



*Family Enrichment and Counselling Service*

*356 Queen St.*

*Fredericton, NB E3B 1B2*

*Phone: (506) 458-8211*

*Kelly Wilson – Executive Director*

# Annual Report

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*June 2017*

***Mission:** To enrich and support individuals, families, and communities through counselling, education, training, and advocacy.*

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## Board of Directors 2016 – 2017

### Chair

Dr. Jeff Landine  
UNB – Faculty of Education – Professor  
Appointed on October 20, 2010

### Treasurer

Ashley Ricketts  
Accounting Co-op Student @ Grant Thornton  
Appointed February 25, 2016

### Secretary

Amanda Mahar  
Social Worker  
Appointed on July 14, 2016

### *DIRECTORS*

Mike Ryan  
Fredericton Outreach  
Appointed July 14, 2016

Aamir Jamal  
Professor at STU  
Appointed on January 10, 2013

Amanda Gallant  
Appointed on January 21, 2016

Jessica LeBrun  
Non-Voting Member (DSD)  
Appointed December 12, 2012

Lucie Godin  
Instructor at NBCC – Fredericton Campus  
Appointed on December 11, 2014

Bruce McClary  
Instructor at NBCC – Fredericton Campus  
Appointed on January 21, 2016

Melanie Mullin  
Horizon Health Network  
Human Resource Advisor  
Appointed on February 18, 2015

Junot Castelyn  
M. Ed. Student UNB  
Appointed October 2016

## Executive Director Report

### Highlights of 2016 - 2017

#### Financial Highlights

- Over the last year Family Enrichment and Counselling Service has taken some fiscally responsible measures to help ensure that we can continue well into the future. We have streamlined some of our operational procedures to help us achieve our financial goals. Our last fiscal year was a great success and has placed us closer to one of our main financial goals of: “having three months operating costs in the bank”. These prudent reserve funds can help when, if they agency faces economic hardship. In the 2016 fiscal year our agency had our best year on record with an ending balance of \$ 36,822.00.
- Family Enrichment and Counselling Service held 6 successful fundraisers this year: 1) Wine Tasting Event brought in \$3,100.00; 2) Willie O’Rea Community Breakfast brought in \$913.00; 3) Snotty Fox Breakfast – a great time for advertising our programs and services; 4) Lincoln Blue Canoe – proceeds from their charity table raised \$238.50; 5) United Way Book Fair raised \$350.00 which we donated to the United Way; in addition, we sold some of our old furniture at the office and raised \$255.00. In total we raised \$4,856.50 for our fundraising efforts and raised awareness about the agency to many in the community who did not know that we have been here for over 45 years.
- We applied for and obtained several grant proposals that will be used to strengthen our staff and client experiences here at the agency. From the Fredericton Community Foundation we received a grant for \$2,200.00 to purchase a new computer and software for the staff; the New Brunswick Liquor Store grant totaled \$2,000.00 to be used for subsidized sessions for clients; from the Co-op Grocery Store Community Fund we received \$2,977.00 to help offset our subsidized counseling sessions; we received training money for the staff to take an Autism Course in Halifax \$499.98 – this money was received from Post-Secondary Education Training and Labour; our summer student had a SEED Voucher for \$3,970.00 and we were able to offer some unique job skills to a post-secondary student; and we would not be able to offer the services we do to clients without our grant from the United Way totaling \$42,000.00.
- We have improved and upgraded our accounting software and in doing so we have been able to streamline our financial reporting. We were also able to provide some staff educational training on the new software and the new processes.

#### Human Resources

- This year we were able to grow the agency by offering more counselling hours. During the 2015 fiscal year we offered 4,216 counselling hours and during the 2016 fiscal year we offered 4,728 representing an increase of 12%.
- We were excited to increase our staffing arrangement by adding two part-time counsellors.

Adding to our compliment of staff has enabled us to see more children, youth and adults living in the Fredericton and surrounding area. With new staff come a variety of new ideas for programming to aide our clients in their recovery process. Stay tuned for new programs to be offered in 2017.

- All of our staff remain busy throughout the year with continuing education and professional development. Of special note this year: all of the counselling staff took part in an in-service training on Critical Incident Stress De-Briefing; four of our staff took a 4 day “Mindfulness Training Course” in Halifax; while 2 others were able to participate in a course to help counselling children with Autism; one staff person was able to participate in an Emotionally Focused Therapy Course for couples and another took a healing trauma with yoga course. All of this training will benefit clients and ensure our staffs remain on the cutting edge of the latest research and best practices.
- A new “Staff Wellness Program” was established this year. This reward program for staff is to encourage healthy workplace activities. Winners are able to earn a gift card of their choice. In both June and December – staff earn ballots and are entered into the draw.

