



# Catholic Family Services of Simcoe County

## 2012 Annual Report



## Our Team (as of June 2013)

---

### Clinical Staff Team

Debbie Bradley | Clinician (On Leave)  
Jennifer Ewen | Clinician  
Amanda Fellows | Intake Worker  
Gaston Gauthier | Group Facilitator  
Kathleen Gillespie | Clinician  
Kath Gradwell | Clinician  
Naomi Hoffenberg | Clinician  
Anne Marie Ireland | Clinician  
Pat Malane | Clinician  
Ruth-Ellen Baker | Clinician  
Catherine Parsons | Clinician  
Lisa Pelletier | Clinician  
Nina Penstone | Intake Worker  
Chantelle Quesnelle | Clinician (On Leave)  
Daniel Smith | Clinician

### Administrative Staff Team

Gaylene Juneau | Office Manager & Bookkeeper  
Susan Chavner-Moen | Office Manager  
Catherine Davey | Receptionist  
Donna Bingham | Receptionist

### Former Staff (Contributed in 2012)

Heather Bebb | Executive Director  
Sonia Varughese | Clinician  
Simon Atkins | Clinician  
Jeff Long | Intake Worker  
Lynn Lavigne | Clinician

### Leadership Team

Wanda Rae | Executive Director  
Michelle Bergin | Manager of Client Services  
Lee Anne Medwid | Clinical Manager

### Volunteers

Francine Delcourt  
Mary Duffy  
Paul Rosario  
Karl Cadera  
Leverne Jones  
Greg Quesnelle  
Dragon Boat Volunteers

## Board of Directors

---

Albert Hensen - Chair  
Elaine Keays - Vice Chair  
Nerissa Mitchel - Treasurer

Tracey Rynard - Secretary  
Simone English

Paulo Frencillo  
George Glover

Bill Kelman  
Steve McDonald

Maureen Shave  
Georges Oliver

## Our Locations

### Barrie (Head Office)

Unit 5 - 20 Bell Farm Road,  
Barrie, Ontario  
L4M 6E4  
t. (705) 726.2503  
f. (705) 726.2507

### Alliston

233 Church Street,  
Alliston, Ontario  
L9R 2B7  
t. (888) 726.2503

### Bradford

118 Barre Street,  
Bradford, Ontario  
L3Z 1X1  
t. (888) 726.2503

### Collingwood

275 First Street,  
Collingwood, Ontario  
L9Y 4E8  
t. (888) 726.2503

### Midland

354 Midland Ave.,  
Midland, Ontario  
L4R 3K7  
t. (705) 526.9397  
f. (705) 526.3926

### Orillia

169 Front Street,  
Orillia, Ontario  
L3V 4S8  
t. (888) 726.2503

# Chair of the Board Message

## Introduction

There used to be a TV program called *'This Was the Week it Was'* highlighting events and we as a Board just experienced a *'This Was the Year it Was'* that presented us with a number of newsworthy and unforeseen events. To sum it up it has been a challenging and educational experience, and it left a positive impact on the agency.

## New Executive Director

Our previous Executive Director, Heather Bebb, accepted a new and challenging position with the County of Simcoe which required us find a new ED. We created a special selection committee comprised of current and previous board members as well as a non board member whose experience and expertise enhanced the quality of the group.

A never used but well designed procedural manual was activated to guide us in the proceedings. The committee received a large number of applications and after careful review four potential candidates were invited for an interview. After careful consideration the selection committee presented Wanda to the board for approval. We are blessed and fortunate to have Wanda Rae as our new Executive Director.

## Compensation Review

The board tackled the important and lingering issue called compensation. Budgetary and funding restrictions did not allow us to resolve this issue completely and the solution is still in process although the board approved small increases in compensation this year. More thought and work is required to take us where we as a board think should be in terms of compensation.

