



## ***Counselling for the Community***

**2014-2015  
ANNUAL REPORT**

### **Mission Statement**

*The Kelowna Family Centre responds to community needs by fostering well-being and healthy relationships through skilled counselling services.*



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***“I would not be where I am today without the help I have received and continue to receive from the Kelowna Family Centre.”***

KFC adult client –2014/2015

Counsellor - Why come to Children and Change group?

***“Turn your kid into a star about divorce!”***

KFC child client – 2015



## BOARD SUMMARY REVIEW – JUNE 2015

The Kelowna Family Centre Board of Directors, staff and volunteers have continued to collaborate during the past year to successfully serve the community needs.

It has been a year of changes in staff and new board members and we owe special thanks to Lisa Binnie our Executive Director who guided us so well through the many challenges.

We are pleased to have a new fundraising director to inject new ideas and energy into fundraising initiatives. Our priorities continue to be financial sustainability and community relations.

Thank-you to everyone who has contributed to the year's successes: the staff, fellow Board members and all the volunteers.

Respectfully submitted,

Lisa Howard, Board Chair

**“(Counselling) helped to understand problems. I think I can manage now. I feel much more settled.”**

*KFC adult client –2014/2015*

*“I have been coming to this group for 3 ½ months and haven’t missed a meeting yet (and hope to never miss one). When I first came to this group I had just been kicked out of my house that I had lived at for 8 years with my wife and 5 year old daughter and 10 year old son. Since coming to this group I have learned a lot about what my feelings are and learned how to work through them and discuss them. I learned to react to them in a positive way. I love coming to this group and tell so many people how much this has benefited me. I am overwhelmed at the amount of support and encouragement received from not only the guys that come here but also the two counsellors who are amazing. This group is so beneficial to see how others are doing and really encouraging to see how others cope and their ways that work with similar problems to mine. I hope this group is here for a long time because of all the counsellors and groups I have gone to this is the best one. I am now happy to say that I have not smoked weed on or drank alcohol in over 100 days and I owe this entirely to the support and encouragement of this group. This group has made me a better father and husband and son to my parents and has even make me a better employee to by boss. I am very grateful for this group and thank you so much for putting it on. The people I have met here and the ideas and thoughts I have learned here will last a life time.”*

*Men’s group participant February, 2015*



## EXECUTIVE DIRECTOR ANNUAL REPORT 2015

### STAFFING

***Welcome!! to our new counsellors Lois Hansen and Kirsten McAlpine, to our new receptionist Linda Hancock, to our new Parenting after Separation facilitator Jeremy Sanbrooks, and to Sarb Tatla-Low, our new fundraising director***

**Child and Youth:** Suzanne Harrington and John Downes have continued as Child and Youth counsellors and successfully ran almost continuous **Parenting Wisely** and **Children of Change** groups. In the **Sexually Intrusive Behavior** program **Lois Hansen** replaced Tait McFarlane, who has moved to Victoria. Lois is beginning a new group for children called **Lowering Anxiety for children through self-regulation**.

**Stopping the Violence:** Joyce Eng continues to work the bulk of the STV hours and she also facilitates two **Reaching Out to Older Women (ROW)** groups (one is provided on the Westside) and the follow-up **Rowing ON** group. Suzanne Harrington continues to facilitate the weekly **Finding our Voices drop-in** as well as individual counselling. **I Heal** is a new group established last spring to assist women with developing skills for coping with symptoms of trauma.

**Adult Short Term Assessment and Treatment Program:** **Kirsten McAlpine** replaced retirees Gaylene DeGruchy and Mike Gladman. She provides counselling for individuals referred by adult mental health. This program also includes the weekly **Men's Relationship Drop In** group and the **Women's Self Esteem. Rebuilding after Separation**, and the new **I Am Enough** groups. Zach Walsh is the facilitator for the Men's group and Mona Ferguson continues to provide part time individual counselling services

**Couples Counselling:** Kirsten McAlpine replaced Mike Gladman as the main provider for couples counselling to low income couples during the last year.

**Parenting after Separation:** JB Cole co-facilitated the morning sessions with Suzanne during the year. The Tuesday evening groups were facilitated by Shirley Piedt and **Jeremy Sanbrooks** (who replaced Susan Lauber when she moved to Alberta).

