



**Family Service of Eastern Nova Scotia
Invited Presentation to the
Standing Committee on Community Services**

Nancy MacDonald, MEd, RPC, MPCP

Executive Director

October 4, 2011



Presentation

- ❖ **Agency overview**
- ❖ **FSENS service delivery model**
- ❖ **The nature of our work**
- ❖ **Funding sources**



Family Service of Eastern Nova Scotia

MISSION

To promote and strengthen families and individuals in the building of a just and supportive society





Who Are We?

Organizational Structure

BOARD OF DIRECTORS

LEADERSHIP TEAM

- Executive Director
- Operations Director
- Director of Professional Services

FRONT LINE STAFF

- Therapists (BSW, MSW, MEd, RN, Psychologist)
- Intake Workers (BSW, MSW)
- Clerical, scheduling, fee collection
- Programmers



Where Are We Located?

FIVE FULL SERVICE OFFICES

- **Antigonish**
- **Glace Bay**
- **New Glasgow**
- **Port Hawkesbury**
- **Sydney**

THREE SUBOFFICES

- **Inverness**
- **North Sydney**
- **Wagmatcook**



What Do We Do?

- **Our Agency is a crucial component in the provincial mental health services spectrum**
- **We are the only not-for-profit organization in NS that is equipped to provide a continuum of mental health care for family members –**
 - **male or female**
 - **mandated or self-referred**
 - **from ages 6 to 106**



What Do We Do?

Two main DIVISIONS:

1. **Therapy:** Identifies families concerns and helps provide support for behavioral change
2. **Programming:** Collaboration and co-operation with government agencies in the provision of community-based therapeutic content



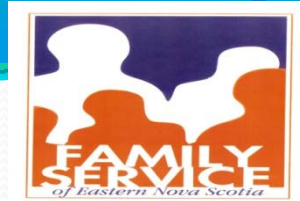
Clinical Therapy: Typical Referral Issues

Personal Functioning

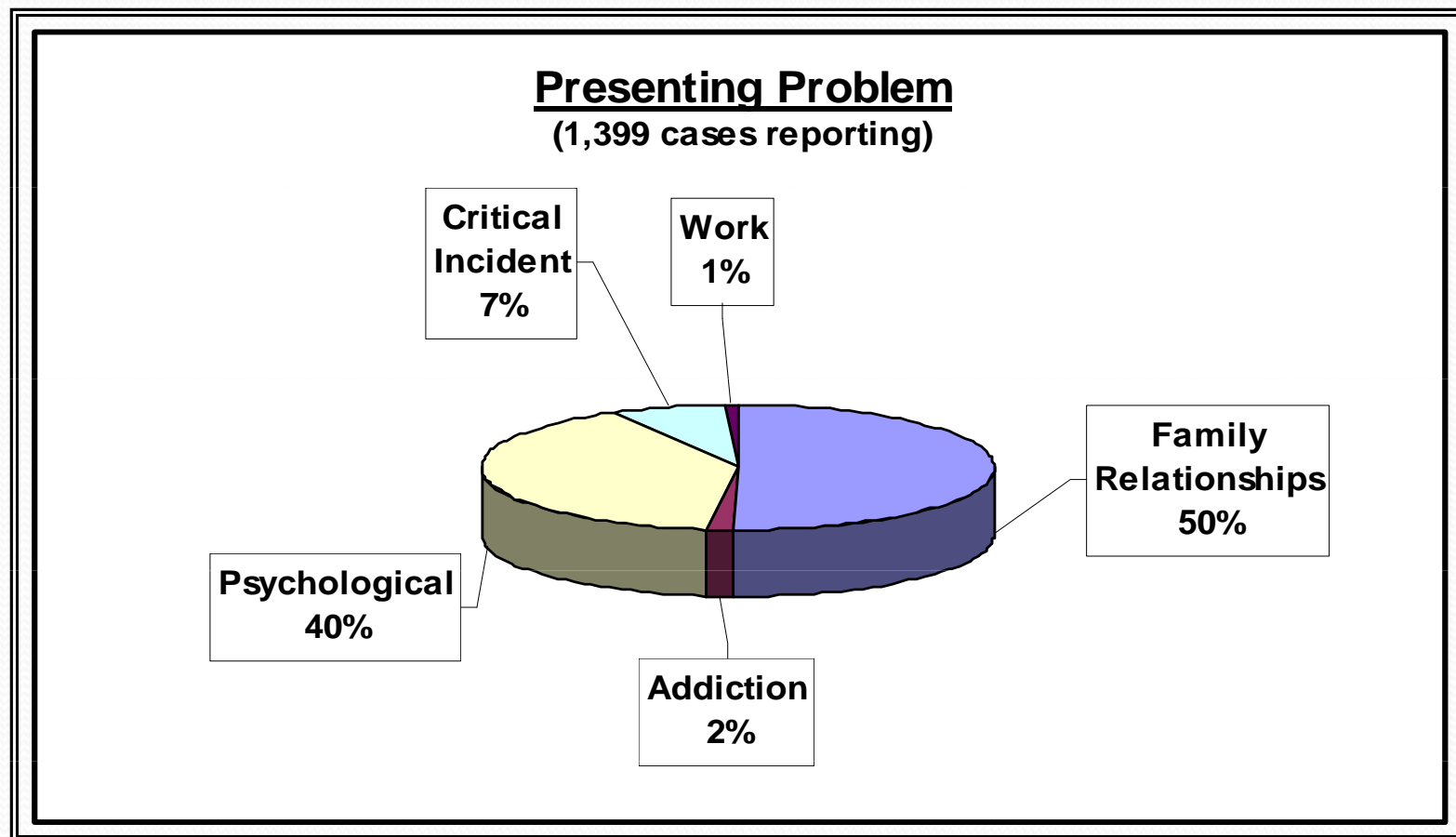
- anxiety
- depression
- stress
- anger management
- reactions to abuse and trauma
- reactions to grief and loss
- work life balance

