



Family DYNAMICS

**2020-2021
ANNUAL REPORT**

**WORKING TOGETHER
WHILE STAYING APART
DURING COVID-19
PANDEMIC**



ABOUT US

Family Dynamics exists so that families and communities in need are empowered and strengthened.

Families function as a healthy, cohesive family unit

- They have good relationship, parenting and communication skills.
- They have timely access to needed resources.
- They have adequate access to services including education, health care and personal development opportunities that result in good citizenship.

Children have their needs met so they prosper, grow up to be successful and contributing members of society.

Individuals are healthy, have the skills to function well in all aspects of life and are engaged in their communities.

Communities are safer, more diverse and nurture leadership. Resources are shared and contributions are respected.

2020-2021 Board of Directors

Krystina Balcaen	President
Sharon Walters	Vice President
Steve Williams	Past President
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Brian Moore	Treasurer
Jennifer Chen	Director
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Ashlee Charach	Observer

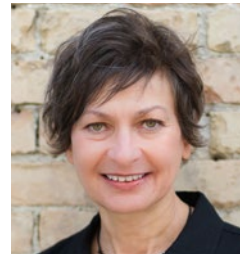
Outgoing Board Members

Karen Bryk
Deb Campbell

Letter from the Executive Director and the Board of Directors



Krystina Balcaen, President of the Board



Millie Braun, Executive Director

Who could have imagined how the outbreak of the Covid-19 Pandemic would change the way we live and work so dramatically, and for so long. As an organization of people serving people, our immediate concerns were how to continue to provide the service and support to our community when in-person work became so limited.

In the first few months, we undertook an initiative to reassign our In-Home Family Support team to join our Family Resource Centre staff in a major operation to produce and distribute activity and meal kits. In response to an agency-wide needs assessment and wellness check-in with participants and clients, thousands of kits including weekly meals and activities for children of various ages were delivered to families in Winnipeg. This also included a partnership with United Way and Age and Opportunity, to reach out to vulnerable seniors who requested assistance. Our hope was that we would stay connected to the community we serve, and to offer gestures of care, during a scary and chaotic time.

As so many others learned to do, we set out immediately to help our staff work remotely and to shift our programs to remote services, wherever possible. Families and staff in our In-Home Family Support Program were most impacted when services were forced to be suspended at various points throughout the year.

Despite the many challenges that came with the pandemic, we saw amazing strength and resilience in our staff, who continued with dedication and commitment to use new technology and discover new ways of providing service to our community. We have learned a lot and have realized how even very difficult circumstances can open new opportunities and new ways of doing things.

In the midst of the pandemic, the board continued to proceed with a process of strategic planning, realizing that setting a foundation and a path for the future was as important now as ever. The process included gathering input from our staff, community partners, funders, management, and board members to help us set strategic priorities based on the realities of families in Winnipeg in 2020 and beyond. The resulting strategic priorities emerged as areas of focus for the future:

- To be responsive to the changing nature of our community through deep listening, strong partnerships, and collaborative relationships with our stakeholders.
- To aspire to leading practices in every aspect of our organization, including the integration of learning into practice, and achieving leading standards in accreditation.
- To assess our outcomes and social impact to determine the extent to which our programs, services, and activities are contributing to healthy outcomes for individuals, families, and communities.
- To commit to Diversity, Equity, and Inclusion through learning, building bridges, and practicing intercultural competency, conflict resolution, anti-racism, and anti-oppression.

The year 2020-2021 was undoubtedly a year that challenged us and tested our resilience. As we look ahead to the future with the worst of the pandemic behind us, our hope is that our vision of healthy families, strong communities, thriving children, and resilient people will be realized.

Thank you to our funders, donors, and community partners for continuing to support us through this most challenging time. And thank you to our staff, leadership team, board, and volunteers for their ongoing commitment, ingenuity, perseverance, and adaptability. Your strength has sustained us and will continue to support our community as we recover from the effects of the pandemic. Together we are looking forward to brighter times ahead.

