



# Family Service PEI

**Annual Report 2017-2018**

People Helping People for Over 60 Years



# Table of Contents

Chair's Report.....	3
Executive Director's Report.....	4
Program Overview - Therapeutic Counselling.....	5
Program Overview - Credit Counselling.....	6
Mission and Values.....	7
Family Service PEI By The Numbers.....	8
FSPEI Team.....	9
Audited Financial Statements.....	10

# Chair's Report

I am very pleased to provide my report as Chair of the Board of Directors for Family Service PEI for the fiscal year 2017-18. This has been a year of transition for our agency in several ways. The first area of transition has been in our leadership as we said farewell to our Executive Director, Nora McCarthy – Joyce in early July, 2017 when she moved on to a new opportunity. We thank our former Executive Director, Denise Lockhart for her support until our new Executive Director; Kathy Jones joined us in late August. Kathy brings with her over 30 years of experience with the province in numerous clinical and leadership capacities. Kathy is also the first Executive Director in over a decade to be both our administrator as well as a practicing clinician.



A further transition has been our dramatic growth in our Therapeutic Counselling program. I am pleased to report that while in April 2017 we had 32 appointments filled, in March 2018 we had 129, an increase of over 300%. This has led to an improvement in our financial situation. At the start of the year, we were forecasting a deficit of over \$76,000. We ended the year with a deficit of just over \$36,000. Again an improvement of 53%; most of this being realized in the last 5 months of the fiscal year. This is despite decreases in revenue in our Credit Counselling Program which are due in large part to the increased popularity of services offered by Bankruptcy firms, a trend happening across Canada.

Going forward, I am very excited about the potential of our agency. Our presence and credibility on P.E.I. continues to grow to the extent that the formal mental health system recommends our services to clients on their wait lists. On behalf of the board of directors of Family Service PEI, I wish to thank our staff, our community partners as well as our clients for their wonderful support.

Ashley McGuigan,  
Chair

## Executive Director's Report

It is my pleasure to provide my first report as Executive Director of Family Service PEI. Since joining this agency in late August, 2017, I have become increasingly aware of its potential to be a major part of the mental well being continuum on P.E.I. Perhaps the greatest sign of this has been our dramatic growth in our Therapeutic Counselling Program. We witnessed significant month over month growth in the last 5 months of the fiscal year and we continue to increase into 2018-19. In addition and despite the increasing popularity of services offered by Bankruptcy Trustees, our Credit Counsellor held 362 face to face client appointments during 2017-18. Our agency has also started to offer counselling in new areas – such as infertility and the New Ways for Families Program © which is for families in high conflict custody and access situations. We have also become clinical providers with more insurance and employee assistance programs. Our success would not have been possible without an amazing group of staff of whom I am extremely proud, as well as the support of our Board (named on page 9).



As we begin a new fiscal year, I look forward with anticipation and excitement to how far our agency can reach and grow. I am very proud of the high quality of our services and the difference we make each and every day in the lives of our clients.

Kathy Jones,  
Executive Director

# Program Overview

## Therapeutic Counselling

Our therapeutic counselling services help people deal with a full range of life events – from coping with daily pressures, to overcoming loss, to dealing with mental health challenges. We currently have three therapeutic counsellors who work with our clients to help them on the path to wellness, whether it be individually, as a couple, or with family.

## What's New

Our Therapeutic Program grew dramatically in 2017-18. During this year, we added Registered Social Work service to daytime hours which led to improved access for clients with insurance plans. We also started offering play therapy, infertility counselling, and later in the fiscal year, The New Ways for Families Program ©. New Ways for Families is an evidence based program for families in high conflict custody and access matters. All three of our therapists are trained in this model. Our therapists are hearing excellent feedback from our clients. Perhaps most meaningful of this - numerous referrals of client friends and family members. We continue to partner with the United Way of PEI in offering client fee subsidies.

# Program Overview

## Credit Counselling

Our credit counselling program is available to help those who are having difficulty with finances, who want to learn money management, who would like to create a budget, and who feel like they never have enough money. For those struggling with debt, we offer a Debt Repayment Plan that can eliminate debt in five years. Additionally, we offer Financial Literacy Presentations to the community, free of charge.

## What's New

We were pleased to partner with the Province of P.E.I. and The Employment Journey in the beginning development of a Financial Literacy Network for P.E.I. We were also pleased to provide 362 client meetings with our Credit Counsellor. Our Credit Counsellor and our Education and Outreach Specialist conducted numerous presentations (524 participants) as well as meetings with partners such as banks.

