



# Family DYNAMICS

**2021-2022  
ANNUAL REPORT**

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**85 YEARS OF  
STRENGTHENING  
RELATIONSHIPS  
AND BUILDING  
COMMUNITIES**

## 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.

### 2021-2022 Board of Directors

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### Outgoing Board Member

Brian Moore

## Letter from the Board President and Executive Director



Krystina Balcaen,  
President of the Board



Millie Braun,  
Executive Director

Family Dynamics was established in 1936 with the mission of supporting families in need in the city of Winnipeg. At that time, families were facing the impact of the Great Depression. For the past 85 years, families have continued to be supported through decades of various challenges and changing circumstances. This past year, we remained committed to our mission of empowering and strengthening families throughout the second year of the Covid-19 pandemic. All of our programs and services continued to deliver services both virtually and in person when possible.

We were thrilled to open a new Family Resource Centre in the Donwood community of North Kildonan this past October. Many community residents and other stakeholders had long been advocating for this, and finally the vision became a reality. Our Donwood team began offering drop-in and a breakfast program where more than 35 families are being served daily. Our other six Family Resource Centres have also remained open to their communities for drop-in services, Winnipeg Harvest deliveries, virtual and in-person programs including breakfast and lunch for children, and programs for youth and families.

We had the unique opportunity this past year to partner with the Hearts and Minds Lab at the University of Manitoba, to deliver a telehealth program to provide mental health and parenting education and support for mothers experiencing anxiety and depression.

Our services to newcomers expanded this past year, supporting families in the South-West zone of the city through programs such as conversation circles, after school homework club, gardening, summer and spring break camps, information sessions on topics such as financial literacy, parenting as well as one-on-one case management support.

As part of our commitment to leading practices, this past year we prepared for accreditation with the Canadian Centre for Accreditation. This included an assessment of our practices in the areas of organizational foundations, board governance, financial stewardship, information management, knowledge and learning, human resources, quality assurance, and risk management.

An important priority for Family Dynamics is our commitment to diversity, equity, and inclusion. This past year we engaged with a consultant who delivered a series of training sessions that board members, management, and all staff attended. We want to convey our sincere appreciation to everyone within the organization who shared their knowledge and took the necessary time to deepen their own personal learning experiences. We look forward to continuing this journey as we work towards developing our own ongoing Diversity, Equity and Inclusion committee.

Our work would not be possible without the support of our funders who have remained steadfast in their commitment to Family Dynamics. Thank you to our dedicated staff, leadership team, board members, community partners, donors, and volunteers who together have helped us to realize our vision of healthy families, strong communities, thriving children and resilient people.