**Other programs:** With Central Okanagan Foundation, Gaming, City of Kelowna and Civil Forfeiture funds we are supporting the **Rowing On** group, a 'gentle' **yoga program**, and a second night of weekly **Men's drop-in** which focuses on stress and anger management in relationships. A new club has been established with sponsorship assistance from KFC (through funding from a Civil Forfeiture grant) to provide a safe place for women who are in counselling to gather – the **Moving On** members do crafts and other activities in a safe social environment. The **Fee for Service** program has continued to grow with WorkBC's Empowering Employment Program (EEP) and funding from the Crime Victim's Assistance Program (CVAP).

**Administration:** Lisa Binnie continues as the ED and Lynda Fillion continues as the Office Manager and Finance Clerk. **Linda Hancock** is the new receptionist/administrator, who works



4 days a week and Cheryl Bramble working one day. We were fortunate to have Kate Bradshaw and Thorie Andreas as relief receptionists.

**Students:** We welcome **Nancy Guy** as she joins us her practicum for a Masters of Social Work Degree this spring.

### ***Thank you to our Volunteers!***

We had a total of 478 volunteer hours during the last year (including **74** student hours). A particular Thank You!! goes to our Board of Directors who also actively volunteered in various functions throughout the year. The administration area thanks John Rempel, and Kate Bradshaw for their assistance. We thank the new fundraising committee headed by Zu Peters, and the members of the Rowing On group who were so helpful at our silent auction. Finally we wish to thank the Client Advisory Committee for their dedication. Thanks to all of you!

### ***Personnel Trends and Implications for future***

- As predicted last year, this has been a transition time with an unusual number of new staff joining the agency during the year. As a consequence, the strategic planning and AGM meetings were held later than usual, the CARF survey was postponed, and some of our statistics were not kept up as much as in prior years. We look forward to our new year with terrific staff in place!
- Board recruitment has improved and we welcome our new Board members!
- Wage increases for staff remain a priority.
- We look forward to working with a new fundraising director who will be working very part time and has the task of developing this new position.

## **EXTERNAL MONITORING**

### ***CARF update***

Our own survey was postponed last year due to personnel and financial pressures. It will be a priority this current year as we prepare for our re-survey in the fall. The Executive Director continued as a CARF surveyor this past year - the Board support for this activity is indicative of the corporate citizenship evidenced by the Kelowna Family Centre. We are pleased to have had the opportunity to work with another CARF surveyor (Sylvia Tremblay) who briefly joined our Board meetings (and is now re-locating to Mexico).

### ***Financial Review***

Our books are reviewed annually by accountant J. Kirby & Co, CGA and are completed prior to our AGM.

## **RISK MANAGEMENT:**

1. All core contracts have been renewed and meetings with contract managers have confirmed their satisfaction that contract terms have been fulfilled. The risk of non-renewal is still an issue in the STV program as the government continues its trend to put contracts out to tender. Several meetings have been attended to address the concerns of numerous agencies.
2. The Kelowna Family Centre has changed its insurance provider this year due to the discontinued contract with Marsh Insurance by the Federation of Community Social Services Agencies. We moved to Northbridge Insurance as per the recommendation of the Federation.
3. The Kelowna Family Centre Risk Reduction Plan was updated in November.



## **FINANCIAL SUSTAINABILITY:**

### ***Fundraising:***

- Congratulations to Zu Peters and her Fundraising Committee who organized an amazing variety show entitled “Business Supporting Mental Wellness” which involved many community members entertaining and working on our behalf. The members of the Rowing On group and KFC staff were also so helpful at our silent auction held at the Variety show. Our goal is to also develop other fundraising strategies including the use of social media and sponsorships.

### ***Grants:***

1. We continue to offer couples counselling for low income couples with Gaming funds. Gaming also supports the men’s group focusing on anger and stress management, women’s groups, and the Rowing On group (a follow-up program for ROW graduates).
2. We were successful in receiving funds from the Ministry of Justice Civil Forfeiture grant and the Central Okanagan Foundation to support the ‘gentle yoga’ group for clients of KFC as well as the new Moving On club established by clients of the Centre.
3. Donations were also received from our landlord, various individuals and Rotary Morningside club. Sponsors included Giggles & Hugs Childcare Services, M & H Auto Sales, SMR Restoration Group Ltd., and Kidston & Co. We also were again fortunate to receive a very substantial donation from an anonymous donor.
4. Kelowna Family Centre has made an application from United Way funding which is awaiting the results of our Impact Team visit in late May.

