

ANNUAL REPORT

THRIVE COUNSELLING



JUNE 2024

Prepared by

CHONDRENA VIEIRA-MARTIN

A photograph of a field of orange daisies with purple centers, filling the bottom half of the page. The flowers are in sharp focus in the foreground, with a soft blur in the background.

2023-24

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REPORT FROM THE ED



CHONDRENA VIEIRA-MARTIN

Thrive Counselling

Reflecting on 2023-24, there has been so many exciting initiatives that the year has flown by. Thrive has been very fortunate to be the recipients of some major grants that are allowing use to both focus on increasing our internal organizational capacity and to chart a new collective path in innovative service delivery. We are incredibly grateful for these opportunities and have been busy implementing and designing strategies to strengthen our most valuable resource, our amazing staff team! As part of this work, we have explored our agency relationship with EDI. A special thanks goes out to Grandmother's Voice for providing us a wonderful staff day and their guidance and support around Indigenous learning.

We have also been engaging in a bold initiative as lead agency on a new service hub for survivors of Intimate Partner Violence, Sexual Violence and Human Trafficking, newly named Halton 360. This new service will provide integrated, wrap around services across the region, easing the complexity of service navigation for victims/survivors and strengthening community partnerships.

While these new initiatives are occurring, the tireless work of the agency continues. Demand for service has remained high. With the support of MCCSS and generous donors, we have been able to re-open our Walk-In clinic, which closed due to the pandemic. With this reopening, we have been able to offer more immediate, accessible and free services to our community and have seen our waiting list decrease significantly.

I have been continuing my work as Board Chair of Family Service Ontario and will be stepping down from this role in 2024-25, although continuing on the Board. This has been a wonderful opportunity to assist the Family Service sector in both advocating for our clients and service and organization and to our ability to contribute to the well-being of Ontarians.

Finally, I would like to extend my gratitude to our dedicated Board, my hard-working management and administrative teams and my caring and compassionate front-line staff who make the work possible. I look forward to continuing to build on all that has been accomplished and to ongoing success in the future.

REPORT FROM THE BOARD CHAIR

DR. KAYLA JOURDAN

As the Chair of the Board of Directors of our esteemed organization, I am filled with pride and gratitude for the incredible work that Thrive has accomplished over the past year. Our mission to partner with Halton's families to manage life's challenges has never been more important, especially in these challenging times, where one in four Canadians experiences a mental illness in any given year.

I am pleased to report that Thrive has continued to make a significant impact in our community, reaching more families in need with a greater breadth of services. Our dedicated team of counsellors, staff, and volunteers have worked tirelessly to ensure that our services are accessible, compassionate, and effective.

At Thrive, we believe in the power of strong and resilient families, and our new strategic plan reflects our dedication to four main objectives: fostering a skilled and compassionate workforce, optimizing service delivery, building collaborative community partnerships, and ensuring financial stability to support our mission.

A large portion of our efforts over the next three years will be dedicated to cultivating a strong and skilled workforce. We will make progress toward this objective through a number of actions including:

- A comprehensive recruitment and succession strategy to attract and retain qualified professionals.
- Fostering a strong, flexible, and inclusive work culture that values diversity, equity, and inclusion.
- Streamlining administrative processes to reduce the burden on staff and increase efficiency.

Alongside a strong and skilled workforce, our second objective is to continuously improve our service delivery. We have set out three main strategic actions to achieve this goal:

- Further implementation of regular evaluations of services that engage clients, staff, and leadership in the feedback process and identify areas for improvement.
- Tailoring services to meet the diverse needs of clients and communities, with a focus on diversity, equity, and inclusion.
- Integration of innovative technology solutions into our business practices.

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The third strategic objective is to strengthen collaborative relationships with local agencies and organizations to enhance community services and support by:

- Providing leadership regarding services to address community needs and promote collective impact. Our work on this is well underway, through Family Services Ontario and as the lead agency of the new Halton 360 hub.
- Advocating and responding to local pressing issues. As we know, gender-based violence has been declared “an epidemic”. We need to advocate for policy changes and resources to address gender-based and intimate partner violence, in addition to mobilizing community support and resources to respond to urgent needs in a timely and effective manner.
- Ensuring that the voices and needs of clients, staff, and partnering service providers are heard and addressed.

And last is our strategic objective to ensure long-term financial sustainability to support our mission and programs.

Action toward this goal will involve a number of steps:

- We will continue to develop a robust financial strategy that includes diversifying funding sources, implementing effective fundraising and exploring new avenues such as corporate partnerships, grant opportunities, and investment.
- We will implement streamlined processes, technology and data analytics to increase operational efficiency and implement innovative models to optimize service delivery and improve outcomes for clients.

