



Family DYNAMICS

2024-2025
ANNUAL REPORT

**STRENGTHENING
RELATIONSHIPS
AND COMMUNITIES
SINCE 1936**

OUR MISSION:

To bring programs, partnerships and resources together to empower and strengthen families and communities

OUR VISION:

Healthy Families, Strong Communities, Thriving Children and Resilient People

2024-2025 Board of Directors

- Darlene Mager
- Krystina Balcaen
- Kelly Barkman
- Shannon Magnusson
- Maggie Spezzano
- Ashley Schulz
- Dima Vainer
- Holly Puckall
- Koya Falola
- Eric Bench
- Gloria Ojo

Message from the Board President

On behalf of the Board of Directors and Executive Director, we are pleased to present our annual report for the year ending March 31, 2025.

As the social, political, economic and technological climate has become tumultuous around us, and as needs have increased and become more acute, our mission to empower and strengthen families and communities has remained steadfast. In the past year, more than 3,000 Winnipeg families accessed our programs and services. Our committed staff have supported people with everything from accessing the most basic needs to resolving the most complex situations. We invite you to read the highlights of our work over the past year, and impact we have made in our community.

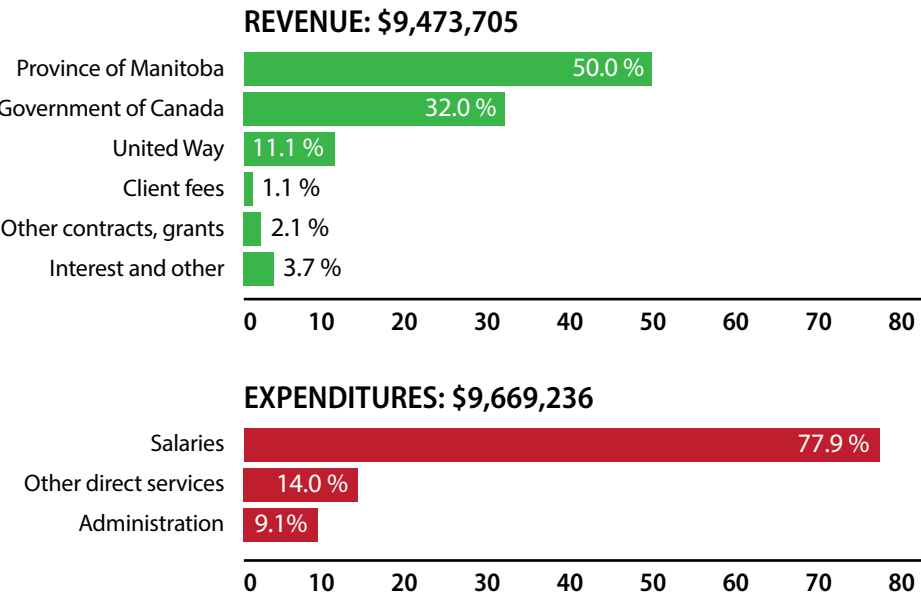
We are so grateful to Margerit Roger of Eupraxia Program Development and Training for sharing her expertise in social impact evaluation, and for guiding us through our own organizational framework and strategy. Please see the results of this work throughout the report, and specifically on pages 16 to 19.

Thank you to our funders, United Way Winnipeg; the Province of Manitoba; Immigration, Refugees and Citizenship Canada; The Winnipeg Foundation; the Souchay-Gossen Family Foundation and other donors for the support that makes our vision of healthy families, strong communities, thriving children, and resilient people possible.

Kelly Barkman,
President of the Board

Millie Braun,
Executive Director

2024-2025 Financial Highlights



Community Settlement Program

Our Community Settlement Program provides settlement services in the southwest area of the city, offering a range of community connection programs, information and orientation, needs assessment and referral as well as case coordination.

Case Coordination

228 families, involving **899 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.

103 CLASSES

of English language conversation circles were provided both online and in person; **255 adults** attended.

"I particularly appreciated the variety of topics covered, the opportunity to practice speaking with native speakers, the supportive learning environment. I have also found the program to be helpful in improving my vocabulary, increasing my confidence in speaking English.

Overall, I am very satisfied with the conversation classes and would recommend to others."

39 NEWCOMER FAMILIES

attended gardening programs. These families also participated in information sessions about gardening in Canada and were supplied plots, seeds, and tools.

201 CHILDREN

attended summer camps.

98 CHILDREN

attended spring break camps.

64 CHILDREN

participated in online after school programming.

6 TEENS

participated in **10** lunch hour information sessions.

577 CHILDCARE FOR NEWCOMER CHILDREN

spots were used by parents attending information sessions and conversation circles. Child care was provided through a partnership with MOSAIC Newcomer Family Resource Network.

509 PEOPLE

attended **62** information sessions on various topics related to settlement in Canada.





In-Home Family Support

Our program supports parent-child attachment, parental resilience and wellbeing, social connections, improves knowledge of parenting and child development, provides concrete support in times of need to reduce stress, and enhances children's social and emotional competence.

