

FAMILY
ADVOCACY
transformation
COMMUNITY
confidence
resilience
CHANGE
hope



**Family
Service**
Thames Valley

MESSAGE FROM PRESIDENT AND EXECUTIVE DIRECTOR

2013 – 2014 has been a year of many transitions and new beginnings. The common thread weaving through the many changes was the desire to solidify the organization's foundation so as to amplify Family Service Thames Valley's community impact.

Recognizing that the organization relied heavily on the use of information to provide its client services and that there are increased expectations from funders and stakeholders to report on outcomes, an investment in a new data base management system was made. To excavate the full potential of this new technology, the organization continues to fine tune processes, increase users' mastery and equip them with new computers.

To further build the strength and capacity of the organization, a Finance and Administration Program Structure Review was undertaken which resulted in the renaming of the portfolio to Corporate Services, clarifying roles and developing new job descriptions, and implementing new roles where necessary. The implementation plan continues to unfold focused on the best and most efficient use of resources to support all of our client services.

After 9 years of serving the organization, we said good-bye to our Executive Director, Sandra Savage and in the interim welcomed Bev Noble, the past Board Chair, to help us navigate the transition while the organization searched for a new Executive Director.

What has not changed is the commitment and deep caring of the Family Service Thames Valley staff who have delivered outstanding service to our community even through the sometimes turbulent waters of change. Whether it is the Community Counselling Program introducing a new program to meet the needs of people impacted by job loss or the Credit Counselling Program building financial literacy capacity in our community or the Community Integration Program transforming its service delivery model to be more flexible to the growing needs of adults with developmental disabilities or the Employee Assistance Program developing a new Integrated Wellness Program to enhance the mental fitness of workplaces or the Internship Program investing in training excellence and mentoring professionals or the mindyourmind Program pushing the boundaries and redefining what it means to engage youth and to truly be in partnership with youth, Family Service Thames Valley has had an important impact on our community.

Thank you to all our staff, volunteers, funders, donors, and community partners who have helped us make a difference in the lives of our clients and community.

Mostly, we extend deep gratitude to our clients who have walked through our doors or on-line portal and have allowed us to be companions on their change journey. We look ahead to 2014 – 2015 with humility, hope and confidence.



Louise Pitre, Executive Director



Dr. Robert Young, President

THANK YOU TO OUR BOARD OF DIRECTORS, STAFF AND VOLUNTEERS

FAMILY SERVICES THAMES VALLEY | Board Members

Dr. Robert Young, President
Diane Tamblyn, Secretary
Shellie Chowns
Sherin Hussien
Shelley Yeo

Brian Phillips, Vice-President
Nick Borisavljevic
Mikaela Ferguson
Tracy Langelaa

Dean Murray, Treasurer
Dan Cartmell
Laurie Hayman
Gregory Treehuba

FAMILY SERVICES THAMES VALLEY | Staff and Volunteers

COMMUNITY COUNSELLING PROGRAM

| | |
|------------------|------------------------|
| Margaret Zaczek | Adela Gorodzinsky |
| Adriana Anborgh | Nicole Johnson |
| Irv Augustine | Carole McInnes |
| Jan Bracken | Susan Osborn (Burnett) |
| Carolyn Cofell | Jonathan Schmidt |
| Wafa Dawoud | Maria Gallo |
| Jonathan Schmidt | Farzana Zaman |
| Martin Hayter | Heather Barclay |
| Lina El-Kassem | Marissa MacGregor |

EMPLOYEE ASSISTANCE PROGRAM

| | |
|------------------|-----------------------|
| Chris Moss | Victoria Bright |
| Larissa Webb | Sue Browning |
| Christy Burgess | Reinhold Hemrich |
| Dave Kydd | Richard Lyke |
| Judy MacKechnie | Kathy Pisarczyk |
| Brenda Tipping | Gail Atkinson-Ireland |
| Jody Galardo | Lorna Graham |
| Frances Keogh | Robin Koop-Watson |
| Stewart Smith | Diane Paterson |
| Edith Richardson | Laura Dromgole |

