



Counselling • Education • Support/Appui

ANNUAL REPORT

2006-2007

MESSAGE FROM THE PRESIDENT AND THE EXECUTIVE DIRECTOR

Family Services à la famille Ottawa has wrapped up another successful year. Annual reports in some ways are a barely perceptible interlude in the ongoing operation of the organization. Services don't pause, pressures don't stop and demand continues unabated. It does provide a snapshot of the organization that is indicative of its health. The opportunity to report is a legal and moral obligation and part of our commitment to transparency. Its also a good reminder of the importance of the work we do and a chance to re-invigorate our organization and our supporters to continue the work for the community's sake.

The fundamental story of this report is the ongoing operation of this organization; its commitment to superior service delivery, the dedication of its staff and volunteers, and the contribution to our clients and the community. Our proudest accomplishment is found in the continuing and unwavering record of exceptional service to the community. The performance over the past year is set against that backdrop, but 2006-2007 was notable for a number of specific accomplishments. New funding streams came on line that helped expand several counseling and community programs and new reporting systems for client evaluation and feedback were instituted. A new, four-year agreement was finalized between the organization and CUPE 3661; representing frontline and administrative staff. The issues addressed were numerous and complex and were successfully negotiated through the hard work of union and management teams, who deserve our sincere appreciation. We continued to build on our mission, vision and values, incorporating these foundational documents into our everyday work and adapting our documents, evaluations and program planning to reflect the importance of these statements. New administrative systems (e.g. staff evaluations, program planning, Dashboard reports) were developed and although these operate within the background of a successful organization they are critically important to present and future success.

Our services reports provide a picture of another successful year. Client satisfaction statistics are very high and indicate that clients see the services they receive as being extremely helpful and respectful in multiple ways.

Overall service numbers have been maintained across the organization, with approximately 5,000 individuals and families being served. While the number served is substantial, the demand for services greatly exceeds availability.

The Board and management continue to seek new sources of revenue and to build capacity to serve the community, but additional resources are scarce.

From a financial point of view the agency is on extremely solid footing. We are careful to live within our means and use our resources wisely. Each department operated within its budget and managed to meet or exceed the service objectives that were set. With resources being scarce and demand being high we have focused on the task of finding new revenue. While we continue looking to traditional areas (government support and Foundation grants) for new funding, we are exploring the areas of Social Enterprise and Charitable Giving to a greater degree. We will be launching new fundraising approaches that build on our existing community support. Our social enterprise ventures have been increasingly successful with our Employee Assistance Program continuing its solid growth and performance and our Accounting and Administration Consulting making a significant contribution to the organization's bottom line while providing high quality services for smaller charities. Funds generated through these means will be strategically invested in making the organization better able to serve the needs of the community.

We would like to thank the Board of Directors for their work over the preceding year, addressing complex and critical strategic issues with determination and innovation. The staff team offers the finest in dedication and services for the clientele and is supported by a small group of hard working administrative staff. The management team provides guidance and assistance that keeps the whole organization working at peak effectiveness.

We close the year as always with a note of appreciation for everyone involved and our sincere good wishes for the coming year.



Chair of the Board
Rosemary Laurin



Executive Director
Tim Simboli

ABOUT FAMILY à LA FAMILLE OTTAWA

Our Mission

Family Services à la famille Ottawa is a community agency, grounded in a history of responding to the needs of people in our community. We work with individuals, communities, and families in all their forms who are currently in distress or at risk. We assist people to build on their strengths and move forward by providing counseling, education, and advocacy within a context of systemic change.

Our Values

Family Services à la famille Ottawa commits to working in ways that demonstrate:

Humanity

We respect and show compassion for our clients, staff and volunteers.

Diversity

We are inclusive and responsive to a diverse cross-section of the population.

Accessibility

We make special efforts to ensure access to services for people who face societal barriers.

Effectiveness

We are innovative and use our resources well.

Relevance

We pro-actively identify client/community concerns and address emerging issues.

Collaboration

We work together with our clients, our colleagues and our community.

Accountability

We strive towards a continual evaluation and improvement of our work and maintain ethical standards.

Social Justice

We advocate healthy, safe and just environments free from violence, neglect and prejudice.