Krystina Balcaen,  
President of the Board

Millie Braun,  
Executive Director

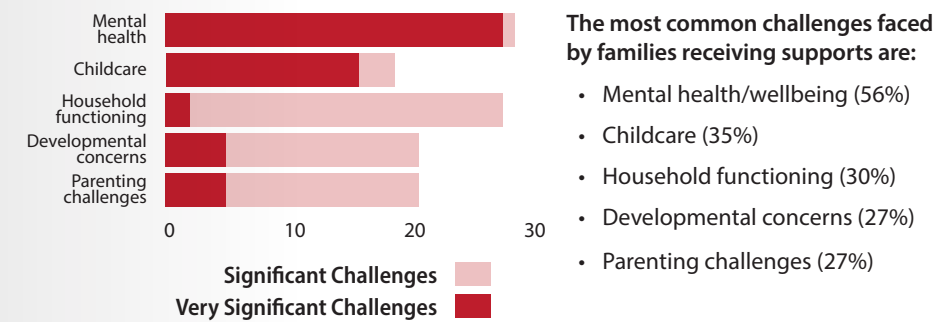
## Family Support

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

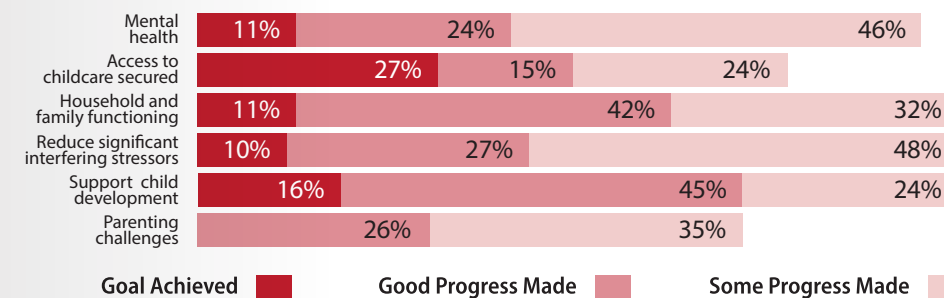
### Challenges Faced by Families in the Family Supports Program



**For Example:** of the 53 families dealing with very significant or significant mental health/wellbeing concerns, 31 were single-parent families with no or few reliable supports. 20 of them were on EIA. In total, 35 families had children with special needs. 13 mothers had recently had twins or multiples and 4 had high-risk pregnancies. 15 of the families had adults living with serious health concerns and 8 included an adult with a disability.

### Progress on Goals because of the Family Support Program

Families received a combination of supportive assistance to work towards their goals: childcare for rest/recovery in the home (74%); support with household tasks (74%); childcare for client appointments (72%); childcare for errands to meet basic needs (62%); community resource information and referral (41%); parent skill-building (31%).




### Positive Outcomes

The chart shows varying degrees of progress experienced by families. For example, of the 74 families who set mental health goals, 60 made at least some progress. Of all 66 families who had household functioning goals, 56 made at least some progress. 29 of the 31 families who set basic needs goals made at least some progress. For 69 (73%) of the families, the improved conditions were either likely or very likely to be sustained into the future.



## HIGHLIGHTS

 **94**  
Families received an In-Home Family Support Worker

 **234**  
Families admitted / connected to the program

 **721**  
Families received intake, assessment, information, referral



# Parent Coach Program

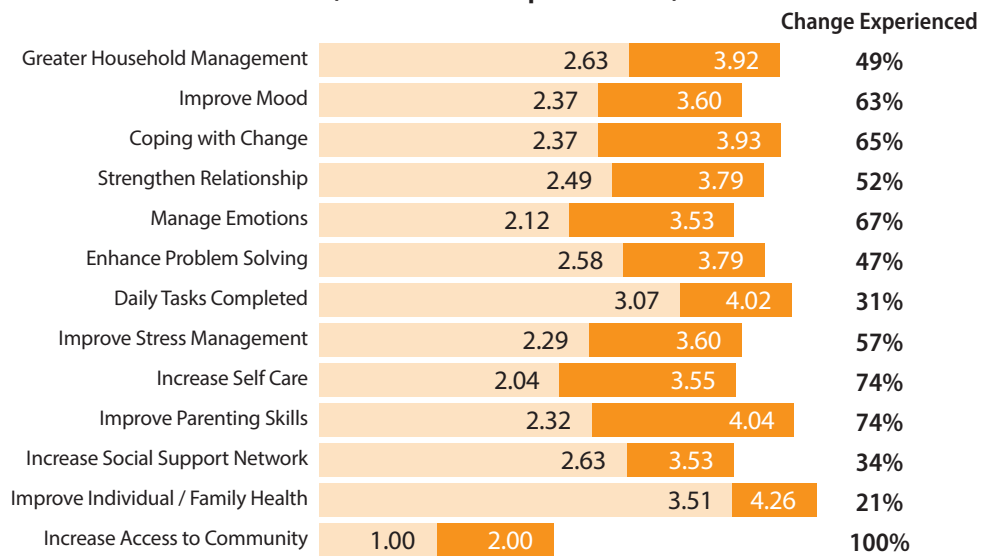
Our parent coach program provides support to parents who want to strengthen their parenting relationships and skills. Parents identify their goals and through regular home or virtual visits with the Parent Coach receive research based strategies and resources to help them parent at their best.