## Increase Number of Members on The Board

Last year we increased the number of board members from nine to eleven and we were blessed to recruit four new board members to replace two members whose term of office had expired and the two new ones. We lost one board member during the year because of conflicting commitments however we were able to replace him.

## New Standing Committee

Last years' *'Day at Queens Park'*, part of the Family Services of Ontario convention, inspired us to create a new committee called Government Relations recognizing that the agency needs better communications with elected officials. We stumbled a bit to get it off the ground, however, it is beginning to function and we expect it to make useful contributions to the agency.

## Board Evaluations

We developed and approved for implementation three evaluations to assist us in making the board more effective, thereby utilizing better the strengths and skills of each member and make serving on this board more meaningful and fun.

## Conclusion

This is a productive board that has met its' challenges creatively, it is supportive of the Executive Director and the agency's staff, it is responsive and contributive. To all the board members "Thank you for your support and contributions. You are simply the best". To our new Executive Director "Thank you for joining us". We admire you for tackling this major task called Catholic Family Services of Simcoe County".

Respectfully submitted,

Albert Hensen  
Chair of the Board



**"This is a productive board [of directors] that has met its' challenges creatively, it is supportive of the Executive Director and the agency's staff, it is responsive and contributive."**



# Executive Director's Message

## Introduction

My contribution to this annual report will begin at the start of the calendar year and our new fiscal year, but mid-way through the Board's annual cycle given that my first day was January 7, 2013. At the time of writing this report I have had almost five months in my new role with Catholic Family Services of Simcoe County. In many ways I continue to feel as though I am in the early stages of orientation and recognize that I still have much to learn. There have been many kind and generous individuals who have welcomed me and offered their assistance. I have appreciated the guidance and the encouragement that has been offered and I look forward to continuing to get to know all of you better.

## New Location

In these few months it has become evident that there are a number of projects and challenges that will not wait for an orientation schedule to occur in any prescribed fashion. A really big project is the relocation of our Barrie office from 20 Bell Farm Road to 20 Anne St later this fall. We will be sharing space at our new location with 3 other organizations; Deaf Access Simcoe Muskoka, Alzheimer Society Greater Simcoe County, and the Canadian National Institute for the Blind (CNIB). There is a great deal of work currently happening to manage the renovations of the facility at 20 Anne St and to build relationships with our partners who we will be sharing new space with. Office space limitations are affecting our ability to function at our current site so we are very eager to move to the new space.

## Preparing For Accreditation

Another significant area of work is preparing for accreditation. Our organization is scheduled to undergo our next accreditation review in October 2014. Even though that seems like a long way off, we have a considerable amount of preparation work that needs to begin now. This is one area where my orientation process needs to be fast-tracked so that I am knowledgeable about our current policies and procedures in order to facilitate the process for revisions so that we are compliant with the standards of practice.

## Growing Demand For Services

The growing demand for our services is another challenge that we have been dealing with. This is an organization with a solid reputation for providing high quality counselling services to individuals, couples and families across all of Simcoe County. We are exploring ways to broaden our sources of revenue to secure sustainable funds so that we can hire and retain qualified clinicians. We are blessed to have skilled clinical staff who devote their lives to making a difference in this community. Our clinical staff are supported by dedicated and experienced administrative staff. We have a strong leadership team that provides exceptional clinical supervision and shares an enthusiasm for program development and evaluation. The evidence of the amazing work that this organization does every day inspires me to work very hard to position our agency to better respond to the growing request for our services. I am grateful for the opportunity to take on these challenges and I am hopeful we will see remarkable progress in the year ahead.

