



Counselling for the Community

**2015-2016
ANNUAL REPORT**

Mission Statement

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



TABLE OF CONTENTS

Board Summary Review	p. 3
Executive Director’s Report	p. 4
Program Reports:	
Adult Short Term Assessment & Treatment Program	p. 8
Couples Counselling Program for Low Income Families	p. 8
Stopping the Violence Counselling Program	p. 9
Parenting After Separation Program	p. 9
Child & Youth Program	p. 10
Sexually Intrusive Behaviour Program	p. 11
Other Programs	p. 11
Agency Statistics April 2015 – March 2016	p. 12
Annual Financial Report	

“I tried to think of all the things the Kelowna Family Centre means to me. It boils down to this: the Kelowna Family Centre is always there for me!”

“There are many programs offered here at the Kelowna Family Centre. It is a welcoming place and our family has received helpful advice. Thank you.”

“This service is indispensable. The men of this community need a place to share their feelings for the sake of the women, the children and their own healing.”

KFC clients Fall 2015



BOARD SUMMARY REVIEW – JUNE 2016

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

We are pleased with the services and initiatives provided by our Fundraising Director, and plan to focus more on corporate donations and support in the coming year.

We welcome our new board members, Terry Smith, Layton Carefoot and Caitlyn Harris.

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

Respectfully submitted,

Lisa Howard, Board Chair

“When I first entered the front door I was a nervous wreck but the lady at the front desk greeted me with a hello and a smile, letting me know I was welcomed and I had a right to come through those doors. The programs and individual counselling are amazing and I have no clue where I would be today if it wasn't for the Centre giving me a sense of belonging and safety for the first time in my life.”

Client, Fall 2015



EXECUTIVE DIRECTOR ANNUAL REPORT 2016

STAFFING

Welcome!! to our new counsellors Nancy Guy, Roxie Van Aller and Drew DeClerk and to Sarb Tatla-Low, our new Fund Development Officer.

Child and Youth: Suzanne Harrington and John Downes have continued as Child and Youth counsellors and successfully facilitated the continuous ***Parenting Wisely*** and ***Children of Change*** groups. In the ***Sexually Intrusive Behavior*** program, Lois Hansen has successfully facilitated the ***Lowering Anxiety for Children Through Self-Regulation*** group.

Stopping the Violence: Joyce Eng continues to work the majority of the STV hours, and she also facilitates the ***Reaching Out to Older Women (ROW)*** group and the follow-up ***Rowing On*** group. Suzanne Harrington continues to facilitate the weekly ***Finding our Voices*** drop-in group as well as individual counselling. ***I Heal*** is offered to clients in the STV program to assist with developing skills for coping with the symptoms of trauma.

Adult Short Term Assessment and Treatment Program: Nancy Guy replaced Kirsten McAlpine, and she provides counselling for individuals referred by Adult Mental Health. Nancy also facilitated the ***Women and Wellness*** group this spring. The ASTAT program includes the weekly ***Men's Relationship Drop-In*** group. Drew DeClerk replaced Zach Walsh as the facilitator for the Men's group, while Mona Ferguson continues to provide part-time individual counselling services.

Couples Counselling: Roxie Van Aller replaced Kirsten McAlpine as the main provider of counselling to couples with low incomes.

Parenting after Separation: JB Cole co-facilitated the morning sessions with Suzanne Harrington during the year. The Tuesday evening sessions were facilitated by Shirley Piedt and Jeremy Sanbrooks. We will be saying goodbye to Jeremy, but wish him well as he moves to Calgary to earn his Doctorate in Education.

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 the weekly ***Men's Drop-in*** group which focuses on anger management stress 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 E.D. and Lynda Fillion continues as the Finance Officer. As of May 1st, Linda Hancock took on the duties of Office Manager. Cheryl Bramble will continue to act as receptionist one day a week.



Students: We enjoyed Kourtney Arvai this spring as she completed her Master of Social Work program, and we welcome Kim Wardman as she joins us for a practicum placement from May until Christmas.

Thank you to our Volunteers!

We had a total of 1,114 volunteer hours during the last year, and that included 660 student hours! A "Thank You!!" goes out to our Board of Directors who also actively volunteered in various functions throughout the year. The administration staff thanks John Rempel for his assistance, while Kim Wardman is appreciated for her assistance in various groups in the Child and Youth programs. We thank the wonderful fundraising helpers and performers and the members of the Rowing On group who assisted at our silent auction. Finally, we wish to thank the Client Advisory Committee. Many thanks to all of you!

