

# FAMILY SERVICES OTTAWA

Annual Report  
2017-2018



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# MESSAGE FROM THE EXECUTIVE DIRECTOR AND BOARD PRESIDENT

Welcome to our Annual Report for 2017 - 2018! As you browse through this report, we hope that you will see a snapshot of the important work being done at FSO, centred always around our commitment to the people we serve in our community. Last year, over 12,000 people were served by one of our programs.



Kathryn Ann Hill  
Executive Director



John Petitti  
Board President

*"The past year has been one of change", FSO president's report, 1964*

As we prepared this report, we looked back at decades' worth of previous reports - and one key theme emerged - the need to embrace change. We are certain this is why FSO has been a dynamic, relevant force in Ottawa for 104 years. Our history has been one of constantly looking forward, identifying needs and trends, responding to gaps in service, finding new ways to help those who need it most.

Six years ago, at our leadership table, we evaluated a report published by the Public Policy Forum, that identified five strategies that voluntary sector organizations must embrace to succeed in the future:

- o Develop strategy to generate impact
- o Build governance and leadership capacity
- o Develop systems to measure and communicate impact
- o Leverage external partners to reduce costs and increase impact
- o Develop new sustainable revenue sources

On review, we can proudly state that guided by these strategies, FSO has had major achievements in each of these five areas. And we are only just the beginning!

Seven years ago, we faced some difficult moments, having experienced a major reduction in funding that saw our revenue drop by over 30%. While we were a bit shaken, we drew on the resilience that has been an FSO trademark for over 100 years, and we faced a new future with enthusiasm and optimism. FSO has experienced growth and expansion year over year, and now, six years later, we are thriving and offering more services to more individuals than ever before. And we are measuring our impact consistently, so we have the insights we need to advance our mission and can confidently communicate our positive impact upon Ottawa families in all their forms. The support of our many funders and partners continues to be strong, and to grow, and we thank them for their belief in FSO.

We close the year, as always, with a note of sincere appreciation for the extraordinary contributions of everyone involved with FSO this past year: our Board of Directors, for their fine work tackling complex and critical strategic issues with determination and innovation, our passionate and dedicated staff and volunteers, who are committed to excellence, and with admiration, those we serve, who inspire us daily with their strength, resilience and hope for a better future.

# FSO BOARD OF DIRECTORS

The Family Services Ottawa Board of Directors are an incredible group of people who contribute countless volunteer hours to improving FSO's overall health.

On top of attending monthly meetings and being active in committees, FSO Board Members provide expertise, donate and raise funds, and devote time to volunteering at many events that FSO attends, including: Dragonboat Festival, Capital Pride, and FSO's annual fundraiser, Music On A Mission.



This group sincerely cares about the well-being of the agency and its future, and continues to work with dedication and passion to contribute positively to our community.

Thank You to all of our wonderful FSO Board Members!

We would also like to acknowledge the extraordinary contribution of the following departing Board Member: Lucila Cabrera (3 years)

Siobhan Arnott

Anthony Esposti

Gustave Goldmann

MaryAnn Notarianni

Josef Raffai

Harry Binks

Neha D'Souza

Kim Hayes

Sherif Nour

Jane Trakalo

Lucila Cabrera

Amirah Fayek

John Mbakulo

John Petitti

Kathleen Wright



# FSO IN THE COMMUNITY



One of our staff at Ottawa City Hall sharing resources in support of Mental Health Awareness Week



Staff representing FSO at Westfest



Toy donations from staff for children in the community



Delicious baked goods made by FSO staff for Music On A Mission's staff led Sweet Therapy bake sale.



Artwork for sale at FSO, done by the artists from The Art Studio & The Creativity Group



FSO's Dragon Boat team posing for a group photo and preparing for their races.