The goals of the program are to:

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

Total number of families who received in-home family support: 133

Presenting Challenges for 58 families whose service ended in the year

- Single Parents - 45%
- Almost three-quarters of the families had a combination of difficult circumstances (e.g., mental health challenges, history of trauma, child with developmental concerns)
- 90% of the families had only a few or no reliable supports when they requested In-Home Support
- Challenges faced by families included:
 - Risks related to meeting basic needs – 95%
 - Mental wellbeing/health concerns for the parent(s) – 79%
 - Lack of household functioning – 67%
 - Parenting Challenges – 57%
 - Children with development diversity or concerns with development – 39%
 - A history of trauma impacting functioning – 28%
 - Infant twins or multiples under 5 – 26%

Families received a combination of supportive assistance to address their needs and build coping and parenting skills to manage in new ways.

- 28% of families were already working with other Family Dynamics programs such as Parent Coaching and Counselling, when they sought In-Home Support.
- During service, 50% of families received a referral to another program within Family Dynamics: 72% of those were to the Parent Coach Program and 59% of those were referrals to the Counselling Program.
- Community resource information was provided by Coordinators to 72% of the families, advocacy and system navigation for 37%, parental guidance for 72%, solution focused counselling for 48%, and crisis intervention for 11%.

Thirty-Five families (60%) received between **one month and one year** of assistance from an In-Home Support Worker.

Types of Support:

- Childcare for parent relief/respite in the home – 93%
- Support with household tasks – 84%
- Childcare for errands and appointments to meet basic needs - 81%
- Childcare for appointments to meet mental/physical wellness needs - 78%
- Parent(s) and the Support Worker caring for children together- 66%
- Building parental coping skills and emotional resilience and reinforcing healthy routines - 60%

HIGHLIGHTS



133

Families received
In-Home Family
Support



348

children were served
by a Family Support
Worker



90%

reported progress
in overall wellbeing
(addressing risk factors)



91%

reported an overall in-
crease in capacity (build-
ing protective factors)



483

people received intake
assessment, information,
service navigation, and
referral services

Outcomes:

Each family selects different Focus Areas to address during service. For example, 88% of families focused on the mental wellbeing of the parent(s) in the home, 86% focused on addressing basic personal needs, 57% focused on parenting, and 45% focused on child development needs. Each family experiences different levels of improvement in different outcome categories.

* Please note: each focus area is not applicable to each of the 58 families for whom data was submitted. The results below are for families for whom the focus areas were relevant.

Families either resolved or made at least some progress in the following focus areas	%
Knowledge and/or Skills Development	97%
Parenting Improvement	95%
Basic Needs/Personal Care	93%
Improved Household Functioning	90%
Support Child(ren)'s Development	90%
Improvement in Confidence, Independence, Resilience and Coping Strategies	88%
Mental Health/Wellbeing	87%
Adults' Physical Health	81%
System Navigation and/or Advocacy	80%

Overall Increase in Wellbeing (addressing Risk Factors): 90%

Very Significant Increase	Significant Increase	Some Increase
22%	38%	29%

Overall Increase in Capacity to Manage circumstances (building Protective Factors): 91%

Very Significant Increase	Significant Increase	Some Increase
21%	41%	29%

Once services are over, it is likely or very likely for 78% of the families that circumstances will improve longer term because of the In-Home Family Support Services provided.

Client Quotes

Seeing how the Family Support Worker is with my kids makes me want to be a better person.

I appreciate the Coordinator, the program, the Family Support Worker and the Supervisor for being beyond understanding, supportive and patient with me. It has been a lifesaving blessing. I know I would be in a tremendously worse place without you

I was suffering and felt like I was breaking down. I received help with the babies and got emotional support from my Family Support Worker. I am very grateful.

My Family Support worker is invaluable to my family. She is a gentle and wise soul, and I couldn't be the parent I am today without her help.



Client Quotes

Your support has been instrumental in helping me achieve my goals, and I've seen significant progress. I'm grateful for your guidance and appreciate the Coordinator's involvement. Thank you for your help in reaching my objectives.

My parent coach was incredibly helpful in supporting me in achieving my goals, and I've seen significant improvement. I'm grateful for your support and guidance.

I'm happy to say that the sessions were very helpful and has taught me a lot about emotional regulation and co regulation. I feel that those two tips were quite essential in dealing with my children and something I had been unfamiliar with.



Parent Coach Program

Our Parent Coach Program provides support to 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; and strengthen home management skills.

Total number of families served: 219
Total number of children impacted: 488

Presenting challenges of 65 families whose service ended in the 2024-25 year:

- 62% of the 65 families had few or no reliable supports.
- 60% of the families presented with several concerns at intake. The most common issues were children with developmental diversity, adults with mental health concerns and traumatic experiences that affected family functioning.
- 45% of families had significant or very significant parenting challenges.
- 40% of the families had children with developmental diversity.
- 34% of families had experienced violence in their family in the past year or had trauma experiences that impacted functioning.
- 26% of the families included an adult with mental health concerns or illness.

Progress Indicators:

* Please note: each focus areas is not applicable to each of the 65 families for whom data was submitted. The results below are for families for whom the focus areas were relevant.

Behaviour challenges were a focus for 77% of families served and emotional regulation was being addressed for 74%.

