



Counselling for the Community

**2016-2017
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 am grateful for the programs at Kelowna Family Centre. I have experienced much person growth, help and support.”

“I have worked with 3 counsellors at the Kelowna Family Centre and they have been extremely helpful in teaching skills to navigate my journey to healthier and more positive decisions. I am very grateful to have counsellors of such great abilities available. Thank you Thank you “

KFC clients Fall 2016



BOARD SUMMARY REVIEW – JUNE 2017

More than anything, I want to thank the staff, contractors, board members, volunteers and everyone else who has contributed to the Kelowna Family Centre's mission over the last year.

The lives touched and relationships changed by our dedicated staff and contractors impact our community in ways we will never fully know. The 'story' of the Kelowna Family Centre is one that needs to be known by the community, which is why one of our key goals in the coming year is to raise awareness of the Kelowna Family Centre and subsequently increase donations, especially from local businesses.

I cannot express how proud I am to be a part of an organization that dedicates itself to serving our community with professionalism, education and compassion.

We welcome the new staff, board members and volunteers and wish to thank Lisa Binnie for her dedication, insight and selfless service as Executive Director.

Respectfully submitted,

Caitlyn Harris, Board Chair

“This is an amazing place and I have recommended the service to anyone who needs help.”

Client 2016-17



EXECUTIVE DIRECTOR ANNUAL REPORT 2017

STAFFING

Welcome!! to our new group counsellors **Jeff Goreski** and **Justin Dyck**

Au Revoir!! to **Nancy Guy**, who has moved to a position where she can work with the youth in Kelowna and to **Sarb Tatla-Low**, who has finished her contract in fund development. **Jeremy Sanbrook** has returned to school and **Justin Dyck** and **Shirley Piedt** now move on as our contract for Parenting after Separation comes to an end.

In Memoriam: We acknowledge the passing of **Gaylene DeGruchy**, who was a counsellor here for ten years before retiring two years ago. We miss her and our condolences go to the family.

Child and Youth: Suzanne Harrington, John Downes, and Nancy Guy 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 continued 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.

Adult Short Term Assessment and Treatment Program: Nancy Guy and Mona Ferguson provided counselling for individuals referred by Adult Mental Health. Nancy also facilitated the **Women and Wellness** group and started the new drop-in **Women's Relationship** group this spring. The ASTAT program includes the weekly **Men's Relationship Drop-In** group, facilitated by Jeff Goreski who replaced Drew DeClerk before Christmas.

Couples Counselling: Roxie Van Aller continues as the main provider of counselling to couples, both low income couples and fee for service.

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 Justin Dyck, who replaced Jeremy Sanbrook. This contract ended on March 31st and was awarded by the M. of Justice Family Justice Branch to a for-profit centre.

Other programs: With Central Okanagan Foundation and Gaming funds we are using contracts to support the **Rowing On** group (Joyce Eng), low-income couples counselling (Roxie Van Aller), and a second night of the weekly **Men's Drop-in** group (JB Cole and Liz Sage) which focuses on anger management stress in relationships. The **Moving On club** members do crafts and other activities in a safe social environment and are supported by the administration through participation in meetings and collaboration on space. The **Fee for Service** program, which several staff are involved in, has continued to grow with WorkBC's Empowering Employment Program (EEP) and funding from the Crime Victim's Assistance Program (CVAP). Some counselling is paid through benefit plans.



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 **Kim Wardman** last summer and fall as she completed her Master of Counselling program, and we welcome **Melissa Hallman** from the UBCO School of Social Work as she joins us for a practicum placement from May until August.

Thank you to our Volunteers!

We had a total of 807 volunteer hours during the last year, and that included **548** 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 Robyn Springer and Michelle Townsley are appreciated for their assistance in various groups in the Child and Youth programs. We thank the members of the Moving On club who assisted us in providing bookmarks and raised funds which they donated. Our own staff volunteered hours throughout the year in a wide variety of activities. Many thanks to all of you!

Personnel Trends and Implications for Future

- Two new contracted employees (Jeff Goreski and Justin Dyck) joined our team during the last year. Justin and Shirley Piedt have since completed their contracts.
- Our Board membership increased in numbers this year and we continue to actively recruit. One or two members are resigning in the fall after 13 years on the Board!
- Wage increases for staff remain a priority.
- One staff member has left to work with youth and the ED has announced her retirement for the end of September. No trends noted, but we may expect some future shifts with a changing administration and more focus on fee for service contractors.