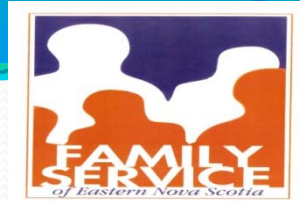
Family Functioning

- reaction to separation and divorce
- communication issues
- relationship difficulties
- child welfare involvement
- family violence



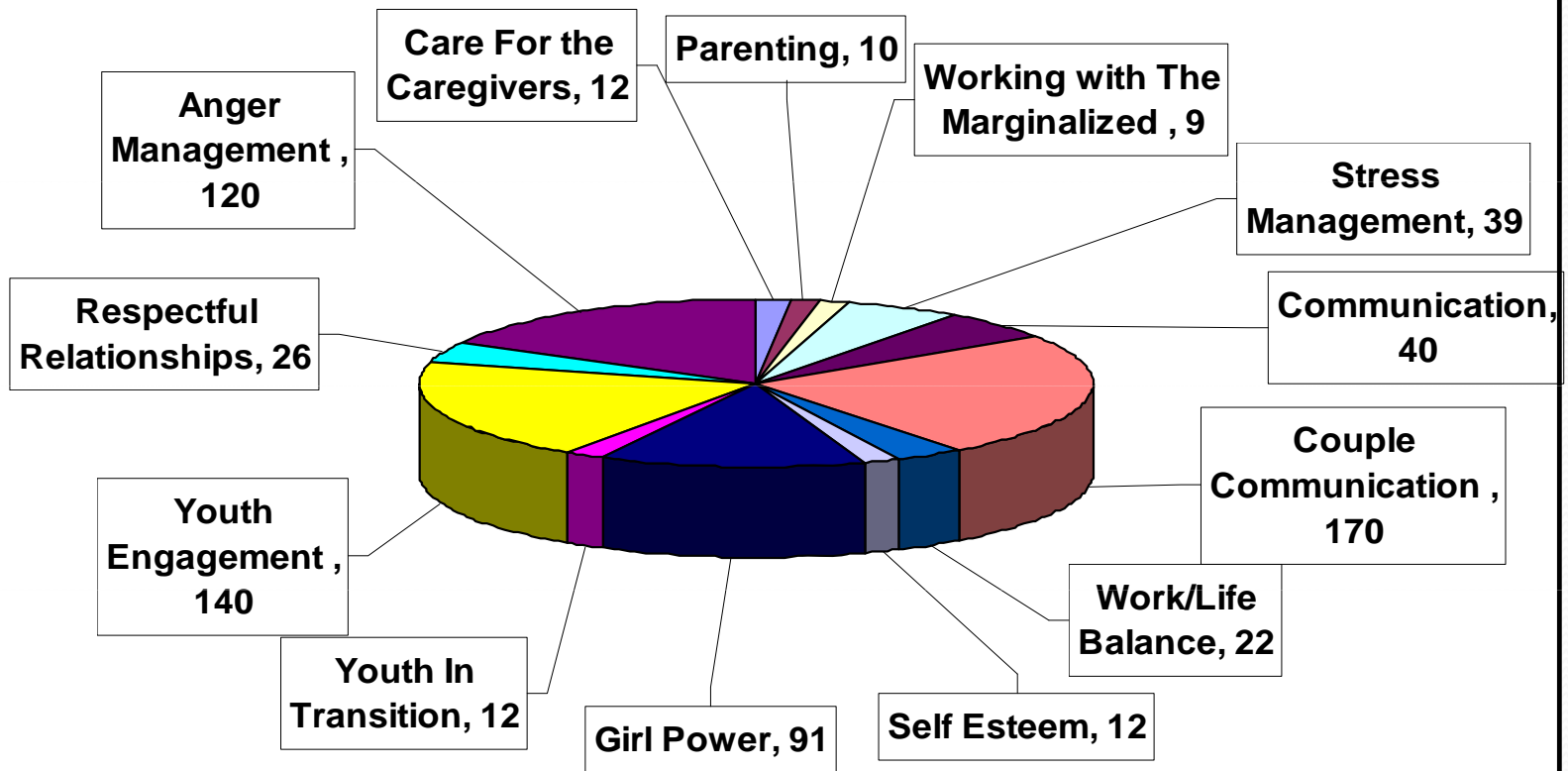
Presenting Issues





Programming

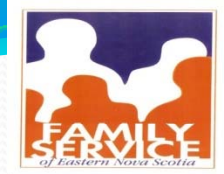
Program Type According to Participants (703)





FSENS Service Delivery Model

- 1. Full service continuum for families**
- 2. Cross-sectoral and community-based delivery**
- 3. Quality standards**



FSENS Service Delivery Model:

Full service continuum for families

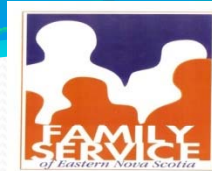
- **We serve the communities of Eastern Nova Scotia by offering families a single service accessible entry point for professional counseling services**
- **We work respectfully and holistically with families experiencing multidimensional issues**
- **Our therapists provide therapeutic services from a wide menu of options**



FSENS Service Delivery Model:

Full service continuum for families

- **Interventions may involve group work, individual, couple or family therapeutic services**
- **Programming is offered to meet the gaps in our communities as identified by referral partners and clients**
- **Advocacy Campaigns are organized annually to highlight critical issues, such as heat poverty and Family Connectedness**



Family Interventions: 2010

Area	Sydney & North Sydney	Glace Bay & New Waterford	Inverness & Richmond County	Guysborough & Antigonish County	Pictou County	Total
Cases	482	278	147	222	323	1,452
Interviews	1,590	1,223	304	423	1,037	4,586
People (recorded by visits)	2,193	1,454	385	806	1,333	6,171



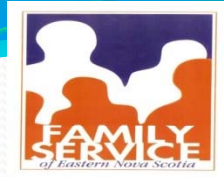
FSENS Service Delivery Model: *Cross-sectoral and community-based delivery*

- **We accept referrals from individuals as well as service providers, including four governmental departments**
- **We assess what type of intervention best suits the needs of the client as well as the referral source (particularly in the case of mandated clients) and then provide the customized service**