Respectfully submitted,

Wanda Rae, MSW, RSW  
Executive Director



*“This is an organization with a solid reputation for providing high quality counselling services to individuals, couples and families across all of Simcoe County.”*



# 2012 Year in Review

## Walk-In Clinic Services

Launched in 2008, the Walk-In Clinics provide quick access to service by offering single session counselling. **In 2012, 1064 people accessed a clinic for a total of 1435 direct service hours.** This was an increase of 26% from 2011. The top issues identified by our clientele include, Individual Issues at 56% (Depression and anxiety being the highest in this category at 25%), Relationship Issues (couples and families) at 33% and Addiction and abuse/violence issues at 11%. One surprising outcome with the Walk-In Clinics has been the high number of clients who appear to be getting their needs met after only one session. In 2012, 50% of clients attending the Walk-In clinic were served through the clinic. Of those 50%, 71% attended only one session. This would indicate that for a substantial number of individuals accessing our service, one session can be enough.

With the financial support of the United Way of Greater Simcoe County and Catholic Charities of the Archdiocese of Toronto, we have been gradually expanding our clinic locations throughout the county, with the exception of the South Georgian Bay area. In the Fall of 2012 we were pleased to be able to launch a clinic in Collingwood, with thanks to the financial support of the United Way of South Georgian Bay. CFSSC currently operates Walk-In Counselling clinics in 6 locations across the county, Barrie, Midland, Orillia, Alliston, Bradford and Collingwood.

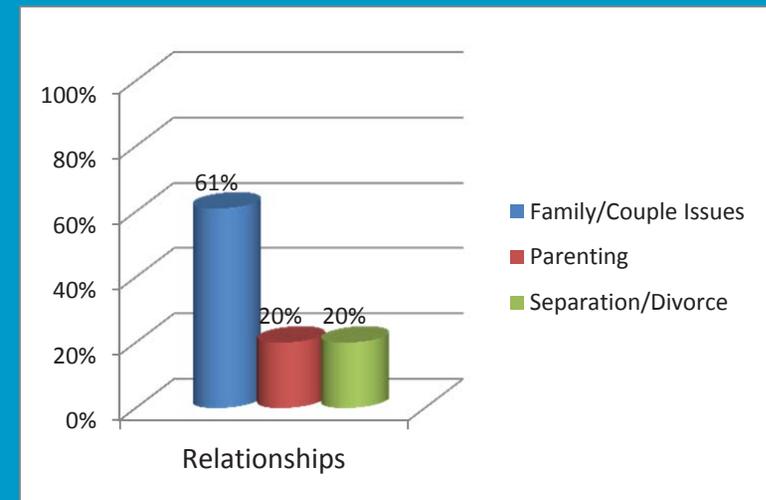
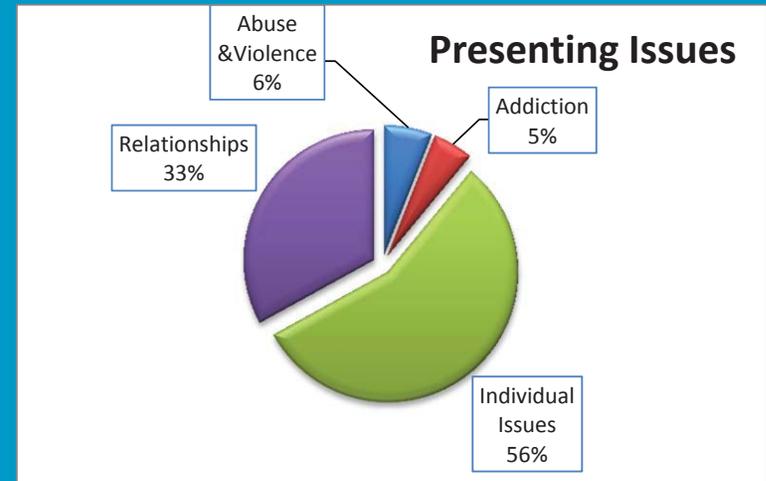
## Court Diversion Program | Accountability

New to the agency in 2010, the Direct Accountability Program, a Justice on Target initiative through the Ministry of the Attorney General's Office, provides an alternative to prosecution for eligible individuals over the age of 18 who have been charged with minor criminal offences. In 2012 CFSSC provided psycho-educational group programs on Stop Shop Theft, Anger Management and Alcohol and Drug Awareness to 259 people in Barrie, Orillia, Midland and Collingwood.