Families either resolved or made at least some progress in the following focus areas	%
Understanding children's behaviour	86
Co-regulation	85
Acknowledging emotions	83
Community resources	82
Self-reflective capacity	82
Self-regulation	81
Ages and stages of children's development	80
Adult-child relationships	78
Limit-setting	73
Basic needs: healthy routines	69
Basic needs: self-care	50
Sibling relationships	47
Parental alignment	45
Basic needs: cooking/meal prep	41

Families & Schools Together

Families and Schools Together (F&ST) is a program that empowers caregivers, builds connections within and between families and schools, and creates a network of support for caregivers that is peer-led and supported by trained F&ST facilitators. Each eight-week cycle includes shared meals, family-based activities, and an opportunity for caregivers to connect weekly with their school and with other caregivers. F&ST Program provides opportunities for building connections, communication, and building self-esteem.

In addition to the original F&ST program and the adapted version, Families Together, which does not include schools, Circle of Security for Parenting (COSP) has been introduced to the programs available to support families. The goals and values of COSP are consistent with F&ST with a greater emphasis on reinforcing attachment between children and their caregivers.

Total number of:

Families who participated - 38 (+4 COSP parents) Children who participated - 104 Volunteers who participated - 15

Goals and Outcomes:

- 1. Create a sense of community.**
82% of caregivers felt that they became more aware of community resources and supports.
Participant Quote: "There were a lot of good resources and supports shared in the group. Great opportunity for families who aren't aware of what's out there."
- 2. Enhance parental empowerment by encouraging children to see their parent(s) as the natural leaders of their family.**
91% felt better equipped to lead their family through activities and routines because of the F&ST program.
Participant Quote: "We moms can often be very critical of ourselves about whether we are doing the right thing. The program provides an opportunity to share with other parents so we can realize we have common concerns and maybe relax a little. Plus, we exchange ideas that work at home."
- 3. Build connections between schools and families.**
100% of caregivers reported that they felt more connected to their children's school and the school staff because of the F&ST program.
Participant Quote: "Definitely, because I arrived in Canada in April 2023 and this my son's first time attending kindergarten, so the program allowed me to meet some of the school staff, the F&ST team, and other parents".
- 4. Create a peer network of support that is parent-led.**
91% of caregivers felt that they made positive connections with other parents/caregivers.
Participant Quote: "The connections we have built through this program has been one of my favorite parts. I truly felt a connection to each and every person there, and will forever cherish this amazing group of people for the rest of my life".
- 5. Enhance self-confidence.**
91% of caregivers felt that their confidence as a parent/caregiver had increased..
Participant Quote: "I got such uplifting feedback from the F&ST team, that it will be something I will continue to carry with me."
- 6. Improve communication and relationships between parents and their children through fun and intentional activities.**
82% of caregivers felt that lines of communication with their children were more open.

Client Quotes

This program has taught us some new and fun techniques in communicating such as being more open and aware of wearing our emotions on our face and being able to 'read' others.

We really enjoyed this program. Sharing recipes brought us closer to the other parents as well as parent time. The girls liked seeing what new recipe we could make.

Such programme's play vital role in family bonding. Communication skills and confidence also increase after talking to different families. Kids have very good time in the evening with different activities. Meal ingredients are also a very good help and support for families in these days of inflation. Moreover, you get to try foods from different cultures. Hostess was so good and kind to all the families. Such a positive vibe this programme was.





Counselling Program

Our Counselling Program provides clients with a safe place to learn new coping strategies to heal from trauma and navigate through life changes. It can support clients to develop healthy strong relationships with children and other adults. Our Counsellors practice a strength-based, and trauma informed approach. Common issues resolved through counselling include managing emotions, adult trauma, relationship conflicts, grief and loss, depression, stress, childhood trauma, self-esteem, parenting skills and personal wellbeing.

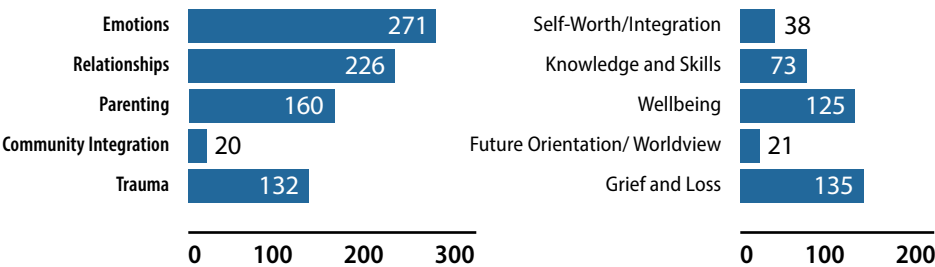
Approximately 44% of clients served report that the issues bringing them to counselling are related to current and/or historical domestic violence.

Total number of families, couples and individuals who received Counselling services: 569

Number of hours of counselling services: 6,270

Focus Area(s) or Goals

444 clients selected areas of focus or goals as shown below
(note that some clients select more than one goal).