As we move forward with this strategic plan, we invite you to join us in our commitment to empowering families to thrive and flourish. Together, we can make a meaningful difference in the lives of those we serve and create a stronger, more resilient community for generations to come. Together, we will strive to create a community where every family has the support and resources they need to thrive.

I would like to express my deepest gratitude to our board members, staff, volunteers, and supporters for their unwavering dedication and commitment to the mission of Thrive. Your hard work and passion are the driving force behind our success, and I am truly grateful for your continued support.

Thank you for your ongoing support and dedication to our cause. Let us work together to build a brighter future for all families in Halton region. Thank you

Vision, Mission and Values



Our Vision:

Strong People
Strong families
Strong Communities

Our Values:

Care and Compassion
Respect and Dignity
Professionalism & Quality
Inclusion & Safety

Our Mission:

We partner with you to manage life's challenges.

Our mission is achieved by offering exceptional counselling services and programs to individuals, couples and families for issues concerning emotional, physical, social, spiritual and relational well-being. Thrive is committed to inclusion, diversity and equity and embedding these principles in all of our policies and practices. We strive to operate in a manner that ensures cultural safety which we interpret as an environment which is physically, spiritually, socially and emotionally safe for people and where there is no assault, challenge or denial of their identity of who they are and what they need.

Agency Highlights



With the receipt of funding from WAGE (Women and Gender Equality Canada Thrive has been thrilled to start work and planning on the new Intimate Partner Violence, Sexual Violence and Human Trafficking survivor hub with our valuable community partners. The hub model, both virtual and in-person, incorporates multi-disciplinary professionals whose collective expertise will help foster improved coordination among community partners, bridge gaps, streamline services, and reduce the barriers to service for those that need the services the most. This, we believe, will cultivate the ideal environment for healing and wellness for survivors and their families.

HALTON 360

We have been gratefully supported by the Government of Canada's Community Services Recovery Fund to continue our work rebounding from the pandemic. With a generous grant allowing us to focus on strengthening and planning around human resources, we have been able to work to position ourselves for the future in the midst of an unprecedented human resources crisis. The development of a strategy to focus on recruitment, retention staff wellness and succession planning has put Thrive in a position to navigate a changing labour market. Allowing us an opportunity to focus on equity , diversity and inclusion as an element of collective responsibility and as a strategy to strengthen our work force has been a welcome focus for the organization.

**HUMAN
RESOURCES
AND EDI**

Program Highlights - PAR

With the alarming high rates of charge for intimate partner violence, our Partner Assault Response program has continued to experience high levels of demand for this program. A particular thank you goes out to the hard-working staff of this program who have been working diligently through staffing and structural changes, high volumes, and increasingly complex clients to continue delivery of this very much needed program.



Assessments	251
Group Starts	233
Program Completions	165

Program Highlights - SAP



→	Families served	85
→	In-person parenting visits	365
→	Virtual Parenting Visits	49
→	Child exchanges	139

The Supervised Parenting Time Centres continue to be stable and busy. As we have been able to add some hours of programming, the Centres have been able to offer more in-person visits and exchanges which has been a benefit to the many families who are in need of this specialized and unique program.

Program Highlights - Thrive

Demand for professional and accessible counselling services continues to be high across our region. Individuals, couples and families continue to struggle with their mental health and well-being as they navigate multiple challenges. Post-pandemic, economic, global and social issues are contributing to the stressors in everyday lives. We are privileged to be here for our community to build strength, skills and resiliency.



Unique Clients **2739**

Group Sessions **452**

Program Highlights - Caring Dads



Group sessions

48



Clients served

71



Safety Plans created

50

This specialized Caring Dads program continues to help fathers to improve their relationship with their children and to develop parenting skills. A child-centered approach to fathering is encouraged as well as support and safety for mothers.

Program Highlights - VAW

Our Violence Against Women program continues to have steady demand. The rising complexity of needs continues to be a long-standing impact on clientele since coming out of the pandemic. Thrive is committed to serving both the individual needs of those presenting to us for service as well as making efforts to address the current epidemic of Intimate Partner Violence.



Clients served

703



Safety Zone Group Sessions

33



Healing Hearts Group Sessions

34

HVPC Information Highlights



Snapshot 2023 HALTON REGION

POLICING & JUSTICE

- 3,859 Police IPV calls (ORPS, IPVU)
- 2,058 Police IPV charges (ORPS, IPVU)
- 894 IPV arrests (ORPS, IPVU)
- 231 Police reported SV (ORPS, SVU)
- 143 HT charges laid (ORPS, HTU)
- 22 HT accused persons (ORPS, HTU)
- 56 HT victims supported by Victim Services (ORPS, HTU)
- 62 Well-being checks on sex trade workers (ORPS, HTU)