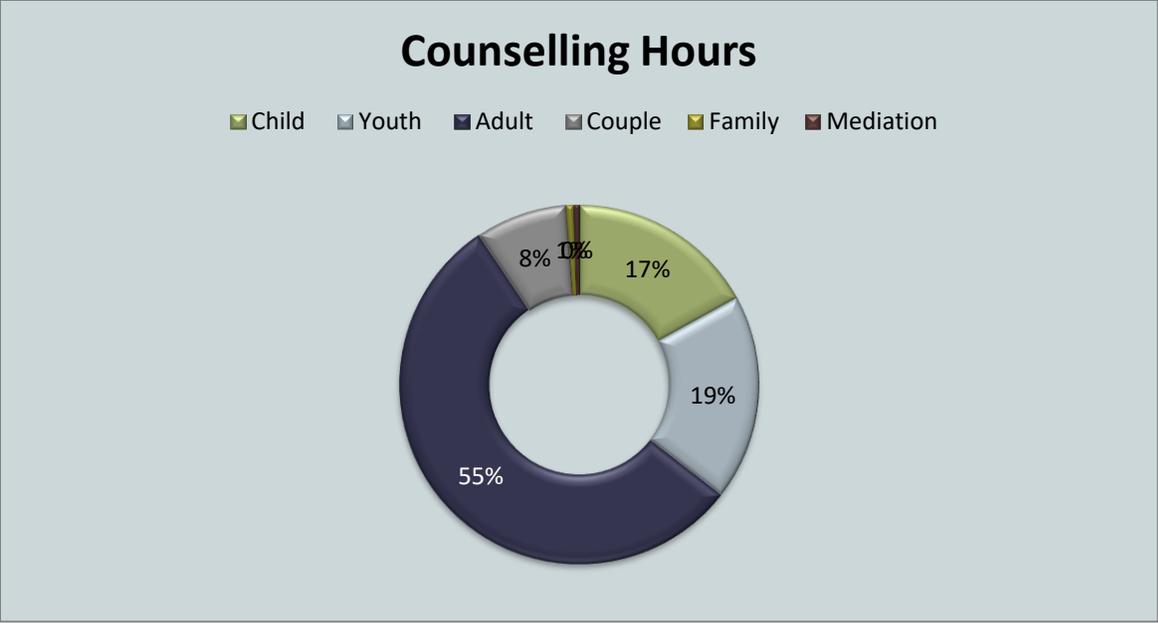
### **Public Relations**

- We participated in the United Ways Campaign for the Day of Caring in June 2016. This successful venture was helped by employees from Ignite Fredericton - who came to our office and helped paint our board room. We also received a donation from a local law firm of some gently used chairs. This, in addition to the new office furniture we purchased, helped to give our board room a new and fresh appeal when hosting programs for clients at the agency.
- During the past year we also participated in numerous wellness fairs: St. Thomas University Wellness Fair; Wellness Expo Fredericton; and St. Mary’s Drug and Alcohol Awareness week to mention a few.
- Once again our agency participated in a fundraiser to support the United Way of Central NB. During the months of November, December, and January, we hosted a book fair in our waiting room. We received a variety of books from the community and they were on display to anyone to purchase. All proceeds went to the United Way.
- We also invited a few guest speakers into our agency so that staff could refer to more programs and services in the area. During this time we also showcased a number of programs and services we provide. This exchange of information helps our clients as we all become more aware of what is possible on their journey to recovery.

### **Service/Program Development**

- One new program that we were able to offer this year is entitled “Second Time Around” a program for custodial grandparents. It was added to our program schedule and successfully offered in February of this year. Participants enjoyed the program and reported feeling better able to cope in their new life circumstances, after taking the course.