# HIGHLIGHTS OF OUR WORK

## COUNSELLING PROGRAM

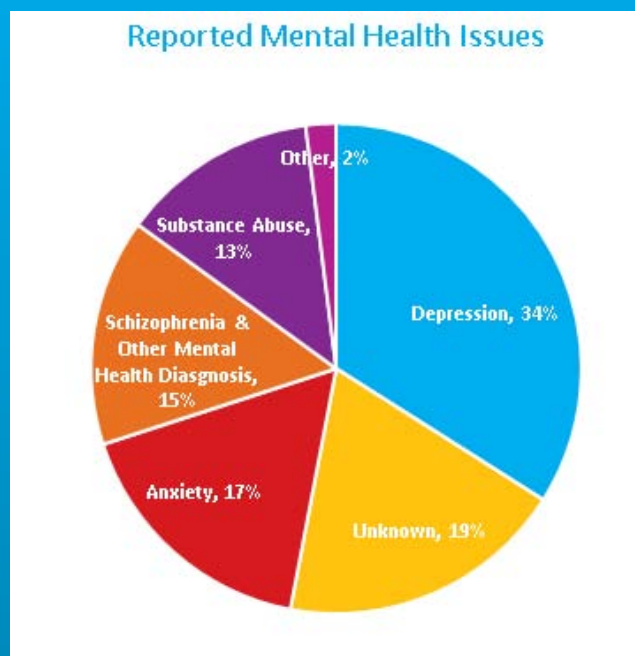
FSO's counselling program has doubled in size over the past five (5) years. This is a result of a strategic focus to increase FSO's presence in the community through partnerships and demonstrating evidenced based outcomes. One such new program is developed in partnership with the Canadian Mental Health Association and The Ottawa Hospital.

The goal of this service is to reduce emergency room visits. To achieve this, we focused on developing an improved referral pathway for individuals experiencing mental health distress via accessible psychotherapy services within the community.

We engaged the University of Ottawa's Centre for Research on Educational and Community Services to provide process and outcome evaluation support. This evaluation has demonstrated improved pathways and a statistically significant improvement in the client's mental health.

Clients themselves are reporting an increased ability to address their mental health challenges and in turn improved skills that support a healthy, fulfilling life.

Next steps for this program include: continuing to evaluate outcomes, improve service pathways, and build partnerships with other hospitals. Through collaborative partnerships we believe, community based mental health services will continue to grow and be recognized by all as a viable alternative for people experiencing mental health challenges.





# HIGHLIGHTS OF OUR WORK

## THE ART STUDIO

The Art Studio offers a positive and welcoming workspace for adult artists who are living with mental health challenges and the poverty and isolation with which mental health challenges are often associated. The goal of the Studio is to build the self-esteem, confidence and resiliency of the artists. Over 90% of the artists participating in the Studio are living in poverty and, for many, the Studio is one of their few outings each week. The Studio is coordinated by a professional artist who is skilled in art education and provides artistic advice, support and encouragement. Participating artists are supplied with artistic materials including canvases, frames, paints and brushes. In addition, the Studio delivers formal and informal workshops to build the artistic skills of the artists. Artists are supported and encouraged to participate in a number of art exhibitions and sales (including at the ROMHC) each year; they experience a tremendous boost in confidence when one of their pieces is sold.



# FINANCIAL SUMMARY

## Revenue

United Way	\$	311,426.000
Government		2,713,794.740
Earned Income (EAP, Client Fees, Consulting)		1,274,356.000
Donations & Fundraising		99,621.000
1CP income		43,109.160
Fundraising, Grants & Interest		<u>110,087.710</u>

4,552,395

## Expenses

### Counselling Programs

General Counselling	486,879
Mental Health	648,043
Cognitive Behavioural Therapy Project	136,512
Anti Violence	435,546
EAP	1,195,775
Walk-in Clinic	97,976

### Community Programs

Parenting Program	102,065
Regional Planning Table	47,181
Supervised Access Program	199,703
Art Studio	20,213
Around the Rainbow	60,985
Alternative Dispute Resolution	502,360

Administration	516,671
Social Enterprise, Fundraising and Education	74,836
Amortization	22,373
Internally Restricted Funds allocations and expenses	<u>(12,935)</u>