COMMUNITY INTEGRATION PROGRAM

| | |
|--------------------|------------------|
| Linda Howgego | David Morse |
| Laurie Reid | Lisa Scarfone |
| Melinda Nethercott | Pennie Rasmussen |
| Lisa Tennant | |

CREDIT COUNSELLING PROGRAM

Helen McAuley
Courtney Schnependahl
Robert Leyland
Sherry Moir

MINDYOURMIND

| | |
|----------------------|------------------------|
| Maria Luisa Contursi | Melissa Taylor-Gates |
| Heather Miko-Kelly | Andrea Kirkham |
| Christine Garinger | Eugenia Canas |
| Diana Ali | Heather Stephenson |
| Katy Botsford Braun | Silence Genti |
| Michelle Cavaliere | Merissa (Inali) Barger |
| Taylor Holden-Larter | |

INTERNSHIP PROGRAM

| | |
|-------------------------|--------------|
| Shabnam Mohtadi | Maureen Ford |
| Randa Haifwi | Jenny Dixon |
| Dylan MacDonald | Jamie Warren |
| Rachel Van de Vooren | Sarah Leyes |
| Michelle Leihmann | Rhea Lajoie |
| Tanya Oakley | Nick Clark |
| Shawn Van Slightenhorst | |

CORPORATE SERVICES

| | |
|---------------------|--------------------|
| Louise Pitre | Duane Bobyk |
| Marya Shabbir | Colleen Montgomery |
| Julio Lopez | Toni Lord |
| Charlotte Broadfoot | Chelsea Johnson |
| Gillian Dykeman | Sandra Savage |
| Bev Noble | |

STUDENTS and VOLUNTEERS

| | |
|-------------------|------------------|
| Cheryl Wituik | Avril Rinn |
| Elyse Graf | Fatima Haq |
| Brittan Williams | Leslie Battaglia |
| Elyse Graff | Siham Elkassem |
| Fatima Haq | Patrick Gruggen |
| Amarda Selim | Bill McBain |
| Quality Lawn Care | |



FUNDERS | DONORS | FINANCIAL REPORT 2013 - 2014

FUNDERS

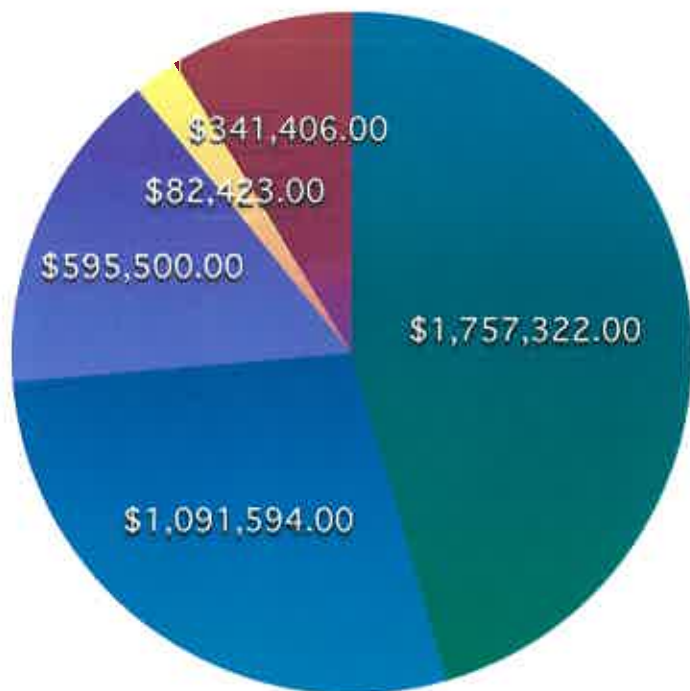
City of London
 County of Middlesex
 Ministry of Community & Social Services
 Ministry of Health & Long-Term Care
 South West Local Health Integration Network
 United Way of London & Middlesex
 Ministry of the Attorney General

GRANTS AND DONATIONS

CIBC
 RBC Foundation
 Sisters of St. Joseph
 Service Canada - Summer Jobs Program
 The Blackburn Foundation
 The Lawson Foundation
 The Williams Foundation
 Dr. Brian Field & Karen Friday-Field
 London Community Foundation