HIGHLIGHTS



569
Families, couples and individuals received Counselling services



6,270
Hours of direct counselling services were provided



88%
experienced increased emotional wellbeing

Percentage of clients who made some or good progress in their areas of focus					
Emotions	Increased awareness, acceptance, and expression of emotions, in both self and others	83%	Self-Worth and/or Self-Integration	Gained a greater awareness, and understanding of self	86%
	Increased ability to be present, remain grounded and apply coping strategies	80%		Increased self-compassion, and acceptance of self	90%
Relationships	Improved interpersonal relationships	75%		Increased confidence and self-esteem	88%
	Increased compassion, empathy and willingness to be understanding and accepting of others	84%		Awareness of personal growth	86%
	Increased awareness of self in relation to others (setting healthy boundaries or limits with self or others)	82%	A greater understanding of how our bodies and brains react and respond to stress and life events	71%	
Parenting	Strengthen parent-child connection	84%	Knowledge and Skills	Increased ability to put coping skills and life skills into practice in daily life	87%
	Increased knowledge and ability to understand and meet the child's needs in a developmentally-appropriate way	87%		Increased physical wellbeing	88%
Community Integration	Increased ability to access community resources and supports	85%		Increased emotional wellbeing	88%
	Increased sense of belonging in the community/ reduced social isolation	66%		Increased spiritual wellbeing	84%
	Increased contribution to my community	100%	Increased mental wellbeing	83%	
Trauma	Increased knowledge and awareness of the impact of past experiences	69%	Future Orientation/Worldview	Increased ability to set and move towards goals	65%
	Increased ability to manage or recover from the effects of trauma	65%		Increased ability to see a variety of perspective and think flexibly	20%
			Grief and Loss	Increased knowledge around experience of grief and expected impacts	80%
				Increased openness to process grief thoughts, feelings, behaviours and impacts with self-awareness	84%

Responses to Client Experience Survey:

	Responses	Agreed / Strongly Agreed
I had lots of opportunity to express what was important to me; what my goals were	44	98%
I felt listened to and understood	44	98%
I felt valued as a person	44	94%
I always felt accepted without judgment or criticism	44	100%
I am increasing my ability to address everyday challenges	44	89%
I am increasing my ability for my family and myself to live a more harmonious life	44	88%
I am increasing my confidence in parenting skills	33	100%

Victim Services:

Families who are affected by violence access counselling to assist them in recovering from violence in their lives, to help families increase skills to manage emotions and cope with trauma related symptoms, to promote an increase in healthy family interactions, effective communication and problem resolution. During the past year, 73 families accessed this support.

Groups:

Nine groups were offered this past year:

- Mindful Coping Workshop – 1
- Adapting to Change: Reaching Goals (Therapeutic Group) – 1
- Cognitive Behaviour Therapy with mindfulness (CBTm) – 2
- Art Therapy Studio Group – 4
- Visual/Art Journaling Group – 1

The objectives of the **Mindful Coping Workshop** are to gather a basic understanding of mindfulness and its benefits; learn about the “flip your lid” model, happiness chemicals in the brain, mindful activities, and various types of practices.

Adapting to Change is a 4-week pre-therapy group with the goals of understanding the change process through the lens of the stages of change model. Clients set goals for themselves and learn a variety of coping skills, which help to set the foundation of skills for effective counselling work.

CBTm - Cognitive Behavior Therapy with Mindfulness is a 5-week psychoeducation program designed to teach skills for improving mental wellness. CBTm is an evidence-based program and the skills taught aim to reduce anxiety and depression as well as to teach problem-solving skills and provide information about healthy lifestyle choices that contribute to better mental health outcomes.

Art-based groups are used as a means for metaphor, self-expression, self-exploration and wellness. Participants are provided with support, space and materials for creative expression and the opportunity to share with each other.

Client Quotes

You guys are making a real difference in people's lives, so thank you!

I feel very fortunate to have received this opportunity. Speaking with a professional therapist is a new experience for me. I appreciate the opportunity to be listened to in a non-judgemental and accepting environment.

Family Dynamics is incredible at a personal level. This is a major thing. People who are struggling need to know the support they can get is personal and comforting. Comfort comes from kindness, understanding and learning

Thank you for helping me change the things in my life that needed changing and for being a strong, reliable support!

I was able to learn coping strategies and develop my own wellness plan, this is really helpful.

Thank you. I felt comfortable being able to ask complicated questions and I felt comfortable that someone knowledgeable would respond to me

It was a great learning environment of sharing and knowing you aren't alone. Practicing skills gets easier the more you do it.



Family Resource Centres

Family Dynamics operates seven Family Resource Centres to help bring the mission and vision directly into underserved communities. Each Family Resource Centre is located within Manitoba Housing communities across the city of Winnipeg, which include St. Vital, Transcona, Elmwood, Maples, North Kildonan, Tuxedo and Charleswood.

The communities we serve experience greater obstacles to thrive, build resilience, and have access to resources, basic services, and opportunities. Family Resource Centres’ core programs and services support individuals’ unique circumstances and challenges, meeting people where they are.

Family Resource Centres help families and individuals meet their basic needs, reduce social isolation, increase knowledge, skills and confidence needed to manage day-to-day life and challenges, and connect families and individuals to each other and resources in the community.

Our centres provide:

Enhanced access to basic needs through Helping Pantries, food banks, clothing depots, hygiene products and more.

Food was accessed **50,535** times through various food programs and services, which included **22,917** meals to **227** children during Breakfast and Lunch programs.

Out of 187 people who responded to an annual survey:

- 90% stated that their household budgets became more flexible
- 99% stated that they are better able to meet their basic needs
- 98% stated that they have food in times of need

70,589	Total Contacts
3,043	Total Individuals Served
1,723	Families (average of 4 people per family)
445	Children between the ages of 5 and 12 accessed our centres
274	Young people aged 12 and up accessed our centres
8,864	Children and youth contacts (not including Breakfast and Lunch contacts)

Comments from community members when asked why the resource centre is important to them:

“Without the centre it would be really hard to access resources. It is important to me because if I ever need anything from food to just conversation they are welcoming and always there to help.”