## **FACILITIES, EQUIPMENT AND HEALTH AND SAFETY:**

- Several major expenses occurred this year: A new photocopier was purchased in June 2014 (supported through city of Kelowna funds) and our computers were updated with Office programs and new operating systems (Windows 7) to conform to Windows requirements.
- An unexpected expense was the replacement of our telephone system which ceased to operate due to the age of the equipment.
- We continue to meet with Counselling TRAC to improve our outcomes reporting.
- Issues arising from annual reports (completed in November) on Health and Safety inspections and technology, critical incidents and complaints, accessibility, and requests for accommodation have generally been resolved in staff meetings.

## **ACCESSIBILITY, ADVOCACY, AND CULTURAL DIVERSITY:**

- We continue to participate in several community committees to advocate for the needs of disadvantaged groups in Kelowna and B.C., including VAWIR (Violence against Women in Relationships), EVA (Ending Violence) Association), United Way and Federation of Community Social Services. In the past year, the ED and Board also participated in the Senior’s Safety Fair, the Immigrant’s Fair, several United Way events, various community Open Houses, and Rotary events. Community citizenship is demonstrated as well by partnering with Universities to provide practicum placements, and by supporting the participation of the ED in CARF surveys and Rotary.



- A current goal is to continue to partner with Women's Shelter and Elizabeth Fry Society to re-vitalize the VAWIR committee in order to adjust to changing priorities.
- The **Client Community Advisory Committee** met quarterly and has continued to provide invaluable feedback on our forms, reports, and agency activities. It provides an opportunity for clients to advocate on their own behalf.

## **STRATEGIC PLAN AND PRIORITIES UPDATE:**

### ***Financial Sustainability:***

1. We have been successful in maintaining current contracts and grants and we plan to continue to move forward in developing our fee for service program. A significant decision was made by the Board to hire a fund development officer who is starting her position in May 2015.
2. We will apply for CARF accreditation this coming fall.

### ***Public Relations and Membership***

3. We will continue networking by participating in community information events and committees, and by continuing membership in the Chamber of Commerce, Rotary, EVA and the Federation of Community Social Services. We hope that our new fund development officer will assist us in developing our use of social media and expanding public awareness.
4. Board recruitment is improving and we plan to complete the revision of our Board manual and to begin a process of evaluation of the Board performance.

## **CONCLUSION**

I would like to thank all the staff, volunteers and Board members. They continue to inspire me with their dedication and hard work and support. I am very proud to be associated with such a dedicated and creative group of people.

Respectfully Submitted

Lisa Binnie B.A., M.S.W., M.P.A.  
Executive Director



## PROGRAM REPORTS

### ADULT SHORT TERM ASSESSMENT AND TREATMENT PROGRAM

The ASTAT program is funded by a contract with the Ministry of Health Interior Health Authority and provides individual and group counseling to adults experiencing life or situational difficulties. Referrals for individual counselling come from adult mental health.

Group services are open to the community and include weekly **Men's Relationship drop-in** groups for men and **I am Enough** self-esteem groups for women.

*"Wish it was still going, the counsellor helped a great deal."*

*"(The counsellor) is very impressive and I am very happy with all staff. Everyone is friendly and helpful"*

*"I wish I had the finances to carry on. Family issues have has a huge impact."*

*"(The counsellor) was very understanding and caring. "*

*"I felt very supported by the counsellor. She gave me some great techniques that worked for me"*

*"...the counsellor has been wonderful, empathic, positive and real."*

*"The counsellor helped me realize a lot and I am so grateful that I had her help me in a time of struggle. She left me with skills that will last to improve myself and future relationships."*

*ASTAT clients June 14 – March 15*

### COUPLES COUNSELLING PROGRAM

**Couples counselling** is provided to low-income couples within the Central Okanagan who are experiencing relationships problems and who cannot afford private counselling. The Kelowna Family Centre receives funding support from Direct Access Grants - there are late afternoon and early evening counselling hours in order to accommodate couples who cannot take time off work. The fee is \$20 and referrals are open to the community.

<b>April 1 – March 31</b>	<b>Total # of couples counselling appointments attended</b>
<u>2005/06</u>	<b>135</b>
<u>2006/07</u>	<b>146</b>
<u>2007/08</u>	<b>214</b>
<u>2008/09</u>	<b>174</b>
<u>2009/10</u>	<b>247</b>
<u>2010/11</u>	<b>267</b>
<u>2011/12</u>	<b>238</b>
<u>2012/2013</u>	<b>145</b> noted that the couples counsellor went on leave during the winter.
<u>2013/2014</u>	<b>124</b> lower number due to retirement
<u>2014/2015</u>	<b>166</b> new counsellor started in Sept. and numbers are now rising.