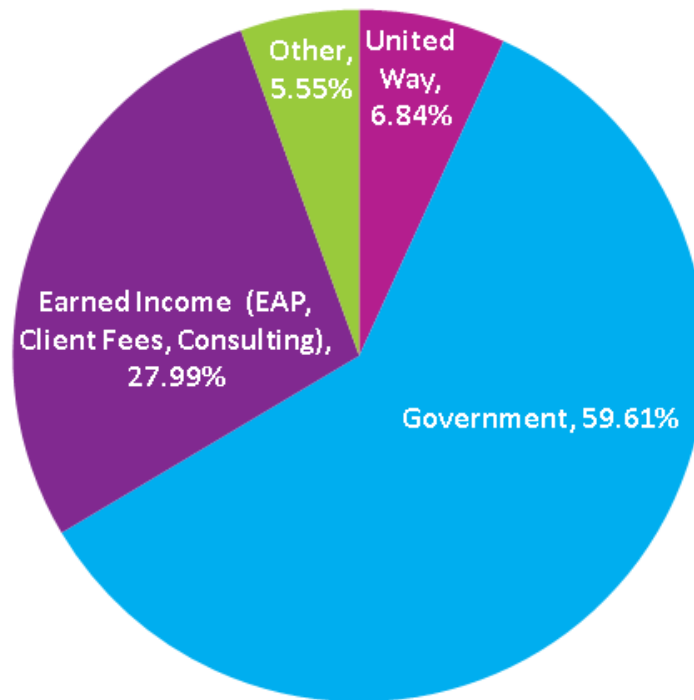
4,534,183

Surplus (Deficit)	\$	18,211
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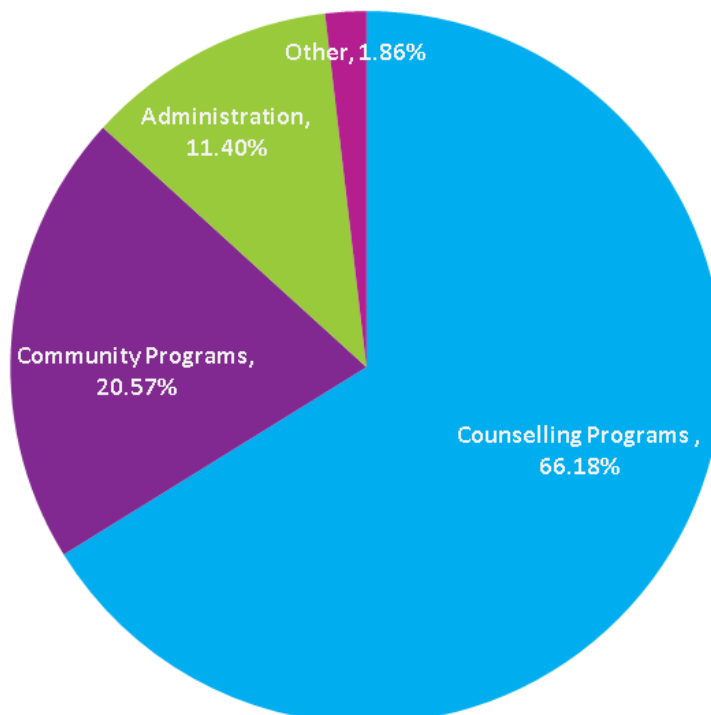


# FINANCIAL DATA

## Where The Money Comes From



## How It Is Spent...



# GUS FRASER AWARD

## **FSO's 2018 Gus Fraser Recipient is: Zeynep Guzide**

Zeynep is someone who goes above and beyond to make FSO a better place. She brings a genuine care and consideration to the workplace. Her energy is palpable, especially if you stand in her vibrant unicorn themed office. Zeynep volunteers at many FSO events, brings treats to share with the office, and kindly supports her peers by doing little acts of kindness, like leaving written messages in our mailboxes.

Thank you for your bright spirit and the positive contributions you bring to FSO!