- With the work of an Intern and one of our Counsellors - we were able to update one of our parenting programs. We targeted the age group of 5 – 12 and captured some of the latest research and best practices for “Parenting a Challenging Child”. Participants enjoyed this program and we will offer it again in the future.
- As a follow up to our Anxiety Group one of our staff developed a new program for individuals who have an Obsessive-Compulsive Disorder (OCD). This eight week program was offered in the Fall 2016.
- A new 8 week Assertiveness Program for Women was developed and offered – participants really seemed to enjoy the program. It will be added to our list of programs we offer in the future.
- A new process has been implemented for our subsidized counselling sessions. The new process will ensure greater financial responsibility for every grant dollar we receive. The new process will have each client who needs counselling and does not have insurance coverage or they are not able to pay our full fee is then set up to meet with our Financial Administrator. It is the Financial Administrator's job to gain a deeper understanding of the client's particular situation and financial means and then a fee is set based on our sliding scale. This new process will enable our agency to reach as many clients as possible, while remaining financially viable.
- Also undertaken this year was the development of a new performance evaluation tool for staff. Over the summer I conducted research into the latest models being used, and together with another staff member we were able to present the information for general staff and board of director input. We have now implemented the new model and staffs seem pleased.
- All staffs have been able to focus on the short term counselling needs (1 to 6 sessions) of our clients by focusing on best practices established and written into our policy manual. With these best practices in place we will be able to better move clients on to the next phase of their recovery journey and/or refer them to other community resources.



During our last calendar year 2016 the following counselling hours were logged:

- 2598 Counselling Hours with Adults
- 874 Counselling Hours with Youth
- 802 Counselling Hours with Children
- 387 Counselling Hours with Couples
- 34 Counselling Hours with Families
- 24 Counselling Hours with Mediation

Family Enrichment and Counselling Service is pleased to see small sustainable growth happening at the agency. During the last fiscal year our agency experienced a growth of 12% in our counselling hours and during the 2015 fiscal year we were able to obtain a 10% growth. These small gains in our community counselling hours are made possible with grants provided to us from the United Way Central NB and the Department of Social Development. These grant funds are used to subsidize our counselling sessions for those who are unable to pay our full fee.

With the help of our financial administrator many individuals living in the Fredericton and surrounding areas are able to come into our office for a financial assessment and we can determine a fee that better meets their needs.

Respectfully Submitted

Kelly Wilson - Executive Director

## Secretary's Committee Report 2016 - 2017

The 2015/2016 AGM took place on June 9th/2016. Since the previous AGM, the board of directors met several times to perform and support the business of the organization as representatives of the organization's stakeholders. The board had 8 regular meetings on the following dates with an appropriate quorum to conduct business:

- July 14th/2016
- September 8th/2016
- November 17th/2016
- December 13th/2016
- January 19th/2017
- March 2nd/2017
- April 20th/2017
- May 11th/2017

Respectfully submitted by: Amanda Mahar, Board Secretary, June 16th/2017

## Human Resource Committee Report

Lucie Godin joined the HR Committee during the fall of 2016 and Melanie Mullin assumed the role of HR Committee Chair on November 17, 2016. Amir Jamal continues to sit on the HR committee.

Following the previous AGM held on June 9, 2016, the HR Committee met on April 10, 2017. In addition, the committee corresponded via email regarding various HR issues and participated in conference calls with the Executive Director, as required.

### **Notable accomplishments in 2016/2017:**

The committee completed the performance review process for the Executive Director. The committee requested feedback regarding Kelly Wilson's performance from all Family Enrichment and Counselling Service employees, current board members and several community partners. Feedback was obtained via an electronic survey. Responses from a total of sixteen individuals were received between March 10-25, 2017. The committee summarized the feedback and presented it to Kelly Wilson on April 10, 2017. Recommendations were presented to the Board at the April 20, 2017 meeting.

The committee has identified that a review of the existing sick day/sick leave policy is an area of interest for 2017/2018. The committee will continue to meet in 2017, as required.

Respectfully submitted by:

Melanie Mullin, MBA, CPHR

Chair of the HR Committee

May 15, 2017

## Professional Advisory Committee Report 2016 - 2017

During the year 2016 we saw a few changes to our PAC Committee. We were sad to lose two members: Board Member and PAC Chair Gary Love and staff person Kathleen MacPhee. Their input and knowledge has been invaluable to the committee. However, we are excited to have recruited two new members to the PAC: Board Member Junot Castelyn and staff person Tracy Houlding. Dr. Jeff Landine took on the role of Committee Chair after Gary left the Board and Executive Director; Kelly Wilson joined the PAC as an ex-officio member.

The committee met four times during the last year and we were able to set forth two main goals.

### **Notable accomplishments in 2016/2017:**

The committee was able to complete research on and develop a new form that will be used at the office. The revised "Consent for the Treatment of Minors" will reflect various types of counselling used at the office, including groups and individual counselling. Our new form will also outline our obligations when it comes to court proceedings.

We were also able to schedule an in-service half day training for our counsellors, part-time counsellors, affiliate staff and interns. This training covered ethical and legal issues related to filing practices and agency procedures for note taking. Also included in the training was agency-specific information on our various forms and requirements needed for payment for our services.

