

Annual Activity Report

2022-2023



Centre Famille & Ressource
Family Resource Centre

Our History

The organization was founded in September 1999 and incorporated in May 2000. Over the course of the next 15 years, several programs were developed and implemented both individually and scholastically.

In 2013, a joint partnership was formed with Station 3 of the SPVM (Service de police de Ville de Montréal), and Projet Communautaire de Pierrefonds. As a result of this partnership, a 5-year grant from the Crime Prevention Action fund of Public Safety Canada was received in 2014 to start the SNAP® (Stop Now And Plan) program in the West Island of Montreal.

In the fall of 2017 after we experienced a major upheaval in staffing and board members, a restructuration plan was put in place with the support of our core funder the "Programme de soutien aux organismes communautaires". The decision was reached in accordance with our mission, to focus on delivering the SNAP program as our flagship programming.

From 2019 to 2021 the organization offered a summer camp specifically geared towards families with children that, for one reason or another, could not attend regular day camps. Unfortunately, the Covid-19 pandemic, lack of proper staffing and financial restraints made the idea not longer viable.

Today in 2023, referrals to our SNAP program continues to see increases from all sectors. We now see more and more professionals recommending their clients to us. Word of mouth and social media have become the leading referral source. We also have a Mom's group and a Dad's group composed mainly of parents who have gone through our SNAP program and now want a chance to discuss situations with other parents in a friendly atmosphere.

Our mission

Our mission is to help families with children experiencing learning and/or behavior problems by offering individual and group support to the children and their parents.

Our goals and objectives to achieve this mission:

- Help children and families to better manage their emotions and reduce the impact of their challenging behaviors
- Assist and support families in crisis
- Empower families to assist in their children's academic objectives
- Be a point of reference for families that require assistance beyond FRC's scope of services through referral
- Build and strengthen connections within the community
- Act as a Centre of excellence for the implementation and development of effective parent/child intervention programs.

Highlight's

Strategic/Operating Highlights

We returned to in-person groups while still continuing virtually for those who, for various reasons, could not attend in-person. Frequent requests have been made from local schools for presentations of our services. Service demands continue to grow as does our requests for French boys groups. We have come to the aid of **209** families this past year.

Financial Highlights

We have once again finished the year with a small surplus thanks to an increase in our core provincial funding, municipal and provincial grants as well donations from caring individuals. Unfortunately, this surplus will be greatly needed to meet the demands of the new fiscal year.

Looking Ahead

This upcoming year will be a struggle financially as we are starting the year with a significant reduction in staff hours. Once again, the search for recurrent funding continues to be our top priority. We also continue to prioritize the creation and maintenance of our partnerships with schools and other community organizations.

President's message

My son, now 29, was a SNAP® kid between his 7th to 16th years, at a time when there was no SNAP program in the West Island. What a difference *Stop Now and Plan* at the Family Resource Center would have made for him and our family. My wife and I did not- then, have the knowledge and/or the tools and we cycled through many “experts”, which was expensive. Only recently, has he started getting past his emotional dysregulation and his rage, mostly aimed at himself with self-sabotaging behaviors.

With now years of service as a volunteer Board member here with FRC, I have been privileged to see so many families build, develop and get control over the tools and strategies necessary to bring lasting change to their families and today seeing SNAP embodied and practiced in their children, teens and young adults. I have also been privileged to volunteer this past year with the CDI-SNAP, the founder, trainer and fidelity partner for SNAP world-wide; working for their Canada wide expansion project, bringing SNAP to even more communities over the world.

Our continuing FRC challenge, is convincing to SPEND “the ounce of prevention which is worth a pound of cure” and to sustain funding of the services over time. Who wouldn't want a free service with well-trained professional staff to get on top of persistent problems that likely would be life-long if ignored too long. Governments spend inordinate money on much-too-late programming to mitigate the obvious “in your face” damages and behaviours that are largely already anchored in the “perpetrator”. No one wants to have this name ascribed to their child, trust me! It is too late when this happens! It was for my son, who has now experienced 14 years of uncertainty, court dates, underemployment and self-doubt.

