

OUR OUTGOING PRESIDENT LOOKS BACK



Maureen Shave
Board President

Over the past six years, my fellow Directors and I have witnessed much growth and change within our organization – including the move to a new Barrie premises, the addition of a second Barrie location, and the opening of our first clinic outside Simcoe County as we explore the possibilities within the District of Muskoka. We also:

Deepened our local engagement

At our annual Queen's Park Day, we discussed the impact of our work with local MPPs. Closer to home, our Community Relations Task Group helped promote CFSSC throughout parish communities and at local events.

Improved board governance

Continuous board education created the conditions to recruit committed new board members, and for our Executive Director and staff to better serve our clients.

Diversified agency funding

In addition to our valued Catholic Charities partnership, we attracted new partnerships with the Local Health Integration Network (LHIN) and the Ministry of the Attorney General that furthered agency sustainability and service offerings.

Made research-driven decisions

Ongoing survey data from clients and staff, collected by our staff Outcomes Coordinator, provides the real-time feedback to guide policy and budget decisions.

My thanks to CFSSC Board Members, both past and present, who contributed to the many conversations, discussions, debates and decisions that helped bring these highlights to life. Appreciation also to the dedicated CFSSC leadership, staff and clinical team: you are the backbone of our agency. It has been a privilege to support the work you do across the many locations we serve.

CFSSC SETS THE STAGE FOR A STRONG FUTURE



Michelle Bergin
Executive Director

In her role as Family Service Ontario's (FSO) event chair, CFSSC Executive Director Michelle Bergin emceed the FSO 2017 Conference.

CFSSC's growth agenda continues

2016 has been another growth year for CFSSC. Five years ago, CFSSC had a staff group of 13. Today, we have 21 core staff members, and a dozen more on contract.

In July, we became Simcoe County's new provider for the Partner Assault Response (PAR) Program through the Ministry of the Attorney General's Victims and Vulnerable Persons Division. As a result, we now work more comprehensively with families experiencing domestic violence, with many PAR clients also accessing our Walk-in or ICF Counselling.

In 2017, our focus will be the development of a new strategic plan and preparing for re-accreditation. We will also look for ways to expand our walk-in clinics to keep up with demand, explore how to provide more services in Muskoka and seek new partnerships with other regional service providers.

While we continue to prioritize service accessibility, working to accommodate location, program fees and/or appointment times, we are also looking to create capacity to support our growing newcomer population as well as our local Francophone and Indigenous communities.

Finally, even as we welcome new Board President Laurie van den Hurk, I extend my profound appreciation of outgoing President Maureen Shave's commitment, compassion and leadership, which contributed to our organization's current strength, and set up CFSSC for future success.

Providing Help, Offering Hope & Changing Lives

ANNUAL REPORT 2016

Catholic Family Services
of Simcoe County

When family challenges threatened Tyler's academic success and quality of life, he walked into a CFSSC clinic. One visit gave him coping skills he's still using – two years later.

"I was surprised at how easy it was – no hassles and the wait time was nothing. The counsellor didn't talk down to me, but helped me come up with my own conclusions. If you're determined to improve yourself, there's help available." ~Tyler, 18

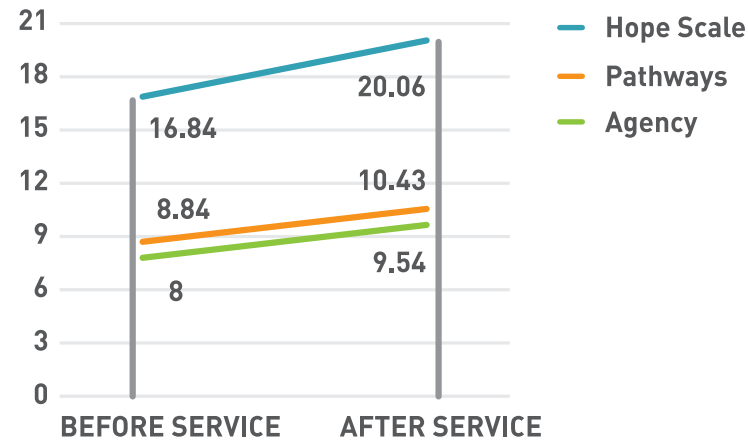
PROVIDING HELP



OFFERING HOPE

More Hope

Clients reported increased hope after attending a walk-in counselling session. The Adult State Hope Scale measures levels of pathways thinking and of agency thinking. Pathways thinking refers to one's belief in one's capacity to generate routes to either problem solving or reaching goals. Agency thinking refers to one's belief in one's capacity to initiate or sustain actions. After walk-in, clients indicated an improvement in pathways thinking and agency thinking.