OUR FUNDERS

United Way/Centraide Ottawa

City of Ottawa

Government of Canada

Government of Ontario

- Ministry of Community & Social Services
- Ministry of Citizenship and Immigration
- Ministry of Health
- Ministry of the Attorney General

Community Foundations

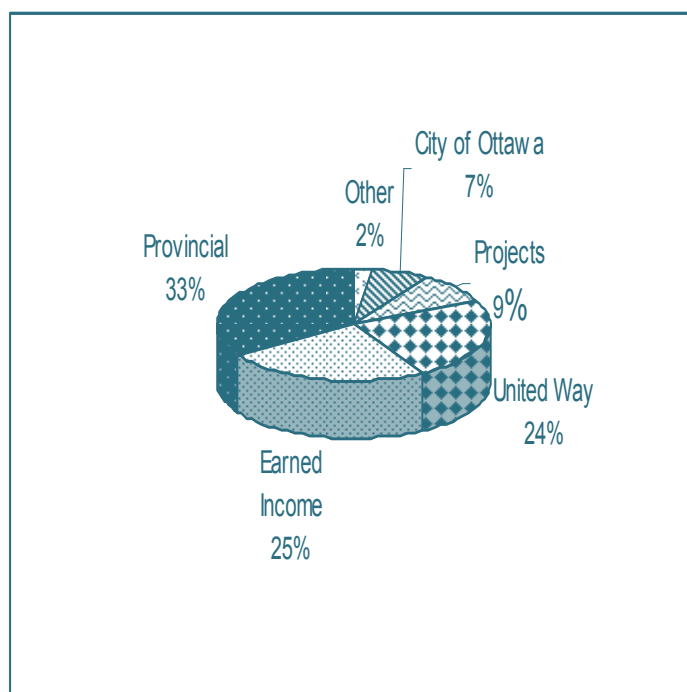
Family Service Canada

Ottawa District School Board

The Men's Project

Project funding includes:

OUR REVENUE



OUR SERVICES

COUNSELLING

GENERAL COUNSELLING

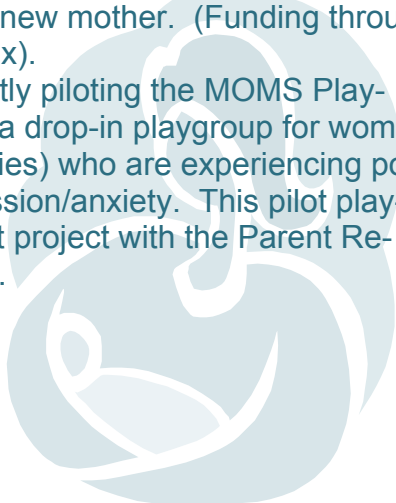
During the last year, over 6,500 hours of counselling services were provided to over 1,060 individuals, couples and families.

Ongoing groups include:

- A Time For Me, Honouring Our Life
- Journey(for older adults)
- Gathering Strength (a group for older abused women)
- Speaking Our Truth: Reclaiming Ourselves, (for women who have experienced childhood sexual abuse offered in collaboration with our Anti-Violence Program)
- Seminars on Parenting After Separation and Divorce

New groups:

- In collaboration with our Family Life Education Program and the Parent Resource Centre we developed and piloted a new group Finding New Ground, for families of children ages 8-10 who are going through the transitions of separation and divorce. This innovative model offers a group for children and a parenting group series for each of the child's parents.
- We now offer a 10 week group for mothers who are experiencing postpartum depression/ anxiety. The MOMS Group, offered three times since its launch this past fall, provides information and the opportunity to connect with other mothers, helping them to adjust to their role as a new mother. (Funding through Success By Six).
- We are currently piloting the MOMS Playgroup. This is a drop-in playgroup for women (with their babies) who are experiencing postpartum depression/anxiety. This pilot playgroup is a joint project with the Parent Resource Centre.



MENTAL HEALTH PROGRAM

The Mental Health Program provided services to 245 individuals, with over 3,800 hours of counselling and group facilitation.

Workshops: Over the last three years, we have worked to develop meaningful group programming for our clients. We strive to offer programs which are easily accessible, and which are flexible and viable for our clients.

The following workshops were offered in the last year: Creating Optimism; Creating Connections; Living Inside Out; Summer Wellness Series; Book Club; Creativity Group; Practice Not Perfection; and Creating Profound Change.

We are very pleased to have the opportunity to continue our partnership with the National Art Gallery to organize and develop ***The Masters Series for persons living with a mental illness***. This initiative has been extremely rewarding for the participants and is a natural linkage for our work in creativity and the use of art in our programming.