At FRC, we have experienced a 50% increase in requests for service over previous years. Even with a tripling of our government health ministry PSOC *Programme de soutien des organisation communautaire* funding since 2017, we may still have to reduce some hours in the upcoming year, and cap additional groups that can be held, because of persistent gaps in funding.

If you have capacity to help us raise additional funds, please raise your hand and lend your voice! Some of you may be more comfortable in send us a cheque, which would be equally appreciated!

Thank you to the many families who have trusted our approach. Thank you tremendously for the awesome staff, and our continued leadership, embodied in Ron Swan and Debbie St-Martin. Thank you to our Board Members and their consistent willingness to meet the challenges, as they come.

Thank you for our current funders and especially for those new funders who will consider adding to our coffers for supporting our services in the coming years.

Fred Jansen

Our Board members

Executive Committee

Fred Jansen, President – community representative

Ely Bonder, Vice-president - community representative

Sam Tenser, Treasurer – community representative

Geneviève Gagnon, Secretary - community representative

Directors

David Ronai - community representative

Laura Mosca - user

Sam Tenser - community representative

Matthew Paolini – community representative

The Board of Directors met **6** times in hybrid mode.

Executive Director's message



Global warming, global pandemic, global conflicts...it has certainly been a year for to remember! In our little corner of the global community, we have fared slightly better. In what seems to be an unprecedented occurrence, our staff and board of directors have remained stable and committed. Although our referral base has changed extensively, we have benefitted from a significant increase in numbers thanks to word-of-mouth and social media referrals. In addition, thanks to our virtual platform and referrals from professionals at the CIUSSS we were able to maintain our 3 cohort schedule that included 8 groups and an ever-expanding waiting list.

Internally, despite many challenges, the efforts of our dedicated staff have succeeded in bringing our name to the forefront of the various community professionals & partners in terms of references. Our commitment to community outreach has developed through inter-agency partnerships and our "open-door" policies. Our various programs are growing in numbers as is our reputation throughout the communities we serve. It is with great pride that we look forward to and prepare for another inspiring year in the service of those in need.

Ron Swan

Our dedicated team

Executive Director

Ron Swan

SNAP workers

- ✓ Ron Swan
- ✓ Deborah St-Martin
- ✓ Jennifer Lichtner
- ✓ Elysia Katcho Vieira
- ✓ Georgia Triantafillos – left in April 2022

