

ANNUAL REPORT

2018/2019



THE FAMILY
CENTRE



Message from the Chair of the Board of Directors Michele Annich



As I write this message, I realize that this is the third year I have had the privilege of chairing the Board of The Family Centre (TFC). Throughout that time, Pauline Smale, as TFC's Chief Executive Officer, has led TFC staff to create a welcoming and caring place for families, so that families may secure support, counselling or other assistance and relief to combat the psychological, social, and economic challenges they have faced throughout the year.

Presentations to the Board from TFC staff illustrate that they continue to undertake complex work, evolving programs and providing services to support children and their families, all while Alberta's economy has experienced historic levels of difficulty and uncertainty. Somehow, all of TFC's staff pursue their work with a caring and collegial attitude, continuing to strive for innovation and nimbleness in responding to a family's needs, whether in response to trauma, neglect or breakdown. I am very proud to see TFC's amazing staff morale and engagement, particularly given the significant rise in the need for services and the ongoing economic volatility in the province.

Key accomplishments this year include the development of a continuous intake model, the provision of increased mental health supports in the community through in excess of 80 schools being served by school coaches, developing Indigenous practices and training, managing and implementing the Trauma Informed Care framework, and restructuring the Collaborative Service Delivery model to manage exponential growth in the provision of children's services in the East Central Edmonton Region.

As I have stated in past years, it is the staff of TFC that are a phenomenal resource to Edmonton as they attend to children and family needs in a trustworthy, sensitive, and responsive manner, supporting TFC to fulfill its vision of healthy families in our Edmonton communities.

Message from the CEO Pauline Smale



Our thematic goal for 2019 was to strengthen our foundation by focusing on people, practice, and performance.

People. We wanted our employees to be engaged, motivated, and healthy. We were successful in this regard. Turnover went down 2%, bringing us 14% below the provincial average, and satisfaction went up. Enjoyment of work went up to 98%, pride in achievement up to 92%, and the opportunity to grow up to 94%.

Practice. We wanted our staff to be developing their trauma-informed approaches and their Indigenous practice. As a result, over 300 employees have been certified in the Brain Story Certification by The Alberta Family Wellness Initiative, and 140 employees have participated in four days of ceremony through Omanitew.

Performance. We wanted to increase access to mental health supports for hard to reach children and families. In 2018 we expanded our service locations to over 90 community locations, served an additional 100 families in East Edmonton within our Collaborative Service Delivery model, grew Continuous Intake by 9% and in Drop In Single Session Counselling by 28%.

It has been a very productive and gratifying year. I'd like to acknowledge and thank everyone who makes TFC such a wonderful place to work.

- The children and families we serve who continue to teach us how to do our work by trusting in us and guiding us.
- The Board who continues to provide us with their vision and voluntarily provide TFC with 100's of hours each year.
- Michele Annich, the Board Chair, who has provided her leadership over the last 3 years supporting the successful transition of CEO.
- The leadership at TFC who continue to be vulnerable and brave, developing their capacity to support others in a trauma-informed way.
- The employees who find joy in doing for others regardless of the systemic, economic realities and complexity of the work.

It's my pleasure and honour to walk alongside every one of you.

Our Year in Numbers

Translation & Interpretation



documents were translated into a different language



We interpreted for **3,954** newcomers to Canada

*That's more than **10** interpretations every day!*

Counselling

7,986 people accessed our counselling services for **35,012 hours**



*That's **1,459** days of counselling!*

Families & Children



children and youth lived in our reunification homes

The collaborative service delivery team supported **809 children** and **395 families**

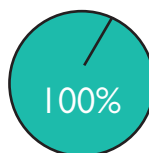


We brought families together in circles **61** times to participate in ceremony and create plans for the children in their lives

We were able to keep **81 children** in family care through our kinship program



Employee Assistance Program



of our clients in the EAP are satisfied or very satisfied with our services

Community Initiatives

Roots and Wings

assisted **586** families with parenting skills, finances, mental health, and community connections

Cultural Coaches

engaged with **735** students to help adjust to life in Canada

Success Coaches

supported **13,543** students in **58 schools** to become positively engaged in school

Youth Liaisons

facilitated **43** projects to improve community safety and youth empowerment

Education Services

899 people participated in our workshops to enhance skills in parenting, relationships, communication, and self-regulation



Mary's Story



Mary was forced to Edmonton because of the Fort McMurray forest fires. Shortly after, her husband moved back to Africa without her. She then had to take care of her nine-year-old grandson without a job or any savings. Mary's grandson began to notice that she was struggling with loss, grief, and financial burdens. At school, he saw Kun, a Roots & Wings Worker helping other parents. He learned more about what she did and connected the two together.

"Kun came into my life at the right time, the time I needed support." Mary had lost most of her belongings in the fire, felt that she had nobody, and didn't know where to start. Kun assisted Mary with her basic needs, introducing her to the food bank, helping her get clothes, and taking her to doctor's appointments.