# ROSEMARY LAURIN AWARD

## **FSO's 2018 Rosemary Laurin Recipient is: Isabelle Sirois.**

Isabelle has been a volunteer with the Supervised Access Program since March 2016 and in that time she has contributed over 160 hours. She is a dedicated and dependable volunteer who continues to support the work of our program and contribute to the experience of our families and children. Isabelle often goes above and beyond to help our staff and ensure that our families receive the highest level of service. Isabelle has even personally donated craft supplies to our program and regularly steps in to help whenever she is needed.

Isabelle has been an incredible part of the Supervised Access team and is more than deserving of this award and recognition.

# JOAN GULLEN AWARD

## FSO's 2018 Joan Gullen Award Recipient is: Linda Merali

This year, we recognize the exceptional contributions of Linda Merali.

Linda has fearlessly served the women and families of abused women communities for over 30 years, and for 27 of those years, she has proudly served as the Director of the Women's Anti-violence Program at FSO. Linda is an extraordinary woman and advocate, and brings compassion, strength, and humour to all she does. Linda has made immeasurable and profound contributions to the development and advancement of services for victims/survivors of violence in Ottawa and beyond. Her commitment to this work as a feminist, and advocate for change and social justice are exemplary, and are why she is the perfect recipient of this prestigious award. On the eve of her retirement, FSO is truly thrilled to be able to honour Linda with this award, and to offer her our deep appreciation for all that she has done for so many.



Thank you, Linda, for your tireless efforts in making our community a safer and healthier place!

"I would like to share what an inspiration Linda has been in leading our Anti-Violence Team. I have been most impressed by the values that she brings to the agency - professionalism, autonomy for workers, and she has a great caring for the women we serve. That caring attitude also is for the staff not only of the Anti-Violence Program but of the agency as well. She has been my Director for 27 years – and her long history with the agency will be missed. Linda has observed the trends in domestic violence while at FSO since 1991, and has supported staff to be involved in social action as well as being a presence on committees of the Ottawa Coalition to End Violence Against Women. With her strong support and commitment; our team has remained cohesive and ready to take on the changing challenges of the VAW work. Not only Linda's knowledge will be missed but also her sense of humour not to mention the cheesecake she makes which is the best I have ever tasted. Linda is a woman of many talents and will be very much missed. "

- Sandy Milne

"I first met Linda for an job interview, I was struck by her warmth, expertise, range of experience and tailored management approach to each individual person. Linda excels in motivating and supporting her staff. Her collaborative approach has forged many successful and innovative partnerships/collaborations in the community. We hope to live Linda's example of collaboration, caring and compassion in the work we do. "

- Theresa Willoughby



# MUSIC ON A MISSION 2017

With the spectacular support of our staff, event planners, volunteers, and over 30 major community supporters, Music On A Mission was an incredible success this year!

Save the date for Music on a Mission 2018:  
Friday October 26th 2018

Tables are selling fast!

Details can be found at: [musiconamission.ca](http://musiconamission.ca)





# OUR GENEROUS FUNDERS

Champlain Local Health Integration Network

City of Ottawa

Community Foundation

Crabtree Foundation

Crime Prevention Ottawa

Ministry of Child & Youth Services

Ministry of Community & Social Services

Ministry of Health & Long-term Care

Ministry of the Attorney General

Ontario Trillium Foundation

Rainbow Health Ontario

United Way

# WE ARE GRATEFUL

FOR THE INDIVIDUALS AND BUSINESSES WHOSE  
GENEROSITY MAKE OUR WORK POSSIBLE.

Adva Cohen

Advantage Audio Visual  
Rentals Ltd.

Aline Ullett

Amirah Fayek

Annette Hill

Anthony Esposti

Backdrop Restaurant & Bar

Bob Gauthier

Brittany Smith

Buddha Board Inc.

Butt Andrusek

Cafe Deluxe

Caresse Ley

Carol Diamond

Cassidy's Transfer & Storage Ltd.