Administration Director

Deborah St-Martin

SNAP part-time facilitators

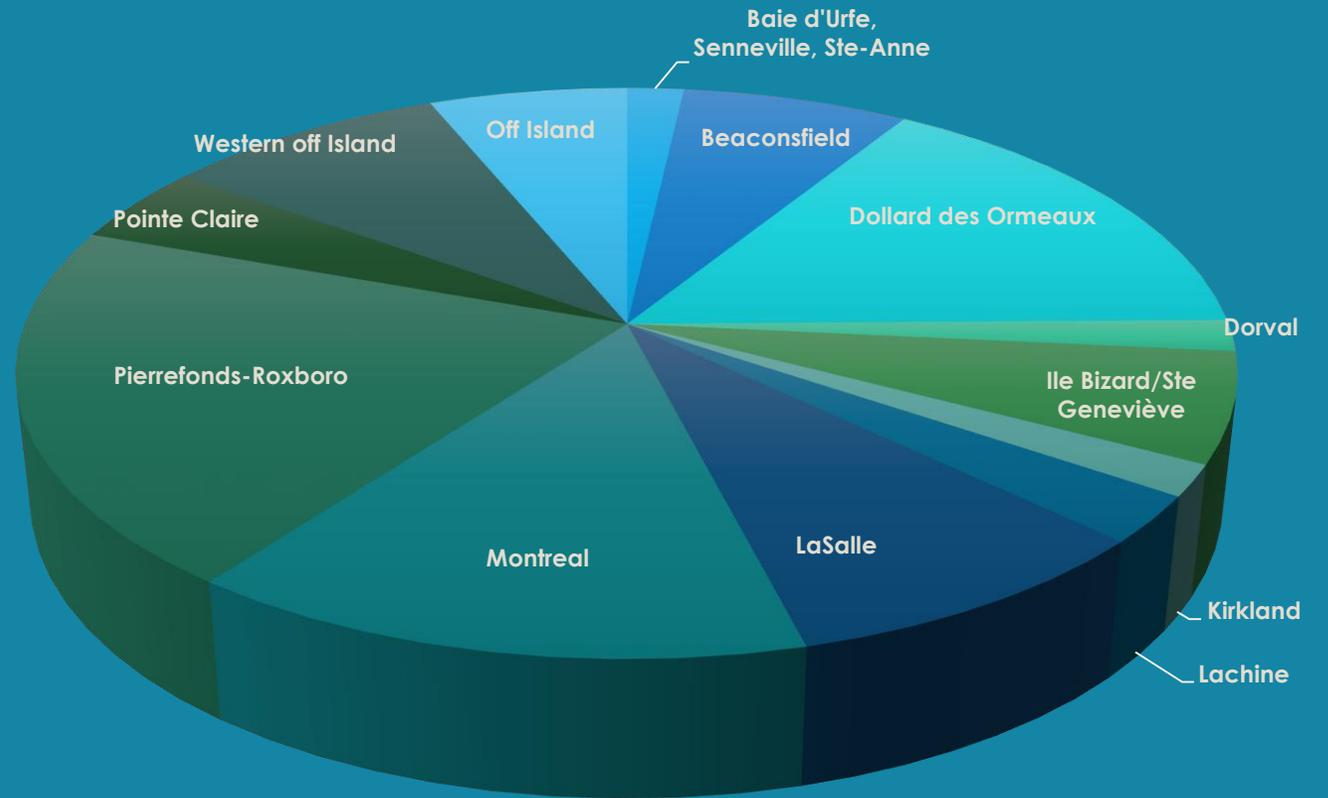
- ✓ Kirsten Rouppe van der Voort
- ✓ Jillian Budd

Our numbers

Number of families helped

209

We have seen a steady increase in our numbers this year

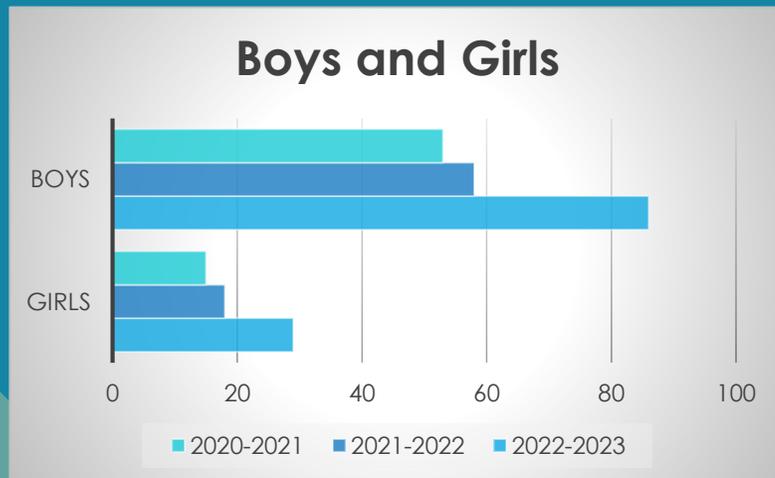


Pierrefonds remains the prominent area of referral followed closely by DDO and LaSalle. We are getting more and more calls from outside of the West Island as we are the only organisation that offers the SNAP program.