EXTERNAL MONITORING

CARF update: Our three year accreditation status is in effect until January 2019. 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 small deficit was posted as a result of two Centre expenses: the increased costs of contracted work and the cost of amortization of assets.

RISK MANAGEMENT

- All core contracts with the exception of Parenting after Separation have been renewed and meetings with contract managers have confirmed their satisfaction that contract terms have been fulfilled. The risk of non-renewal remains 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 2018
- 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:

- Sarb Tatla-Low developed our sponsorship packet and organized our first sponsorship campaign during the past year. The sponsorships replaced our annual fundraising event. Please check our website at kfscs.com for a list of all the supporters.
- Sarb also organized an on-line silent auction before Christmas.
- Other events included participation various United Way activities, a successful presentation to the 100 Women who Care and another to the Women in Business group.
- Donations were also received from our landlord and various individuals.

Grants:

- We continue to offer Couples Counselling for couples with low income through Gaming funds. Gaming also continues to support the Monday men's group focusing on anger and stress management, and the Rowing On group (a follow-up program for ROW graduates).
- We used a grant from the City of Kelowna to support our update of the client data management system.
- A three year grant from the Central Okanagan Foundation was gratefully received to support the operations of the Family Centre.
- 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 received a grant from the City of Kelowna and met with Counselling TRAC during the year to improve our data management system and outcomes reporting. The final report is submitted at the end of June.
- 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 EVA (Ending Violence Association), chairing the VAWIR (Violence against Women in Relationships) Committee, the Children's Advocacy Centre Committee, Central Okanagan local action team, 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, Board Voice, and various community Open Houses. 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 Chamber of Commerce.
- During the past year the VAWIR committee successfully organized a well-attended community workshop on the topic of serving transgender individuals and understanding the perspectives of transgender persons.



STRATEGIC PLAN AND PRIORITIES UPDATE

Financial Sustainability:

- We have been successful in maintaining most of our current contracts and grants and we plan to continue to move forward in developing our Fee for Service program. Fundraising strategies will be discussed in a Board/staff meeting in June to provide guidelines for the new ED as he/she steps into the ED role in October.

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, EVA and the Federation of Community Social Services.
- Our office manager will be expanding her role to include new duties as the public relations coordinator for KFC. She will continue the use of social media to expand public awareness and will coordinate participation in community events.
- Board recruitment is still improving and we plan to transition our Bylaws to the new Society Act as required in BC.
- The Client Community Advisory Committee still needs a volunteer to organize meetings. The committee provides an opportunity for clients to advocate on their own behalf.

Staffing

- A major change is occurring in the fall as the current ED is leaving. Interviews are taking place prior to summer and staff will be participating in this endeavor. Staff support is a priority this fall during the adjustment period.

CONCLUSION

As I prepare to leave the Kelowna Family Centre I am reflecting on all the wonderful people I have worked with and served over the last twelve years and I thank every one of you. The support I have received has been inspiring and filled me with gratitude. I feel privileged to know such creative, dedicated, and heartwarming individuals. Au revoir.

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 in Relationship Drop-in**.

"I wasn't aware your service existed until my family doctor changed and I got the information from Central Intake. I deeply appreciate the service I received. Respectful, thoughtful and caring. Thank you"

Client Comments 2016-2017

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

"This is an amazing place & I would recommend it to anyone who needed it and I have."

"You wonderful ladies, your support, your kindness, and your help to deal with life's curve balls, etc. ... to help cope with anger, resentments."