“I enjoy the programs they have here and it’s always helpful, especially when you need food or help with resources.”

“Gives you someone to talk to get advice in hard times, it makes the community a better place, makes you feel more heard in our community.”

“We help to support a better-connected community and reduced social isolation through community outreach and drop in programming.”

“The resource centre has opened up a new world of community for me. I have also been able to make friendships and help others. I love the community centre and it has made my life more positive. I really like the programs I’ve been taught a lot of new skills that I can use in daily life.”

“It helps me and my children feel like we are a part of a community. Thank you!”



FAMILY RESOURCE CENTRES HIGHLIGHTS



22,917

Meals were provided in our Breakfast and Lunch programs



445

Children between 5-12 and 274 youth 12 and up accessed our centres



Client Quotes

The centre has given me a safe place to feel welcomed, respected and valued. Giving me opportunities for redeveloping myself and paving pathways to success for my future. Thank you.

A safe space for myself and community to come together and feel like I belong, while learning new skills through the different workshops and programs being offered.

Out of 187 survey respondents, the following agreed or strongly agreed that because of the Family Resource Centre:

- 95% felt more a part of their community
- 95% expanded their support network
- 87% have support if they feel unsafe or in a crisis

We facilitate personal growth and development through our Pathways Program (Pre-employment and employment opportunities)

Family Dynamics employed **20** community members as Community Helpers in our Family Resource Centres. Plus, **129** community volunteers throughout the year.

By removing barriers in creating meaningful volunteer and work opportunities directly in the community, combined with on the job skill development and mentorship, we aim for this program to serve as a stepping-stone along some people's path to long term, meaningful and sustainable employment. The Pathways Program is also designed to provide greater opportunities for representation of community members on the resource centre staff team, as well as the ability to provide peer-to-peer support within the community. There is much value and deep impact that lived experience can have when it comes to staff being able to empathize with, build trust with, and relate to resource centre participants.

Out of 187 survey respondents, the following stated they agreed or strongly agreed that because of the Family Resource Centres:

- 95% Gained new skills and confidence to manage day to day challenges



1,723

Families served with a total of 3,043 individuals served



70,589

Total contacts across our seven centres served



Family Supports for Newcomers

Our program provides responsive, inclusive, and welcoming services to newcomer populations with high needs. Vulnerable newcomer individuals and families, who are primarily former refugees from war affected backgrounds (including permanent residents, refugee claimants, temporary residents, and 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:

- Address basic needs such as housing, food security, and health care
- Overcome barriers and identify their goals
- Strengthen communication and problem solving skills
- Develop a better understanding of systems

Immigration, Refugees and Citizenship Canada

During the past fiscal year, **255** families with Permanent Resident status received comprehensive case management that involved **1,090** people.

The following charts compare the percentage of clients whose circumstances were “most urgent/somewhat urgent” at intake (middle column) and at closing (last column). A sample of key domains for which Family Dynamics provided support are listed in the first column.

Area of Focus	Opening Assessment of Files	Closing Assessment of Files
Lack of access to interpretation	79%	38%
Income/money related challenges	73%	27%
Transportation challenges	60%	28%
Housing related challenges	65%	17%
Food insecurity	58%	15%
Inability to handle emergencies	43%	20%
Experience of violence	28%	12%
Physical health concerns	63%	26%
Mental health concerns	44%	28%
Immigration issues	35%	20%
Disability concerns	32%	22%
Parenting concerns	24%	19%

HIGHLIGHTS



358

Families received comprehensive case management, involving;



1,369

People



77%

of families who had urgent housing issues resolved them



100%

of clients felt that Family Dynamics was ‘helpful’ or ‘very helpful’



Results of Clients' self-assessed progress (after service ended)

Area of Focus	Responses	Families who were not able to manage or were poorly managing overall	Families that had either resolved the issues or made good progress
Basic Needs	28	16 (48%)	28 (100%)
Safety	8	6 (76%)	7 (88%)
Health	22	22 (100%)	21 (95%)
Family Relationships	6	5 (84%)	3 (50%)
Legal	5	5 (100%)	4 (80%)
Social Connection	25	22 (88%)	23 (92%)
Language and Literacy	22	13 (50%)	18 (82%)
Preparation for Employment	19	10 (53%)	16 (85%)

Feeling welcome at Family Dynamics	All 29 people (100%) have felt very welcome or welcome at Family Dynamics
Helpfulness of Family Dynamics	All 29 people (100%) have felt Family Dynamics was very helpful or helpful

The Province of Manitoba

Case management services are provided to under-served, high needs clients who are Refugee Claimants, Temporary Residents or Naturalized Citizens.

85 families (247 people) were supported to help address their settlement barriers this year.

The following chart compares the percentage of clients whose circumstances were "most urgent/somewhat urgent" at intake (middle column) and at closing (last column). A sample of key domains for which Family Dynamics provided support are listed in the first column.