...Our numbers

Children registered in our programs

In the past 2 years the amount of requests for girls has doubled and we see a steady increase in the boys as well



Language

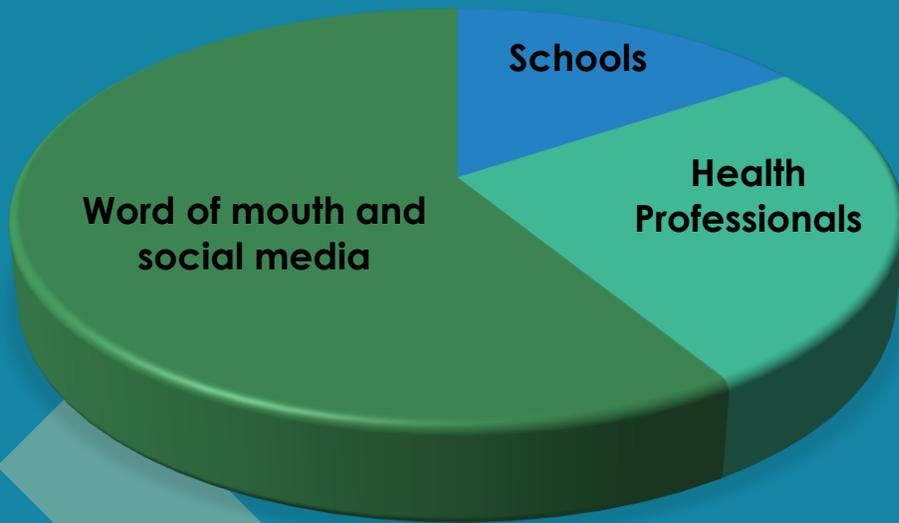
As seen in the graph, English remains the predominant language of our clientele.



...Our numbers

Referral source

This shows a decrease in school referrals compared to previous years. The difference is made up from the word of mouth and social media sectors at 59%.



Volunteers and crew

Claudine has been, once again, a source of tremendous help in regards to the administrative paperwork and most importantly with our translations.

Catelynn heads up our cleaning staff by ensuring a high level of cleanliness for the families in our care.

Andrew rounds out our maintenance staff.

Special mention should be made in regards to our board members who continue to be involved in overseeing our operations.

425
hours

Let's review the year

- ❑ Another SNAP cohort completed with 14 families, unfortunately we had 2 dropouts.
 - ❑ We said goodbye to our exemplary stagiaire, Adriana.
 - ❑ We did a virtual presentation to the Youth in difficulty team of the West Island CLSC (Programme Jeunes en Difficulté (CIUSSS-ODIM/Direction Jeunesse).
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- ❑ SNAP summer cohort starts with 15 families.
 - ❑ A new Act to modernize the occupational health and safety system was enabled by CNESST (Commission des normes, de l'équité, de la santé et de la sécurité du travail). Several directors of non-profit organizations in the West Island met to discuss what it is and the implications to the community organizations. A committee was formed to try and understand how the new rules apply to us.

April

May

...Let's review the year

- ❑ The new CNESST committee met, and it was decided to split the different categories amongst all directors, each one will do research and report back to the group.
- ❑ After struggling a few weeks to find a permanent part-time SNAP worker, we welcomed Elysia to our team. She has completed her special care counselling degree and is continuing her education at McGill in social work while facilitating our children's groups.
- ❑ The borough dropped off some tickets for the amusement park that we gave to some of our families.

- ❑ July is traditionally a quiet month, the CNESST committee continues to meet and share what we have found.
- ❑ We received from the borough of Pierrefonds-Roxboro some free tickets to La Ronde that we passed on to families who would enjoy a fun day.

June

July



Thanks to the generous donation of tickets from the borough of Pierrefonds-Roxboro, this young girl was quite happy to visit the fair.

...Let's review the year

- ❑ The summer cohort came to an end with 3 families that dropped out. Conflicts with children's external activities were the typical reason.
 - ❑ Deborah participated in a seminar from Keela on donor experience.
 - ❑ The organization closed for 2 weeks giving the employees a chance to recharge.
 - ❑ With our spaces now nicely painted we continued the makeover and proceeded with the changing of the floors that the Saint Barnabas church agreed to purchase. Our offices are looking revamped and more professional, Thank you Saint Barnabas!
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- ❑ Start of the SNAP fall cohort with 17 families.
 - ❑ We attended the Looking Ahead to a More Vital Community Forum from QCGN.
 - ❑ We attended the Pierrefonds Volunteer celebration party.
 - ❑ We received confirmation that our grant through Mesure 4.2 Santé Publique was accepted for another year.

