



ANNUAL REPORT 2018-2019

Resolve Counselling Services Canada
417 Bagot Street, Kingston, ON
(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

*"We must adjust to changing times and still hold to unchanging principles."
President Jimmy Carter, 1977.*

President Jimmy Carter's opening comment of his 1977 Inaugural address could not have better described Resolve Counselling Services Canada's 2018-2019 year of transformation, with its numerous challenges that led to successful transitions as a non for profit organization. It is thanks to the hard work and dedication of our professional staff, management team, and Board of Directors that our mission, *"to provide quality counselling services to significantly improve the social, emotional and economic well-being of individuals and families,"* remained a strong and central focus. Our principles of dignity, integrity and respect, healthy and open communication and the right to self-determination and choice for our clients never wavered as we collectively dealt with changes in the credit counselling industry, growing competition in the area of employment assistance programming, an uncertain fiscal environment and staffing changes.

With our Strategic Priorities as a guide, these challenges required problem solving and led to actions such as being successfully accredited for four additional years, establishing greater collaboration with community partners, advocating with funding partners, beginning the review of programs and examining ways to deliver our multi services more efficiently, increasing the use of our Walk-In Clinics and committing to increased active fundraising.

During this year, Donna Forster, our Executive Director, a true servant leader, completed her first term in this role and made the decision to retire. We are so grateful to Donna for agreeing to extend her contract for several months, and to the members of the Management Team who served in the capacity of Acting Executive Director, allowing the Board of Directors to complete a comprehensive search for a new Executive Director.

Since our November 2018 AGM, we have said thank you and farewell to two valuable Board members and have welcomed three new Board members, with diverse skills and expertise. We have also said a fond farewell and thank you to Donna Forster and have welcomed our new Executive Director, Jane Fitzgerald. Jane is working diligently to collaborate, in and out of the Agency, to assist Resolve Counselling Services Canada in expanding our communities' understanding of what we do and who and how we serve.

Collectively, we are the strong VOICE of Resolve Counselling Services Canada. We are learning that challenges can lead to opportunities and as President Carter also said in his 1977 inaugural address, *"we cannot afford to do everything, nor can we afford to lack boldness as we meet the future!"* Therefore, let us RESOLVE to move forward in a creative and bold manner in order to provide life enhancing counselling services that will significantly improve the social, emotional, economic well-being of individuals and families.

Respectfully Submitted by:

Susan Conway Williamson
President, Board of Directors

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.

SERVICE HIGHLIGHTS * VISION IN ACTION

For over 50 years, Resolve Counselling Services Canada has been assisting individuals and families facing social, emotional, and economic challenges. We also offer group education sessions, workshops, “lunch ‘n’ learns,” 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.**”

Program Areas:

Counselling & Community Services

We offer high quality services to a diverse population in our community including 10 different programs, employing 23 staff, and serving over 2000 individuals annually. Our professionally trained staff are committed to improving the quality of life of our clients.



50% of children and youth seek service for anxiety and depression. In 2018-2019, Resolve counsellors worked with over 200 children and youth clients.

Credit & Financial Counselling Services

Following a Credit Counselling program review, our service delivery model was adjusted to better serve client needs. Technological and marketing changes have expanded our services across Ontario and Quebec and a dedicated website, ResolveDebtRelief.com, has been developed—enabling us to stay competitive in the marketplace.



In 2018-2019, Credit Counselling Debt Management clients repaid over 4.3 million dollars of debt. 86% of surveyed clients, reported reduced stress after speaking with a Credit Counsellor.

Consulting & Education Services

We are growing in our capacity to meet the evolving employee wellness needs of businesses in our community. We continue to build capacity by offering a variety of Consulting and Education programs from Peer Support to Wellness Workshops.



In 2018-2019, diversity and sensitivity training was provided to over 150 consulting contract employees.

FSEAP / Employee Counselling Services

FSEAP Kingston continues to offer services to approximately 30 organizations and their employees in the community. Our team is committed to offering high quality and innovative counselling and programming to businesses in our area.



In 2018-2019, over 2600 FSEAP Kingston intakes were completed. Peer support training is the most frequently requested FSEAP Kingston add-on service.

CLIENT COMMENTS

"Counsellor is encouraging and provides a true sense of understanding and support."

"Empathetic counselling. Picking up where we left off at each appointment. Insightful, supportive approach."

"Resolve was a lifesaver for me and I am able to repay my debts."

"I found these sessions opened my mind to other ways of doing things. I will return if I am feeling overwhelmed. This is a safe place for me where I can truly state my thoughts and feelings."

"Pointed out realistic options and solutions. Thank you for being reasonable, compassionate and understanding."