Personnel Trends and Implications for Future

- One new counsellor (Nancy Guy) and three new contracted employees (Sarab Tatla Low, Drew DeClerk and Roxie Van Aller) have joined our team and we welcome them all!
- Our Board membership went down this year but we are actively recruiting more members for this coming year.
- Wage increases for staff remain a priority.
- No trends noted, but we may expect more retirements over the next few years.

EXTERNAL MONITORING

CARF update: Three Year Accreditation!!

The accreditation was awarded in January of this year after our survey in December. 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.

Financial Review

Our books are reviewed annually by accountant J. Kirby & Co, CGA and are completed prior to our AGM. This year a deficit was posted as a result of three Centre expenses: the accreditation review, the website revision and the hiring of a fund development officer. As noted by our accountant, there were planned and intentional expenses which were incurred for the benefit of the Society and the clients of the Society.

RISK MANAGEMENT

- 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 remains an issue in the Stopping the Violence program as the government continues its trend to put contracts out to tender. It is possible that this will occur late in 2016.
- The Kelowna Family Centre has continued with Northbridge Insurance as per the recommendation of the Federation of Community Social Services.
- The Kelowna Family Centre Risk Reduction Plan was updated in November.



FINANCIAL SUSTAINABILITY

Fundraising:

- Congratulations to Sarb Tatla-Low who organized a well-received variety show at the Laurel Packinghouse, complete with cash bar, donated appetizers, and many community members entertaining and working on our behalf. The members of the Rowing On group helped with serving food and assisted at the silent auction. KFC staff and Board members not only helped at the silent auction but also helped with bartending, selling tickets, and assisted in the clean-up at the end of the event.
- Other events included participation in the City Light-Up event and various United Way activities.
- KFC has a new website, completed in the summer of 2015 and it has made a significant difference in the number of self-referrals and it is updated daily. We have also begun using Facebook on a regular basis.
- Our goal is to develop our sponsorship packets and begin a sponsorship campaign.

Grants:

- We continue to offer Couples Counselling for couples with low income through Gaming funds. Gaming also continues to support the men's group focusing on anger and stress management, and the Rowing On group (a follow-up program for ROW graduates).
- We supported the new Moving On club established by clients of the Centre through funds received from the Ministry of Justice Civil Forfeiture grant.
- We recently received another grant from the City of Kelowna to support our update of the client data management system.
- Donations were also received from our landlord, various individuals and Rotary Morningside club. We also were again fortunate to receive a very substantial donation from an anonymous donor. We thank all the supporters who assisted at our annual Fundraising event. Please check our website at kfscs.com for a list of all the supporters.
- Kelowna Family Centre has made an application to United Way funding which is awaiting the results of our United Way Impact Team visit.

FACILITIES, EQUIPMENT AND HEALTH AND SAFETY

- No major expenses occurred this year but we continue to use a technician to update and purchase computers as needed to remain current.
- We will be meeting with Counselling TRAC to improve our data management system and improve outcomes reporting. We will be supported in this with our recently-received grant from the City of Kelowna.
- 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 E.D. and Board also participated in the Seniors Safety Fair, the Immigrants' 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 E.D. in CARF surveys and Rotary.
- During the past year we partnered with the Kelowna Women's Shelter and Elizabeth Fry Society to carry out a strategic planning exercise and to re-vitalize the VAWIR committee. Meetings will continue on a quarterly basis with agencies in Kelowna dealing with violence against women issues.

STRATEGIC PLAN AND PRIORITIES UPDATE

Financial Sustainability:

- 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. The Fund Development Officer (Sarab) is currently developing the sponsorship campaign for the next year.

Public Relations and Membership:

- 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 to expand public awareness.
- 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.
- The Client Community Advisory Committee met occasionally and we are currently seeking a volunteer to organize these meetings. The committee provides an opportunity for clients to advocate on their own behalf.

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 counselling 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 Wednesday **Men's Relationship Drop-In** groups for men and **Women and Wellness** groups for women.

"I am new to this service and extremely grateful for its availability. I have experienced understanding and support that is very relevant to my situation and has, over a three year search, been inaccessible to me in this area. I am certainly willing to take part in this survey, and do anything I can to verify their efforts."

