



Family Service PEI

Annual Report 2018-19

People Helping People for Over 60 Years



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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 2018-19. Once again Family Service PEI has had an amazing year of growth, particularly in our Therapeutic Program. As an agency, we have become revitalized. We have completed a new three year strategic plan including a new vision, mission and values. We were also able to end the fiscal year with a surplus budget for the first time in several years. This was due to a one time only additional grant from the Province, increased revenues in our therapeutic counselling, including services under our employee assistance contracts as well as cautious management practices.

Our community credibility has also grown. This year, due to a staffing crisis, Community Mental Health of Health P.E.I. re-directed children and youth to our agency and paid our full fee for this service. We continue to be amazed across both our Therapeutic and Credit Counselling Programs by the number of “word of mouth” referrals we receive as well as the increased volume of referrals which we receive from other community professionals.

This will be my last report as Chair. My time as Chair while challenging at times has been greatly rewarding. I believe we are a very different agency from where we were two years ago. I wish to express my deep gratitude to both the Board and Staff for making my job easier. I truly believe that Family Service PEI is in a great place with an exciting future ahead.

Ashley McGuigan,

Board Chair

Executive Director's Report

It is my pleasure to provide my report as Executive Director of Family Service PEI.

This has been another year of considerable growth for our agency, particularly in our Therapeutic Program. This program has grown 149 % over 2017-18 and 767.6% over 2016-17. This year, we welcomed two additional therapists to our team bringing our clinical staff to five. All clinical staff are Masters prepared Social Workers. This assists our clients who use private insurance plans since most plans require this credential.



Our Credit Counselling Program continued at a similar level as last year. Credit counselling programs are challenged across Canada. Our new three year strategic plan will seek to redefine this program as being a critical program to prevent or reduce poverty, through both one to one counselling as well as financial literacy sessions.

We have and will continue to improve our financial situation. While this is challenging, I am optimistic that our increased community credibility is a large factor in this effort.

On behalf of our agency, I would like to thank our board, our staff and our invaluable community partners. In particular, I would like to thank our two outgoing board members—Andy Gallant, our dedicated Treasurer and Debbie Acorn, committed board member and past secretary. Our agency is stronger because of your contributions. I would also like to offer thanks to our amazing Chair Ashley McGuigan who is transitioning into the role of past Chair. Ashley has been a strong leader for our agency and a wonderful steadfast support to me as we worked to turn our agency in a positive direction. I continue to be amazed at how far we continue to grow. This is due to our talented staff who are so committed to our agency and the clients we serve.

Kathy Jones

Executive Director

Program Overview

Therapeutic Counselling

Our therapeutic counselling program helps people deal with a full range of life events – from coping with daily pressures, to overcoming loss, to dealing with mental health challenges. We now have five therapists, all Masters prepared Social Workers, 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 team grew in members and clients during 2018-19 as we continued our efforts to provide high quality evidence-based services. This year we were pleased to receive a grant from the Bell Let's Talk Foundation to offer a group program for newcomer women in partnership with the P.E.I. Association for Newcomers to Canada. "Knitting to Detangle Mental Health" was developed and implemented by therapist, Shannon McCready. This program was offered twice in ten week blocks and was extremely well received by participating clients. Given our high demand for couple counselling, two of our therapists started to take enhanced training through one of the most internationally respected training sources—The Gottman Institute.

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 sessions to the community, free of charge.

What's New

This year, we began efforts to demonstrate the effectiveness of this program as a means to prevent and reduce poverty. With funding from the United Way, we developed and produced a Food Security Toolkit for Service Providers. This document includes P.E.I. data on food insecurity as well as a comprehensive list of food resources such as food banks on P.E.I. Over the next year and in line with our new strategic plan, we will continue our efforts to provide services which prevent or reduce poverty such as our financial literacy sessions.

Vision, Mission, Values

Vision

A sustainable leader in the mental and financial well-being service continuum on Prince Edward Island

Mission

Family Service PEI, a non-government, not for profit, charitable organization, committed to offering therapeutic and credit counselling to all Islanders regardless of their ability to pay.

Values

Accessibility

Reach the most vulnerable

Self-monitoring

Flexibility

Collaboration

FSPEI Team

Board of Directors

Chair.....Ashley McGuigan

Vice Chair.....Tracey Handrahan

Secretary.....Rebecca MacPhee

Treasurer.....Andrew Gallant

Member.....Debbie Acorn

Member.....Jessica Redden

Member.....Sapphire MacPhee

Member.....Joel Wonnacott

Member.....David Smith

Staff

Executive Director.....Kathy Jones

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

Clinical Therapist.....Shannon McCready

Clinical Therapist.....Kathleen Gauthier

Clinical Therapist.....Magan MacDonald

Clinical Therapist..... Veronica Christian

Credit Counsellor.....Linda Peters (retired
November 2018)

Credit Counsellor..... Don Roper
(November 2018-May, 2019)

FSPEI by the Numbers

- Total files open in 2018-19-**912**
 - Number of counselling hours-**2450**
 - Increase in new therapeutic clients over 2017-18-**69.6%**
 - Increase in new therapeutic clients over 2016-17-**190.4%**
 - Increase in therapeutic sessions over 2017-18- **149 %**
 - Increase in therapeutic sessions over 2016-17-**767.6 %**
 - Average age range of clients -**30-39**
 - Highest reason for seeking therapy -**anxiety**
 - Highest source of referrals - **self referrals**
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