Krystina Balcaen,
President of the Board

Millie Braun,
Executive Director

Family Support

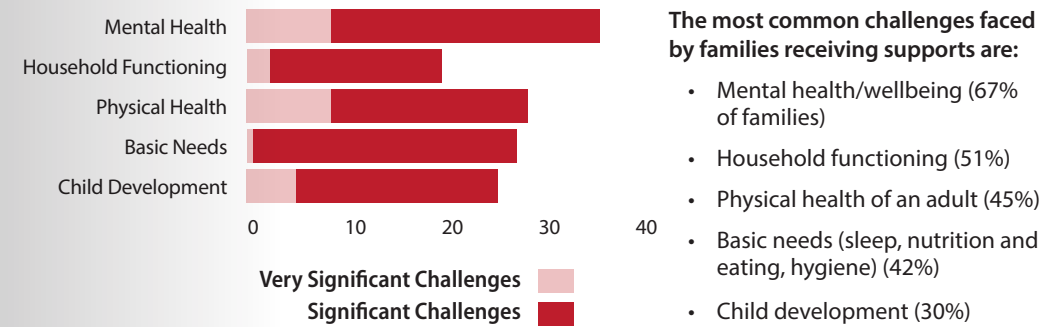
This program provides practical assistance with child care, household management and parenting as well as emotional support and encouragement to support families during difficult times.

The goals of the program are to:

- Provide hands-on, practical support so that a family can continue to function during difficult times e.g. child care, meal preparation, household tasks
- Strengthen parent/child relationships
- Assist families to promote the physical, cognitive, social and emotional development of their children
- Overcome isolation, alienation and the absence of natural supports by helping families locate and access available community resources and supports

In the past year, 100 families received In-Home Family Support services. A total 23,869 hours of service were delivered.

Challenges Faced by Families in the Family Supports Program



The most common challenges faced by families receiving supports are:

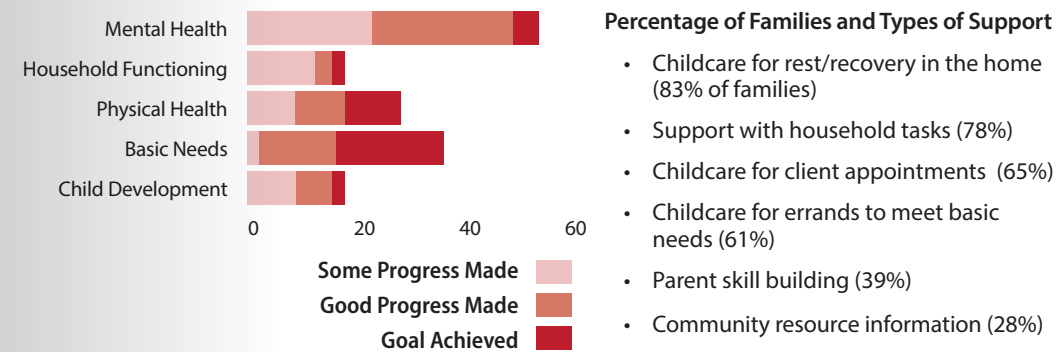
- Mental health/wellbeing (67% of families)
- Household functioning (51%)
- Physical health of an adult (45%)
- Basic needs (sleep, nutrition and eating, hygiene) (42%)
- Child development (30%)

For Example

Mental health/wellbeing of an adult - Of the 60 families with mental wellbeing concerns, 62% of challenges were significant and very significant. Basic needs challenges, parenting challenges, developmental concerns, and concerns with household and family functioning affected about half of these families.

Progress on Goals because of the Family Support Program

The Family Support Program provides families with childcare and household support, emotional support, parental guidance, and community resource referrals.



Percentage of Families and Types of Support

- Childcare for rest/recovery in the home (83% of families)
- Support with household tasks (78%)
- Childcare for client appointments (65%)
- Childcare for errands to meet basic needs (61%)
- Parent skill building (39%)
- Community resource information (28%)

Positive Outcomes


The chart shows varying degrees of progress experienced by families. For example, of the 59 families who set mental health goals, 54 made at least some progress. Of all 21 families who had household functioning goals, 16 made at least some progress. All of the 30 families who set physical health goals made at least some progress. 39 of the 40 families who set basic needs goals made at least some progress. 16 of the 25 families made at least some progress with child development concerns.