COMMUNITY PROGRAMS

FAMILY LIFE EDUCATION

We delivered over 170 hours of workshops and groups on to 325 individuals on topics including parenting teens, parenting after separation, discipline, and eldercare.

Partnerships

- In partnership with Children's Aid Society, our parenting programs were adapted specifically for parents who are involved with CAS. Through this new partnership we are delivering the following groups: ***Parenting with Confidence***, for parents who are involved with the Children's Aid, and ***Parenting Solutions*** which offers assistance for those raising their 'kin'.

FAMILY LIFE EDUCATION CONTINUED...

- In partnership with The Men's Project we continue to co-facilitate the **Fathering Group**.
- We continued to deliver a support group for GLBTTQ families, in partnership with Centretown Community Health Centre.
- We continue to be involved with the Parent Educators Network and the Child & Youth Health Network for Eastern Ontario

FAMILIES AND SCHOOLS TOGETHER

This year, the program expanded to a third school. Connaught Public Elementary School, Robert E. Wilson Public Elementary School, and Queen Elizabeth Public Elementary School participated in the program. Over 95 adults and children graduated from F&ST. On average over 49 individuals participated in monthly F&ST WORKS gatherings.

IN LOVE...AND IN DANGER (ILID)

Funding from Crime Prevention Ottawa was secured to continue the initiative into its seventh year. Over 450 youth and adult supporters attended the two ILID conferences. An interactive CD was developed as a resource to provide information and presentations to help prevent dating violence and create healthy equal relationships.

THE ARTS STUDIO

The studio offered service to 57 different artists who self-identified as living with mental illness and poverty. On average, 12 artists attended the studio each week and 10 of the artists have sold pieces. Two public art exhibits were held, one at One Community Place on Parkdale Avenue, and one at a *fine mess* in Barrhaven. Over 150 people visited the two exhibits.

SUPERVISED ACCESS

Supervised Access Programs celebrate their 15th anniversary across Ontario. Bi-weekly visits to an average of 52 families and an average of 54 visits and 14 exchanges were provided each month, with our volunteer team averaging 69 hours of service each month. We launched Friday night exchanges which provide a safe and neutral means to secure full-weekend exchanges.

FAMILY ADVOCACY PROGRAM

(Formally Social Planning, Coordination, & Advocacy)

The program name has been changed to better-reflect what we do. Over 100 hours of service were delivered to 189 individuals, including:

- Three (3) *How to Get What You Need* workshops
- Three (3) sessions of the *Advocacy Speaks* series
- In partnership with CMHA – Ottawa Branch, the Speak Up Speak Out series, which trains mental health consumer-survivors in effective advocacy techniques.
- A family issues election guide and community workshop for the 2006 municipal election The workshop and issues guide were adopted by community developers from the Coalition of Community Health and Resource Centres. Workshops were delivered throughout the city.
- Fourteen different committees were facilitated by FSFO. Leadership was provided to the following committees: The Community-Based Research Network of Ottawa; Ottawa Child Poverty Action Group; and Ottawa Committee to End Violence Against Women.
- Thanks to assistance from Help the Aged Canada, an educational DVD, "*Putting the Spotlight on Isolated Seniors*" was developed.



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OUR SERVICES

AROUND THE RAINBOW

We launched the *Around the Rainbow* project, working together with the gay, lesbian, bi, trans, two spirit, and questioning (GLBTTQ) community to support the inclusion of diverse families in our childcare and early childhood education systems, as well as within schools and the community. With the help of the ever-growing Rainbow Families group and the GLBTTQ Coalition, we have created the following resources that are being shared with the Ottawa community.

- An interactive website - www.aroundtherainbow.com. There were over 843 visits to the website and 4,233 page views with visits from Kentucky, the Dominican Republic, Germany and New Zealand.
- Two comprehensive toolkits about creating GLBTTQ friendly learning spaces for our children ages 0-6, one for educators and one for parents.
- A companion Around the Rainbow resource kit.
- Three community training sessions: *The Interactive GLBTTQ 101 workshop*, *The Interactive GLBTTQ 202 workshop*, and *The Interactive GLBTTQ Parents workshop*.



Over **262 individuals** have participated in Around the Rainbow by attending trainings, presentations, the Arts project launch and through Rainbow families and the Coalition for GLBTTQ Families. Over **376 individuals** at 149 sites received information and were interviewed through the environmental scan.