### STOPPING THE VIOLENCE COUNSELLING PROGRAM

The Stopping the Violence Program, funded through the Community Safety and Crime Prevention Branch of the Ministry of Justice provides counselling for women who have experienced any form of abuse in relationships, either during their childhood and/or through partner relationships. The program continues to focus on reducing barriers to service and referrals for both individual and group counselling are open to the community.

Groups offered this year included:

- The Finding Our Voices Drop-In Group offered every Friday throughout the year
- Reaching Older Women (ROW) for women (50+).
- Rowing On: Monthly follow-up for graduates of ROW
- I Heal: A psycho- educational skill building group for coping with trauma.

*“Thank you for helping me through a very difficult time in my life.”*

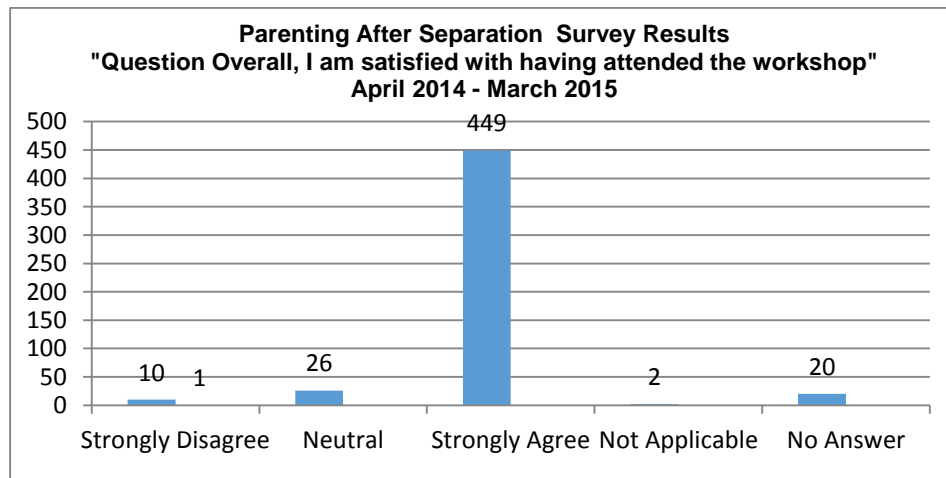
*“I love (the counsellor) and I would not be where I am at today if it wasn’t for her.”*

*“I always find the group supportive and understanding and leave with a stronger sense of self.”*

*STV Clients – June 2014-March*

### PARENTING AFTER SEPARATION PROGRAM

The Parenting after Separation program funded by the Ministry of Justice is a three hour and twenty minute session offered approximately three times a month. Its purpose is to assist parents to make informed choices about issues concerning their separation, which take into account the best interests of their children. Parents are given practical information in the workshop on resolving legal issues as well as strategies on assisting their children through the separation process. The workshop is mandatory for those parents who are making an application to the courts but many individuals also attend on a voluntary basis.





## CHILD AND YOUTH PROGRAM

The Child and Youth Program, funded by the Ministry of Child and Family Development, accepts referrals for individual and family counselling through the Child and Youth mental health team at MCFD. Children and their families are referred for a range of issues including but not limited to anxiety, depression, ADHD, conduct disorders, grief and loss, adjustment after parental separation, and the impact of parental mental illness.

Referrals for group counselling are open to the community. The counsellors have provided numerous groups this year to meet the wait list demands and have offered the following:

- **Parenting Wisely** - effective parenting strategies for challenging children
- **Children of Change** – for children whose parents have separated and/or divorced.

### **Parenting Wisely Group**

Liked:

- *Lots of material, good discussion, good feedback*
- *The openness of discussions and being able to ask questions without judgment. It was a very nice relaxed and comfortable environment*
- *I felt comfortable.... wonderful material*

What changes have you made?