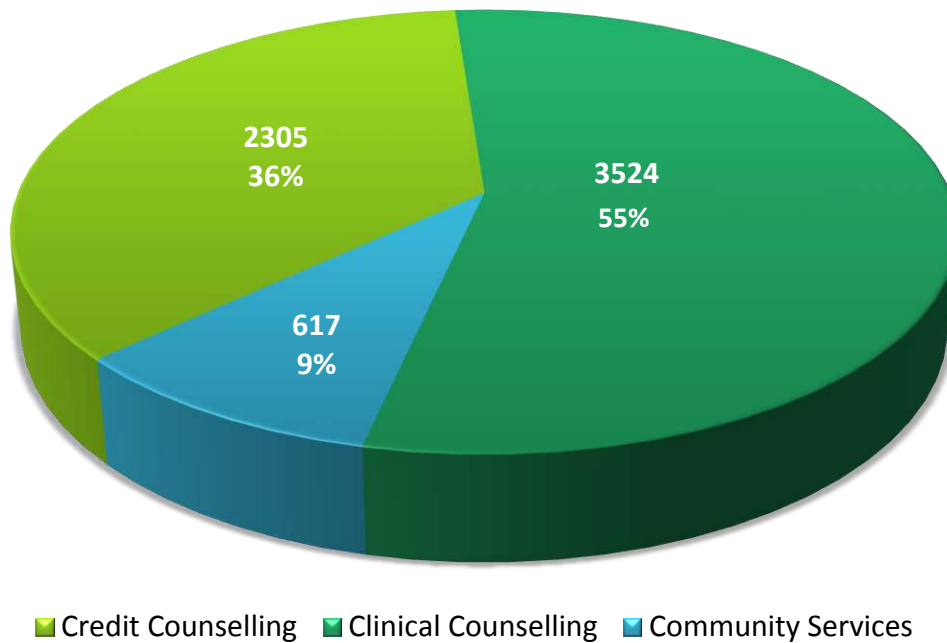
"Helped me to get through increased financial strain and adjust payments accordingly for a short period."

"Gave me the advice I needed to get my life back on track."

"My first appointment to meet with my counsellor was September 2018. I was very embarrassed about my debts and overwhelmed. My counsellor put me at ease and explained everything to me. I left his office feeling very uplifted and my dignity returned. All other appointments went equally well with everything explained to me as to my progress and my budget. "

LIVES TOUCHED * CLIENTS SERVED

Resolve Counselling Services Canada Clients Served in 2018-2019



In addition to counselling services, Resolve Counselling Services Canada staff host community education workshops, group programs, Lunch 'n' Learn sessions, and attend community service events. Members of our counselling staff are often called upon by local and national media to provide commentary and insight on timely topics of interest concerning mental health, family violence, and debt and money management. Combined, these events and media coverage reach thousands of individuals in the communities we serve.

SERVICE OUTCOMES

Over a number of years, our stakeholders have become exceedingly interested in the outcomes of our programs. As part of our 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:

76% of cases closed in the fiscal year were successful or partially successful. Resolve distributed in excess of \$4.0 million to creditors to repay consumer debt. The Belleville Trusteeship program serves as monetary trustee for 48 individuals each month.

Individual & Family Counselling:

78% of clients report an improvement after receiving service.

Child & Youth Counselling:

72% of clients report an improvement after receiving service.

Women's Counselling:

73% of clients report an improvement after receiving service.

Family Services Employee Assistance Program (FSEAP):

78% of clients report an improvement after receiving service.



Kim Irvine-Albano
Director of Clinical Programming,
receiving the Bronze Workplace
Contribution Award at the United
Way of KFL&A Workplace Volunteer
Awards & Appreciation Luncheon on
Tuesday, April 17, 2018.



FINANCIAL SUMMARY

REVENUES				
	Fiscal 2018-2019 (\$)	Total % Revenues/ Expenses	Fiscal 2017-2018 (\$)	Total % Revenues/ Expenses
Ministry Funding	964,859	29.9	881,626	24.7
United Way	128,148	4.0	134,147	3.8
Earned Income	1,228,274	38.0	1,463,464	41.0
Donations & Non-Government	882,520	27.3	1,069,156	29.0
Investment Income & Other	28,470	0.9	22,530	0.6
Total Revenues	\$3,232,271	100%	\$3,570,923	100%
EXPENSES				
Administration	319,818	9.8	368,955	10.2
Salaries & Benefits	2,231,543	68.3	2,411,692	66.4
Program Delivery	277,675	8.5	392,691	10.8
Property & Equipment Expense	440,073	13.5	458,401	12.6
Total Expenses	\$3,269,109	100%	\$3,631,739	100%
Excess Revenue Over Expenses	(36,838)		(60,816)	

Resolve Counselling Services Canada 2018-2019 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
 Bruce Somers, Vice-President
 Jacqueline Bell, Secretary
 Guy Ducharme, Treasurer

Directors:

Gail Fraser
 Sean Bambrick
 Hal Cain
 Alicia Rogerson
 Carole Weir
 Ryan Nickel
 Michael Taylor

MEMBERSHIPS & ASSOCIATIONS

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

Accredited by
Canadian Centre
for Accreditation

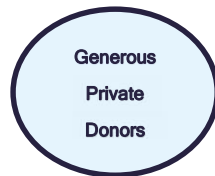


Agréé par
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de l'agrément



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; commencing January 2019.



An agency of the Government of Ontario
Un organisme du gouvernement de l'Ontario