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

In the past year, 138 families received parent coach services, and 50 families who received information/assessment/referral

## Impact of Parent Coach Service 2021-2022 (Number of Responses - 54)



Based on 5-point Likert Scale Averages Pre Post



## HIGHLIGHTS

**138**  
Families who received parent coach service

**57%**  
Improvement in stress management

**74%**  
Improvement in self care

**67%**  
Improvement in managing emotions

*"I honestly would not be in the mind set I am now, without the help of Family Dynamics.*

*I was not in a good place; emotionally, mentally or physically last year (2021) and if it weren't for the support and guidance of the programs FD provides, I would be in a much darker place today. They gave me the resources I needed, the confidence I hadn't had in so many years and how comfortable it was right away when I had my first visit, "she was like an old friend I wanted to catch up with" especially being a single mom and having no other supports in the province. She cared, she empowered me and she 100% supportive of me without judgement every single visit, even on the days we didn't have a visit she was there to help.*

*This was the right path I needed to be the best version of myself and i couldn't have done it without them"*

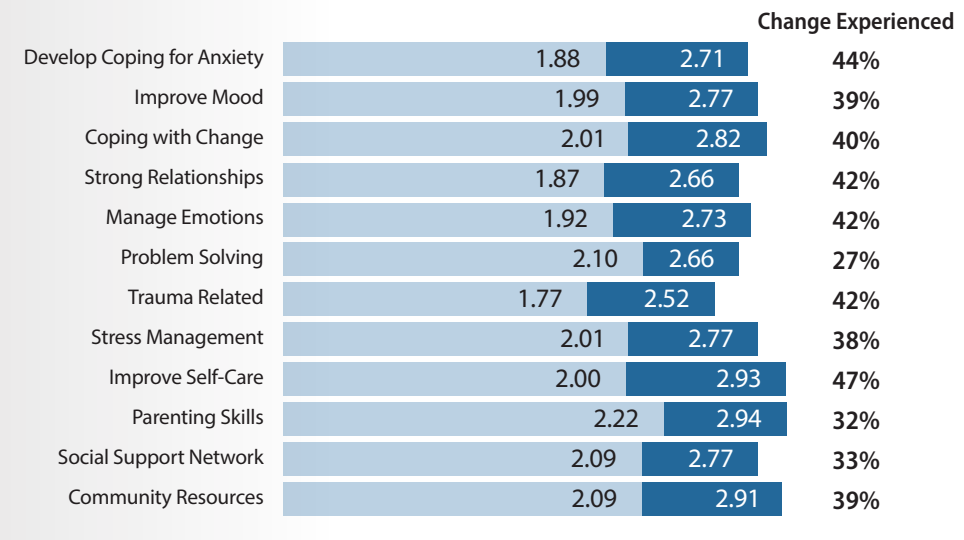
— Brittany

# Counselling

Our Counselling program provides a safe place for clients to explore issues they are struggling with and to promote greater self-awareness and support to develop resiliency and skills needed to navigate life's challenges. Our Counsellors practice with a wide range of therapeutic interventions all through a strengths based and trauma informed lens. Common issues explored 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 sessions offered virtually and in person when health restrictions would allow.
- 5,255 sessional hours of direct counselling service were provided.
- During the past fiscal year, 770 families, couples and individuals received counselling services.

## Impact of Counselling Services 2021-2022 (Number of Responses - 231)



Based on 5-point Likert Scale Averages Pre Post

### 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, 87 families accessed these services.

### Groups:

- Women's STRIVE (skills based group)
- Men's STRIVE (skills based group)
- Adapting to Change: Reaching Goals – ran twice (pre-therapy goal setting and psycho-educational group)
- The Mindful Coping workshop – ran twice (mindfulness-based skills)

## HIGHLIGHTS

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

**5,255**  
Sessional hours of direct counselling services were provided

**42%**  
Improvement In managing emotions

**47%**  
Improvement in self care



*"I have personally seen my counsellor go above and beyond. Willing to discuss my issues in a very critical moment that helped me find resolution and reduce my anxiety towards my situation. Fantastic, amazing staff!"*

*"I feel so fortunate to have received the exceptional care and guidance from my counsellor. Thank you to my counsellor for her support during my difficult time. I couldn't have moved forward from my trauma without my sessions."*

— Client Quote

# Family Resource Centres

Our resource centres are located within seven Manitoba Housing communities throughout Winnipeg. We endeavour to be a safe and inclusive place where all individuals are respected, valued, and treated equally. We provide access to information, programs and services while building trusting, responsive relationships. Our programming and services encourage protective factors, minimize negative impacts and respond to current and emerging needs.