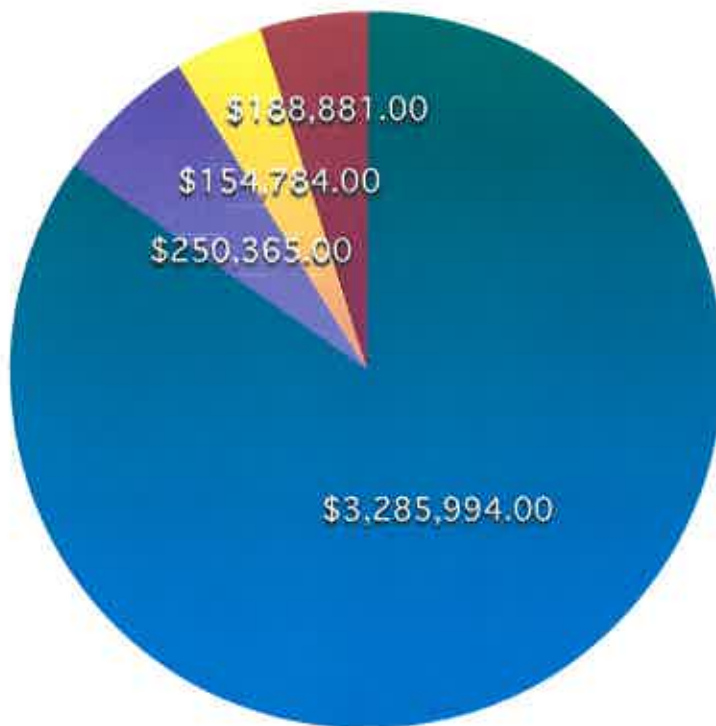
REVENUES | 2013 - 2014



- Entrepreneurial Programs
- Provincial Government
- United Way
- Municipal Government
- Donations & Other

EXPENSES | 2013 - 2014

- Salaries, Benefits & Contracts
- Occupancy
- Office Expense
- Other





"You gave confidence so she could overcome the challenges in her life and help her child grow."

COMMUNITY INTEGRATION PROGRAM

"Three years ago, I was overwhelmed with challenges, and was trying to face them all by myself. I didn't trust services. I felt that I was being judged as a parent. I didn't know what to do. My daughter who was 9 years of age was returning home from spending three months within a treatment facility. I had a 4 year old at home, and another child on the way. I had no other help and was frightened by how I would handle the situation. This is when a Family Support Worker was introduced to me. She came to my home, spent time getting to know me and my family. She listened to me and asked me what I needed from her, and how she could assist. Over the next three years my daughter was introduced to opportunities within the community that supported her needs and helped her to grow as a person. The Family Support Worker helped us to link to these connections. She attended appointments with us, provided emotional support and advocacy, and walked beside and with us one day at a time. She helped me to re-build my confidence as a parent and a person and look at the steps we have made in this journey together."

Making connections within a community can be a challenge for any of us. It is even more of a challenge when you are facing a crisis. The Community Integration Program offers two programs that support individuals and families with developmental disabilities. These programs provide expertise about available community resources, can provide planning and advocacy assistance, make referrals, and will provide limited non-financial support.



269
CLIENTS SERVED

"You gave a safe and secure space so he could begin to heal from his childhood experience of sexual violence."

COMMUNITY COUNSELLING PROGRAM

Client accessed counselling at Family Service Thames Valley because he was struggling with coping with everyday life. He was sexually abused as a child and never supported by his family. He grew up isolated from classmates who ridiculed him and bullied him. Finally, as an adult, he realized he needed help, and called for counselling. He received both individual and group counselling, which helped him realize that he was not to be blamed for the abuse. He was able to express the hurt and rage he was feeling. He learned strategies to manage his feelings and be more confident in relationships with others.