August

September

...Let's review the year

- ❑ Our provincial indexation was \$ 9,132 with the additional funding received last year we now receive recurrent annual funding of \$ 202,928.
- ❑ We attended a seminar offered by the borough of Pierrefonds on how to succeed in your grant applications.
- ❑ One of our original collaborators for the SNAP program, Kathy Van Bronswyk, approached us to offer help with procuring funding. Letter campaigns will be prepared.
- ❑ A “pay it forward” campaign was started reaching out to our Alumni families.
- ❑ Another SNAP cohort finishes, no dropouts.
- ❑ Referrals are pouring in faster than we can process them.
- ❑ The team gets some well-deserved time off for the holidays.

October

November

December

...Let's review the year

- ❑ Preparation for the new cohort continues
- ❑ We were asked to present SNAP to the staff of St-Anthony's elementary school. This resulted in several referrals.
- ❑ A new SNAP cohorts starts, 18 families registered.
- ❑ We applied to the Community Services recovery fund for help in setting up a hybrid system to reach those who cannot attend especially for the mom's group and the virtual SNAP group. We wait for further information that is expected in May.
- ❑ Despite finishing the year with a financial surplus, hard decisions had to be made for the upcoming year in regards to reducing employee hours.
- ❑ An application was made to the Prévention Montréal funding to enable us to keep our part-time worker, Elysia, we will know in April if it was accepted.
- ❑ Letter campaign is sent out to many Quebec ministers and our local Members of National Assembly.

January

February

March

Programming

The workshops focus on the parent-child relationship, parent expectations of their child and more effective ways to communicate.

The ability to schedule virtual sessions makes it easier to reach parents around their schedules.

**0-5 Parent group
6 parents**

**Mother's Group
8 moms**

The mom's group is a chat style group giving moms the opportunity to share the struggles of daily life with others facing similar situations.

4 meetings were held.

Pros: Mom's have expressed satisfaction in having a place to share their experiences and get much needed feedback.

Cons: We need to be more diligent about holding groups more often and find ways to facilitate a hybrid option for the moms who cannot displace themselves.

... Programming

Father's Group
13 dads

The drop-in group continued to take place once a month with the fathers appreciating the opportunity to share experiences, commiserate and celebrate.

Average attendance is 7-8 members.

A variety of topics were discussed which included issues surrounding crisis management, significant lifestyle changes, parental-child interactions, couples "counselling" & general encouragement.

Pros: group is growing, members have developed a bond (community), word of mouth referrals have increased & member feedback has been distinctly positive.

Cons: Some drop-outs, scheduling conflicts & a few negative interactions due to differences of opinions(resolved).

... Programming

SNAP program
51 families

SNAP® is a program for children aged 6 to 11 and their families. This program has the necessary elements and strategies to help families in their rehabilitation efforts. To do this, SNAP has integrated objectives that we believe meet our needs, namely: increased emotional self-control (children and parents); reduced aggression, delinquency and antisocial behavior; prevention of future criminal behaviors; engagement of high-risk children and their families in the service; increased pro-active parenting skills.

8 groups were held (2 girls, 5 boys and 1 french boys).

Pros: Although we returned to in-person groups, we maintained some virtual groups to reach those who cannot make it to us in person and facilitated groups not restricted by age differences.

Cons: Unfortunately we had 5 dropouts this past year (all dropouts are offered the opportunity to return in a later cohort). We still struggle reaching the french sector as most of our french clients are still self-referred. A campaign to reach out to the local french schools will continue in the new year.