Character Creative

Christine Roy

Cindy Moriarty

Courtyard Restaurant

Cynthia Kathleen Taylor

Debbie Hoffman

Doherty & Associates Ltd.

Duncan Macdonald

Edenborough Ltd.

Elite Email

Esprit du Vin

Foundation of Montreal

Gourmet Trading Co.

Grand & Toy

Graydon Limited

Greenmelon Inc.

Gustave Goldmann

Harry Binks

Hawkes Fine Art

Jane Trakalo

Jayne Carter

Jennifer Greer

John Mbakulo

John McGill

John Petitti

John Pidcock

Josef Raffai

Kate Wright

Kathryn Ann Hill

Kim Brown

Kim Hayes

Linda Merali

Luc Ouedraogo

Lucila Cabrera

Mann & Partners

Margaret Fietz

Margaret Kelly

Mark Cooper Photography

Mary Ann Notarianni

Mediaplus

Michael Potter

Mike Duhamel

Mike Ramia

Miller McConnell Signs

Minto Foundation Inc.

Minto Skating

Mood Moss Flowers

Nellie Tomality

Old Dutch Foods Ltd.

Osmosis Skincare

Ottawa Tech Secondary

Ottawa Valley

Our Ottawa Bear

Pamela Johnston

Parkdale Novelty Co. Ltd

Patrick Gayler

Pizza Pizza

Purdys Chocolatier

Rachelle Lavergne

Renee Hebert

Roger Wood-Klockwerks

Roma

Sherif Nour

Siobhan Arnott

SKIN&CO

Spicers

Stephen & Valerie Poloz

Sylvie Pearl

Tara Ferguson

The Bytown Group

The Cadillac Fairview  
Corporation Limited

The MCP Group

The Properties Group

Tudor Hall

Vincent Massey Public School

VOSS

# OUR SPECTACULAR VOLUNTEERS

Adrianna Oatu	Jennifer Greer	Mark MacAulay	Samantha Willette
Adva Cohen	Jeronimo Ramirez	Mashal Ali	Schoney Greer
Al Greer	Jillian Mannella	Mashal Dawkins	Sherif Nour
Alex Bender	Jillian Perry	Megan Burwash	Sherri Caves
Alex Fuster	Josee Lambert	Megan Fillier	Simonette
Alex Weinert	Judy Willoughby	Megan O'Donoghue	Binning-Jones
Aniqa Sheikh	Julia Yudina	Mehdi Ghaani	Siye Kiflu
Anousha Rohanioskoui	Kae Cristobal	Melissa Lepine	Sophie Gu
Arnie Jolo	Kali Robertson	Michel Vallee	Tannis Bujaczek
Ashley Brian	Kate Clayton	Michele Tennant	Tara Lafleur
Aundrea Thompson	Katherine Park	Monique Hess	Tara Saadat
Bridgette Curran	Kim Brown	Nathalie Harris	Tasha Labenek
Cassie Lefebvre	Kristen Hale	Nereah Felix	Taylor White
Daniel Adu-Gyamfi	Lashawna Phillips	Nora Jorjani	Tea Vaskovic
Danielle Flemming	Laura Bonacci	Pierre Luc D.	Theresa Willoughby
Emma Hennigar	Laurie Rektor	Rebecca Janzen	Vanessa Cote
Farrah Helwa	Linda Meralli	Rebecca Saab	Vanessa Zubrowski
Gord Aitken	Lisa Nganwa	Rebecca Tacoma	Victoria Cote
Hannah Hirsz	Louise Rachlis	Ricki-Lee Williams	Zack Partington
Iman Haddi	Lynn Spicer	River Shaw	Zara Canteenwalla
Ina Requard	Margo Sargent	Ron & Ruth Brown	Zeynep Guzide
Isabelle Sirois	Marianne Moore	Sabrina Fontaine	



Family Services Ottawa

Services à la famille Ottawa

Family Services Ottawa

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Fax: 613-725-5651

[www.familyservicesottawa.org](http://www.familyservicesottawa.org)