STV clients 2016-7



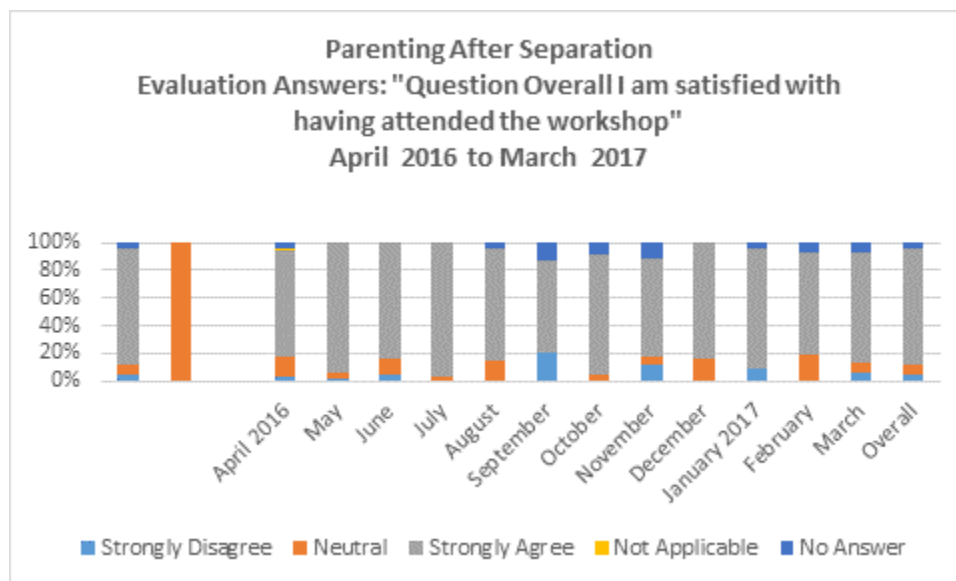
COUPLES COUNSELLING PROGRAM

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>
<i>2015/2016</i>	116
<i>2016/2017</i>	97

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. This contract ended March 31, 2017





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

“Thank you very much for teaching me some valuable strategies and interactions to communicate with my son on a more progressive way.”

“Keep up the good work. I learned a lot about myself, which will help me interact with my children better.”

“Thank you all. It was great to have the class at a time that worked for us. It was much more information than I expected and that was great.”

2016-17

Children of Change – for children whose parents have separated and/or divorced.

“It is extremely vital that this informative group continues. It has empowered my daughter and has improved her self-esteem and self-confidence. Having kids together from the same experience helps them to know they are not alone.”

“The group provided my child with an opportunity to share, understand, and feel better about separation. It helped her to have a support structure where she felt safe and it also helped to alleviate some of the pressure from me, feeling like the only support and the only place for her to express the painful feelings she has been experiencing. Thank you, Children & Change! I only wish the group would continue.”

Parents 2016-17



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

Children's Feedback 2016-17

"I learned a lot of coping skills (eg hand breathing, relaxing)."

"I made new friends."

"I liked how we got to calm ourselves down."

"I really liked how everyone was so nice and friendly."

"I liked the games."

"I liked how I got to share what was bothering me."

"I learned it was not my fault."

"I liked the art."

"It's better than school."

"I liked how I got to know about other people's lives and what they are thinking and feeling."

"I liked how I could hear about other kids going through the same things."



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 groups March 2017

"It has provided a safe place to come and get supported without expectation and no cost (a sure sign that it is valuable). Have made lifelong friends here. Thanks."

"Over the past 19 years I have attended it has helped me through depression, divorce, and lost my only son. The feedback from others, who have gone through similar situations shows I am not in the 'same boat of life'."

"My life has improved so much after attending KFC. It has helped make me a better person and husband. My marriage would not have survived without the support I received here. Thank you."

"This program has helped me change the way I look at many things. It has also helped me reduce my anger and understand some of my frustrations and adjust my attitude. I could not afford to pay more for this service"

"This is a special place that helps men of all ages, all walks of life. It's helping me with all issues in my life and I'm very appreciative of any funding available, this group is worthy of that funding."

"I am a participant in the Wednesday men's group. I have been a member for a few years and it has completely changed my life. I greatly value the safety the group provides and have brought a few people into the group. It has helped them too. Thank you for providing this service."

"KFC men's group has provided a means of support and guidance for the last year while I've attended"

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 2016-2017

Efficiency

- Utilization rate of **69%** (clients showing up for appointments)
 - **Acceptable turn-around – discharges are equal to intakes.**

Effectiveness

- Goal attainment measures continue to meet targets
- Follow-up calls indicate high satisfaction and effectiveness rates

Satisfaction

- Clients are **highly** satisfied with the Kelowna Family Centre

Accessibility

- Clients are **100%** satisfied that our office is easy to find and the environment is welcoming.
- Higher number of **self-referrals** possibly related to Website access.

Demographics

- Women continue to outnumber the men

Plan of Action

- Increase the number of follow-up calls.
- Improved client record system should show demographic information in the next report

Agency Statistics April 1, 2016 – March 31, 2017

Efficiency Measures

Referrals by Source	Year 16/17
Central Intake	188
Child and Youth Mental Health	121
Community Agencies	155
Self Referrals/Other	449
Total Referrals	913



Group Sessions	Year 16/17	Year 15/16
Men's Drop-in Groups (2 groups)	82	74
Women's Groups	22	11
Parenting Wisely Groups	24	23
Children of Change Group	16	31
Lowering Anxiety Through Self Regulation Group	33	0
Stopping the Violence Drop-In Groups	55	70
Reaching Out to Older Women Groups (x 2)	34	35
Parenting After Separation Groups	32	33