"The Kelowna Family Centre has been very helpful in helping me to understand myself and to learn that I am enough. The Kelowna Family Centre always feels safe from the outside world, the receptionists are professional and caring and the counsellors are always encouraging and gentle."

"Thank you for your help with my wellness. I will continue here for a while and will always recommend the Kelowna Family Centre."

"The men's group has been very helpful. My relationship with my girlfriend has improved a lot, as has my sense of self-worth, and my depression is reduced."

"It convinced me that people are all, or have, goodness inside and face common problems. It made all relationships easier. It has changed my life in many ways."

Client Comments 2015-2016

COUPLES COUNSELLING PROGRAM

Couples counselling is provided to low-income couples within the Central Okanagan who are experiencing relationship 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 to accommodate couples who cannot take time off work. The fee is \$20.00 per session, and referrals are open to the community.

<i>April 1 – March 31</i>	<i>Total # of couples counselling appointments attended</i>
2015/2016	116



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, 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+) offered three times per year.
- Rowing On: Monthly follow-up for graduates of ROW
- I Heal: A psycho-educational skill building group for coping with trauma.

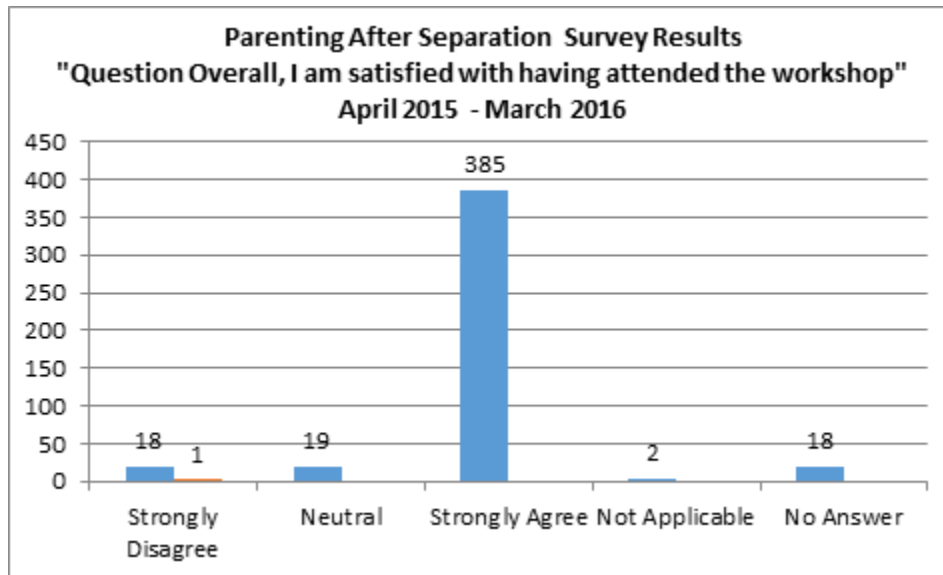
“I have been so blessed to be a part of the drop-in Friday morning group which has been my rock and (gives) tools to move forward with my life. I don’t know if I could have succeeded as well without it and I am grateful. “

“Through KFC I have had the opportunity to meet other women in my age group, who have had some experiences than I can relate to. Facilitated exploration of these experiences has helped me to gain insights into my own life. “

STV clients fall 2015

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 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

"The services received was the Parenting class. The materials and teaching were very good. The services benefit me in helping me deal with my child and better communication with my spouse. Thank you Kelowna Family Centre!"

"Offers excellent courses, very relevant and useful information shared on parenting. Would like to register my daughter for the course the centre on children and anxiety. Open discussion, comfortable environment. Evening hours make it more accessible for families who work during the day."

Fall 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 to provide safe boundaries. Counsellors also spend time conferencing with professionals in other environments such as daycare, school, or recreational programs to ensure safe environments. A new group has been started in this program and referrals are open to the community.

- **Lowering Anxiety in Children through Self-Regulation**

"There have been times at home when my child has been upset and I've asked her to remember techniques from the class and she has calmed herself down."

"The counselling we have received has brought clarity, understanding, healing and hope for our future. We have been given tools that have helped us face the problem head on. We no longer feel defeated but instead empowered."

Parents, Fall 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 is funded through Gaming.

Men's Stress & Anger Management Group

"I feel it's a safe place to be 'real' and open up. I have received great feedback and love the honesty of the group. It's a safe place with no judgment. This group is a 'shot of medicine' that I need every week. The facilitators are knowledgeable and insightful and do a great job."