## Court Diversion Program | Choices for Change

Diversion is not about the decriminalization or legalizing the possession or use of illicit drugs. It is about actively addressing drug use and abuse, with a goal of preventing drug users from committing drug-related crimes. Through this program, the Federal Prosecutor is able to offer individuals charged with an eligible drug offense an opportunity to attend the drug assessment and education session offered by Choices for Change. In 2009, 62 people were referred to the program. In 2012 our numbers have grown to a staggering 190 people, which is a growth of 206% in four years.

## Who We Served in 2012

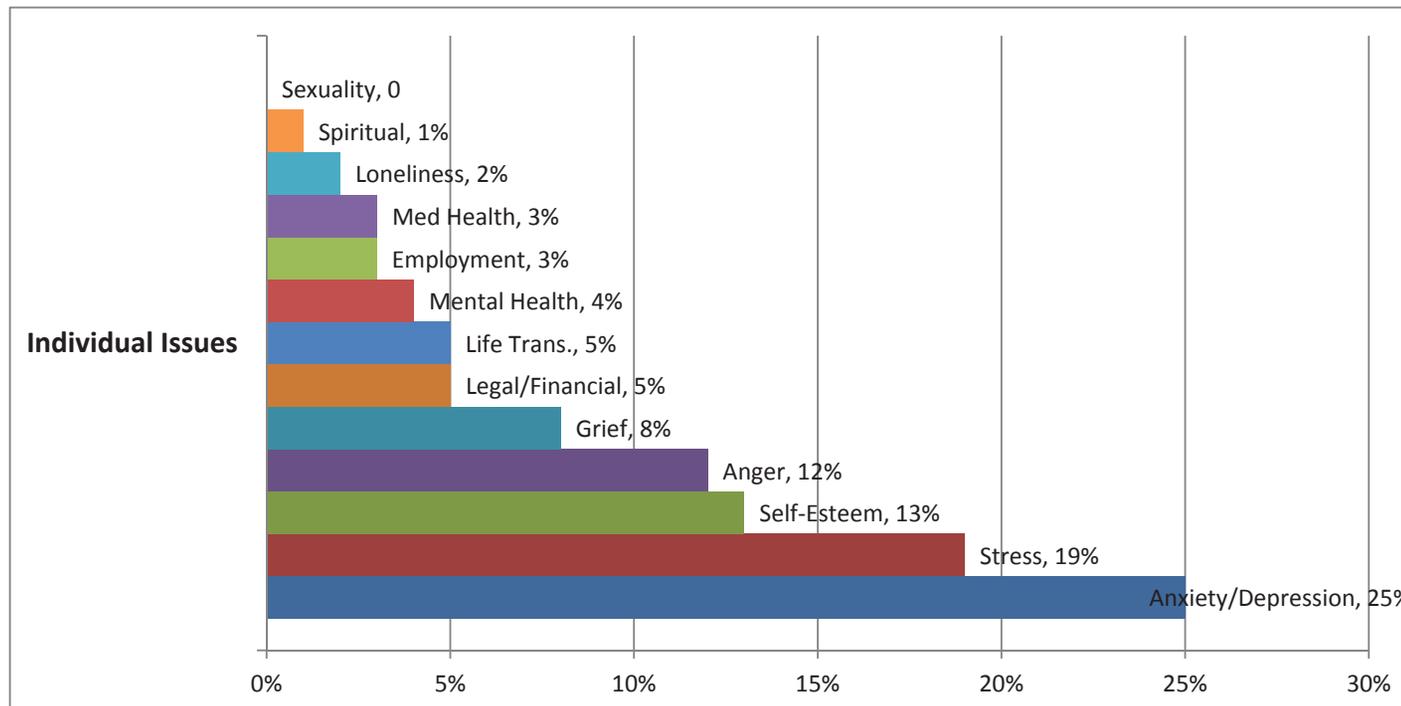


# 2012 Year in Review

## Individual, Couple & Family Counselling

The demand for our core service of Individual, Couple, and Family (ICF) counselling continues to grow. **In 2012, the ICF program provided 2528 hours of direct service to 1137 people through individual, couple and family sessions.** The complexities clients report they are experiencing in their daily lives continue to increase. For example, a woman presented at her first ICF session with anxiety. She described multiple stressors including financial challenges, as well as, family of origin issues, and questioned her parenting abilities. As counseling progressed, the client found out via computer, that her son had been bullied at school. She also discovered that he was engaging in self-harm behaviour. The clinician provided one session for the mother and son where effective strategies and a plan for returning to school were identified. Individual counseling was then able to resume with the mother, focused on her identified goal of alleviating anxiety.

As we respond to such complexities, we continue to work from a Brief Service Delivery six-session model. Masters level clinicians work therapeutically with clients focusing on clients' immediate identified goals and any potential risk factors. Clinicians collaborate with clients to make appropriate referrals to adjunct services when warranted. Where potential clients are frequently met with lengthy wait lists for counselling services, our ICF counseling from a Brief Service Delivery model provides the opportunity to access counseling as soon as possible when the need is greatest.



*"Thank you, I found someone who can understand what I am going through and doesn't think that I am bad for it, I don't feel judged or like I am in trouble, and that is a great feeling."*

*- Walk-In Clinic Client*



# Number of Clients Served in 2012 By Program & Location

*"I am leaving [Catholic Family Services of Simcoe County] with hope, where before there was none."  
- Walk-In Clinic Client*



■ Individual, Couple & Family Counselling  