ANTI-VIOLENCE PROGRAM

CHILDREN WHO WITNESS WOMEN ABUSE PROGRAM

Over 1500 hours of service was provided to 53 mothers and 70 children.

- We continue to work in close partnership with Immigrant Women's Services providing counselling to children and their mothers who have been abused. In order to provide appropriate and effective counselling, the use of cultural and/or language interpreters has been essential.
- Staff have developed expertise working with interpreters in a highly skilled manner. The Barbara Schlifer Commemorative Clinic in Toronto invited one of our Children's Counselling staff to present at the Language Interpreters' Symposium as a panel speaker for a workshop entitled Best Practices for Working with Children. Approximately 200 interpreters from across Ontario attended the Conference.
- Staff have been actively involved, along with other community organizations, in developing a key collaboration and partnership between the Violence Against Women Sector and the Children's Aid Society of Ottawa. This partnership will have a significant impact on the ability to provide appropriate and accessible services to women and children who have experienced woman abuse.

WOMEN ABUSE PROGRAM

Over the past year, 250 abused women received 3000 hours of service.

Our woman abuse coordinator was actively participated in the Steering Committee regarding abused women being charged with assaulting their partners. As a result, a two day consultation was held, with representatives from the police, victim services, shelters, counselling agencies, lawyers, and child protection agencies.

WOMEN ABUSE PROGRAM CONTINUED...

- The consultation highlighted the need for follow-up training and collaboration to prevent further re-victimization of abused women and their children through the Criminal Justice System.
- A presentation focused on best practices, particularly if legal mediation services are involved, was delivered by our women abuse coordinator at a symposium on conflict resolution. The presentation highlighted the risk of conflict leading to murder for abused women. The symposium was sponsored by the University of Ottawa, Carleton University, and St. Paul's University and was attended by family mediators.
- Staff attended the Ontario Office for Victims of Crime (1st) Summit. Attendance ensured the needs of abused women were acknowledged and an agenda item.

SEXUAL ASSAULT NETWORK

In the last year, our coordinator organized two very important training opportunities for service providers who are members of the Sexual Assault Network.

- Yvonne Dolan, an internationally well-known therapist in the area of Trauma and Recovery, provided a one day training to over a hundred service providers.
- Training was provided around trauma and healing in the aboriginal community. Presentations were made by staff at Minwaashin Lodge as well as by the Centre for Treatment of Sexual Abuse and Childhood Trauma.

EMPLOYEE ASSISTANCE PROGRAM

During the last year, over 6,760 hours of service were provided to over 2,150 employees and their family members.

EMPLOYEE ASSISTANCE PROGRAM CONTINUED...

Family Services Ottawa EAP has had a very busy year. We successfully renewed all of our contracts, and enhanced our strategic position to be the first choice for employers who want their employees to access timely support before concerns become disabling. Our **Ability Management** approach invests in top quality professionals that offer excellence in face to face proactive services.

We created two new partnerships and we are now able to offer employees and their family members the services of a Holistic Nutritionist as well as Career Development Consultants.

Learning through EAP - LEAP

We are launching a Personal and Professional Wellness Institute called **LEAP** (*Learning through EAP*). LEAP will offer an intensive engagement in group formats on a number of specific issues. The training is designed so that clients can access expertise at various transition points in their lives.

Whether they are newly married, dealing with adolescents, coping with aging parents or concerned about nutritional issues, as clients reach different stages of life, LEAP will support these life changes.

JUKE BOX MANIA

Our 4th **Annual Juke Box Mania** was held on Friday October 20, 2006. The event was a great success with over 500 participants and \$20,000 raised for Family Services à la famille Ottawa. We would like to thank all those who participated; our many volunteers and sponsors.

Special Thanks to our Juke Box Mania committee for all the work they did over the past year. Especially to: Al Greer for his constant work and support; Nat Busa for his vision and organization & Mark Kelly for his ideas, creativity & our Juke Box Look.