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

## Measureable impact;

- Enhanced access to basic needs; through Helping Pantry, food banks, clothing depots & more.
- Increased exposure to life and economic skills; through Community Kitchen Classes & financial literacy programming.
- Increase family bonding; through parenting programs, early year's programs, & family nights.
- Reduced social isolation; through drop in programming.
- Personal growth and development; through Community Helper program & volunteering.

## Long-term impact;

- Resilient people and empowered individuals
- Strengthened families
- Thriving and resilient children and youth
- Strengthened community

## FAMILY RESOURCE CENTRES HIGHLIGHTS



**572**

Individuals received COVID-19 Support Kits



**3,813**

Food hampers distributed through Community Food Banks (to 619 families)



**5,764**

Meals were served to children through the Breakfast Program (182 children)



**4,085**

Meals were served to children through the Lunch Program (74 children)



**1,474**

Families were provided with services across seven locations



**1,754**

Children were impacted with a total of 53,295 contacts



*"My name is Jessica. I am a single mom to three wonderful children, ages 2, 6 and 11. I've had the pleasure of accessing the supports and resources from the Woodydell Resource Centre.*

*This year, I connected with the most amazing staff, Stephanie and Anita, who became one of my biggest connections while living in St. Vital. I would reach out to other mothers and singles parents to meet me at Woodydell. This was a time where we could meet in safety and fellowship, talk about the latest and share ideas with one another.*

*The friendships I made through the center helped guide me to make greater decisions for me and my family. I was able to share my experiences and knowledge and in return, they provided advocacy, support and outreach. At Woodydell, they have an awesome children's program and I have witnessed so many smiles and joy the center brings the families and community.*

*I was given a hand up in a difficult time – what I feel is needed to help a child or parent reach their full potential."*

— Participant Quote



## Donwood Family Resource Centre

The opening of the Donwood Family Resource Centre in October of 2021 represented a motion of community development. Invested community members in the North Kildonan area described a need for support in their community. Community members and local stakeholders, including John Pritchard School, gathered together over many years to create the beginning of what the Donwood Family Resource Centre is today. Their vision for Donwood Family Resource Centre aligned with the work of Family Dynamics. The resource centre is now connecting people with community supports, and addressing social determinants of health wherever possible.

In just a few short months, Donwood FRC has successfully begun a breakfast program which relieves family stress, hunger, and supports school readiness. After children access breakfast they are met by John Pritchard School staff to ensure a safe walk to school.

We look forward to what the next year brings for Donwood Family Resource Centre, thank you to everyone who made this year possible.



# Community Settlement Program

Our Community Settlement Program 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 coordination for newcomers in the zone.

## 155 FAMILIES

(689 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.

## 219 CLASSES

of English language conversation circles provided; 250 adults attended.

## 99 NEWCOMER FAMILIES

(341 people) attended 4 family community events.

## 71 CHILDREN

attended 3 weeks of summer camp.

## 95 CHILDREN

attended spring break programming.

## 43 TEENS

participated in 9 information sessions.

## 311 CHILDCARE FOR NEWCOMER CHILDREN

spots were used by parents attending information sessions. Childcare was provided through a partnership with MOSAIC Newcomer Family Resource Network.

## 54 INFORMATION SESSIONS

were provided on topics such as employment, citizenship, financial literacy, COVID-19, parenting, Indigenous history, mental health, housing, and child care.

## 42 NEWCOMER FAMILIES

attended gardening programs at Trinity United church community gardens, Southland community church garden and St Mary's Anglican church garden. These families also participated in 10 information sessions about gardening in Canada and were supplied plots, seeds, and tools.