Comments from the parents

At the end of each cohort, parents are asked to fill out a confidential survey. Here are some of their responses to the question “What did you like about the parent group”

The fact that someone came to the idea that there needs to be a Parents group!! That this is a systemic problem is the most amazing and helpful fact

Overwhelmingly parents always indicate: The relationships formed with other parents in similar situations

That I was forced to reconsider the way I looked at things and it made me rearrange my priorities

...Comments from the parents

The next question "What did you least like about the parent group"

Not everyone spoke

Homework "lol",
but it helped

There was not enough
time for everyone to
share.

Nothing. I was looking
forward each week to join
the session, see everyone to
talk and discuss.



Comments from our staff

Virtual sessions made it much easier to connect with past clients or give extra support to current clients. In all cases, the virtual sessions also makes it much easier to communicate with the schools of these children. Jennifer

I have many roles within the organization but talking to a parent on that first call and feeling their relief when I tell them we can help is something I take great pride in. In addition, seeing them realize during the SNAP group that even small changes can make a big difference, makes my job more meaningful. Debbie

The Family Resource Centre greeted me with open arms and not only provided me with very useful knowledge and skills, but also created a safe work environment for me to develop and learn in the field. I am very grateful for the opportunities and experiences they have given me, and I look forward to more exciting projects with them in the future. Elysia

The return to face to face sessions, from a clinical standpoint, has been a welcome change. Being able to develop the rapport that comes from in-person meetings allows you to feel more connected to the families. Ron

Testimonials from Parents

- This program is a godsend! I didn't know how to handle or cope with my daughter's meltdowns anymore and SNAP has given me the tools and confidence to parent the way I wanted to. I feel calmer and more capable. I love seeing my daughter use her SNAP and am happy that it was helpful for her. Great facilitators!
- Thank you so much for doing that for the community and for wanting to help others.
- Thank you, guys, for everything and your commitment to the program. I appreciate everything that you have done and continue to do
- My son left every session feeling a little more confident in himself and happier than he did walking in. The child session was great.
- This program is a life-changer.
- Thank you all so much for everything and welcoming me into your “village”.

Testimonials from school administrators

Dear Ron,

Once again, thank you for the tremendous assistance you and your team have provided the families of our school community. Our most recent referral to SNAP has already shown some positive changes for the child in the classroom.

Since we have been working together over the last several years, I can't begin to tell you how much we have come to rely upon SNAP as a community resource for our school team. You folks continue to be our number one recommendation when meeting with families looking for help with their kids. The seamless way we are able to support families outside of school hours is invaluable to the kids experiencing behaviour challenges in the classroom.

Sincerely,

Douglas Stewart, Principal

...Testimonial from school administrators

My name is Jane Preston and I am the Principal at St Anthony Elementary School in Pierrefonds. In high school, there are many organizations that you can turn to in your effort to support a child through difficult times but in elementary school, you cannot use many of those resources.

SNAP is an organization that is an essential part of that support system at the elementary school level. It provides tools and skills for both child and parent in regulating and managing emotions that they do not know how to. It develops problem-solving skills to be able to better manage a situation.

The program has become an integral part of how we support our students and families. I wholeheartedly recommend this program and would want it to continue to be available to the families at my school.

Best regards

Our involvements

Members of:

- Table de concertation enfance-famille-jeunesse de l'Ouest-de-l'Île (TCEFJOI)
- West Island Crisis Center (WICC)
- Table de quartier du nord-ouest de l'Île de Montréal (TQNOIM)
- Quebec Community Groups Network (QCGN)
- Regroupement pour la valorisation de la paternité
- RIOCM (Regroupement intersectoriel des organismes communautaires de Montréal)
- Table de sécurité urbaine de Pierrefonds-Roxboro
- African Canadian Development and Prevention Network (ACDPN)

- ROHIM (regroupement des organismes pour hommes de l'Île de Montréal)
- (WITT) West Island Think Tank

Participated in:

- Director's informal weekly meetings held by the CRC (Community Resource Center)
- QCGN (Quebec community group network) roundtable on data
- QCGN roundtable on funding
- QCGN roundtable on representation
- QCGN roundtable on organizational and Network Health