Area of Focus	Opening Assessment of Files	Closing Assessment of Files
Housing-related challenges	78%	24%
Income/money-related challenges	73%	17%
Food insecurity	62%	14%
Lack of access to interpretation	38%	21%
Inability to handle emergencies	36%	19%
Physical health concern	70%	17%
Mental health concerns	59%	17%
Immigration issues	57%	24%
Parenting concerns	36%	10%
Disability concerns	36%	14%
Not connected to EAL	32%	6%

Partnership with the Newcomer Community Collaborative Mental Health Program

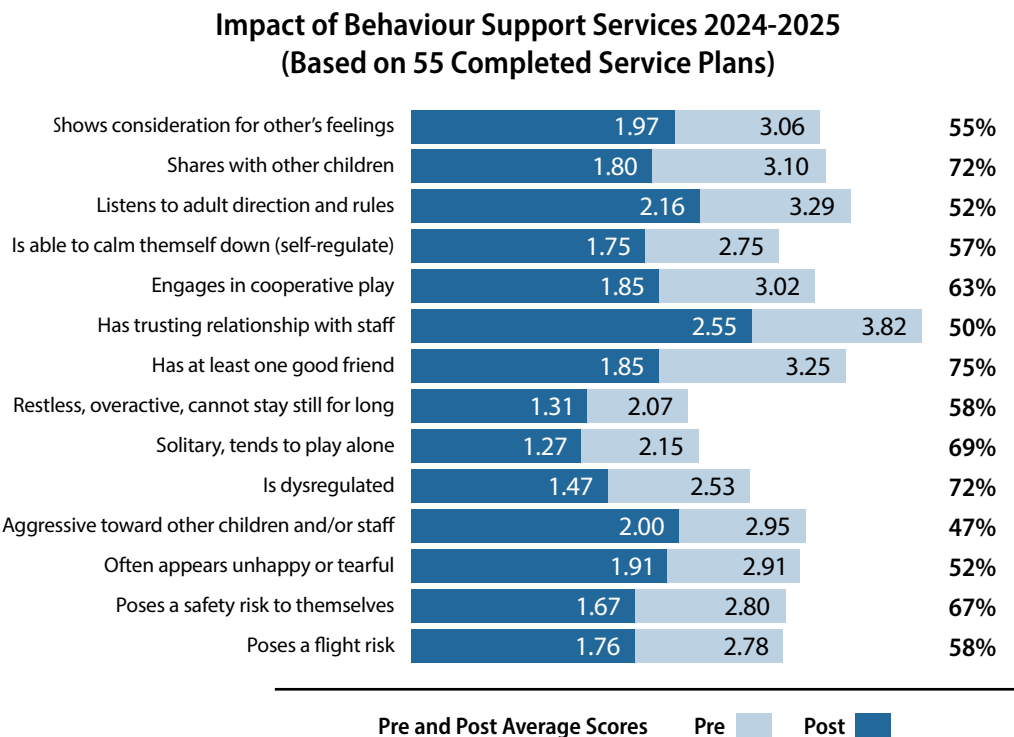
An additional 18 families were supported through a partnership with Resilia Community Wellness Centre's Newcomer Community Collaborative Mental Health Program.

Family and Child Care Resources

Behaviour Support Program

Our Coordinators support children in licensed child care centres, nursery schools and family child care homes where children have behaviour/ social/ emotional challenges. With ongoing and regular visits to the child care facility, we develop a comprehensive plan with specific strategies to help support the child’s individual needs. The goals are to increase positive behaviours, decrease negative behaviours, reduce safety risks, and help children build connections and relationships. We work closely with the staff and parents to deliver a holistic approach to meeting the child’s needs.

Our team worked with **181** children in **108** child care centres.



Client Experience Survey (12 responses):

	Agreed / Strongly Agreed
The Behaviour Support Coordinator (BSC) really understood our challenges	100%
We always felt accepted without judgment or criticism	100%
The BSC helped us to better understand the needs of the child(ren).	100%
The BSC helped us to develop useful strategies to support the child(ren).	100%
The BSC helped us to become more confident in meeting the needs of the child(ren).	100%
We have seen improvements in our ability to prevent and manage challenging behaviours.	92%

FAMILY AND CHILD CARE RESOURCES HIGHLIGHTS



181

Children were assisted at 108 child care centres



92%

of clients saw improvement in their ability to prevent and manage challenging behaviours

Client Quotes

Thank you for all the support, our staff appreciates all your feedback and guidance.

We are so happy to have the BSC at our centre. She is so helpful to our staff and children and their families.

We love our working relationship with our BSC! She was an asset in many ways from support to team and management and the child they were overseeing with their expertise. Huge thank you!

The BSC was incredible. She truly supported the staff and provided insight and resources that we needed to support this child. I know that she had played a big role in why we were successful in supporting this child. As management, we have seen the growth and willingness of our staff to become better educators. They are now even more equipped with resources and skills needed to work with children with challenging behaviour. We are very grateful for the time we have spent with her. She is extremely knowledgeable, patient, kind, and compassionate. Thank you for taking the time in getting to know the staff and the Centre.



Family Dynamics' Organizational Impact

Data Recap 2024-25

Every year, Family Dynamics works with hundreds of Winnipeg individuals and families to support them through unexpected challenges in their lives. Many of these individuals and clients have experienced financial instability, parenting challenges, physical or mental health concerns, cultural adjustments, relationship breakdowns, and a lack of access to community resources. Without support, these challenges can result in escalating risks and barriers that prevent individuals and families from thriving.