# The Family Supports for Newcomers Program

Funded by Immigration, Refugees and Citizenship Canada, with support from the Province of Manitoba, our service eligibility is open to all newcomer populations with high needs, including permanent residents, refugee claimants, temporary Canadians, naturalized citizens. This enables us to provide responsive, inclusive, and welcoming services to all newcomers, leading to more successful integration and settlement outcomes.

Vulnerable newcomer individuals and families, primarily former refugees from war affected backgrounds, who have multiple barriers and 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

### Immigration, Refugees and Citizenship Canada

261 former refugee and immigrant families, who have with permanent resident status, received comprehensive case management, which involved 1,012 people (641 children and 371 adults).

### The Province of Manitoba

59 families received comprehensive case management which involved 173 people (100 children and 73 adults). The 59 families were made up of 23 refugee claimants, 25 naturalized citizens and 11 temporary residents.

### Partnership with the Newcomer Community Collaborative Mental Health Program

One fulltime case management position was added to the program to support the Newcomer Community Collaborative Mental Health program through Aurora Family Therapy. Eight families were supported through this partnership.



*"I truly appreciate all the help I get from my Case Worker. Dealing with Family Dynamics has helped me tremendously. I was able to resolve personal and private matters. My worker showed me how to deal and understand the Canadian system as an employee. A lot of efforts in clarifying and explaining all the related matters that required intervention. I am very happy and grateful."*

*"I appreciate the help in coaching me and educating me about my rights and how to navigate the system. Legal Custody of my child, I received help with retaining a family lawyer, my worker attended with me all the court hearings. Mostly I appreciate the emotional support. Applying for school registration for my child. Help in obtaining all required documents... Housing, and communication with the landlord. Advocacy with my immigration lawyer and Citizenship and Immigration of Canada. Securing employment. Letters and legal translation."*

— Client Quote



## FAMILY SUPPORTS FOR NEWCOMERS PROGRAM HIGHLIGHTS



**320**

Families received comprehensive case management, involving;



**1,185**

People



**444**

Adults



**741**

Children



# Family and Child Care Resources

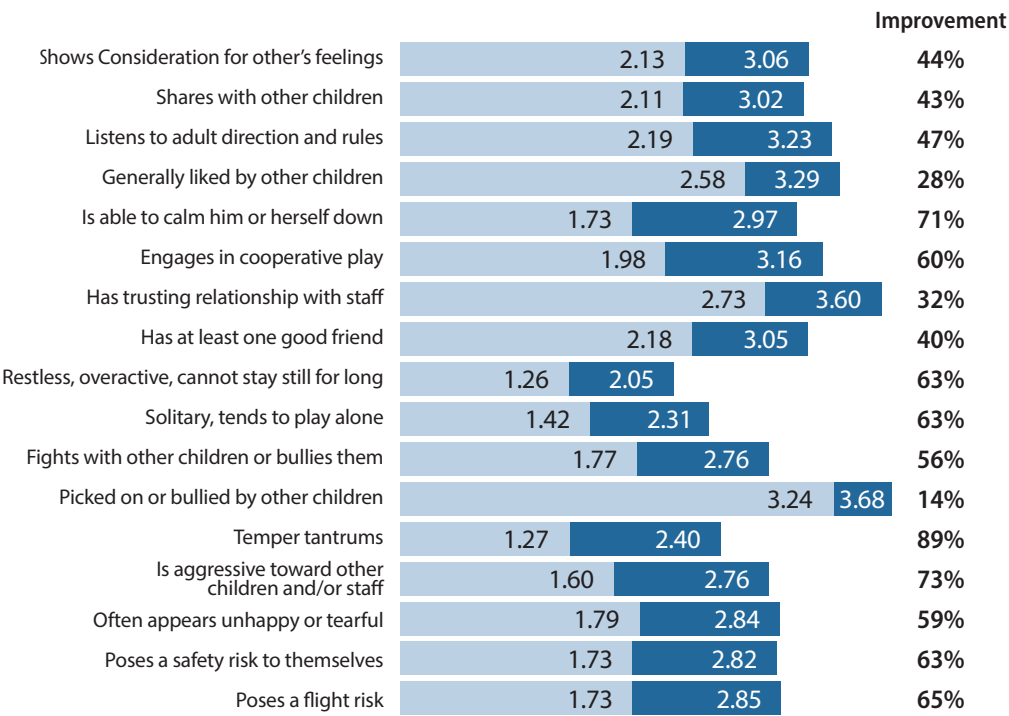
Our Coordinators work with child care providers, families and community agencies to support children in licensed child care centres, nursery schools and family child care homes where children have behaviour/ social/ emotional challenges. We observe children in their child care facility and/or in their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

