



Resilience

Annual Report

2019-2020

417 Bagot ST.
Kingston ON K7K 3C1
(613) 549- 7850
resolvecounselling.org

Resolve
We're here.
Let's talk.
Counselling Services Canada • Services-conseils Canada

MESSAGE FROM THE PRESIDENT, BOARD OF DIRECTORS

“Like tiny seeds with potent power to push through tough ground and become mighty trees, we hold innate reserves of unimaginable strength. We are resilient.”

Author Catherine DeVrye, in *The Gift of Nature, Inspiring Hope and Resilience*, demonstrates how the timeless wisdom of Mother Nature with her lessons from an array of natural resources, such as the tiniest of seeds, can be applied to human nature, helping us meet unexpected challenges and “bounce back” by calling upon our inner strength to face setbacks and turn them into opportunities.

Resolve Counselling Services Canada's 2019-2020, began as a year of transition and change. During an engagement process at the outset of her tenure, Jane Fitzgerald, Executive Director, met with members of the Resolve community to discuss the Agency's strengths, needs and hopes for the future. *A seed was planted!*

Staff, Leadership Team and Board members, as dedicated, resourceful professionals, were then called to collaborate, imagine new possibilities and begin to make changes in our Agency's cultural practices, as the Strategic Plan was being refreshed. With our mission of service, front and centre, our landscape began to shift with the re-alignment of the organizational structure, increased dialogue and sharing with community partners, a focus on Resolve as a mental health provider and program adjustments to deal with waitlists such as the introduction of walk-in-clinics. Board of Directors' approval to use funds from the Dr. Gordon W. Mylks Family Life Enrichment Fund for a Walk-In Clinic, the development of a more robust Fundraising Plan and the agreement to partner with Mood Disorders of Canada in the Defeat Depression event also occurred. Being committed to our mission of helping individuals and families improve their well-being, allowed Resolve to adjust to these numerous changes with courage, strength and resilience. *The planted seed now had the strength to push through the ground and begin to sprout!*

Then in March 2020, COVID-19 stormed in and Resolve and “the way we were” changed immediately, requiring our quality counselling and every aspect of our operations to be delivered remotely. *But we were strong, resilient and “bounced back”*, adjusting to this “new normal” in order to support an increasing number of community members who were seeking help to navigate a crisis, to adapt, and to develop coping strategies to move forward. Thank you to our compassionate staff, engaged Board and to the generosity of donors, and community funders and partners who have braced us up and supported our important work during these challenging times. *You have nurtured us and helped us grow stronger!*

Just as a mighty fifty-year-old tree is strong and weathers storms, Resolve Counselling Services Canada is learning that challenges lead to opportunities. Now, let us collectively branch out into the community and meet the future in a bold, creative manner as we RESOLVE to *plant the seeds of courage, resilience and inner strength.*

Respectfully Submitted by:
Susan Conway Williamson

MESSAGE FROM THE EXECUTIVE DIRECTOR

I cannot think of a better theme than “Resilience” for this year’s report. Resolve stepped up to meet the demands of the Covid-19 response. This required resourcefulness, dedication and above all, commitment to our mission. Without missing a day of service, we moved to remote call and video counselling, eventually returning to limited face-to-face service delivery.

Looking back over the entirety of the year, we strengthened our Clinical Services by introducing a walk-in clinic (which transformed into a “Virtual “walk-in clinic during Covid-19) revised our Women’s Program (and as a result were able to remove our wait list for service), and we developed a streamlined intake process. We created a new Community Services team to focus our community outreach— bringing together our housing, youth, credit counselling and partner violence programs. We took a long, hard look at our agency— at what we do and most importantly, why we do it. To ensure we have the biggest community impact we focused on our strategic pillars of collaboration, innovation, relationships, workforce development, sustainability, and engagement.

As we look to the year ahead we know that our services are being called upon by so many in our community. We are experiencing what some have termed a second pandemic—of anxiety, depression, and economic uncertainty. Resolve will continue to respond to the need we see in the community for mental health counselling, support services, and financial counselling.

Finally, as a not-for-profit agency we depend on the generosity of so many people and organizations. We are grateful to the clients, families, staff, volunteers, funders, and donors who have stood by us throughout this year. We are more than fifty years “resilient” in this community –with all of your support we will carry on this very important work.

Respectfully Submitted by:
Jane Fitzgerald



Our Vision:

Resolve Counselling Services Canada is a recognized leader of life enhancing counselling services.