 ■ Walk-In Clinics  
 ■ Group Programs  
 ■ Choices for Change, Court Diversion Program  
 ■ Direct Accountability, Court Diversion Program

# Resource Development Committee

Paulo Frencillo | Chairperson

In 2012-2013 the Resource Development Committee was headed by Paulo Frencillo as committee chair, members included Albert Hensen, Raydeen Martin and Georges Olivier (later resigned from the board and committee) as well as staff support from Carla Kostiak, Amanda Flood and Wanda Rae, Executive Director.

Due to staffing challenges and changes the Resource Development Committee and the board decided to focus on the Dragon Boat Event as its only major fundraiser for the year and Melody Mayhem was cancelled for the time being. The 2012 Dragon Boat event raised \$13,839.00 including the matching donor donation. In 2013, the Dragon Boat event is expected to raise \$20,000.00 in raffle tickets, pledges and sponsorships.

Carla Kostiak was hired as a Marketing Coordinator on contract to support the Resource Development Committee in marketing fundraiser events. She has given the agency exposure through online marketing, social media and press releases.

Amanda Flood was instrumental in planning the 2012 Dragon Boat event and is continuing to help organize our 2013 involvement in the Barrie Dragon Boat event once again. Raydeen Martin has volunteered to be in the committee and look after 'The Big-Online' database and look for opportunities from data we have collected in the past.

I would like to thank the RDC members, board members, staff and volunteers for their continued support in the Resource Development Committee and our fundraising events.



# Human Resources Committee

Maureen Shave | Chairperson

The Human Resource Committee was a new Board Committee established in 2012 with the purpose of reviewing and revising HR policies and procedures. It was also recognized that there was a need to review salaries and determine how our rates of pay compared to other similar organizations, particularly other Family Service agencies that do similar work. The work to develop a comparison was begun in 2012 and continues into 2013. The Board recognizes that salaries are no longer competitive and this has significantly contributed to an increasing rate of staff turnover as well as an ability to recruit new staff to fill vacancies. This important priority is a major area of focus for the Board in 2013-2014.



# Nomination & Governance Committee

Simone English | Chairperson

The committee has met on four occasions this past year. The main focus was in developing a Board Evaluation Tool which has been distributed to the members for their individual completion. The results were tabulated and presented to the Board at the May 21st meeting.