- *Patience, attempted some active listening, just a general understanding of children's mentality and how we need to act and treat them accordingly*
- *We now do more active listening and are doing more I statements. Really we are using it all.*
- *More sympathetic towards my child's position, feelings or reasons, remain calm and investigate, limit the attention given to bad behaviour "*

*Parents June 2014 – March 2015*

## SEXUALLY INTRUSIVE BEHAVIOUR PROGRAM

This program, also funded by the Ministry of Child and Family Development, provides counselling services to children under the age of twelve, who have exhibited sexually intrusive behavior where there is no disclosure of these children having been sexually abused. The program mandate includes educating the adults involved in order to monitor the child's behavior and provide safe boundaries. Counselors also spend time conferencing with professionals in other environments such as daycare, school, or recreational programs to ensure safe environments.

*"My boys loved the children and change workshop. They couldn't wait to come each week."*

*"It is a very calming environment. Everyone was very friendly and helpful. Please don't change a thing."*

*Child and Youth Parents 2014/2015*



## OTHER PROGRAMS

**The Men's relationship drop in group (focusing on stress and anger in relationships)** is a weekly drop-in group which provides an additional night to the ASTAT funded Wednesday group. It was started in September 2010 and funded through Gaming.

### **Men's Groups– February 2015**

*“The men's group has been life saving for me, enabling me to save my marriage and improve my relationship with my daughters. The fact that there is a no- cost safe place to come and share with other men is awesome.*

*“Great group! Encompasses many aspects of men's/ people's lives... It makes a great positive difference in many people's lives. Thank You.”*

### **Children and Change Boys Aged 6-8 Winter 2014**

#### Before Group:



- I am very sad, and unhappy.
- (I) miss my Dad and am mad at him.
- Not a happy heart; a broken heart

#### After Group:



- A happy heart

#### Why Group?

- It helps them to feel better
- I love my mom and my dad
- It's fun!
- Snacks!



## AGENCY STATISTICS

**April 1, 2014 – March 31, 2015**

The Kelowna Family Centre is committed to continuous evaluation of our programs to ensure that all persons have opportunity to give feedback and to improve our services on a continuous basis. The Centre has used a variety of ways to encourage feedback, including written surveys, client advisory meetings, and telephone follow-ups. The findings are presented in the next few pages of this report - the following table is a summary of the findings.

### **Summary of Findings 2014-2015**

#### **Efficiency**

- High Utilization rate of **78%** (clients are satisfied and showing up for appointments)
- Fast turnaround as seen by a **96%** turnover rate
- High numbers of clients!

#### **Effectiveness**

- Goal attainment measures continue to improve
- Fewer follow-up calls made this year (staff turnover) but satisfaction is high

#### **Satisfaction**

- Clients are **95%** satisfied with the Kelowna Family Centre

#### **Accessibility**

- Clients are **100%** satisfied that our office is easy to find and the environment is welcoming.

#### **Demographics**

- Women continue to outnumber the men

#### **Plan of Action**

- Continue to improve upon our completion of discharge summaries and numbers of follow-ups made.

### ***Efficiency Measures***

Referrals by Source	Year 14/15
Central Intake	152
Child and Youth Mental Health	133
Community Agencies	140
Self Referrals/Other	94
<b>Total Referrals</b>	<b>519</b>



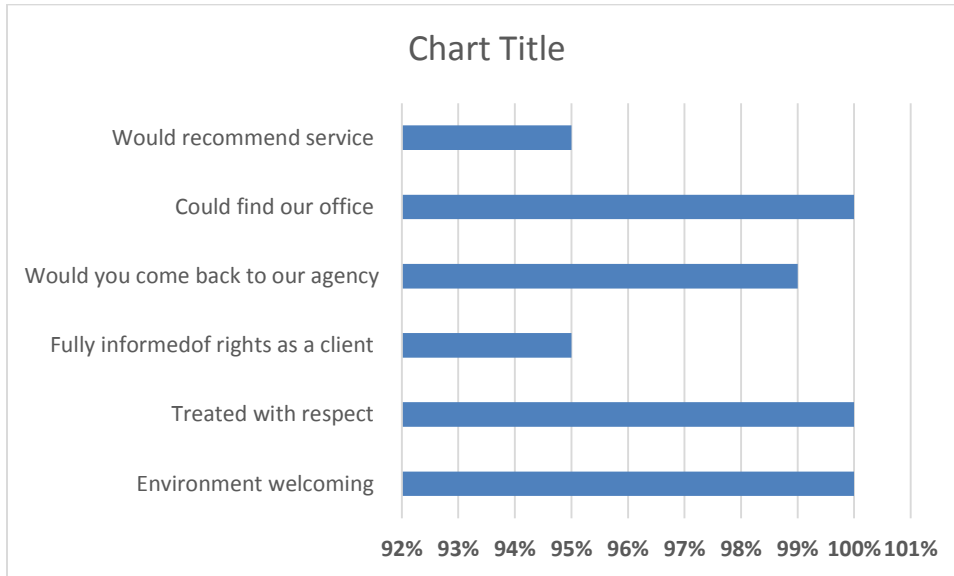
<i>Group Sessions</i>	<i>Year 14/15</i>	<i>Year 13/14</i>
Men's Drop-in Groups (2 groups)	71	75
Women's Groups	20	18
Parenting Wisely Groups	23	8
Children of Change Groups	21	22
Stopping the Violence Drop-In Groups (x 2)	98	51
Reaching Out to Older Women Groups (x 2)	43	60
Parenting After Separation Groups	33	33