HIGHLIGHTS

 **100**
Families received In-Home Family Support Services

 **23,869**
Hours of Service Delivered

 **312**
Families: Intake, assessment, referral, waitlist



Family Resource Centres

Our resource centres are located within six Manitoba Housing communities throughout Winnipeg and serve as a welcoming place within the community where families and their children can gather and participate in meaningful and engaging activities in a supportive environment. We endeavour to be a safe and inclusive place where all individuals are respected, valued, and treated equally.

Working collaboratively with the local Community Advisory Committees, centre staff lead or support efforts related to community development and community outreach with the goal of enhancing health, safety, social and economic capacity building in the community. The Community Advisory Committees are an integral part of our process, ensuring that the unique needs identified by each community are considered in program planning.

Our programming and services incorporate crisis support, life skills, financial literacy, mental health and well-being, coping with toxic stress, parenting, meeting basic needs and food security.

Through the generosity of funders and community organizations we were able to offer our communities emergency kits and supplies including food, hygiene products, sanitation products and activity kits. During the pandemic, staff also doubled down on their outreach efforts to ensure they remained connected with community residents through phone calls and door step/sidewalk visits and programming. We also began offering virtual programming to participants through the Zoom platform.

Four Pillars of FRC Programming and Services:

- Strengthen and Empower Individuals
- Strengthen Families
- Strengthen and Empowering Young People
- Strengthen Community Connections

Guiding Theories

- Strength Based
- Harm Reduction
- Trauma Informed
- Recovery Approach
- Attachment Theory
- Community Led


Long Term Impacts (a.k.a. Outcomes)

- Strengthened and empowered individuals
- Strengthened families
- Thriving and resilient children and youth
- Strengthened community connections
- Reduced depth and incidence of poverty

We thank and sincerely appreciate local businesses, community organizations and individuals for their generous donations of food and essential supplies.




HIGHLIGHTS

 **1,621**
COVID-19 Support Kits distributed

 **558**
Households supported through our Food Bank programs

 **2,311**
Emergency food kits provided

 **1,468**
Breakfasts served to school-age children through two of our Centres

PARTICIPANT QUOTES

"When I do not know what to do or where to go, the Centre helps me figure it out"

"Staff go out of their way to make every family that attends the Centre feel safe and welcome"

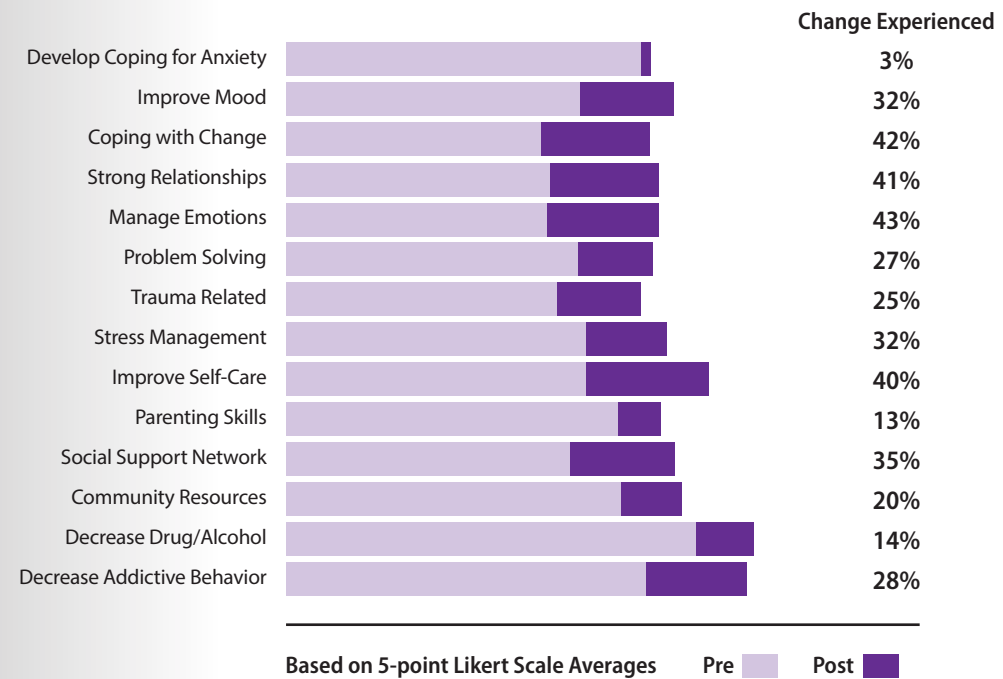
"I think as lower income members in our community, this Centre helps people keep their dignity and respect"