Our financial situation

Thanks to great financial management s and a reduction of a part-time staff, we finished the year with a \$ 5,654 surplus

ÉTATS DES RÉSULTATS

	2023	2022
REVENU		
Subventions & contributions		-
Fédéral	-	121 084 \$
Ministère de la Santé et Services Sociaux	220 222 \$	167 291 \$
Ville de Montréal	23 000 \$	55 438 \$
Dons	81 531 \$	33 616 \$
Autres	2 217 \$	-
REVENU TOTAL	326 970 \$	377 429 \$
CHARGES		
PROGRAMME		
Salaires et Avantage sociaux	229 623 \$	275 310 \$
Dépenses de programme	3 045 \$	5 106 \$
Formation	366 \$	899 \$
	233 034 \$	281 315 \$
ADMINISTRATION		
Salaires et Avantage sociaux	43 217 \$	54 608 \$
Fournitures de bureau	5 820 \$	3 645 \$
Loyer	14 770 \$	13 738 \$
Assurances	1 621 \$	2 260 \$
Frais de license, taxes et permis	5 375 \$	1 500 \$
Entretien et réparations	1 636 \$	1 196 \$
Télécommunications	7 172 \$	6 268 \$
Honoraires professionnels	8 599 \$	2 687 \$
Frais Bancaire	72 \$	119 \$
	88 282 \$	86 021 \$
TOTAL DES CHARGES	321 316 \$	367 336 \$
EXCÉDENT DES PRODUITS PAR RAPPORT AUX CH	5 654 \$	10 093 \$

...Our financial situation

ÉTAT DE L'ÉVOLUTION DE L'ACTIF NET

EXERCICE TERMINÉ LE 31 MARS 2023

	2023	2022
	\$	\$
ACTIF NET AU DÉBUT	62 603	52 510
Bénéfice net (perte nette)	5 654	10 093
ACTIF NET À LA FIN	68 257	62 603

We finished the year with an accumulated surplus of \$ 68,257. This amount will be much needed to meet our 2023-2034 financial year.

ÉTAT DE LA SITUATION FINANCIÈRE au 31 mars 2023

	2023	2022
	\$	\$
ACTIF		
ACTIF À COURT TERME		
Encaisse	116 700	175 157
Débiteurs	9 757	21 871
Total Actif	126 457	197 028
PASSIF		
PASSIF À COURT TERME		
Comptes Créditeurs	811	-
Salaires et vacance à pay	28 431	27 666
Produits reportés	28 958	106 759
Total passif	58 200	134 425
ACTIF NET		
ACTIF NET	68 257	62 603

The future

With our financial situation still in question, a necessary decision was made to cut hours for our staff starting in April. Unfortunately, this may result in the reduction of the number of groups per cohort.

A partnership is in the works with “La Perle” in the borough of Villeray-Saint-Michel-Parc Extension, to offer the SNAP program to families in their community.

News has come in May 2023 that the borough of Pierrefonds has accepted our application to the Sécurité Urbaine proposal over a 31 month period.

Hoping to improve our virtual setup to reach more parents.

Our search continues in regards to finding more permanent recurrent funding. Research has shown that the SNAP program saves 32\$ for every 1\$ spent on youth between 6 to 11 years of age!

A heartfelt thank you to the volunteers that have allowed us to offer our services to those in need. First and foremost, we take this opportunity to express a special thanks to our Board of Directors who work with us hand in hand in order to improve our professional outreach on a volunteer basis. The efforts made by staff and others have helped us to become a benchmark for services in relation to families struggling with behavioural issues. It is with great pride that we seek to not only better our services but to empower the families within our care.

Not to forget our collaborators who have made it possible for us to offer our services this past year:

- PSOC – Programme de soutien aux organismes communautaire
- The Mirella and Lino Saputo Foundation
- City of Montreal - Borough of Pierrefonds-Roxboro
- Saint Barnabas Anglican Church
- Direction régionale de santé publique

Thank you

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