Additionally, the committee oversees any potential vacancies on the board and encourages all members to actively recruit. We have had one resignation and have an interested candidate for consideration to fill this vacancy.



# Audit Committee

Nerissa Mitchel | Chairperson & Treasurer

This year the audit committee included Nerissa Mitchel, Albert Hensen, Bill Kelman, Georges Olivier (now resigned), Michelle Bergin, later succeeded by Wanda Rae were the management representatives. We met 8 times between September 2012 and April 2013, and have planned a final meeting on May 15, 2013.

## Financial Policy Review

Over the course of the year, the committee reviewed the terms of reference, discussed whether we should look for a new auditor, performed a petty cash audit and recommended some minor changes to petty cash procedures. We reviewed and updated the petty cash, expense and travel policies to better reflect the current environment.

## Salary Review

We looked at the salary review as proposed by the HR committee and discussed the financial options available, finally settling on a partial salary increase to existing staff while eliminating an existing position. This allowed an increase within the constraints of the current budget. We agreed that although CFSSC has surpluses from previous years available, these funds were not suitable for ongoing salary increases and would be retained for one-time expenses arising in future.

## Investments

We explored investment options and rates at other banks, and concluded that we had the best rates with TD where we hold existing investments. The interest rates available are still very low and we continue to invest surplus cash into short term GIC's, with the aim of having investments come due every two months to fulfill any cash needs.

## Shared Services

CFSSC indicated interest in participating in shared services support from Catholic Charities with regard to Human Resource and Financial services. Discussion is ongoing and we will continue to monitor progress carefully.

## Walk-In Clinic Fees

We reviewed the revenue and expenses pertaining to these clinics and the rationale for and against continuing to charge client fees. We agreed that fees would not be charged for the pilot project and will review the results of the project before making any further recommendations.

# Government Relations Committee

Tracey Rynard | Chairperson

This is a new committee established in 2012 with the primary purpose of developing a strategy for connecting with local politicians at various levels of government in order to raise their awareness of the programs, services and needs of Catholic Family Services of Simcoe County. In addition, there would be opportunities to collaborate with Family Service Ontario regarding those matters that could contribute to advocacy at both the provincial level as well as within our local region.



*"This session was very helpful. It was good to be able to talk to someone who was non-judgmental and challenged me. I feel ready to deal with my issue!"*

*- Walk-In Clinic Client*





# Thank You!

Catholic Family Services of Simcoe County would like to express their sincere thanks and appreciation to all their donors, supporters and volunteers.

Without your generosity, time and support we simply could not offer the help we do to Simcoe County!



# Agency Prayer

*Gentle God,  
You who know us and love us,  
You walk with us on the sandy shore of our lives  
And carry us when the way is too hard.*

*Grant that we, at Catholic Family Services,  
Like you, may provide help as we journey  
With those in need.*

*O merciful friend who came and lived among us,  
You understand the pain  
Of being misunderstood, betrayed and rejected;  
You understand loss and grief and suffering.*

*Grant that we at Catholic Family Services,  
Like you, may offer hope to those we serve.*

*Life-giving Spirit, you live in all things,  
In each man, woman and child and all that you  
Have made is good. You work in your people  
Healing hurts and opening eyes to the goodness  
Within us, our families and our world.*

*Grant that we, at Catholic Family Services,  
Like you, may change lives through our  
Compassion to those in pain.*

*We offer this prayer with humble trust and love.*

*Amen*



---

# Catholic Family Services

of Simcoe County



[www.cfssc.ca](http://www.cfssc.ca)

Catholic Family Services of Simcoe County

Unit 5 - 20 Bell Farm Road, Barrie, Ontario L4M 6E4  
t. (705) 726.2503 | f. (705) 726.2507 | [info@cfssc.ca](mailto:info@cfssc.ca)