- 91 Licensed Child Care Centres
- 117 Children and 91 Centres were supported
- 116 Additional children received short term service

### Impact of Behaviour Support Services 2021-2022 (Number of Responses - 62)



Based on 5-point Likert Scale Averages Pre Post

## Family Child Care Program

Training, mentoring and individualized support for participants resulted in the licensing of **9 providers** during the past fiscal year. An additional **12 participants** are trained and a further **7 participants** are in the pre-licensing process. **63 child care spaces** were created in this fiscal year.

## Families & Schools Together

The Program was offered virtually for both the Community based group and the School based group. The program is designed to offer 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.

Ten cycles of programming were offered, including 6 community based groups.

- Total families who participated – 69
- Adults – 126
- Children – 178
- Volunteer partners – 10

Participating Schools: Hugh John Macdonald, Victor Mager, Frontenac and Victor Wyatt

*"Loved how the one on one creative play helps my kids feel more connected to me.*

*It helps knowing you're not alone... that every family has their struggles and different ways other families handle them.*

*I feel that I am not lonely in this responsibility to be a parent."*

— Parent Quote

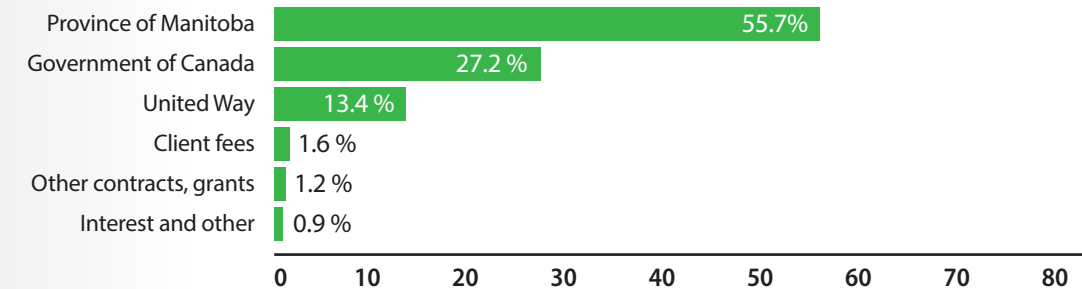
*"The program was wonderful. I came into this position during covid and did not have much opportunity to connect with families.*

*F&ST helped put me in front of some of our families without my mask on. I was able to start making important connections I need to make to do my job."*

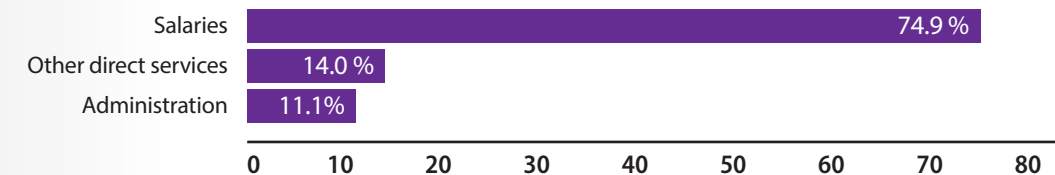
— School Quote

## 2021-2022 Financial Highlights

### REVENUE: \$8,356,083



### EXPENDITURES: \$7,210,217





# Family DYNAMICS

Photography by Diana Rozos

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We are located on the original lands of Anishinaabeg, Cree, Oji-Cree, Dakota, and Dene peoples, and on the homeland of the Métis Nation. We acknowledge the harms and mistakes of the past, and are dedicated to moving forward in partnership with Indigenous communities in a spirit of reconciliation and collaboration.



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Immigration, Refugees  
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