The Community Counselling Program helps people to address a range of concerns including: stressful life situations, times of transition, change, and loss; difficulties in personal, couple, and family relationships; emotional and psychological distress; and the impact of trauma or abuse. The Community Counselling Program helps people increase their ability to respond to change and navigate critical life events, transitions and crisis.

Counselling has made a positive difference in the lives of over 3900 people served this fiscal year.

96% of our clients reported that their confidence in their ability to deal with the situation that brought them into counselling has improved.

78% of our clients reported that their energy and ability to focus on tasks at home, in community, and/or in employment situations has improved.

80% reported that their ability and comfort level with seeking help when needed to address mental health concerns improved.



"You gave a Muslim family access to culturally competent support and assistance so they could navigate intergenerational conflicts."

MUSLIM FAMILY SUPPORT SERVICES

"The MFSS provides the space to couples like us, who have been in Canada for a long time, but are still attached to our cultural roots. Approaching non-Muslim counsellors has meant trying to explain our cultural backgrounds first, which takes time and energy away from the real issues. Our concerns are not cultural, but they are informed by our backgrounds. MFSS addresses that need specifically."

144 referrals and linkages to community services.

100% of clients reported that service helped them to find better ways to cope and deal with their problem.

100% of clients indicated that as a result of MFSS they know more about programs and services in the community that may assist them.



Families served by Muslim Family Support Services

"You gave training and mentoring opportunities so he could increase his clinical knowledge and skills in counselling."

INTERNSHIP PROGRAM

"The Internship Program has made a significant impact on my life. From the seminars and the clinical supervision, I have learned so much about various therapeutic perspectives and techniques. My scope of thinking about therapy and life has broadened incredibly! The most important change I underwent was an increase in my confidence working with older populations and learning about and conducting couple's counselling effectively."

The Clinical Internship Program is now in its 14th year of service to the London community. A total of 10 talented and diverse professional volunteers, who are all Master's level clinicians, provided over 1,200 hours of individual, couple and family counselling to the community. These clinicians provided 5 hours of clinical service to the Community Counselling Program each week. In return, they receive weekly educational seminars and intensive supervision with our OAMFT accredited Clinical Supervisors. Not only does this program increase the capacity of the agency to provide much needed service to the community, but it also enriches the skill level of professionals practicing in the community.



"You gave a young woman who struggled with mental health the courage to tell her story and give hope to other youth who feel alone in their struggles."