Counselling

Our counselling program provides clients with a safe place to learn new ways to cope, heal from trauma and navigate through life changes. It can support healthy strong relationships with children and adults. Our counsellors practice a strength based, holistic approach. Common issues resolved through counselling include: managing emotions, relationship conflicts, separation and divorce, depression, stress, childhood trauma, adult trauma, self-esteem, parenting skills and personal well being.

- Counselling services were primarily offered virtually.
- 5,575 hours of direct counselling service were provided.
- During the past fiscal year, 770 families, couples and individuals received counselling services.

Impact of Counselling Services 2020-2021 (Number of Responses - 192)



Victim Services:

Families who are affected by domestic violence receive direct access to counselling to assist them in recovering from violence in their lives, to help families increase skills to manage emotions and cope with stress management, to promote an increase in healthy family interactions, effective communication and problem resolution. During the past year, 62 families accessed these services; 10 of these also accessed other agency programs such as In Home Family Support and Parent Coaching.

Groups:

- 10 "Strive" groups were offered: A therapeutic group for managing emotions and enhancing relationships


CLIENT QUOTES

"Being able to share in a safe environment and not feeling judged, this really helped me take steps forward in my life"


"I strongly agree that I have increased my ability to address everyday challenges and achieving my goals."



HIGHLIGHTS

 **770**
Families, couples and individuals received counselling services

 **5,575**
Hours of direct counselling services were provided

 **43%**
Improvement in managing emotions

 **40%**
Improvement in self care





A new space, central in the area at the corner of Pembina and Grant was opened to serve the southwest zone. We are thrilled to announce our new location, and look forward to many years of welcoming newcomers and their children to the space, where we will

be offering programs and child minding on site. We believe that the location will be accessible to members of our community and be a source of great programming and a place for people to connect and build relationships.

Community Settlement Program new location: 206-584 Pembina Hwy

Community Settlement Program



The 2020-2021 fiscal year marked a new beginning for our Community Settlement Program. Formerly known as the Neighbourhood Immigrant Settlement Worker Program, our team embarked on a new challenge to provide settlement services in the southwest zone of the city, offering a range of community connection programs, information and orientation, needs assessment and referral as well as case management for newcomers in the zone. Covid-19 presented huge obstacles to us, but also opened new possibilities for reaching out to people using virtual means.



104 FAMILIES

(516 people) received case coordination and settlement support including a comprehensive needs assessment and creation of a settlement plan to assist with identified needs, referrals and connection to programs and services.

132 CLASSES

of English language conversation circles provided; 76 adults attended. This year a new curriculum and trained facilitators enhanced the quality of the classes. Participants reported an increase in social connections, confidence in English Language proficiency, integration in Canadian society and an increased understanding of Indigenous peoples of Canada.

33 CHILDREN & YOUTH

attended 18 classes of homework club.

19 YOUTH

attended 16 classes of relationship sessions offered by the Sexuality Education Resource Centre.

NEWCOMER FAMILIES

attended gardening programs at Trinity Community garden and Southland Community garden.

28 FAMILIES

participated in information sessions about gardening in Canada and were supplied plots, seeds, and tools.

NEWCOMER CHILDREN

and youth attended summer and spring break camps to help increase skills and sense of belonging.

33 CHILDREN

attended 20 sessions of Summer camp and 37 children attended 2 sessions of Spring break programming.

68 NEWCOMER

families attended a community summer picnic at Assiniboine Park that included an Indigenous Hoop dancer, literacy activities, sports activities and a visit from the community police.