Our Mission:

Resolve Counselling Services Canada provides quality counselling services to significantly improve the social, emotional and economic well-being of individuals and families.



In March 2020, the agency moved to remote client services due to in-person service restrictions imposed by Covid-19. Throughout this transition, not a single client counselling session was missed.

SERVICE HIGHLIGHTS ♥ VISION IN ACTION

For over 50 years, Resolve Counselling Services has assisted individuals and families facing social, emotional, and economic challenges. In addition to individual counselling, we offer group education sessions, workshops, and public education events; allowing us to extend our services deeper into the community. As a not-for-profit, multi-service community agency, we offer counselling services to all members of our community regardless of their ability to pay. Our agency staff and professional counsellors extend the invitation, **“We’re here. Let’s Talk.”**

In 2019-2020, program redesign took place that resulted in two agency program streams:

Clinical Services:

- ❖ Includes Individual, Family, Child & Youth, Women’s, Family Court Support, Employee Assistance Program (EAP), and Consulting Services
- ❖ Provides counselling services to over 2400 individuals annually
- ❖ Employs 14 staff

Community Services:

- ❖ Includes Credit Counselling, Partner Assault Response (PAR), Adult Protective Services (APS), Youth in Transition/Housing Support, and Residential Placement Advisory Committee (RPAC) services
- ❖ Provides counselling services to over 2700 individuals annually
- ❖ Employs 24 staff



Brian Howell, Child & Youth Counsellor (retired), Resolve Counselling Services Canada, wins 2020 Family Advocacy Award; February, 2020. The Family Advocacy Award is the highest award given by Family and Children’s Services of Frontenac, Lennox and Addington and is awarded annually to celebrate Family Day. The award recognizes an individual, group or organization for their contribution to making the lives of families in KFL&A better.

In March 2020, Brian Howell retired from Resolve Counselling Services Canada after 36 years helping countless children, youth, and their families.



In 2019-2020, over 10,000 employees had access to FSEAP Kingston services.

FROM THOSE WE SERVED

"I am thankful for Resolve Counselling. The help, support and insight I am receiving during counselling is helping me to heal." (Clinical Counselling client)

"It helped me set goals and feel empowered to make the changes I needed to make." (EAP client)

"I had a very positive experience with my credit counselor. After graduating university, I had accumulated a mass amount of student debt. My credit counsellor assisted me in creating the perfect financial plan and regularly kept in touch with me to see how I was doing." (Credit Counselling client)

"I would highly recommend (my counsellor) to anyone going through mental/emotional abuse in a relationship. During our sessions, she was able to put my scrambled thoughts into words, and make things clear for me. She helped me so much, and is a big part of re-framing the way I see myself now. I am lucky to have had her counsel." (Women's Program client)

"I appreciated being able to talk about my problem— needed to get it out." (PAR client)

"My counsellor is awesome!" (Youth served in the community)

"I like it here. People can learn a lot here if you come here. You can get things figured out. My counsellor is a very good worker; she has been my worker for 13 years." (APSW client)

"The amazing help my counsellor gave me and the things we worked on helped stop making things worse in my life as a whole." (Individual Counselling client)

"I am doing fine and my budget plan is working well so far. Thank you for all your help and being by my side during this endeavor." (Credit Counselling client)

"My counsellor is an excellent counsellor. She has always made me feel comfortable and supported. She has helped me sort out many issues with a direct and caring approach." (Women's Program client)



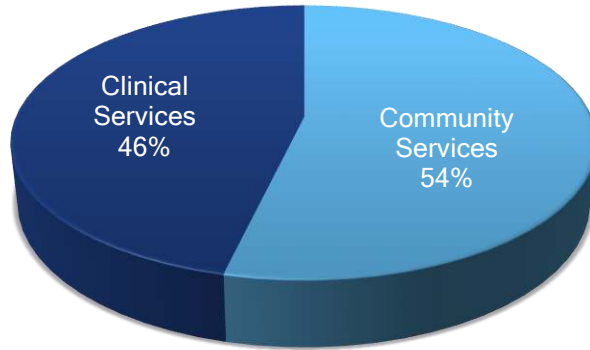
In 2019-2020, Credit Counselling Debt Management clients repaid over 3.6 million dollars of debt. 73% of surveyed clients reported reduced stress after speaking with a Credit Counsellor.