MINDYOURMIND

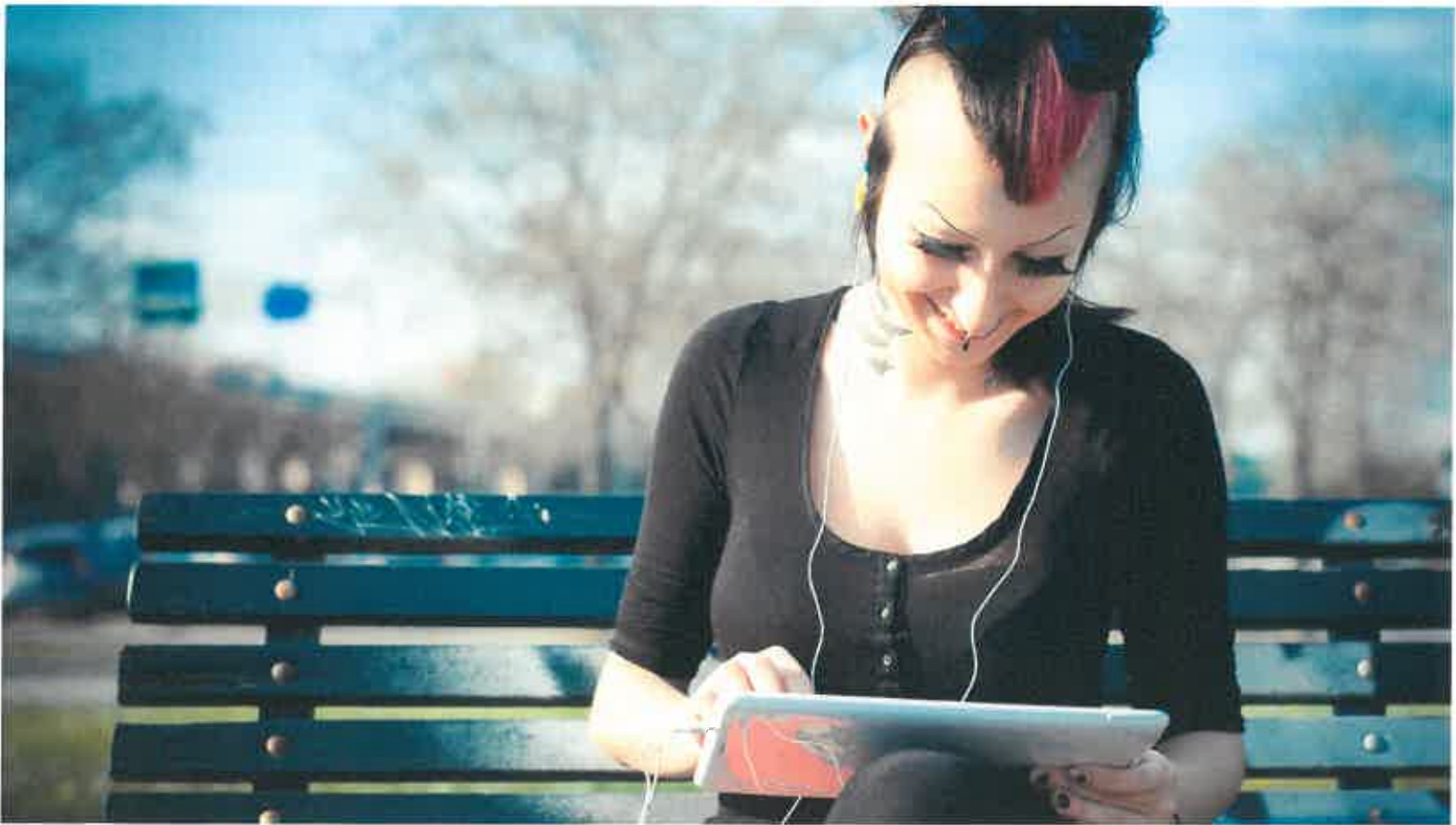
"People in my community or people at school that I had never really talked to, would come to me and share their story with me after reading mine on the mindyourmind site. Times like those remind me that I have been given these battles and struggles so that I can help others to see that they are not alone, and that they can overcome their hardships. It reminds me that I have a voice, and that I need to use it because even just having one person listen can change their lives and potentially many others."

mindyourmind works in partnership with youth, emerging adults and the professionals who serve them to co-develop innovative tools and resources. These resources are often designed to reduce the stigma associated with mental illnesses and increase access and use of community support, both professional and peer-based. mindyourmind inspires youth to reach out, get help and give help. This year 847 hours of youth involvement has gone into the co-creation of resources, and 144 contributions were made by youth for the website.



Total number of page views mindyourmind.ca

Over half a million! 503,310



9960
LIKES



7600
FOLLOWERS



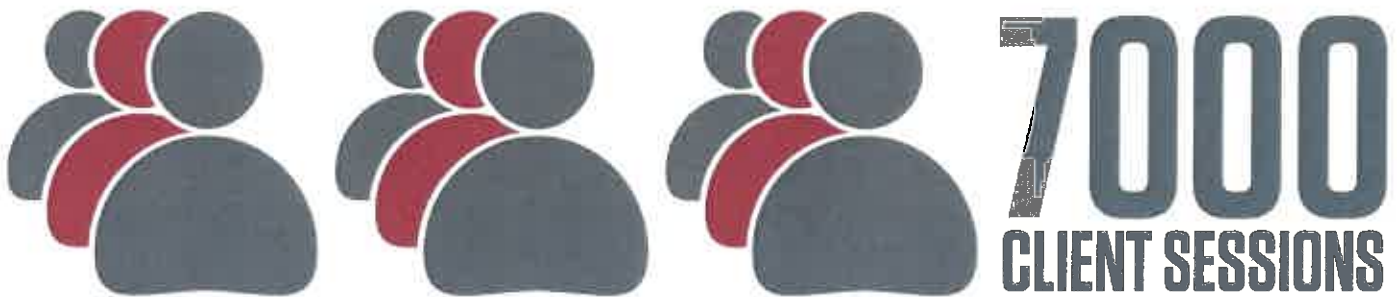
80,326
VIEWS ONLINE

"You gave her hope to deal with an abusive relationship."