24 CHILDREN

were cared for in the Childcare for Newcomer Children program provided by MOSAIC Family Resource Network, as well as the assembly and delivery of snack and activity kits for children whose parents were attending online classes.

109 CHILDREN

were supplied with a total of 1002 kits.

113 INFORMATION TRAINING SESSIONS

were provided on topics of parenting, financial literacy and employment. 64 adults attended.

Parent Coach Program

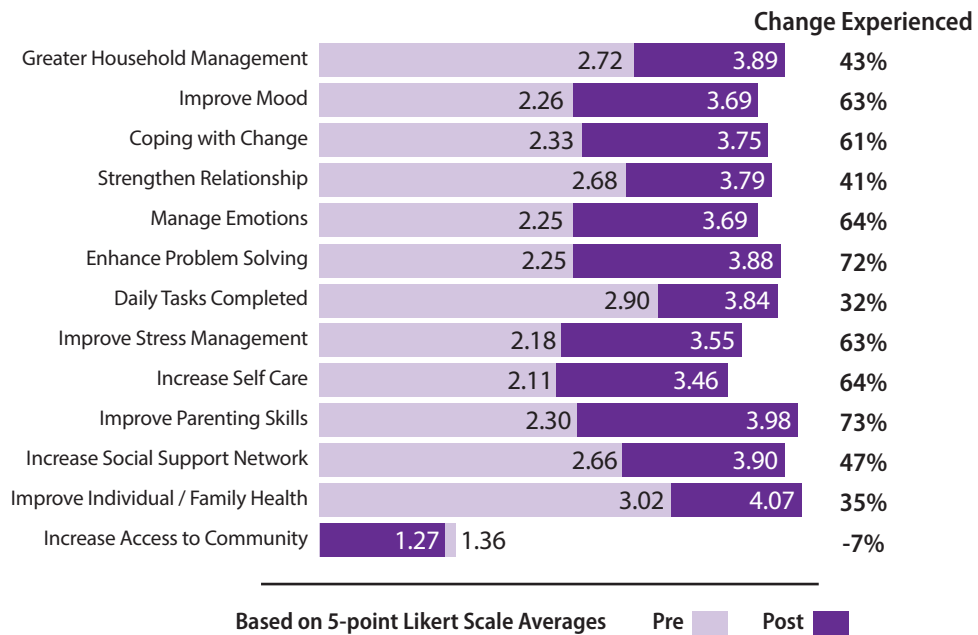
Our parent coach program provides support to parents who want to strengthen their parenting, or home management skills. . Parents identify their goals and through regular home or virtual visits with the Parent Coach, receive information, strategies and resources to help them parent at their best.

The goals of the program are to support parents to:

- build strong relationships within their family
- learn strategies to guide and support their children's behaviour.
- identify, acknowledge and manage their child's emotions as well as their own.
- understand typical development and form developmentally appropriate expectations
- ensure parents have access to necessary components for a healthy family
- connect with resources and supports in their community
- strengthen home management skills

Parenting Together: An 8 week virtual parent group was piloted with success 198 Families Received Parent Coach Services impacting 459 children

Impact of Parent Coach Service 2020-2021 (Number of Responses - 65)



PARENT QUOTES

"The parent coach has been a tremendous support to me. I have learned so much from her and I continue to use what I have learned in my parenting every day. It's always a work in progress but I really have changed the way I parent because of this program..."



Family and Child Care Resources

Our Coordinators work with child care providers, families and community agencies to support children in licensed child care centres, nursery schools and family child care homes where children have behaviour/ social/ emotional challenges. We observe children in their child care facility and/or in their home.

Together with parents and child care providers, a comprehensive plan with specific strategies is developed to support the child's individual needs and challenges.