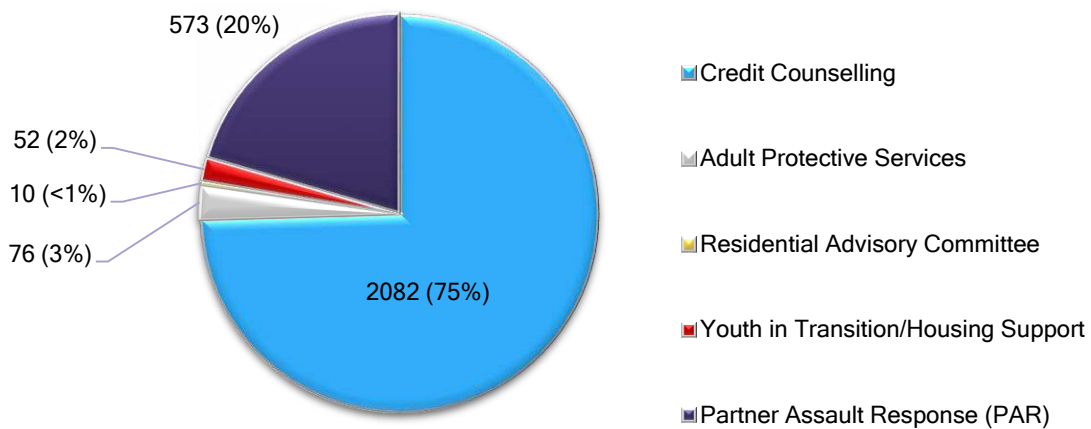
In 2019-2020, Peer Support Training was offered to five different agencies across Canada. Resolve Counselling Services Canada specializes in workplace wellness support.

LIVES TOUCHED ♥ CLIENTS SERVED

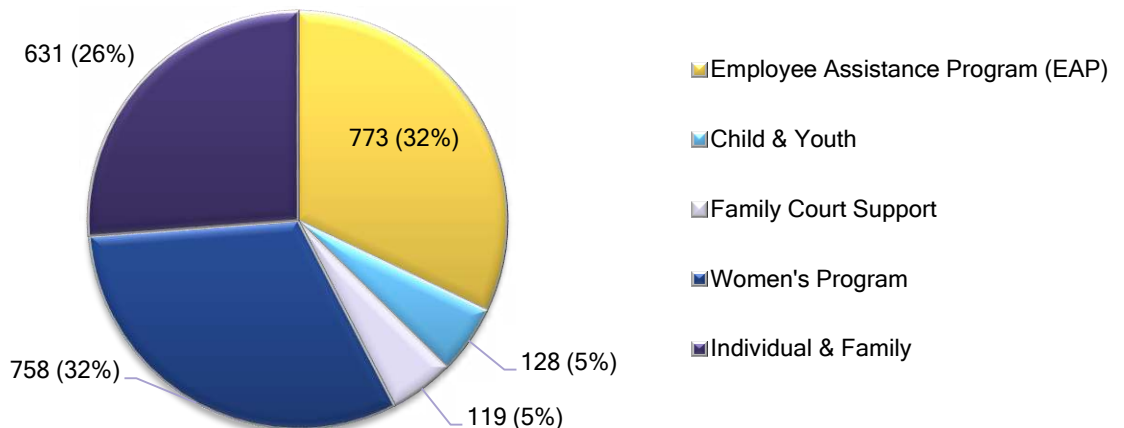
2019-2020 Total Clients Served



2019-2020 Clients Served: Community Services



2019-2020 Clients Served: Clinical Services



Resolve Counselling Services Canada staff are periodically called upon by the media to provide commentary and expert insight on timely topics of interest around mental health, family violence, and debt and money management. Combined, these events have the capacity to touch the lives of thousands of individuals in communities we serve and beyond.

SERVICE OUTCOMES

As part of clinical assessment, counsellors use a standardized outcome tool— the Outcomes Questionnaire 45 or OQ-45. This tool provides a brief self-report measure of the initial state of clients' mental health and well-being; and through comparison with responses from the same survey completed in follow-up, provides a measure of any changes in mental health following counselling. The tool is statistically valid and has been used extensively in research and clinical applications. The survey itself is a standardized instrument including 45 questions with a scaled response. Clients complete the survey at their first session and following completion of counselling.