Respectfully submitted by:

Jeff Landine

Chair of the PAC Committee

June 2017

## **Audited Financial Statements**

**FAMILY ENRICHMENT & COUNSELLING SERVICES FREDERICTON INC.**

**YEAR ENDING DECEMBER 31, 2016**

**PREPARED BY  
GORDON ELLIOTT, CMA**

## AUDITORS REPORT

To the Board of Directors of the Family Enrichment & Counselling Services.

I have examined the balance sheet of the Family Enrichment & Counselling Services as at December 31, 2016 and the statement of operations, surplus and changes in financial position for the year then ended. These financial statements are the responsibility of the organization's management. My responsibility is to express an opinion on these financial statements based on my audit.

Except as explained in the following paragraph, I conducted my audit in accordance with generally accepted auditing standards. Those standards require that I plan and perform an audit to obtain reasonable assurance whether the financial statements are free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements. An audit also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall financial statement presentation.

Due to the nature of the receivables, I did not confirm with the clients that the amount recorded is actual receivable.

With exception of the paragraph above, In my opinion these financial statements present fairly, in all material respects, the financial position of the organization, as at December 31, 2016 and the results of its operations and the changes in its financial position for the year then ended in accordance with generally accepted accounting principles.



Gordon Elliott, CPA.

May 31, 2017

**FAMILY ENRICHMENT & COUNSELLING SERVICES  
BALANCE SHEET  
AS OF DECEMBER 31, 2016**

**ASSETS**

	2016	2015
<b>CURRENT ASSETS</b>		
Cash & Current Account	\$ 41,176	\$ 21,044
Funds not Deposited	6,906	6,056
Credit Union Shares	5	5
Accounts Receivable (GST/HST)	3,142	2,262
Accounts Receivable (Other)	59,502	44,135
Provision for Loss (A/R) (2)	(10,000)	(6,930)
Total Current Assets	\$ 100,731	\$ 66,573
<b>FIXED ASSETS (1)</b>		
Equipment	1,774	190
Furniture & Fixtures	4,645	1,742
Total Fixed Assets	\$ 6,418	\$ 1,932
<b>TOTAL ASSETS</b>	<b>\$ 107,149</b>	<b>\$ 68,505</b>

**LIABILITIES & EQUITY**

<b>CURRENT LIABILITIES</b>		
Accounts Payable	\$ 1,335	\$ 545
Accounts Payable - Year End	\$ 2,409	\$ -
Deferred - Caring Dads	2,000	-
Total Current Liabilities	\$ 5,745	\$ 545
<b>TOTAL LIABILITIES</b>	\$ 5,745	\$ 545
<b>EQUITY</b>		
Retained Earnings	101,404	67,961
<b>TOTAL LIABILITIES &amp; EQUITY</b>	<b>\$ 107,149</b>	<b>\$ 68,506</b>

**FAMILY ENRICHMENT & COUNSELLING SERVICES  
CASH FLOW  
AS OF DECEMBER 31, 2016**

<b>CASH FLOW</b>	<b>2016</b>	<b>2015</b>
<b>OPERATING ACTIVITIES</b>		
Net Income	\$ 36,822	\$ 25,177
Accounts Receivable	(15,367)	(10,391)
Allowance for Doubtful Accounts	3,071	-
Debit Credit Program	-	(6,668)
Deferred Caring Dada	2,000	
Advanced Payment	16,964	(24,278)
HST Receivable	(884)	(9,129)
CRA Withholding	-	(721)
Accounts Payable	3,200	(341)
GST/HST Payable	13,426	10,206
	<u>\$ 59,232</u>	<u>\$ (16,146)</u>
<b>INVESTING ACTIVITIES</b>		
Furniture & Equipment	(5,939)	
Depreciation	1,454	923
Lhold Improvements	-	2,276
	<u>\$ (4,485)</u>	<u>\$ 923</u>
<b>FINANCING ACTIVITIES</b>		
Opening Balance Equity	\$ (3,000)	
Retained Earnings	(30,382)	30,946
	<u>\$ (33,382)</u>	<u>\$ 30,946</u>
Net cash increase for the year	21,364	15,723
Cash at beginning of period	<u>\$ 26,723</u>	<u>\$ 11,000</u>
Cash at end of period	<u>\$ 48,087</u>	<u>\$ 26,723</u>