Service Utilization	Year 16/17	Year 15/16
Number of individuals and families receiving service during year	553	517
Number of new clients admitted for service	473	434
Number of couples receiving service	40	42
Number of clients receiving group service during time period	470	435
Number of individuals attending Parenting After Separation sessions	336	447
Number of discharges during the time period	488	530
Number of clients waiting for service at end of year	72	80
Turnover rate (discharges/intakes)	103%	122%
Attendance:		
1:1 sessions	2,128	1,950
Brief/Intake	113	0
Telephone sessions	28	30
Family Sessions	34	14
Consultation - office	25	0
Consultation – community	4	13
Cancellations	381	368
No shows	184	136
Utilization Rate	69%	78%

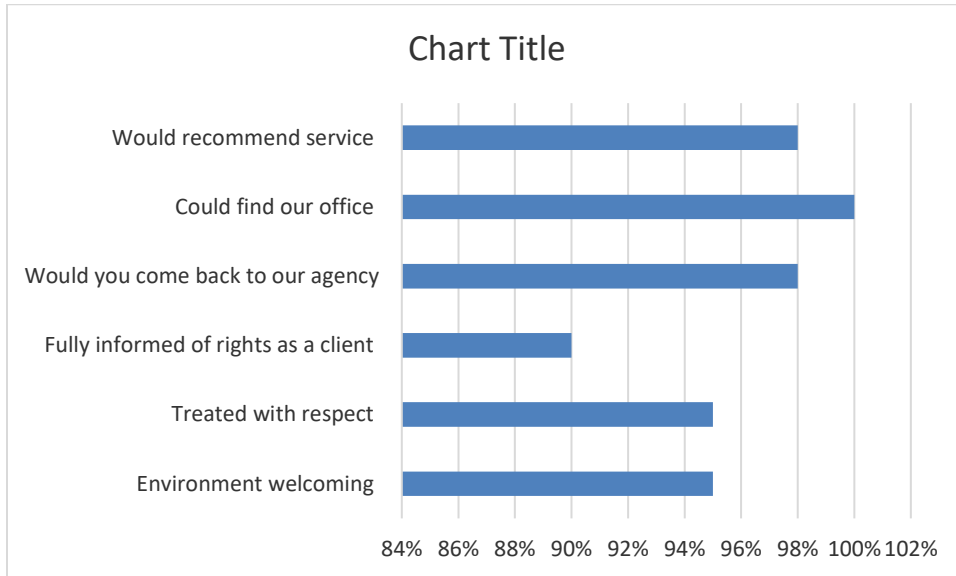
“Mental health comes from strength within me. It was very beneficial to get it and to get me back to a more peaceful state of mind.”

Adult client 2016-17

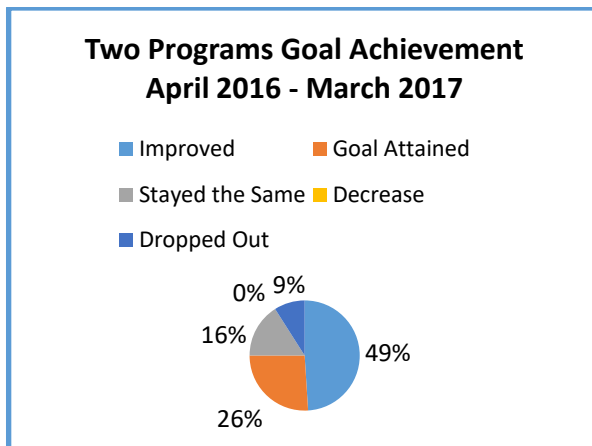


Client Satisfaction and Accessibility:

63 Client Satisfaction Surveys were completed



Effectiveness:





Client Follow Up Results		June 2013	June 2014	June 2015	June 2016	June 2017
	Target	Response Rate 58% (N=18)	Response Rate 80% (N=20)	Response Rate 86% (N=14)	Response Rate 48% (N=42)	Response Rate 52% (N=23)
Effectiveness: How would you rate the impact of the counselling services provided at the Kelowna Family Centre in terms of improving your situation ?	70%	70%	79%	72%	80%	83%
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%	80%	71%	80%	79%
Satisfaction: Overall , in terms of providing a quality service, how satisfied were you with the service at the Kelowna Family Centre?	80%	85%	88%	79%	97%	91%

“Very friendly & welcoming environment. All needs were met with exceptional service!”