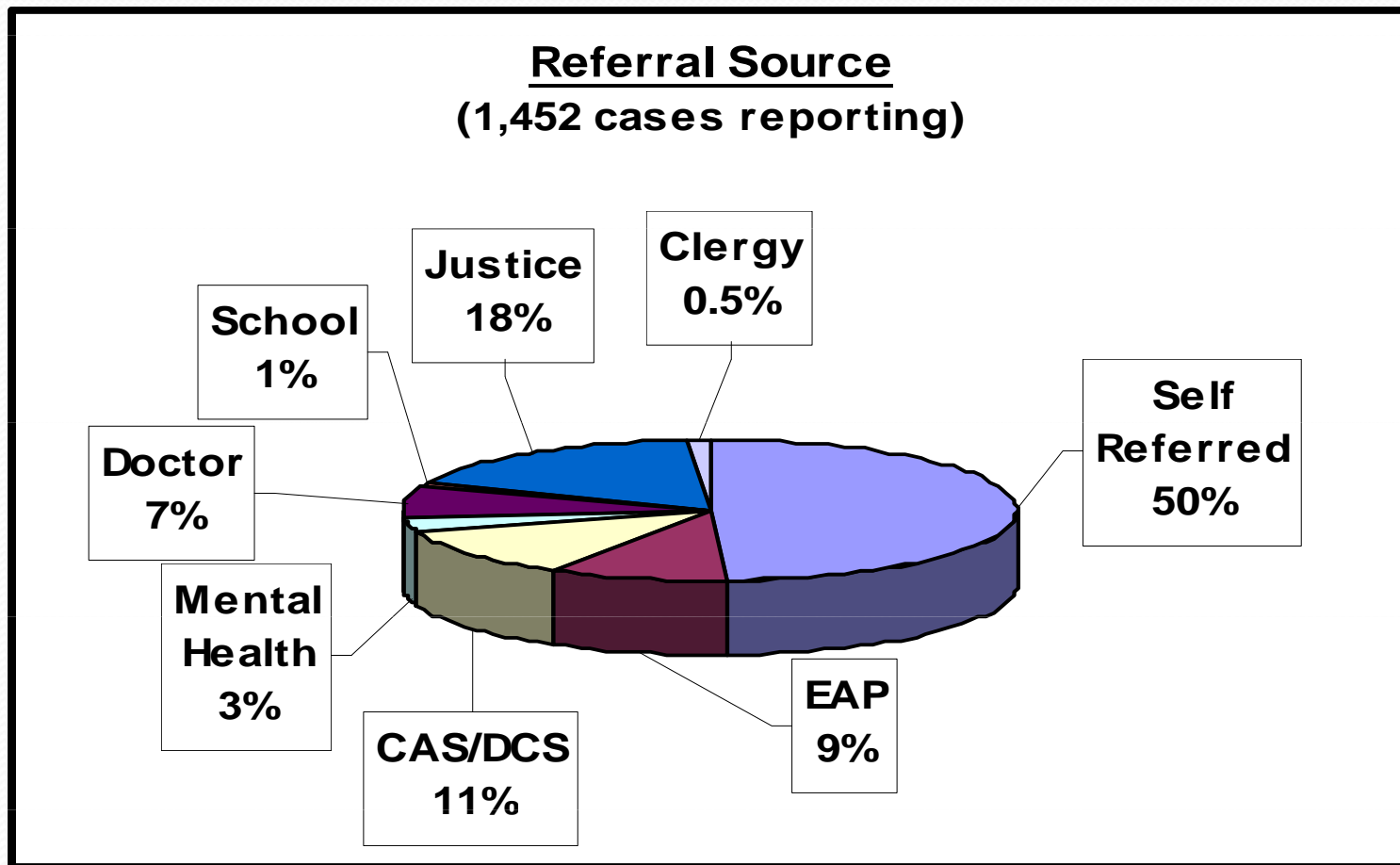


FSENS Service Delivery Model: *Cross-sectoral and community-based delivery*

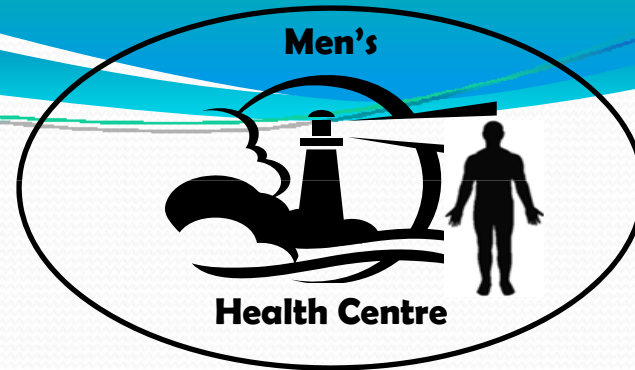
- **Our therapists have expert knowledge of child welfare client and system needs**
- **Our agency is highly collaborative in nature and we routinely work across organizations for service development and implementation**
- **We are an active member of three Provincial Child & Youth Strategy regional committees**
- **We actively participate in the provincial Mental Health Coalition**