# Mission And Vision

## Mission - Strong individuals, families and communities

In pursuit of this mission we will bring results in the following areas:

1. Individual, family, and couples counselling;
2. Financial counselling including choices for appropriate intervention options.
3. Ensuring clients have access to appropriate services and programs.

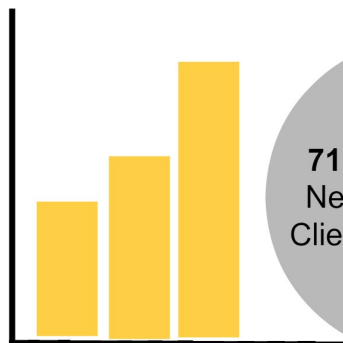
## Vision

To be a stable, well-funded, and collaborative agency that promotes a safe environment and enhances the well-being of individuals, families and communities through the development and delivery of a diverse range of services that are comprehensive, flexible, subsidized and offered by qualified employees who are committed to improving the lives of clients, and their ability to function in their families and communities.



# Family Service PEI

## By The Numbers



**71% Increase** in  
New Therapeutic  
Clients in One Year

**286 New**  
Therapeutic Clients  
in One Year

**524 Participants** In  
Our Consumer  
Educational Events



Average **Age** of  
Therapeutic Clients:  
**30-39**

**136 Self-Referrals** to  
the Therapeutic  
Program

**362 Clients** Met  
Face to Face with  
our Credit Counsellor



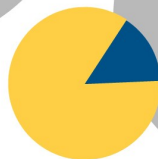
Over **180% Increase**  
in Full-Fee  
Therapeutic Clients

**Stress and Anxiety**  
Most Common Issues  
to be Addressed in  
Therapeutic  
Counselling



**300% Increase** in  
Therapeutic Sessions  
Filled from **April 2017**  
to **March 2018**

**May 2018** had the  
**Highest Number** of  
Therapeutic  
Sessions Filled in  
Over 3 Years





# FSPEI Team

## Board of Directors

Chair.....Ashley McGuigan

Vice Chair.....Tracey Handrahan

Secretary.....Debbie Acorn

Treasurer.....Andrew Gallant

Member.....Rebecca MacPhee

Member.....Jessica Redden

Member.....Sapphire MacPhee

Member.....Joel Wonnacot

## Staff

Executive Director.....Kathy Jones

Office Manager/.....Sarena Parkman  
Accounting Technician

Therapeutic  
Counsellor.....Shannon McCready

Therapeutic  
Counsellor.....Kathleen Gauthier

Retired Therapeutic  
Counsellor.....Suzanne St. Amour

Credit  
Counsellor.....Linda Peters

Education and  
Outreach Specialist.....Alex MacDonald

Social Work Intern.....Ashley Walker

**Proudly Partnered With:**





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Fax: (902) 367-3756

## INDEPENDENT AUDITORS' REPORT

To the Board of Directors of Family Service PEI Inc.,

We have audited the accompanying financial statements of Family Service PEI Inc. which is comprised of the statement of financial position as at Family Service PEI Inc. and the statements of operations and changes in net assets and cash flow for the year then ended and a summary of significant accounting policies and other explanatory information.

### *Management's Responsibility for the Financial Statements*

Management is responsible for the preparation and fair presentation of these financial statements in accordance with the Canadian accounting standards for not-for-profit organizations and for such internal control as management determines is necessary to enable the preparation of the financial statements that are free from material misstatement, whether due to fraud or error.

### *Auditors' Responsibility*

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with Canadian generally accepted auditing standards. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditors' judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal controls. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

### *Basis for Qualified Opinion*

As is common with many charitable organizations, Family Service PEI Inc. derives revenue from donations, the completeness of which is not susceptible to satisfactory audit verification. Accordingly, our verification of these revenues was limited to the amounts recorded in the records of the organization and we were not able to determine whether any adjustments might be necessary to donation revenues, excess of revenues over expenses, and cash flow from operations for the year ended March 31, 2018 and March 31, 2017, current assets at March 31, 2018 and March 31, 2017 and net assets as at April 1 and March 31 for both the 2017 and 2018 years.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

### *Qualified Opinion*

In our opinion, except for the effect of the matters described in the previous paragraph, these financial statements present fairly, in all material respects, the financial position of Family Service PEI Inc. as at March 31, 2018 and the results of its operations and cash flow for the year then ended in accordance with Canadian Accounting Standards for Not-for-Profit Organizations.