<b>Service Utilization</b>	<b>Year 14/15</b>	<b>Year 13/14</b>
Number of individuals and families receiving service during year	536	562
Number of new clients admitted for service	421	473
Number of couples receiving service	61	48
Number of clients receiving group service during time period	381	401
Number of individuals attending Parenting After Separation sessions	510	507
Number of discharges during the time period	513	410
Number of clients waiting for service at end of year	79	69
<b>Turnover rate (discharges/intakes)</b>	<b>96%</b>	<b>73%</b>
<b>Attendance:</b>		
1:1 sessions	1,684	1,929
Telephone sessions	54	36
Family Sessions	32	0
Consultation - office	9	3
Consultation – community	14	5
<b>Cancellations</b>	<b>254</b>	<b>331</b>
<b>No shows</b>	<b>121</b>	<b>162</b>
<b>Utilization Rate</b>	<b>78%</b>	<b>78%</b>
<b>Discharge Dispositions:</b>		
Completed prescribed number of sessions	119	73
Client chooses to no longer access services	212	246
Unable to contact	26	21
Moved	9	8
Referred to another service	60	26
Did Not Start Program	88	42
Other	26	35
<b>% Clients Completed Discharge Summary</b>	<b>22%</b>	<b>24%</b>



**Client Satisfaction and Accessibility:**

43 Client Satisfaction Surveys were completed

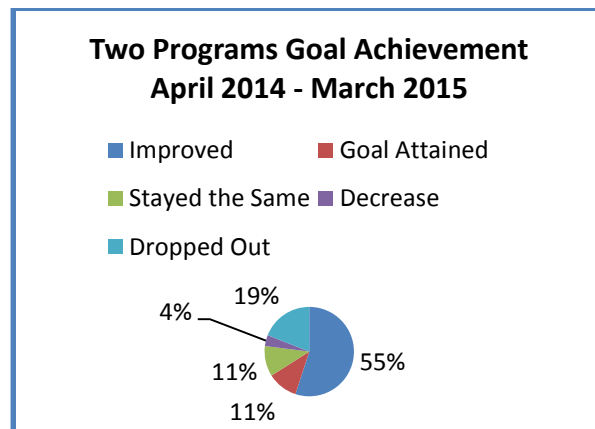


***“Attending Row group has been most beneficial to helping me in the season of healing and return to health. The wisdom shared gives me a better perspective. The support and lessons our facilitator shares are invaluable – from life skills to reflective thinking- to healthy application. I will be forever grateful.”***

***“The Kelowna Family Centre has been my strength ...as I have transitioned from marriage to being on my own.”***

***ROW clients May 2015***

**Effectiveness:**





Client Follow Up Results		June 2010	June 2011	June 2012	June 2013	June 2014	June 2015
	Target	Response Rate 49% (N = 33)	Response Rate 50% (N =18 )	Response Rate 42% (N =12 )	Response Rate 58% (N=18)	Response Rate 80% (N=20)	Response Rate 86% (N=14)
<b>Effectiveness:</b> How would you rate the impact of the counselling services provided at the Kelowna Family Centre in terms of <b>improving you situation?</b>	70%	73%	59%	80%	70%	79%	72%
<b>Effectiveness:</b> In terms of the services provided at the Kelowna Family Centre could you rate how much of a <b>lasting benefit</b> the service resulted in?	70%	70%	62%	70%	70%	80%	71%
<b>Satisfaction:</b> Overall, in terms of providing a <b>quality</b> service, how <b>satisfied</b> were you with the service at the Kelowna Family Centre?	80%	87%	77%	75%	85%	88%	79%