators assess each service provider's training needs based on the individualized need of 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!

Contact: Janice Steckly
Funded by: Ministry of Children, Community & Social Services

RESPIRE 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 !**

158 children and adults with a developmental, physical or mental health need received respite in 2018.

Caregivers accessed 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 a one to one respite provider, centre based respite, out-of-home host families and respite through other agencies, camps and community options.

Rotary Respite House (RRH)

offers respite to children with complex special needs

RRH Statistics Jan 1 - Dec 31, 2018

Total Children served at RRH House since opening Jan 16, 2004	180
Weekends of Respite	47
Days of Respite (ie. Summer, March Break, Easter Weekend, Christmas)	50
Summer Camp at RRH	36
Weeknight sleepovers	27
Total Days, Weekends, Weekday Overnights	221

The heart of the home ❤️ is our 13 amazing, highly skilled and dedicated staff members!

"He absolutely loved (Rotary Respite House). When I asked if he wanted to go back he very enthusiastically said 'ya, ya, yahoo!'"

agencies to explore the increased need for adult respite in Perth County. Using historical best practices for respite and following three caregiver engagement sessions, data was compiled into the "Respite in Perth County 2018" report.



We all need a sense of belonging. Respite builds life-long friendships for children. Children and

adults volunteered with a Sunday School class, attended pottery classes, canned vegetables at the Local, visited a local garden centre to make an outdoor planter and volunteered at an overnight camp.

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

To continue 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 Community Development and Research Methods with a focus on indigenous individuals

There has been a steady increase in the number of care givers requesting respite for children with mental health needs. Additional funding for 6 family caregivers was provided by the ministry for this group through the FSPH partnership with Huron Perth Centre for Children and Youth.

"These services really help me to cope with some of the daily tasks. It (respite) provides time to catch my breath".

Testimonials from individuals and care givers who access respite contributes to high quality service that matters and changes lives.

At a Rotary Club luncheon in December 2018, the parent of one of the first children to stay at the Rotary Respite House shared her daughter's accomplishments, some of which are a result of her connections, skills and experiences while receiving respite. Rotary Respite House was described by this mother as a place of refuge; a place of safety

where her daughter could mature, socialize and laugh, supported by staff who cared deeply for her. For the parents, it was a time for relief from the constant pressure of caregiving. Her daughter and a young lady she befriended at the house developed a great bond and today share an apartment together.



Peter Roach, FSPH Board Member & Rotarian, Kelly Brooks, Respite Coordinator, Marlene Wivell, Parent, Nancy Farr, Respite Coordinator & Susan Melkert, ED.

To maintain the highest level of professional care and instill confidence for 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

Thank-you 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



Strategic Planning focuses us to respond to community need when opportunities arise. This spring FSPH planned with other developmental

Buddy Up Social Skills Group is a group experience for youth aged 11-14 years of age with a high functioning Autism Spectrum Disorder. Youth practiced social skills in a structured setting with peers, sharing and learning from their own personal experiences. One youth stated, he learned "*everyone has different feelings for different reasons*". Friendships are fostered and youth gain confidence in their social interactions, easing the transition into high school and adolescence.

FOUNDATIONS/COMMUNITY PARTICIPATION

supports young adults with a developmental disability between the ages of 18 and 26 to make the transition from high school to an enjoyable and meaningful life in the community.

This year 59 individuals created self-directed plans and learned new skills to realize their dreams with the support of trained service providers.

Participants contributed to their communities through employment and volunteer activities

- ✓ Created resumes assisted by organizations such as Partners in Employment, Conestoga Career Centre and Leads Employment Services
- ✓ Established work, recreation and volunteer connections with the support of family members, service providers and community members
- ✓ Maintained paid employment at No Frills, McDonald's, Harvey's, Maple Shadows Farms, Kie Farms, Romeo Optometry, Cavalier, Expressions Hair Design and Solis Foods
- ✓ Contributed as volunteers at the Stratford Public Library, North Perth Public Library, House of Blessing, Wildwood Care 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, Woodland Towers and Spruce Lodge