Improved Client Wellbeing

COUNSELLING STAGE: ● BEGIN ● MIDDLE ● CLOSE

Knowledge of healthy relationships increases after counselling



% agree "I understand what healthy relationships look like."

Coping skills and strategies increase after counselling



% agree "I am able to do things I need to do (work, chores, routine)."

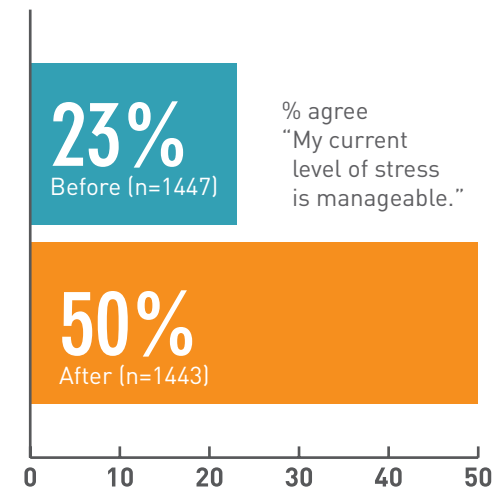
Self-confidence and empowerment increases after counselling



% agree "I feel like I am in charge of my own life."

Improved Stress Levels

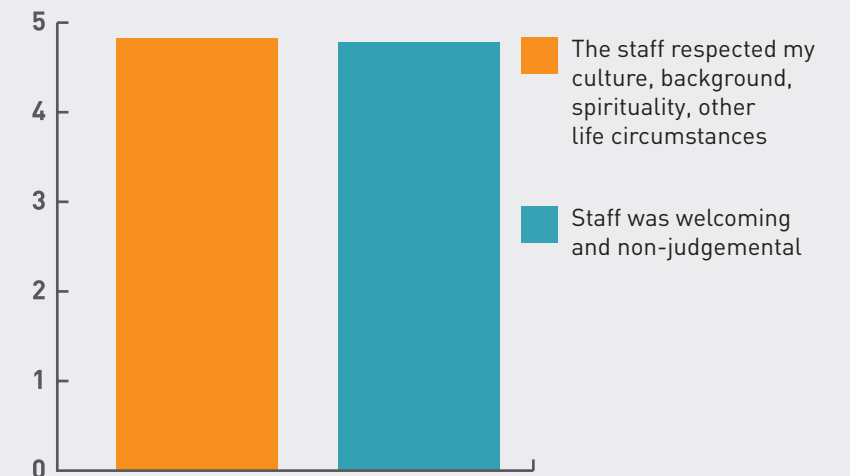
CLIENT STRESS IS MORE MANAGEABLE AFTER WALK-IN



High-quality Service

Clients reported high-quality service delivery and positive experiences at our walk-in counselling clinics with an average satisfaction of 95.4%. (1 - 5 scale)

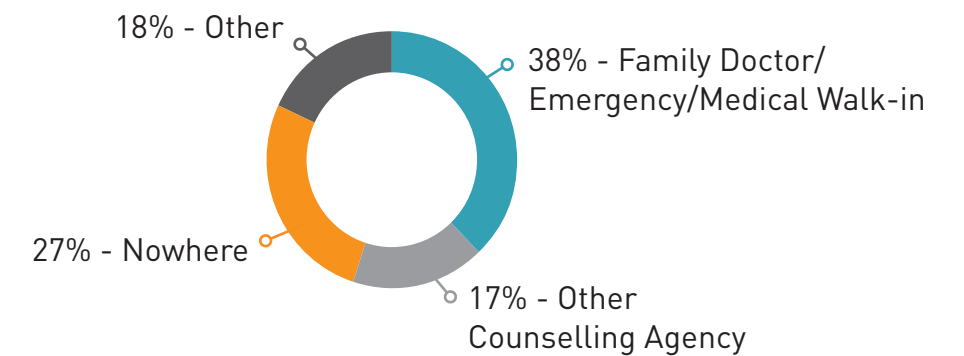
TOP 2 CLIENT EXPERIENCES



CHANGING LIVES

Community Impact

To help us measure the impact our walk-in counselling clinic is having in the community, we ask the question: "Where would you have gone for help if you had not come to the walk-in clinic today?"



As a registered psychotherapist, marital and family therapist and sex therapist, Lisa's scope of practice spans the human condition. She admires the strength of those seeking help and would like people to know that whatever their personal challenges, they're not alone and there is hope.

"I feel privileged to be able to help people when they need it. I can't imagine doing anything else."

Lisa Pelletier MSc, RP, RMFT, BESTCO
CFSSC Clinician

Thank you to our funders and supporters



North Simcoe Muskoka LHIN