EMPLOYEE ASSISTANCE PROGRAM

"A client who was involved in a difficult and volatile domestic situation, that ultimately turned abusive, accessed our services. Our counsellors referred them to appropriate community resources and the client was able to move their life forward, shift to a stance of respect and keep working even while addressing the legal issues that arose."

The FSEAP program served 7000 client sessions last year to 33 companies in London. This social enterprise contributes a third of the revenue of FSTV and enables us to help more people in the community who cannot otherwise afford it. We've experienced some transition in leadership but have maintained an inordinately high client satisfaction rating. The team is strong and eager to serve more companies in the years to come.

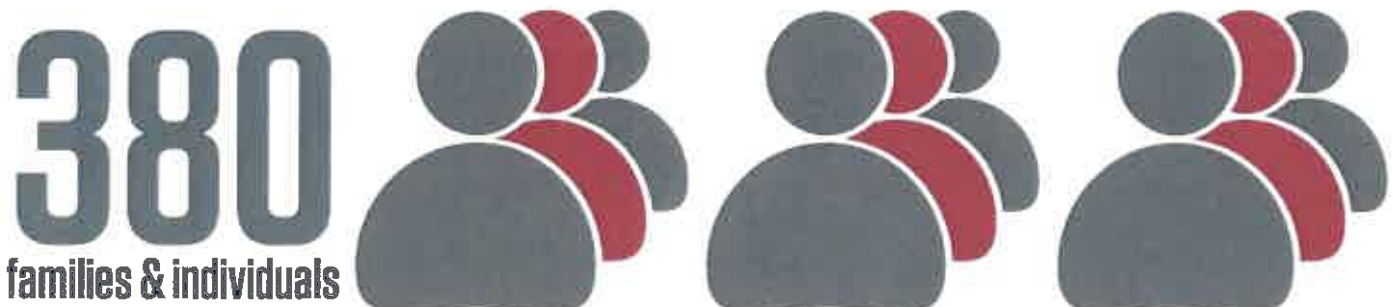


"You gave him knowledge so he could deal with a bad debt and build a new future."

CREDIT COUNSELLING PROGRAM

"Living on Ontario Works, a young man had a history of small bad debts and recognized that until resolved, these bad debts would influence his ability to obtain OSAP and go back to school. Through one on one counselling, he learned about the credit system. By the time he had his last counselling session, he had successfully paid off his small bad debts and the files at the credit bureau were closed. In the fall, he will be attending college."

The Credit Counselling Program at FSTV, winner of the prestigious Consumer Choice Award for the past three years in a row, provides individuals and families with comprehensive financial assessments, counselling, coaching, debt repayment programs and consumer financial literacy education. In the last 12 months, Financial Literacy workshops were provided to over 380 individuals and families in partnership with United Way and other organizations. With our outstanding professional help, families have the education and supports needed to break the cycle of poverty and to regain financial stability.



VISION

We envision a safe, inclusive and vibrant community where all people live in meaningful, supportive relationships, and are able to realize their potential as active participants.

MISSION

FSTV strengthens individuals, couples and families as they face life challenges. We support the well-being of people, organizations and communities through counselling, education, collaborative planning, outreach and advocacy.

VALUES

Compassion & Respect

Our actions are guided by compassion and respect recognizing that all people bring strengths to the challenges they face.

Collaboration

We work together with the people and organizations we serve, our colleagues and our communities.

Excellence & Innovation

We provide exceptional service, proactively identify emerging needs, and seek creative solutions to address them.

Integrity

Our actions match our words and we are accountable for them.

Social Justice

We commit to creating safe, just and inclusive environments free from violence, neglect, prejudice and discrimination.

