CFS
Counselling + Wellbeing

2026

# COMMUNITY REPORT



## WORKING TOGETHER
### FOR A HEALTHIER COMMUNITY

Providing Help,
Offering Hope &
Changing Lives

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# Reflecting ~Board Chair

As CFS approaches its 50th anniversary in 2029, the energy is palpable.

While our leadership and program teams stay ahead of the curve addressing the changing needs of our local communities, they are also developing and implementing upstream solutions with community partners to respond to this mental health crisis.

I am incredibly proud to lead an agency that lives its values of compassion, respect, accountability, and innovation. We are committed to best practices at every level of operation. This can be seen in the adoption of Living Wage standards, an empowered EDI+B committee, our sustainable-funding model, and a reliance on research, client feedback, lived experience, and community collaborations to ensure programming excellence and inclusion.

The abundant smiles (and rosy cheeks) shared at our new Coldest Night of the Year event in Innisfil were affirming.

We know healthy communities are informed, connected and engaged communities. To that end, I invite you to stay up-to-date with all CFS activities through our e-newsletter Welcome to Wellbeing. We'd love your feedback!

*Michelle Cellucci*

# Projecting Executive Director~



We see the impact of the global mental health crisis every day on the front lines of our community work. We know that ensuring access to appropriate and timely services is essential to making a real difference in the lives of the thousands of local children, youth, adults, couples and families that we serve each year.

We know this because we listen – to clients, their families and caseworkers, to advisors with lived experience, to research, and to our partners across sectors.

We also know because we change as a result of that input – and then start listening and changing again...and again and again. This process has resulted in our walk-in counselling clinics, our youth advisory council, and relocating services to where people are, instead of where we are.

However, we cannot address this crisis by focusing solely on the so-called "walking wounded." Contributing factors to this crisis are food insecurity and unaffordable housing. It's disenfranchised youth and disconnected older adults. It's discrimination and hate that tears communities down and pulls people apart. It's siloed and inequitable systems.

I am excited by and grateful for the commitment to systemic change among all those CFS is engaging with as we navigate this complex work. We are fortunate to not be in this alone. They say it takes a village to raise a child. Well, it takes a community of engaged partners, federally, provincially, municipally and locally, to improve a system of care and support.

*Michelle Bergin*

LIVING WAGE CANADA

SAFER SPACES

*Accredited by* **Canadian Centre for Accreditation**

*Agréé par* **Centre canadien de l'agrément**

# Who We Are

## Our Mission

In the spirit of hope and compassion, CFS works in collaboration with community partners to provide professional counselling, education and advocacy to heal and strengthen family and individual life.

## Our Vision

CFS envisions strong, caring, healthy communities where families and individuals can reach their potential in spirit, mind and body.

## Service Philosophy

CFS is an accredited registered Canadian charity delivering inclusive and accessible counselling, psychotherapy, and psycho-educational wellness programming. CFS is committed to providing professional services to reduce emotional distress, enhance personal wellbeing and strengthen relationships. We recognize the unique needs and preferences of clients and work with them to develop a service plan based on consultation and best practice.

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FAMILY SERVICE ONTARIO



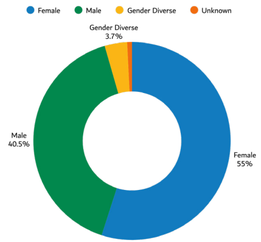

# Who We Served

**13,827** Clients Served

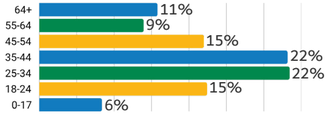
**18,831** Service Hours

**95%** Satisfaction Rate

### Clients by Gender




### Clients by Age Group




### Presenting Issues



# Counselling

CFS' clinical social workers and psychotherapists are experienced and registered with their professional colleges. They are trained in individual, couples and/or family counselling and may be accessed, by appointment or walk-in, through our #ready2talk counselling clinics. A series of additional sessions may follow at the discretion of CFS counsellors.