FAMILY SERVICES À LA FAMILLE OTTAWA

STATEMENT OF FINANCIAL POSITION AS AT MARCH 31, 2007

	2007	2006
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CURRENT ASSETS		
Cash	\$187,927	\$267,748
Cash held in trust	18,099	18,699
Short term investments	170,834	160,935
Accounts receivable	209,757	101,736
Prepaid expenses	18,950	21,130
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	605,567	570,248
PROPERTY AND EQUIPMENT	75,209	62,816
INVESTMENT IN 1 COMMUNITY PLACE	324,564	265,670
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	399,773	328,486
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	\$1,005,340	\$898,734
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CURRENT LIABILITIES		
Account payable	\$164,305	\$193,199
Deferred revenue	177,513	115,860
Funds held for future services	158,228	179,846
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	500,046	488,905
DEFERRED FUNDING RELATED TO PROPERTY AND EQUIPMENT	27,630	20,250
NET ASSETS		
Internally restricted	472,708	346,924
Invested in property and equipment	47,579	42,567
Unrestricted	2,377	88
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	477,664	389,579
	<hr/>	<hr/>
	\$1,005,340	\$898,734
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FAMILY SERVICES À LA FAMILLE OTTAWA

STATEMENT OF OPERATIONS FOR THE YEAR ENDED MARCH 31, 2007

	BUDGET	2007	2006
REVENUE			
United Way	\$700,665	\$705,515	\$696,815
Regional Municipality of Ottawa	180,383	204,208	170,895
Government of Canada	190,415	199,399	54,289
Government of Ontario			
- Ministry of Community and Social Services	374,151	401,164	431,462
- Ministry of Citizenship and Immigration	24,248	34,981	51,110
- Ministry of Health	338,319	362,594	298,428
- Ministry of the Attorney General	112,000	122,043	121,267
Province of Ontario Equity Proxy	77,323	77,323	77,323
Employee Assistance Program	578,602	641,099	530,729
Program service fees	69,500	62,469	56,567
Administration fees	28,180	18,755	33,531
Donations	10,500	13,827	15,921
Interest	9,000	7,945	6,663
Other	86,175	89,948	113,627
Amortization of deferred funding related to property and equipment	-	11,185	8,400
	<u>2,779,461</u>	<u>2,952,455</u>	<u>2,667,027</u>
EXPENDITURE			
Salaries and benefits	2,110,800	2,180,005	2,014,374
Occupancy	180,530	191,200	181,158
Office and general	451,213	496,089	406,512
	<u>2,742,543</u>	<u>2,867,293</u>	<u>2,602,044</u>
REVENUE FROM OPERATIONS FOR THE YEAR	36,918	85,162	64,983
Share of net revenue - 1 Community Place	14,132	24,502	27,145
Net revenue before amortization	51,050	109,664	92,128
Amortization	19,504	21,579	21,423
NET REVENUE FOR THE YEAR	<u>\$31,546</u>	<u>\$88,085</u>	<u>\$70,705</u>

OUR SPONSORS & SUPPORTERS

Thank you to the following individuals and businesses for their support of Family Services à la famille through their donations to the agency and sponsorships of Juke Box Mania 2006.

The Ottawa Citizen; The A Channel; The Bear; PJ Doherty & Associates Co.Ltd.; Calian; Podium Audio/Visual; JMA Event Planning & Communication; Rocketman Graphics; Arteeno Entertainment Company; Grace O'Malley's; Canada Retirement Information Centre; Sleeman's; Colio Estate Wines.; Anonymous donor. Springboard Promotions; Southern Cross Restaurant; Preston Hardware ; Bluesfest; Canada Science & Technology Museum Corporation/Societe du muse des science et de la technologie du Canada; Saunders Farm; CD Warehouse; Collected Works Bookstore; Starbucks Coffee Gloucester; Cosmic Adventures; Canadian War Museum; Denis Office Supplies; Fun Junction; Great Canadian Theatre Company; Midway; Ottawa Jazz Festival; Ottawa Professional Therapy Centre; Rick Mofina; Paul Marcotte; Envirolaser; Valleyview Little Farm; Winds of Change Day Spa; Winners; Rosemary Laurin; John Glead; Ottawa Folk Festival; Terri Biggs; Kathy Kalil; Trattoria Caffe Italia; Today's Colonial; Tip to Toe; Chad Kelly; Liam Kelly; Family Service Canada Carling Motors; Three Bakers and a Bike; BIJA; Emerald Bakery; Susan Ferrier; National Arts Centre; Boston Pizza; The Coates Agency; Loeb, Barrhaven; Loeb, Greenbank; Barrhaven Walmart; Barrhaven Food Basics; Boston Pizza; Jubilee Fine Jewellers; Marion May; The Tragically Hip; Bell; Utopia Hair & Spa; Nancy Dart; Ken Craig; Jen Maloney; Starbucks (Bank & Slater); The Ottawa Senators Foundation.



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