"The group has shown me that no matter where you are in life, there is always a place where you are not judged and where people will listen. I have only been going to Anger Management for a few weeks now, but it has allowed me to share what I have been going through with others and has really helped me to realize that I just want myself and others to know there's always someone to listen."

"In a short form, I find this program to be a Godsend and a necessity to have in our community. Our facilitators who I have gotten to know through the last four months are wonderful people and have ... helped me through life's most natural and yet self-destructing emotion."

"It convinced me that people are all, or have, goodness inside and face common problems. It made all relationships easier. It has changed my life in many ways."

Spring 2016



The Fee for Service program includes a variety of mechanisms for clients to receive counselling:

- The Crime Victims Assistance Program provides funding for victims of reported crimes to receive a specified number of counselling session with registered CVAP counsellors. Two KFC counsellors are currently registered with CVAP.
- Empowering Employment Programs at WorkBC provides funding for ten appointments from men and women referred to counsellors experienced in the Stopping in the Violence program.
- Couples, families, and individuals may pay for counselling through their health benefits plan or by paying a flat rate of \$90.00 per session.

PERFORMANCE RESULTS AND STATISTICAL REPORTS

The Kelowna Family Centre is committed to continuous evaluation of our programs to ensure that all persons have the 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 2015-2016

Efficiency

- High utilization rate of **79%** (clients are satisfied and showing up for appointments)
- Fast turn-around, as seen by a **122%** turnover rate
- High numbers of clients

Effectiveness

- Goal attainment measures continue to improve
- Increased number of follow-up calls made this year indicate high satisfaction and effectiveness rates

Satisfaction

- Clients are **97%** 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 completion of goal achievement records.
- We plan to improve our computerized client record system



April 1, 2015 – March 31, 2016

Efficiency Measures

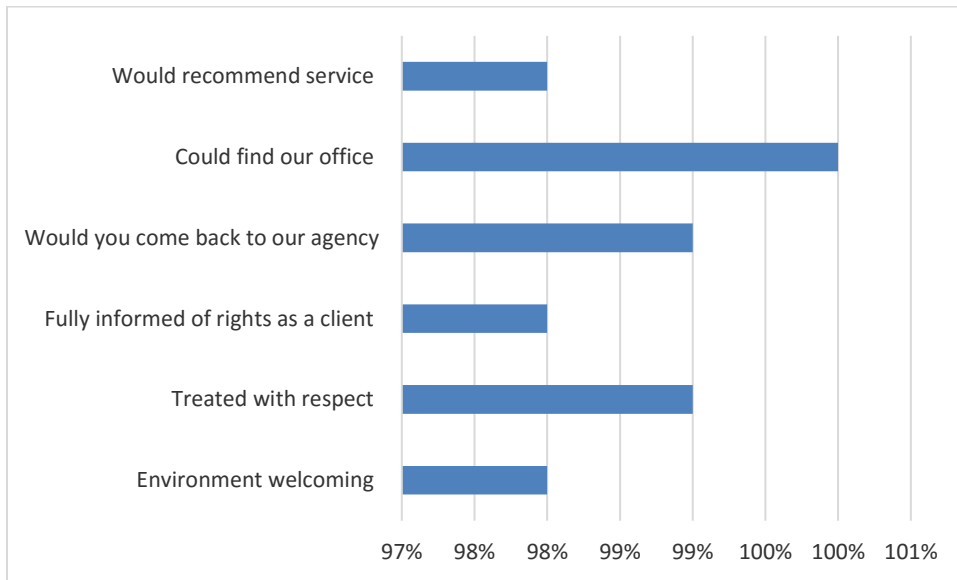
Referrals by Source	Year 15/16
Central Intake	184
Child and Youth Mental Health	96
Community Agencies	205
Self-Referrals/Other	309
Total Referrals	794

Group Sessions	Year 15/16	Year 14/15
Men's Drop-in Groups (2 groups)	74	71
Women's Groups	11	20
Parenting Wisely Groups	23	23
Children of Change Group	31	21
Stopping the Violence Drop-In Groups	70	98
Reaching Out to Older Women Groups (x 2)	35	43
Parenting After Separation Groups	33	33