Participants made social connections through recreation and leisure activities

- ✓ Engaged in physical fitness activities including horseback riding, aqua-fit classes, playing on sports teams, participating in Special Olympics, swimming, walking, biking and working out at local gyms
- ✓ Explored opportunities for creative expression through dance classes, art classes and vocal and music lessons
- ✓ Took part in activities offered by the YMCA, Knight and Clay, The Local Community Food Centre, Stratford Christian Reformed Church (Friendship Group), Mike's Bowling Lanes, Stratford Rotary Complex, The Adult Learning Centre, Gallery Stratford, Stratford Public Library, North Perth Public Library, Kiwanis Club (Aktion Club), World Gym, Crunch Fitness and Dynafit

Participants accessed the Foundations Literacy/Numeracy Program

- ✓ Improved functional literacy and numeracy skills such as emailing friends and family, studying for written driver's test, and programming cardio equipment at the YMCA
- ✓ Developed financial literacy skills such as budgeting, banking, paying bills and price comparison shopping
- ✓ Accessed technology to augment communication and develop new skills and to establish peer relationships with a classroom in New Zealand

Partnerships with community organizations assisted young adults to meet outcomes:

- ✓ Partnered with Community Livings of Stratford and Area, St. Marys and Area and North Perth, L'Arche, Avon Maitland District School Board, Huron Perth District School Board and Facile Perth
- ✓ With our partner VOICES, we planned future events for families and caregivers

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

Contact: Susan Lavender

Funded by: MCCSS



FAMILYHOME

offers adults (homesharers) with a developmental disability an opportunity to live with a caring family (homeprovider) residing in our Huron Perth, Grey and Bruce communities; 37 homeproviders were served.

Homesharers unique changing needs requires flexible responses to support dual diagnosis, visual and hearing impairments, physical, aging and medical changes amongst other needs. Each person is encouraged to reach their own goals by adapting to their unique strengths.

An Individual Support Plan (ISP) details needs and supports and desired outcomes. Goals are reviewed every 6 months or sooner if there is a major change in the homesharer's life.

Familyhome workers collaborate with local agencies, homeproviders, service and respite providers and volunteers to actively integrate each participant into local community life. Supported day programs, volunteer/work placements, post-secondary education and recreation also may form the supports.

Familyhome workers create local service delivery solutions on agency, regional and provincial committees. We also work alongside the Developmental Services Ontario (DSO) to find the best match for persons awaiting a place to live.

Positive Outcomes:

- Trainings for new service providers and volunteers are delivered flexibly, one on one, in class or on-line as per the April 2016 Familyhome guidelines
- The rigorous Quality Assurance Measures (QAM) compliance review was successfully achieved
- We collaborate with family, retirement homes and long term care homes to ensure appropriate services for our homeproviders facing higher support needs due to aging, cognitive or physical decline; this included integrating supports to meet the homeproviders' unique needs while working on local solutions

his positive homeprovider "family"

- We better got to know a young man through pre placement visits with a homeprovider to ensure a good match for both
- Another young woman reached her dream of being accepted into the Festival School of Hairstyling
- Fun is had by all at our community building annual events at our summer picnic, Christmas Party with Santa, Toronto bus trip with lunch and a show at the Almost Famous Players Theatre
- Homesharers enjoyed vacations to camp, Sunny Florida, Nashville, and Vegas as well as supported weekend getaways which included a spa weekend and a sports themed weekend complete with tickets to Monster Jam Truck Rally

Homeproviders coming together creates a "community of care" strengthening mentoring and networking opportunities at our regional luncheons. Recruitment remains a major focus. We trained several new respite, day support providers and volunteers and began home studies for potential new homeproviders.

We wish all the best to our 2 retiring homeproviders and will sadly miss one of our day respite provider who passed away this year. Their valued contributions to Familyhome are deeply appreciated.

Thank-you to all our dedicated Familyhome Team. Their warm hearts creates full and happy lives!

Contact: Maurice Koetsier

Funded by: Ministry of Children, Community and Social Services

FAMILY SUPPORT WORKER (FSW)

Caring for a child can be bursting with both challenges and opportunities. 130 families in Perth County caring for a child with a developmental disability turned to the valuable support and guiding hand of the FSW for a variety of reasons:

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

With the support and guidance of a Family Support Worker positive outcomes were achieved:

- A family and their adolescent child addressed significant behaviour, mental health and safety concerns secured a safe community placement and appropriate treatment strategies stabilizing the family
- A family overwhelmed with diverse complex needs collaborated with community partners to successfully plan for their child to graduate from school and secure appropriate adult supports
- Many families were guided to appropriate community partners to facilitate positive summer experiences for their children via overnight camps, local summer programs and respite
- Children and families experienced an improved quality of life as a result of securing supportive devices
- Families noted better coping and resiliency and energy by receiving emotional support

Life is a journey. Our FSW is available to ease and strengthen the journey for families and their children with developmental disabilities.