Our team worked with:

- 67 Licensed Child Care Centres
- 117 children

HIGHLIGHTS

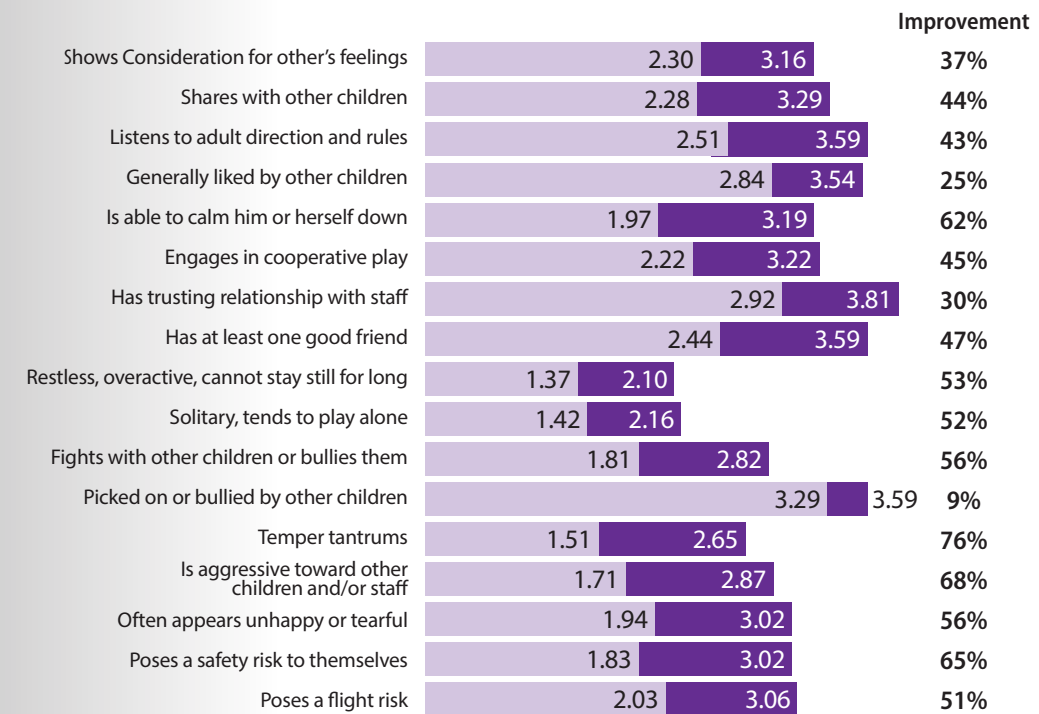
198
Families Received Parent Coach Services

63%
Improvement in stress management

73%
Improvement in Parenting Skills

72%
Improvement in enhancing problem solving

Impact of Behaviour Support Services 2020-2021 (Number of Responses - 29)



CLIENT QUOTE

"Thank you so much for all your help, guidance over the past few months. I couldn't have done it without you. I wouldn't be where I am today without you and Family Dynamics. I am so grateful."

"This is huge for me and I now know how to address any concerns in my life with more understanding of myself"

4 VIRTUAL WORKSHOPS WERE OFFERED

- Limits and Consistency in Preventing Challenging Behaviour
- Reasonable Expectations for Children
- Top 20 Strategies to Decrease Challenging Behaviours
- Guiding Children's Behaviour

Family Child Care Program

Training, mentoring and individualized support for participants resulted in the licensing of **7 providers** during the past fiscal year. An additional **12 participants** are trained and still in the pre-licensing process. **45 child care spaces** were created in this fiscal year resulting in a total of **346 spaces** as of March 2021.



The Family Supports for Newcomers Program

A new name (formerly Family Supports for Refugees) was given to this program to capture our expanded eligibility to all newcomer populations with high needs. Expanding eligibility enabled responsive, inclusive, and welcoming services to all newcomers, leading to more successful integration and settlement outcomes.

Vulnerable newcomer individuals and families, who are primarily former refugees from war affected backgrounds (permanent residents, refugee claimants, temporary Canadians, naturalized citizens), who have multiple barriers or complex needs, receive access to comprehensive wrap-around case management support to help when settlement and integration are jeopardized because of extenuating circumstances.

We help families to:

- overcome barriers and identify their goals
- strengthen communication and problem solving skills
- develop a better understanding of systems
- reduce fears and anxieties
- increase knowledge of rights and responsibilities
- access information and resources

During the past fiscal year, 273 families, with permanent resident status, received comprehensive case management which involved 925 people (658 children and 376 adults).