Credit Counselling:

82% of cases closed in the fiscal year were successful or partially successful. Resolve distributed in excess of \$3.6 million to creditors to repay consumer debt. The Belleville Trusteeship program serves as monetary trustee for 53 individuals each month.

Individual & Family Counselling:

84% of clients report an improvement after receiving service.

Child & Youth Counselling:

71% of clients report an improvement after receiving service.

Women's Counselling:

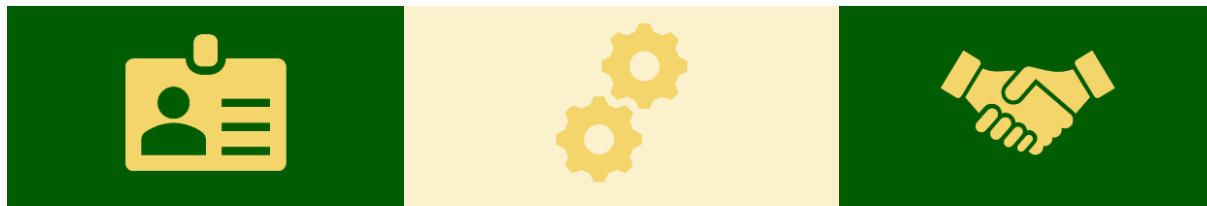
87% of clients report an improvement after receiving service.

Family Services Employee Assistance Program (FSEAP):

94% of clients report an improvement after receiving service.



Left to Right: Debbie Gillis, Director of Community Services (retired), Resolve Counselling Services Canada, the late Patty McLean, Executive Director (former), OACCS, and Ena Peck, Credit Counselling Administrative Manager, Resolve Counselling Services Canada, at the OACCS Annual Conference, September, 2019.



FINANCIAL SUMMARY

REVENUES	Fiscal 2019-2020 (\$)	Total % Revenues/ Expenses	Fiscal 2018-2019 (\$)	Total % Revenues/ Expenses
Ministry Funding	\$999,603	33.4	\$964,859	30.7
United Way	\$126,648	4.2	\$128,148	4.0
Earned Income	\$1,084,503	36.4	\$1,156,854	36.8
Donations & Non-Government	\$775,714	25.9	\$882,520	28.1
Investment Income & Other	\$3,410	0.1	\$12,602	0.4
Total Revenues	\$2,989,878	100%	\$3,144,983	100%
EXPENSES				
Administration	\$313,725	10.3	\$326,530	10.3
Salaries & Benefits	\$2,212,593	73.0	\$2,231,543	69.9
Program Delivery	\$198,860	6.6	\$277,675	8.7
Property & Equipment Expense	\$306,624	10.1	\$355,635	11.1
Total Expenses	\$3,031,802	100%	\$3,191,383	100%
Excess Revenue Over Expenses	\$(41,924)		\$(46,400)	

Resolve Counselling Services Canada 2019-2020 Audited Financial Statements are available for public access online at ResolveCounselling.org > **About Us** > **Audited Financial Statements**.

BOARD OF DIRECTORS*

Board Executive:

Susan Conway Williamson, President
 Alicia Rogerson, Vice-President
 Jacqueline Bell, Secretary
 Bruce Somers, Acting Treasurer

Directors:

Patricia (Trish) Appleyard
 Sean Bambrick
 Dr. Hal Cain
 Ryan Nickel
 Richard Tam
 Michael Taylor
 Carole Weir
 Lincoln Wong

*Board of Directors' representation as at 11/12/2020.

MEMBERSHIPS & ASSOCIATIONS

Resolve Counselling Services Canada is a member agency of Family Services Ontario, Family Services Employee Assistance Program and the Ontario/Canadian Association of Credit Counselling Services. We are fully accredited by the Canadian Centre for Accreditation.

Accredited by
Canadian Centre
for Accreditation

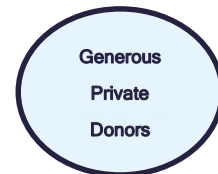


Agréé par
Centre canadien
de l'agrément



COMMUNITY & GOVERNMENT PARTNERS

Resolve Counselling Services Canada relies on the generous funding support of many community and government partnerships:



SPECIAL FUNDING ACKNOWLEDGEMENT

Our heartfelt thanks and appreciation to the Ontario Trillium Foundation for its three-year Grow Grant funding of our Caring Dads program that commenced January 2019.



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Un organisme du gouvernement de l'Ontario