CRISIS & HELPLINE

- 1,863 Women's Shelter Crisis/Helpline Calls (SHW)
- 448 Sexual Assault Centre Crisis/Helpline Calls (SAC)
- 14,097 Mental health Crisis/Helpline Calls (SCHMHRB, WCH)

COUNSELLING & HEALTHCARE

- 1,176 Women who received SV/DV counselling (SAVTS, WCH, Thrive, Nina's Place)
- 4,076 Hours of counselling for VAW survivors (Nina's Place, SAVTS, Thrive)
- 119 DV/SV Survivors received acute care services (Nina's Place)
- 160 Nursing follow up visits (Nina's Place)

SAFETY & SUPPORTS

- 95 Women in VAW shelter (SHW)
- 389 Women turned away from shelter due to shortage of beds (SHW)
- 22 Self-identified Indigenous women in shelter/receiving support (SHW)
- 200 DV offenders completed the PAR program (ORPS)
- 333 Referrals to the program (ORPS)
- 259 Group program sessions delivered (ORPS)
- 147 Partner victims contacted as outreach (Thrive)

CHILDREN

- 80 Number of children in shelter (ORPS)
- 7 Number of youth in shelter (as dependents) (ORPS)
- 2,283 Investigations opened/reopened, DV related (ICAO)

OTHER

- 793 Public education hours/presentations delivered related to GBV (ORPS)
- 19,183 People reached via public education presentations delivered related to GBV (ORPS)
- 158 SA Information Guides delivered to clients (ORPS, YSL)

MEMBERSHIP

- Alcohol, Drug & Gambling Assessment, Prevention & Treatment Services (ADAPT) Halton
- Canadian Mental Health Association - Halton Region Branch (CHMHRB)
- Crown Attorney's Office
- EFRY Hope and Help for Women
- Grandmother's Voice
- Halton Children's Aid Society (ICAS)
- Halton Community Legal Services
- Halton Multicultural Council Connections
- Halton Community Legal Services
- Halton Region Health Department
- Halton Regional Police Services - IPV Unit
- Halton Regional Police Services - Victim Services Unit
- Halton Regional Police Services - Human Trafficking Unit
- Halton Regional Police Services - CASA Unit
- Halton Women's Place (HWP)
- Hope Place Centres
- Ministry of Attorney General - Regional Sexual Violence Crown
- Nina's Place- Joseph Brant Hospital
- PV&V Insurance
- Restorations: Second Stage Homes
- Sexual Assault & Violence Intervention Services (SAVTS)
- Summit Housing & Outreach Program
- Survivor Advocates for Empowerment (SAFE)
- Thrive Counselling
- Victim/Witness Assistance Program (VWAP)
- The Women's Centre of Halton (WCH)

DV = Domestic Violence
SV = Sexual Violence

IPV = Intimate Partner Violence
VAW = Violence Against Women

HT = Human Trafficking
BAR = Partner Assault Response



Financial Status

INCOME STATEMENTS

Revenue

\$2,242,371

Expenses

\$2,156,855

Excess revenue

\$85,516

CASH FLOW STATEMENT

Thrive finishes the year in a positive financial status. While the financial environment has continued to be challenging, Thrive has benefited from support from federal and provincial funders

Thrive has focused our fundraising this year primarily on grant acquisitions and plans to broaden our donor base as part of our upcoming strategic fundraising plan.

Current assets		
Cash and cash equivalents	\$ 760,226	684,306
Short-term investments (Note 4)	150,886	139,103
Accounts receivable (Note 5)	20,610	24,305
Government remittances receivable	20,148	21,370
Prepaid expenses	50,225	45,715
	1,002,095	914,819
Property, plant and equipment (Note 6)	154	659
Long-term investments (Note 7)	98,222	-
	\$ 1,100,471	915,478
Liabilities and net assets		
Current liabilities		
Accounts payable and accrued liabilities	\$ 135,453	80,792
Deferred revenue (Note 8)	111,816	67,000
	247,269	147,792
Net assets		
Unrestricted	755,342	669,321
Investment in property, plant and equipment	154	659
Contingency Fund	97,706	97,706
	853,202	767,686

Acknowledgements



Our work would not be possible without the generous support of our funders and donors. With our deep gratitude and thanks to the following and all of our individual donors

Ministry of Children, Community and Social Services

Ministry Of the Attorney General

The United Way Halton/Hamilton

Women and Gender Equality Canada

Government of Canada's Community Services Recovery Fund

Oakville Community Foundation -Oakville Gives & the Resiliency Fund

North Halton Community Foundation

Cornwall Wealth Management

Mawazo Marketing

F K Morrow Foundation

Alice & Murray Maitland Grant

The Regional Municipality of Halton - Building Safer Communities

Future Outlook

As we look forward to the future, we are hopeful and optimistic that we are well-positioned to meet the challenges of the road ahead and continue our needed work in strengthening our community's health, safety and well-being.