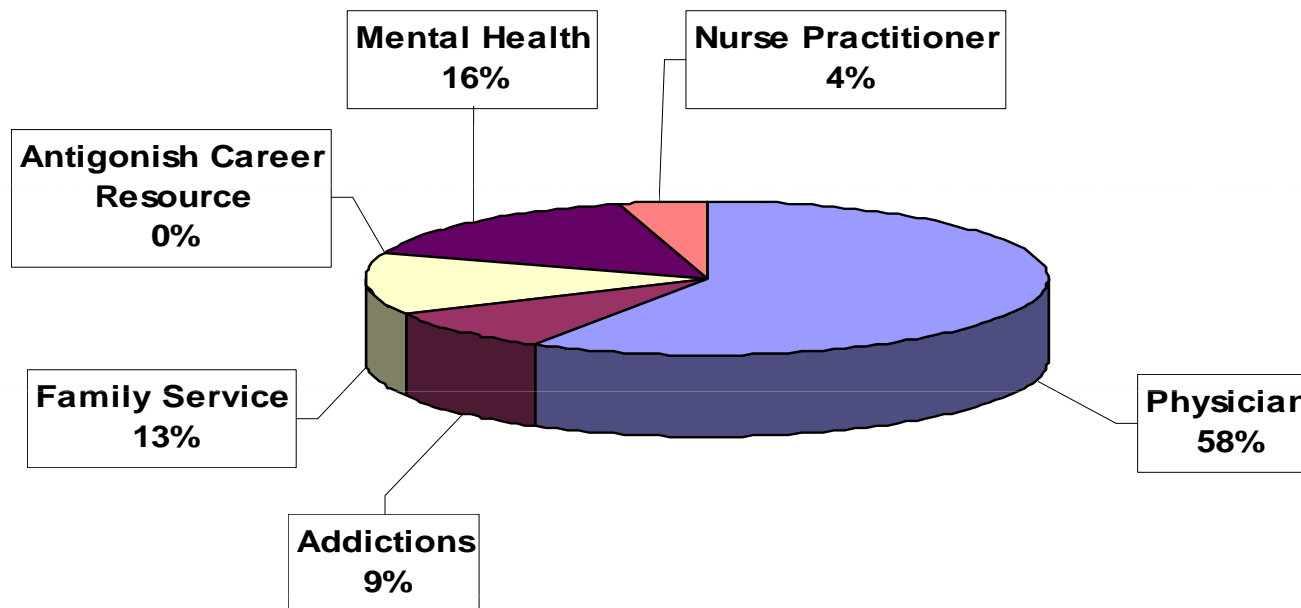
Origin of Referrals



Men's Health Centre: *Tune Up Tuesdays*



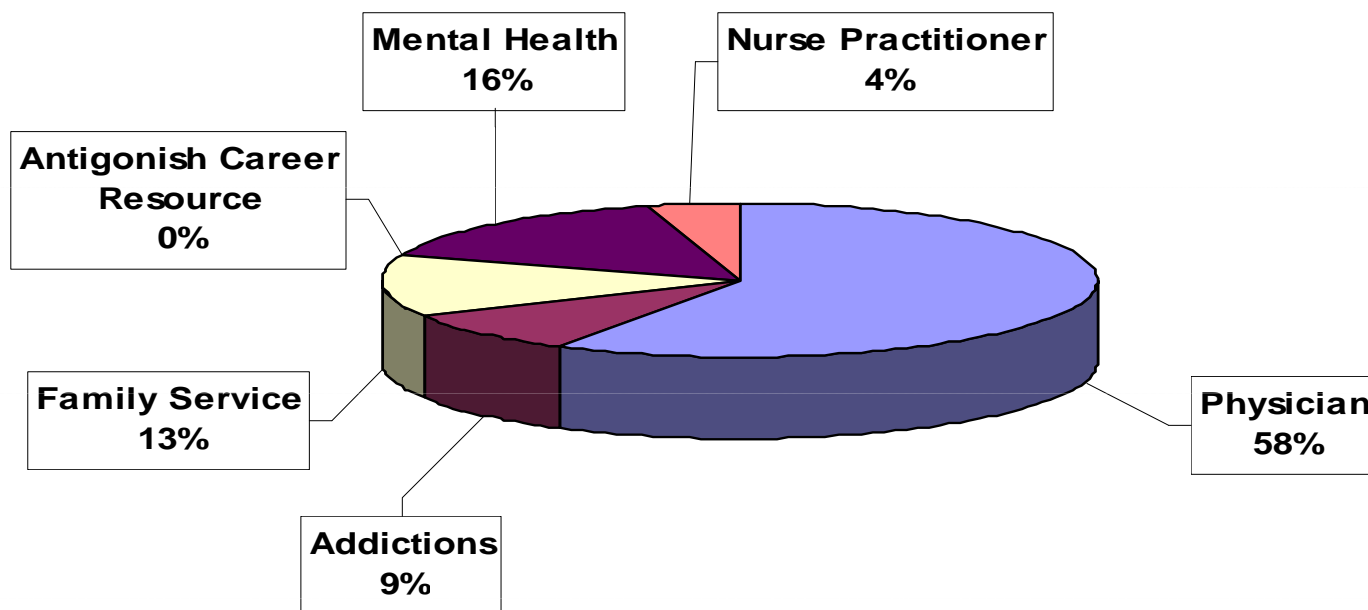
Type of Service Provider Required
(122 cases reporting)



Men's Health Centre: *Tune Up Tuesdays*



Type of Service Provider Required
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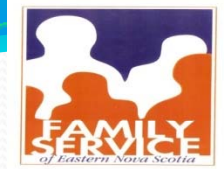




FSENS Service Delivery Model:

Quality Standards

- **Member of National and Atlantic Family Service affiliate networks**
- **We follow national Family Service accreditation guidelines for our client record keeping, liability insurance, and human resource requirements**
- **Our workers belong to professional licensing associations, have liability insurance, and participate in scheduled clinical supervision**
- **The consistent incorporation of evaluative strategies in our work supports quality improvement and transparency**



Funding Partners

Ongoing Operations

- **Department of Community Services**
- **United Way Cape Breton**
- **United Way Pictou County**

Donations & Internal Resource Development

- **Diocese of Antigonish**
- **Sisters St. Marthas**
- **Sisters of Charity**
- **Les Filles de Jesus**
- **Parish Contributions**