Contact: Robyn Horst

Funded by: Ministry of Children, Community and Social Services

ADULT PROTECTIVE SERVICE WORKER (APSW)

Five APSW's worked directly alongside 133 adults with a Developmental Disability who were living on their own within the counties of Huron and Perth.

Case Management support focused on respect, communication and trust of the individuals. Building from solid relationships provided an understanding of people's strengths, goals and desires, crucial to achieve positive life outcomes. APSW's provide planning, skill assessment, resource management, connections, communication, advocacy, education and collaborative service facilitation.

Sometimes just having an APSW to turn to and be heard is all it takes to provide stability in the life of an adult with a developmental disability. APSW guidance supported individuals to address their challenges and transitions to live independently within their community:

- A youth who on the verge of homelessness was supported to avoid his brush with housing eviction; community partners worked together with the individual to address volunteer placement, employment opportunities, life skill development and mental health wellness
- A homeless middle aged man, in debt with addictions consuming his life was constantly breaking the law and straining family connections; helping him engage and navigate support with transitional housing, OPGT and addictions treatment he successfully rebuilt his relationships and improved his mental health and well-being
- Transitioning from CAS Children's Services into the Adult Developmental Services, a young man strengthened his family and secured stable supports coordinated from various sectors to address his housing, financial, addictions and emotional needs
- A middle aged mother experienced improved mental health and well-being and is now content living with her current blended family

We believe a guiding hand can go a long way in addressing people's basic needs and empowering them to be the best they can be.

Contact: Linda Crerar

Funded by: Ministry of Children, Community & Social Services

FamilyHome Homesharer

Do you like where you live?

95% Yes, 4% unanswered

Do you like the rules in your home?

96% Yes, 4% unanswered

Do you like your clothes?

100% Yes

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

100% Yes

Do you like your worker?

100% Yes

2018 Surveys

FSW / APSW

Support was helpful:

100% Good

Service available when wanted:

88% Good, 8% Average, 4% N/A

Meeting Location Accessible:

86% Good, 6% Average, 8% N/A

Listened when needed to talk:

95% Good, 5% Average

Felt Respected:

98% Good, 2% Average

SSAH/Passport/Foundations/Respite

Listened to when needed to talk:

100% Yes

Service available and accessible when needed: **92% Good, 4% Average, 4% N/A**
 Goal and outcomes planned accomplished to satisfaction:

92% Good, 4% Average, 4% N/A

Positive relationship between family/ individual and Service provider:

96% Good, 4% Average



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THANK YOU for your support

FAMILY SERVICES PERTH-HURON STATEMENT OF OPERATIONS

REVENUE	2019	2018
Provincial Ministry Funding	\$3,686,546	\$3,660,548
Purchase of Service Agreements	1,155,848	1,155,667
Credit Counselling -Creditor Contributions	21,890	36,850
United Way of Perth-Huron	85,190	94,285
Other	154,038	119,632
Total Revenue	5,103,512	5,066,982
EXPENSES		
Salaries and Benefits	\$2,224,675	\$2,164,830
Contract Expenses	2,180,686	2,201,679
Travel	180,859	168,935
Office and Program Expense	165,443	147,935
Occupancy Costs	151,146	156,433
Other Operating Expenses	200,099	220,521
Total Expenses	5,102,908	5,060,333
Net Revenue	\$604	\$6,649

MILESTONES...

- 5 Years**
Angie Quigley
 - 10 Years**
Julie Hornsby
Deb Kay
 - 15 Years**
Steve Malcho
Ange Huehnergard
 - 25 Years**
Cheryl McNeil
- A special thanks for many years of valued and dedicated service...
- Donna Bach and Dan Hyland, 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! Staff of **Family Services Perth-Huron** donated over **\$1,687** to the United Way campaign this year! Funds were raised through pay roll deductions, in-house fundraisers of Vacation Day Raffles, the 8th Annual Soup's On Competition and our Christmas Bake Sale and Garage 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 Children, and 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 🙌 The Town of St. Marys 🙌 Stratford Perth – Community Foundations 🙌 Private, generous donors

Charitable Registration #108040304RR0001 *Thank you Ange Huehnergard for preparing the 2019 AGM Report*