**FAMILY ENRICHMENT & COUNSELLING SERVICES  
INCOME & EXPENSES  
YEAR ENDING DECEMBER 31, 2016**

	2016	2015
<b>REVENUE</b>		
Self Referrals		
Mediation	\$ 2,700	\$ 1,700
Self Referrals	1,690	-
Community counseling	137,780	95,370
	\$ 142,170	\$ 97,070
Special Donations		
Designated Income	\$ 10,691	\$ 15,098
P & PD	2,816	3,316
Fundraising/Donations	20,320	18,322
Workshops	5,250	11,287
	\$ 39,076	\$ 48,022
Third Party Billing		
First Nations	13,086	18,454
Employer Assistant Program	4,275	51,328
Department of Social Development	129,438	118,394
Department of Public Safety	12,113	6,555
Other	6,400	41,021
	\$ 165,311	\$ 235,751
Grants		
Department of Social Development	102,000	102,000
United Way	43,864	44,085
Research/Grants	24,059	4,790
	\$ 169,924	\$ 150,875
FNIH	14,155	10,450
Subsidized Employee Reimbursement	3,624	-
Link	3,000	-
Soloren	475	-
Ceridian	43,960	-
	\$ 65,214	\$ 10,450
<b>TOTAL REVENUE</b>	<b>\$ 581,696</b>	<b>\$ 542,169</b>
<b>EXPENDITURES</b>		
Facilities		
Repair & Maintenance	5,831	4,666
Rent	38,681	38,341
Utilities	9,737	9,723
	\$ 54,248	\$ 52,730
Human Resources		
Wages & Benefits Administration	115,077	125,247
Permanent Therapists	187,440	141,485
Wages & Benefits - Other	95,060	112,625
Subsidized Employee	3,877	-
Contract Affiliates	4,650	13,876
	\$ 406,103	\$ 393,232

**FAMILY ENRICHMENT & COUNSELLING SERVICES  
INCOME & EXPENSES  
YEAR ENDING DECEMBER 31, 2016**

	2016	2015
Reorganization & Development		
Volunteer Recognition	\$ 648	\$ 698
Staff Recognition	3,503	2,475
Staff Training	3,497	1,623
	<u>\$ 7,648</u>	<u>\$ 4,796</u>
Special Programs		
Link	1,571	-
Caring Dads	9,826	-
	<u>\$ 11,397</u>	<u>\$ -</u>
Office Expenses		
Advertising/Marketing	1,611	8,228
Office Supplies	4,241	3,483
Postage	333	862
Equipment Leases	10,918	3,576
Telephone	3,427	5,280
Fundraising	4,062	3,848
Workshop Material	1,235	6,704
	<u>\$ 25,828</u>	<u>\$ 31,961</u>
Operating Expenses		
Bad Debts	4,862	4,285
Bank Charges	1,486	1,171
Amortization	1,454	923
Dues & Subscriptions	1,030	2,454
Feel Good Coordinator	4,994	5,354
Travel	4,185	928
Miscellaneous	1,435	943
	<u>\$ 19,445</u>	<u>\$ 16,057</u>
Insurance		
Liability	4,131	3,821
Work safe NB	2,462	2,561
	<u>\$ 6,593</u>	<u>\$ 6,382</u>
Professional		
IT Specialists	8,043	6,590
Accounting	2,478	1,600
Consulting	3,090	3,644
	<u>\$ 13,611</u>	<u>\$ 11,834</u>
<b>Total Expenses</b>	<u><b>\$ 544,874</b></u>	<u><b>\$ 516,992</b></u>
<b>NET INCOME OVER (UNDER) EXPENSES</b>	<u><b>\$ 36,822</b></u>	<u><b>\$ 25,177</b></u>

**FAMILY ENRICHMENT & COUNSELLING SERVICES  
NOTES TO THE FINANCIAL STATEMENT  
December 31, 2016**

**IMPORTANT NOTES TO READER**

**1 FIXED ASSETS**

	<b>Cost</b>	<b>Acc. Dep. 2015</b>	<b>Dep 2016</b>	<b>Acc. Dep. 2016</b>	<b>Balance</b>
Equipment	\$ 4,428	\$ 2,038	\$ 616	\$ 2,654	\$ 1,774
Furniture and Fixtures	9,811	4,329	837	5,166	4,645
	<u>\$ 14,239</u>	<u>\$ 6,367</u>	<u>\$ 1,454</u>	<u>\$ 7,821</u>	<u>\$ 6,418</u>

Furniture and fixtures are depreciated at the rate of 20% of the net balance.  
Equipment is depreciated at the rate of 30% of the net balance.

**2 BAD DEBT EXPENSE**

Allowance set up for bad debts was based on 30% of outstanding accounts over 90 days.

**3** 69% of funding is through grants and third party billing. 31% is self referrals and internal fundraising.