As seen on the previous pages, each program at Family Dynamics provides a different kind of support that reduces risk factors and increases protective factors. Together, the programs aim to fulfill Family Dynamics' vision: healthy families, strong communities, thriving children, resilient people.

Tracking Progress

All programs track and monitor the progress and impact of their activities on individuals and families through Family Dynamics' Impact Evaluation Framework. This framework was developed over the course of several years based on research and many discussions between leadership and staff about "what changes because of your work?" and "why does that matter?". Each Family Dynamics program contributes to the following goals in different but complementary ways.

Risk Factors

Risk Factors that can impede or disrupt healthy outcomes for children, adults, families, and communities are identified and/or addressed.

- Basic needs (e.g., physical safety, income, food security, housing, childcare/child-minding, necessities) are addressed.
- Concerns related to mental health, physical health, disabilities, or developmental issues are addressed.
- Social isolation is reduced.

Protective Factors

Protective Factors are increased based on identified risks so that circumstances improve for children, adults, and families at home and in communities.

- Children, parents, caregivers, and other individuals increase the knowledge and skills needed to manage day-to-day life and challenges.
- Children, parents, caregivers, and other individuals increase coping strategies and resilience needed to manage day-to-day life and challenges.
- Relationships between children, parents, caregivers, and other individuals become more responsive and supportive.
- Children, adults, and families are better connected to and/or navigating organizations, programs, services, and resources in the community.

Evidence-Based Decision-Making

Programs collect quantitative and qualitative data on positive changes that result from their work. The following pages provide a snapshot of Family Dynamics' impact in three areas: Basic Needs, Family Wellbeing, and Community Connections. These areas are all interconnected, but by collecting data about each area separately it becomes possible to adjust programming and services to reflect new circumstances, better respond to client needs, and communicate the multi-faceted value of Family Dynamics' work more effectively.

Basic Needs

This past year, over 2100 families in just four of the programs got assistance to ensure that their basic needs (e.g., income, food security, housing, physical safety, childcare/child-minding, necessities) were being addressed.

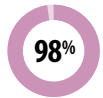
The cost of living has increased dramatically, making it ever harder for families to manage with lower incomes. Many Winnipeg families lack essential daily basics (adequate housing, food, and household items). If new challenges arise, they quickly become overwhelming. Stress can become debilitating and health suffers. The basic resources are simply not available to take the pressure off the new challenges. This is especially true for families without support networks or newcomer families that are unfamiliar with local systems and community resources.

Family Resource Centres

This past year, Family Resource Centre food pantries provided **emergency food kits** to many of the 1,723 families served by the centres. They also provided essential household items, hygiene products, safe sex supplies, and access to clothing and laundry services. This access to vital resources allows families to shift their attention to other challenges they may be facing.



of survey respondents agreed or strongly agreed that they are **better able to meet basic needs** because of their Family Resource Centre.



of survey respondents from seven Family Resource Centres agreed or strongly agreed that they now **have food in times of need**.

Community Settlement Program

Over 150 newcomer families with urgent or somewhat urgent basic needs benefitted when an experienced staff person guided them to essential resources and information.

At intake, **68%** of newcomer families in the program had income or money-related concerns. When files closed, only **1%** of families still had issues in this area.

At intake, **53%** of families were experiencing food insecurity. **No families** were without access to food by the time files closed.

At intake, **44%** of families had housing challenges. Only **1%** of families whose files closed had unresolved housing issues.



In-Home Family Support Program

Families facing complex challenges sometimes require foundational support and recovery before other issues can be addressed, especially when financial resources are limited and support networks are unreliable or don't exist. 51 out of 58 clients (88%) whose files closed after service had requested in-home support to recover from intense stress and get sleep or respite.

- At intake, 78% of the families whose files closed this year included an adult with mental health concerns
- 45% were headed by single parents
- 40% included children with developmental diversity or neurodivergence
- 26% had newborn twins or multiples under age 5

By the end of service ...

Parents who improved or resolved their personal care needs so that they could tackle larger challenges facing their families. **93%**

Parents who saw an improvement with household functioning (healthy routines, meal preparation, household cleanliness). **90%**

Family Supports for Newcomers Program

Some newcomer families experience much more complex challenges that require longer-term guidance and more comprehensive, wrap-around support. Interpretation may be needed for important appointments. Traumatic experiences may interfere with mental health and daily functioning. Homelessness can be a risk for individuals or families as they try to manage with financial or health limitations. This year, FSNP case managers helped **358** newcomer families meet urgent or somewhat urgent basic needs.

At Intake

- 73% of newcomer families had income/ money-related challenges
- 70% had housing challenges
- 60% were experiencing food insecurity

After Service

- 67% of families had resolved their financial concerns
- 77% of families had resolved housing challenges
- 78% resolved food insecurity issues



Family Wellbeing

In the past year, over 700 families accessing services in just these four programs increased their coping strategies and resilience, improving parenting and family relationships.

Prolonged stress or deep grief and loss negatively affect family relationships. Emotions can run high when parenting challenges seem insurmountable. Financial hardships, serious health concerns, or traumatic experiences can make it difficult to find new ways of interacting. Coping strategies and resilience get worn down, and it can get harder and harder to feel hopeful. With the help of these four programs, clients learn new skills, increase their capacity to adjust to new circumstances, and reduce the strains on family and other relationships.