JUNE 8, 2018  
STRATFORD, PEI

*Bradley Handrahan*  
CHARTERED PROFESSIONAL ACCOUNTANTS

FAMILY SERVICE PEI INC.  
STATEMENT OF FINANCIAL POSITION  
MARCH 31, 2018

ASSETS

	<u>2018</u>	<u>2017</u>
<b>CURRENT</b>		
Cash	\$ 31,265	\$ 29,627
Short term investments	115,036	128,925
Receivables	39,254	61,239
Prepays	<u>427</u>	<u>414</u>
	<b>185,982</b>	<b>220,205</b>
<b>TANGIBLE CAPITAL ASSETS</b> (Note 3)	<u>7,417</u>	<u>9,773</u>
	<b><u>\$ 193,399</u></b>	<b><u>\$ 229,978</u></b>

LIABILITIES

<b>CURRENT</b>		
Payables and accruals	\$ 15,112	\$ 15,544

NET ASSETS

<b>NET ASSETS</b>	<u>178,287</u>	<u>214,434</u>
	<b><u>\$ 193,399</u></b>	<b><u>\$ 229,978</u></b>

ON BEHALF OF THE BOARD OF DIRECTORS:

Amessigan

Andrew Gallant

**FAMILY SERVICE PEI INC.**  
**STATEMENT OF OPERATIONS AND CHANGES IN NET ASSETS**  
**YEAR ENDED MARCH 31, 2018**

	<u>BUDGET</u>	<u>2018</u>	<u>2017</u>
<b>REVENUES</b>			
Credit counselling - DRP fees	\$ 64,000	\$ 74,816	\$ 82,695
- other	16,800	14,615	20,672
- start-up fees	1,000	1,400	-
Province of PEI	72,700	72,700	72,700
United Way of P.E.I.	38,562	38,562	54,967
Counselling fees	18,270	38,505	18,748
Employee assistance programs	8,000	13,840	5,825
Recovery payment DRP fees	10,800	11,080	13,064
Wage assistance	3,150	3,426	3,368
Donations and grants	1,500	2,405	3,534
Interest	900	1,112	1,052
Training and other	-	100	-
Fundraising	-	-	546
	<u>235,682</u>	<u>272,561</u>	<u>277,171</u>
<b>EXPENSES</b>			
Advertising	1,000	1,736	1,771
Bad debts (recovery)		1,536	(3,124)
Contracting	2,080	3,400	2,080
Credit counselling	-	-	81
Depreciation	-	2,355	3,158
Dues, fees and subscriptions	11,300	11,419	10,753
Fundraising	-	-	208
Insurance	6,885	7,029	6,954
Interest and bank charges	2,640	2,553	2,562
Meetings	150	191	393
Office	6,500	7,233	7,780
Professional development	500	759	1,499
Professional fees	7,148	7,583	7,147
Rent	38,128	38,002	36,505
Repairs and maintenance	1,000	709	406
Telephone	6,000	6,005	6,248
Travel	7,000	7,297	7,581
Utilities	1,800	1,795	2,120
Wages and benefits	219,853	209,106	221,375
	<u>311,984</u>	<u>308,708</u>	<u>315,497</u>
<b>DEFICIENCY OF REVENUES OVER EXPENSES</b>	<b>(76,302)</b>	<b>(36,147)</b>	<b>(38,326)</b>
<b>NET ASSETS, BEGINNING OF YEAR</b>	<u><b>214,434</b></u>	<u><b>214,434</b></u>	<u><b>252,760</b></u>
<b>NET ASSETS, ENDING OF YEAR</b>	<u><b>\$ 138,132</b></u>	<u><b>\$ 178,287</b></u>	<u><b>\$ 214,434</b></u>

**FAMILY SERVICE PEI INC.**  
**STATEMENT OF CASH FLOW**  
**YEAR ENDED MARCH 31, 2018**

	<u>2018</u>	<u>2017</u>
<b>CASH PROVIDED FROM (USED FOR)</b>		
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>		
Deficiency of revenues over expenses	\$ (36,147)	\$ (38,326)
Item not requiring an outlay of cash:		
Depreciation	<u>2,355</u>	<u>3,158</u>
	(33,792)	(35,168)
Changes in non-cash working capital items		
Receivables	21,985	(39,759)
Prepays	(13)	169
Payables and accruals	<u>(432)</u>	<u>4,563</u>
	<u>(12,252)</u>	<u>(70,195)</u>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>		
Change in short term investments	<u>13,890</u>	<u>24,430</u>
<b>CHANGE IN CASH</b>	<b>1,638</b>	<b>(45,765)</b>
<b>CASH, BEGINNING OF YEAR</b>	<u>29,627</u>	<u>75,392</u>
<b>CASH, END OF YEAR</b>	<b>\$ <u>31,265</u></b>	<b>\$ <u>29,627</u></b>