Manitoba Eligible Vulnerable Newcomers

Through The Province of Manitoba, The Family Supports for Newcomers program has the capacity to provide case management service to include under-served, high-needs, Manitoba Eligible clients (refugee claimants, temporary residents, and citizens who present as newcomers).

During this past year 41 families received comprehensive case management which involved 109 people (59 children and 50 adults). The 41 families were made up of 22 refugee claimants, 14 naturalized citizens and 5 temporary residents.

Partnership with Aurora Family Therapy

One fulltime case management position was added to the program to support the Newcomer Community Collaborative Mental Health Pilot through Aurora Family Therapy.



HIGHLIGHTS



273
Families Received Comprehensive Case Management (658 children and 376 adults)



1.5
Case managers added to staff



37
Interpreters were contracted to provide services in 26 languages



Families & Schools Together

An online version of the 8 week school based community program was developed with the intention to offer the same benefits as regular in-person programming including: the opportunity for weekly intentional family time through fun family activities, and the chance to build upon healthy relationships and communication. The program aimed to connect families with other families as part of an online community providing peer support, encouragement and connection during a time of physical distancing. Our hope was to reduce the experience of isolation for families as connection to community became more fragmented with the closure of schools and community centres.

Five cycles of programming were offered.

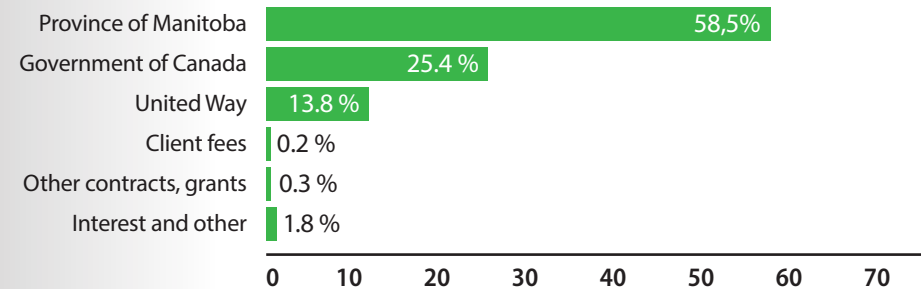
- Families graduated - 41
- Adults involved in the program - 67
- Children involved with the program – 99

Participating Schools: Hugh John Macdonald, Niji Mahkwa

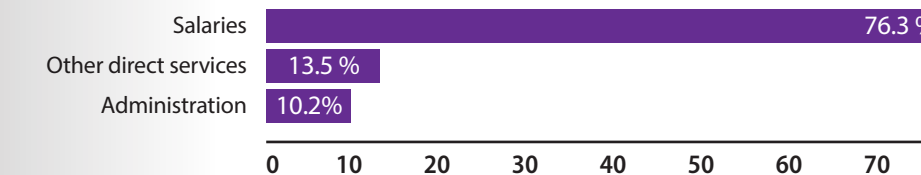


2020-2021 Financial Highlights

REVENUE: \$7,911,924



EXPENDITURES: \$6,902,755



CLIENT QUOTES

"I look forward to Parent Time every week. It helped me get through the hard stuff this week knowing we would be meeting today..."

"We really enjoyed this program. It was a bright light each week, regardless of what else was going on in the world! We would love to participate in this program again if it's offered."

"Because of the F&ST program, the kids and I had deeper conversations about things that we haven't talked about before... The quality time every week made it easier for us to talk about difficult topics"

SCHOOL QUOTES

"[The F&ST Program] gave the school a bit more knowledge of healthy relationship building and celebrating small successes in the community."

"The virtual program exceeded my expectations in a lot of ways. The attendance was great in particular."

"Before starting the program...I was not very confident that we would be able to virtually run the program thinking families would not be interested. But remarkably it turned out to be very successful. We were able to run the program, though a little bit different than doing it physically, maintaining distance and enjoying almost the same way(as the in-person program)"



Photography by Diana Rozos

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Located on Treaty No. 1 Territory and homeland of the Métis Nation.



Immigration, Refugees
and Citizenship Canada

Immigration, Réfugiés
et Citoyenneté Canada

We sincerely thank the Souchay-Gossen Family Foundation for their generous donation.