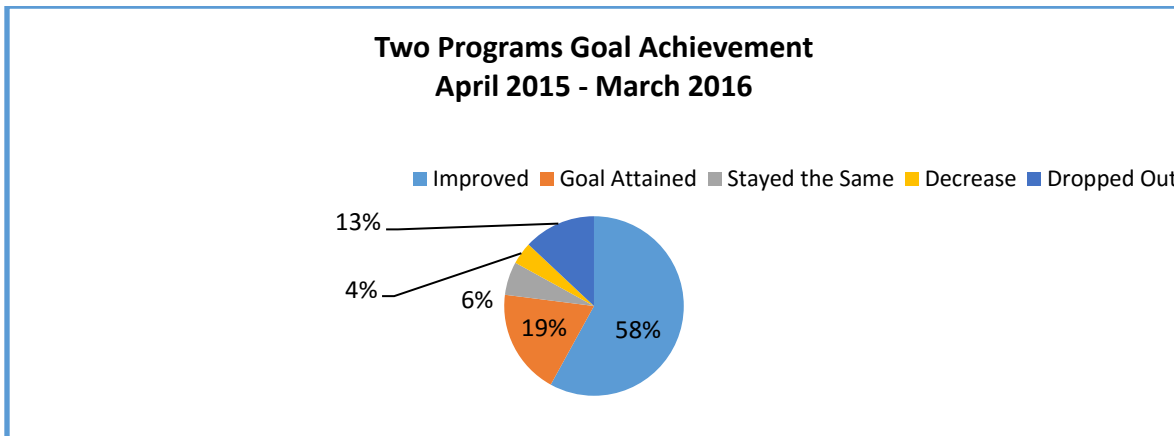
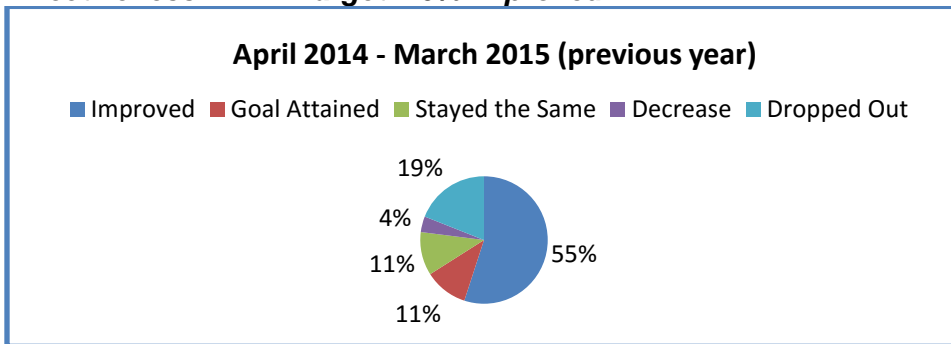
SERVICE UTILIZATION	Year 15/16	Year 14/15
Number of discharges during the time period	530	513
Number of individuals and families receiving service during year	517	536
Number of new clients admitted for service	434	421
Number of couples receiving service	42	61
Number of clients receiving group service during time period	435	381
Number of individuals attending Parenting After Separation sessions	447	510
Number of clients waiting for service at end of year	80	79
Turnover rate (discharges/intakes)	122%	96%
ATTENDANCE		
1:1 sessions	1,950	1,684
Telephone sessions	30	54
Family Sessions	14	32
Consultation - office	0	9
Consultation – community	13	14
Cancellations	368	254
No-Shows	136	121
Utilization Rate	79%	78%



Client Satisfaction and Accessibility: 66 Client Satisfaction Surveys were completed



Effectiveness: Target: 70% Improved





Client Follow Up Results		June 2010	June 2011	June 2012	June 2013	June 2014	June 2015	June 2016
	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)	Response Rate 48% (N=42)
Effectiveness: How would you rate the impact of the counselling services provided at the Kelowna Family Centre in terms of improving you situation?	70%	73%	59%	80%	70%	79%	72%	80%
Effectiveness: In terms of the services provided at the Kelowna Family Centre could you rate how much of a lasting benefit the service resulted in?	70%	70%	62%	70%	70%	80%	71%	80%
Satisfaction: Overall, in terms of providing a quality service, how satisfied were you with the service at the Kelowna Family Centre?	80%	87%	77%	75%	85%	88%	79%	97%

“The services here are amazing. The counsellors are experienced and wonderful. Group is great. The receptionists are amazing. It is a safe place and I cannot say enough good about this place.”

Client, 2015-2016