Kun also brought Mary to The Family Centre where she received counselling and learned that she had been in an abusive marriage. Now, Mary sets herself as an example and wants to educate other women to speak up and to not accept abuse. "If I hadn't met Kun, I wouldn't have ever had the courage to pass this information on to anyone."

Mary felt a great deal of shame and embarrassment that her husband had left her after thirty years. However, Mary is happy that she has learned to be open and to talk to her family and others about her feelings. Mary is now able to see a future filled with light. She plans to get another career, take care of her grandson, and buy a new place to call home. "This is an opportunity I will never forget, ever."

Leanne's Story



Leanne's daughter struggled with her mental health which led to drug addiction and criminal offences. Being in and out of jail, she lost guardianship of her children. Right away, Leanne knew that she wanted to care for her two grandchildren. However, her husband did not agree with her decision and left her to be a single parent.

In the first year of caring for her grandchildren, Leanne was overworked, stressed, and tired. She fell sick many times but continued to push through with help from those around her. "The Family Centre has been really great. I had counselling for one whole year because of my husband leaving and learning how to communicate with my daughter effectively. That has been so helpful in helping me to cope." Currently, Leanne is applying for private guardianship.

After many sacrifices, Leanne's efforts did not go unnoticed. She received the Kinship Caregiver of the Year award for 2018 through the Alberta Foster and Kinship Association. At the end of the day, Leanne hopes that her grandchildren will grow up and say that this was a wonderful experience for them too.

Long Serving Employees

Adrienne Jensen, Jonathan Leeming, Fred Sudfeld, and Lynnette Pomerleau are celebrating their 10, 15 and 25-year anniversaries with TFC.



“Working at TFC, for the past 10 years, has been such an immense pleasure; the agency has given me so many opportunities to challenge myself to learn and grow, both professionally and personally. When I graduated from University, I never thought I would find a place that was so passionate and so heartily practiced what they preached, but TFC proved me wrong. The people I work with care about each other and truly believe we can make positive change in our communities. I have made lifelong friendships at TFC.

Adrienne Jensen, Success Coach

“I cannot imagine a better place to work than The Family Centre. For all these years it has been faithful to its name: not much is more important than the integrity and health of the family. And for the 25 years I have had the privilege of working for an agency that not only cared for the families of Alberta but also cared for the families of each employee, Thank you!”

Fred Sudfeld, Clinical Supervisor

Employee Awards

Each year we take the time to honour employees that reflect The Family Centre's culture and the values we aspire to.

Walk the Talk Award

Walk the Talk award acknowledges an employee who has demonstrated outstanding skill and empathy in their dealing with others. The Family Centre believes in the importance of dealing with people skillfully, compassionately, and respectfully.



Award winner Michael Hansen
nominated by Cricket Walker and
Shayla Drewicki

Best Idea Award



The Best Idea award acknowledges an employee who thinks outside the box in order to solve problems. They are an innovator who creates solutions to enhance the way either children and families or employees experience The Family Centre.

Award winners Calvin Arnold (left), Britney Nguyen (missing), and Jonathan Leeming (right) with nominator Katie Maxwell (middle).

Staff Development Award

The Staff Development award is given to an employee, who has made outstanding contributions to staff development. The Family Centre believes in the importance of mobilizing well trained professional employees in all areas of the agency.



Award winner Sarah Garrison (left) with nominator Michelle Gibson (right).

Above and Beyond Award



Award winner Shayla Drewicki (right) with nominator Fred Sudfeld (left).

The Above and Beyond award acknowledges employees who have gone above and beyond the duties of their position for the betterment of The Family Centre. The Family Centre believes in the importance of extending oneself in an effort to grow professionally while focusing on the larger scope of TFC.



Award winner Grace Boender (right) with nominator Trina Moser (left).

Board of Directors

Michele Annich.	Chair
Brenda Blakey	Treasurer
Bob Hassel	Vice Chair
David Anderson.	Director
Shahriyar Khan	Director
Yasmeen Krameddine	Director
Bob Silverthorne	Director
Wafa Nuradin	Director
Faye Rault.	Director
Laura Thue.	Director
Sophia Kasozi	Director



Financial Statement

Income

United Way: Allocation	\$803,088
United Way: All In For Youth and Youth Capacity Grants	\$1,630,314
Provincial Contracts.	\$2,798,850
Collaborative Service Delivery Contracts.	\$10,725,878
City of Edmonton: FCSS	\$1,207,526
Fees for Service	\$4,933,434
Grants.	\$183,851
Interest, Casino, and Other.	\$96,854

Total \$22,379,795

Expenses

Salaries, Benefits, and Contracted Services.	\$16,764,272
Occupancy and Office Costs.	\$1,562,731
Program and Client Expenses	\$3,882,623

Total \$22,209,626

This information is courtesy of The Family Centre of Northern Alberta

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Strength to Families
Since 1942