Counselling Program

This year, **444** clients sought help with grief and loss, traumatic experiences, significant parenting challenges, or the effects of unhealthy expressions of emotions. 44% of these clients had current or past experiences with domestic violence.

- 160 clients hoped to improve their parent-child connection; of those, **87%** found that counsellors helped them make some or good progress on understanding their child's needs in a developmentally appropriate way, leading to stronger parent-child relationships.
- 135 clients wanted to address grief and loss and **80%** gained a better understanding of their experiences, and how those can impact their own and others' behaviours.
- 186 clients chose to work on their sense of self-worth; over **88%** of those experienced greater self-awareness, self-compassion, or increased confidence and self-esteem. This positively affects interpersonal relationships and healthy boundary setting.



Parent Coach Program

Parenting can be challenging, especially for single parents in difficult circumstances. 126 families were supported by the Parent Coach Program this year. Over half of those families were headed by a single parent with limited supports. Many families were supporting children with developmental diversity. A quarter of the parents had trauma/domestic violence experiences that affected functioning. About a third of the families had had some contact with child welfare authorities for either respite or child protection concerns.

- **85%** of the 65 parents whose files closed made progress or resolved concerns in understanding age-appropriate behaviour in their children.
- **80%** of parents made progress or resolved concerns around regulating emotions in stressful situations. Parents became more self-reflective and were better able to set appropriate limits with their children.
- **78%** of parent-child relationships improved.

Overall, **98%** of families made some or good progress with parenting challenges. **100%** of the single parents were struggling less.

In-Home Family Support Program

140 families received in-home support this year. Half of the 58 families whose file closed had identified parenting or child-adult relationships as a focus area in 2024-25. Many of the parents were concerned about their children's development and wanted to learn new skills and coping strategies.

By the end of service:

- **96%** of these parents had gained new knowledge and skills to benefit their families.
- **91%** of parents' mental health had improved.
- **87%** had increased confidence, resilience, and coping strategies.
- **86%** had made gains in their children's development.
- **67%** said that adult-child relationships had improved.

Family & Schools Together

Parents and children benefit when they share activities with other families and learn together. 59 families (155 children) were part of this programming in 2024-5.

- **91%** of parents felt better equipped to be leaders in their families.
- **82%** felt that lines of communication with their children were more open.



Community Connections

This past year, thousands of individuals and families were connected to welcoming, culturally sensitive, supportive community resources that prevented challenges from escalating while at the same time increasing families' wellbeing and capacity to thrive.

A wealth of community resources exists for many issues that under-resourced individuals and families might be experiencing, but where to start?

All Family Dynamics programs connect individuals and families to appropriate community resources, whether for essential information and services, for learning opportunities, or for recreation and leisure. They also bring Family Dynamics' expertise and experience to community organizations that request professional development support.

Family Resource Centres

Family Resource Centres are an information, resource, and activity hub for seven communities around Winnipeg. Community members can access programs and services, participate in events, and receive pantry, health, and household items in times of need. They can also expand social networks and get people connected to other community resources.

- **95%** of survey respondents agreed or strongly agreed that they feel less alone and more part of their community because of the Family Resource Centres.
- **94%** agreed or strongly agreed that they had expanded their support network.
- **93%** agreed or strongly agreed that they were now using more resources out in the community.

Counselling Program

Of this year's 444 clients, 20 clients explicitly identified social isolation and community integration as a chosen focus for their counselling.

- **75%** increased their sense of belonging in the community or reduced social isolation.
- **90%** increased their ability to access community resources and supports.
- **100%** increased their contribution to their community.



Attachment builds community!

Behaviour Support Program

This year, 59 childcare centres across Winnipeg requested behaviour support for 88 children who were acting out in risky ways that affected learning. After service, childcare centre staff felt more confident working with children with complex needs.

- **32** children posed a frequent safety risk to themselves at intake; 2 children posed a frequent safety risk at end of service.
- **23** children were aggressive to other children and/or staff at intake; 1 child was aggressive to other children and/or staff at end of service.
- **30** children were a flight risk at intake; 4 children were a flight risk at end of service.

Referrals to Community Resources

Staff in all Family Dynamics programs help clients to identify and access resources that are available in the community.

For the 58 families whose service ended this year, the **In-Home Family Support Program** made 30 referrals to other Family Dynamics programs and almost 100 referrals to external resources (e.g., daycares, parenting programs, public health resources, housing and food security supports, child development or disability specialists, domestic violence resources).

For the 65 families whose service ended in 2024-5, the **Parent Coach Program** made 45 referrals to resources like Jordan's Principle, Healthy Baby Program, family resource centres, financial assistance programs, Child and Family Services, Healthy Muslim Families, medical help, sports programs, Legal Aid, women's services, and other Family Dynamics programs.

225 newcomer adults attended English Conversation Circles through the **Community Settlement Program**. All clients in the **Family Supports for Newcomers Program** who requested referrals were connected to resources and helped to navigate unfamiliar systems.

Families & Schools Together

100% of caregivers reported that they felt more connected to their children's school and the school staff because of the F&ST program.

91% of caregivers felt that they made positive connections with other parents/caregivers.

82% of caregivers felt that they became more aware of community resources and supports.



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 National Homeland of the Red River Métis. 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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