## What clients are saying:

> *"It was easy to get help and set up an appointment - cheers to the accessibility of the service. So nice to go to a nice, modern office - and it's free. Thank you."*
>
> *"This was the first time I actually felt therapy was successful and helpful, my life has been changed positively from this experience and I am grateful."*

**2,464**
Single Session Clinic Sessions

**1,902**
Multi-Session Sessions





# New in 2026

Men's Mental Health Fresh Take + Wellbeing Services

This year, CFS expanded its suite of men's services and collected them under a new program brand:

Men's Counselling Link
Male Survivors of Sexual Abuse
Hold Me Tight® couples group
Caring Dads (launching in early 2027)

Ontario
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# MatureMinds

Mature Minds
The Future is Old

MatureMinds is committed to creating a future in Simcoe County where getting older is seen as full of possibilities and where we can age with a deep rooted sense of our intrinsic value.

## What Teachers Say: GrandPals

*"I had many parents reach out about how they felt the program was positive for their children. One parent emailed to express that her son only talks about school on Tuesdays after Grand Pals. Such a win!"*

*"Every year I look forward to this program. The students do, too! When they start GrandPals, it's a big deal for them, they are so excited. They feel a sense of responsibility."*




**130**
Group Sessions

**30**
Volunteers

**658**
Volunteer Sessions

**914**
Ageism Learners



# New in 2026

GB Golden Buddies

**We need friends at every stage, but as adults we often lack the opportunity. Enter Golden Buddies!**

If you are in the Barrie area and are 55+, this unique friendship opportunity may be for you!




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Ontario Trillium Foundation / Fondation Trillium de l'Ontario

An agency of the Government of Ontario
Un organisme du gouvernement de l'Ontario

# Spark'd

Led by CFS staff with lived experience, Spark'd Newcomer Counselling & Outreach delivers selected settlement services to support clients in their integration into Canadian society across Simcoe County.

Spark'd
Newcomer Counselling & Outreach



## 1. System Navigation

Helping connect you to services and supports

## 2. Social Programs and Groups

Make friends, practice English & learn about Canada

## 3. Counselling

Confidential conversations about stress, worries & adjusting to life in Canada






# What Clients Say:

*"Everyone is so warm and welcoming in every step of the way. They are a truly judgement free zone which makes things so much easier especially to open up and talk freely. They help in whatever way they can and can admit when they can't and outsource with great recommendations."*

*"I just want to thank you for your time and teachings."*

*"I feel very bless(ed) about meeting your agency. Hope to keep close for a long time. Thank you very much for everything. God bless you."*

**1,585** Support Sessions

**15** Service Languages

**5** Service Locations




## St. Marie Among the Hurons

**Are you a Newcomer living in Simcoe County? Want to learn more about Indigenous history?**

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COUNTY OF SIMCOE

Funded by: Immigration, Refugees and Citizenship Canada

Financé par : Immigration, Réfugiés et Citoyenneté Canada

# YouthCALL

YouthCALL is the front door to mental health and wellbeing services for local youth aged 12-25 years.

- Counselling (in-person & virtual)
- Drop-in groups
- Youth Advisory Council
- Skill-building groups
- Outreach Van
- Referrals to community programs/services

## He Changed His Future

When Tristan was 16, he was not attending school due to persistent social anxiety and depressive symptoms. He was spending significant amounts of time in bed, engaged in unhealthy coping mechanisms and lashing out at his family.

Having little to no experience with mental health concerns like Tristan's, the family fell deeper into conflict and crisis. Tristan did not have the words to express his challenges to the family or to regulate his own emotions. Eventually, Tristan was asked to move out.

Oscillating between friends and acquaintances, the unstable situation exposed him to a lifestyle that conflicted with who he wanted to be, so he turned to YouthCALL for support. The road to health and home was bumpy, but his persistence led to reconciliation with his parents.

Tristan is now attending school full-time, has continued to mend his relationship with his parents, and has high hopes for a career in music production






**9,233** Anonymous Clients

**899** Counselling Sessions



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COUNTY OF SIMCOE

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Barrie

Innisfil

Delta BINGO GAMING

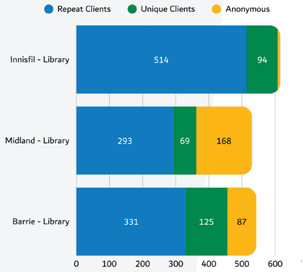
# Path2connect

Our Navigators make it easier to find help with mental health and wellness, housing, and financial supports, employment resources, newcomer settlement services, or programs for youth and older adults.