Budget-Service Alignment

DCS

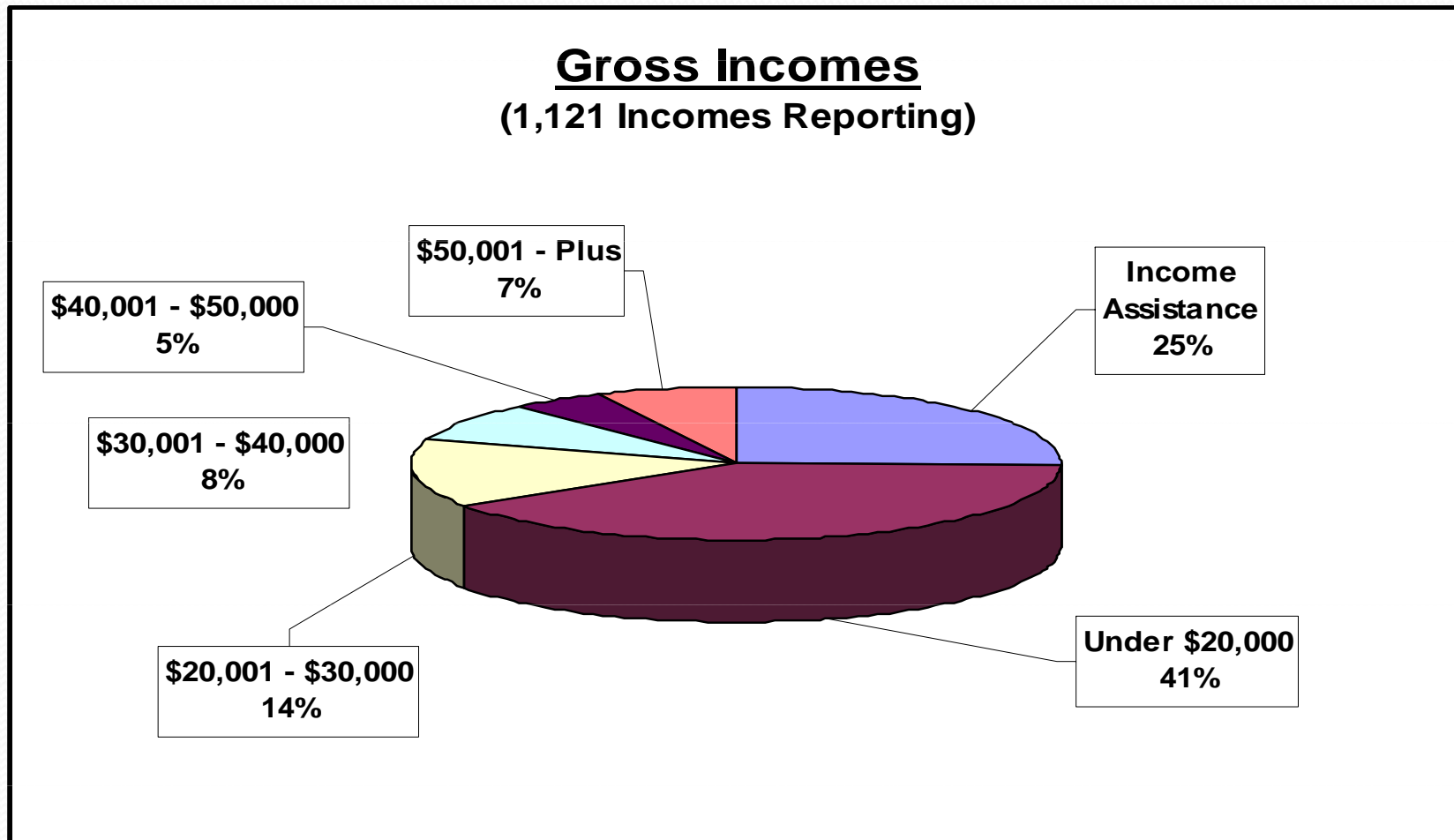
- 75% of FSENS workload; delivered by full time staff
- Child Welfare, Direct Therapy, Programming

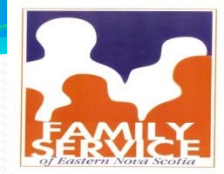
United Way Subsidy Program

- 3% of FTE staff deliver this work
- Dedicated to subsidizing families who cannot pay for therapy



Gross Incomes of Our Families

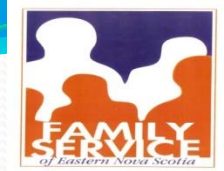




Budget-Service Alignment (con't)

Third Party Billing

- 22% of agency workload carried out by casual staff
- Family Service Canada Employee Assistance Plan
- Family Service of Eastern Nova Scotia EAP
- Insurance companies
- Victim Services
- Client Fees
- Professional Training
- Specialized Services e.g., mediation, CISM, play therapy



Budget-Service Alignment (con't)

Grants

- Annual requests to fund programs
- Staff hired as approved by granting agency
 - Sisters of Charity
 - Provincial Mental Health Grant
 - National Crime Prevention Centre Grant



Contact

Nancy MacDonald, MEd, RPC, MPCP

Executive Director

Family Service of Eastern Nova Scotia

Head Office:

295 George St

Sydney, NS B1P 1J7

nmacdonald@fsens.ca

Tel: (902)863-2358

Cell: (902)863-8651