## What clients are saying:

> You have come through for me yet again you may have to stop doing that! It is not something I am very used to it life."
>
> "Thank you for all your support when we met. You have no idea how much it meant to me. You are a very kind soul and have certainly found your calling."

**Clients by Library:**







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County of Simcoe

# New in 2026

## P2c is now in Collingwood!

CFS' Human Service Navigators are now onsite at Collingwood Public Library to walk alongside local residents as they locate and access the help they require – at no cost, with no paperwork, and in an accessible location where they already feel comfortable.

## Coming soon: Barrie's Social Services Community Campus

Opening to the public in early 2027, SSCC is a second P2c location in Barrie (on Wellington Street West). Funded by County of Simcoe, CFS is a lead partner in strengthening service coordination and building partnerships to offer wraparound supports that promote community safety and wellbeing.

Midland Public Library

Collingwood Public LIBRARY

Barrie Public LIBRARY

INNISFIL idealAB & Library

Social Services Community Campus

# Partner Assault Response

The Partner Assault Response (PAR) Program is a Domestic Violence Court initiative that delivers a specialized 12-week community-based group education/ counselling program to offenders who have been mandated by the court to attend the PAR program in response to a criminal charge involving domestic violence. PAR is a Domestic Violence Court initiative that delivers group education and counselling to court-mandated offenders.

CFS also offers support to victims and current partners.

## What clients are saying:

> The sessions gave me a lot of information. Knowledge I wasn't aware of before I attended the program. For example, why children are violent. Also, what marriage is all about.

**804**
Unique Clients

**440**
Victim Contacts

Ontario

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# Direct Accountability

The Direct Accountability Program (DAP), which is delivered by CFS in Simcoe County, is a community-based diversion program for individuals referred through the criminal justice system. DAP offers an alternative way to address eligible criminal charges outside of the traditional court process.

Our approach combines accountability with opportunities for learning, reflection, and change. Our educational workshops and one-on-one support help participants explore what contributed to their involvement in the criminal justice system and identify practical ways to move forward.

Stop Shop Theft
Alcohol & Drug Awareness
Anger Management
Counselling & Supportive Intervention

**258**
Unique clients

**930**
Service Hours

Ontario

# First Annual #CNOYInnisfil



## Coldest Night of the Year 2026

CNOY is a winterrific family-friendly fundraising walk in support of local charities serving people experiencing hurt, hunger, and homelessness...because it's cold out there!

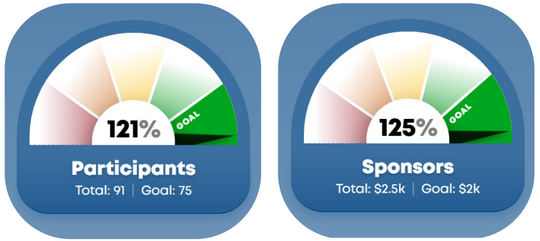
CFS launched #CNOYInnisfil this year to generate sustainable funding for in-person mental health and wellbeing supports in Innisfil. The community embraced the opportunity to come together for each and made the event a huge success!













## What Innisfil is saying:

*"It was cold, but SO much fun!"*
*Great cause!"*
*"We'll be back next year!"*

Rotary Club of Innisfil

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NOFRILLS

RBC

Tim Hortons SETH'S HOSPITALITY SERVICES INC & SAISETHSONS Hospitality Group
Valuing People, Product & Performance
940 Innisfil Beach Road, Alcona, Innisfil

Domino's

ROCK 95
CLASSIC ROCK. NEW ROCK. GET IT ALL.

Barrie 360
What Barrie's talking about

107.5 KOOL FM
BARRIE'S BEST MIX

INNISFILTODAY.ca



coldest night OF THE YEAR

# Financial Statements 2026

CFS
Counselling + Wellbeing

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