

About Us

NSW is a progressive collaborative agency engaged in community activity and partnerships. We are significantly involved in a variety of community committees, such as the Children's Services Committee, the Family Counselling Steering Committee, the Domestic Violence Monitoring Committee, the Family Treatment Coalition Management Committee, the Early Psychosis Intervention Steering Committee, the Northumberland Women's Health Matters Steering Committee and the Domestic Violence Court Advisory Committee. We work in a collaborative manner with CAS, the Family Treatment Coalition, the Early Years Centre, Public Health, the Cobourg and Port Hope Police Services and the OPP, Northumberland County Social Services, Horizons, and various other community agencies. We are committed to advocacy and excellence of service for our clients.

Report of the Chair & Executive Director continued from page 1

Strategic Directions

NSW Board and staff began implementing the action plans for the various initiatives which had been developed as result of the October 2009 Strategy Session. These initiatives ensure: a strong and effective Board and pool of volunteers; financial sustainability for NSW; an organization which is a centre for excellence in the field of family violence; development and delivery of a range of ongoing programs from prevention through intervention, and a high level of engagement by and with the community in the programs which NSW offers.

These initiatives have already begun to bear fruit. Through the work of the Board Development Committee, a roster of Board members with a wide range of skills and backgrounds has been recruited. In 2010/11 the Board created the rotating Youth Representative position which enables a student from a local school to serve as a full Board Member for a period of a one year.

In 2010/11 The Finance and Fund Development Committee developed recommendations for NSW to create a capital reserve to offset projected facility repair and replacement needs such as the roof and furnace from the original shelter building. Through the efforts of staff and the Public Awareness Committee which consists of volunteers as well as Board members, recognition and support for our services grew further in the community.

NSW has become a recognized centre for practicum for Master of Social Work students from the University of Toronto and York University. The students bring to us new learning and research in the field and enrich our environment greatly as we work with them to learn about family violence and how to intervene as a Social Worker. In addition we have long accepted student placements from a variety of community colleges in Child and Youth, ECE and Social Service Worker placements. These students all enrich our services and give us as much as we give them. We have a strong commitment to teaching those who will work with families in some capacity about the issues and impact of family violence. Whatever work one does in the social service sector,

there will always be opportunities to apply what the students learn here, and better serve our community.

Supporting NSW's strategic thrust towards the prevention of family violence, the Youth Violence Prevention Program in partnership with Family Transition Place in Orangeville is being brought to Northumberland. Planning for NSW to deliver this program at its own cost through the schools is ongoing. The program seeks to reach young people before they begin to establish dating behavior patterns and to teach them how to avoid and to deal with family and relationship violence situations while encouraging healthy, respectful relationships. Prevention is central to reducing future family violence and this universal primary prevention program is extremely effective. Watch for it this fall at the Grade Five level.

Conclusion

In summary, 2010/11 has been another busy and significant year for NSW. We continued to meet the challenges associated with ongoing and increasing demands for services. We took action to improve our services further and to achieve our strategic directions for the future.

NSW has not, and cannot do it alone. Increasingly, there is the need to deliver programs in partnership and to share and stretch resources. We would like to thank every organization and individual who has helped us in so many different ways in 2010/11!

Barry Gutteridge
Chair

Linda Janzen
Executive Director



MANAGEMENT TEAM:

Linda Janzen
Executive Director
Jane Lang
Manager of Community Services
Nancy Johnston
Manager of Residential Services
Heather Norris
Manager of Resource Development

BOARD OF DIRECTORS 2010/2011

Continuing Members
Barry Gutteridge: Chair
Danielle Pulla: Treasurer
Christina Gray: Secretary
Edward Chong
Katie Payton
Linda Goldie
Bill Lonergan
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Peter Csefko
Elaine Cortesis -Yates

RETIRING BOARD MEMBERS:

Brenda Liston-Hanley
Erin Leadbeater:
Youth Representative



2011

ANNUAL REPORT

Mission Statement

NORTHUMBERLAND SERVICES FOR WOMEN provides safety, support, counselling, and an inclusive environment for women and children who have experienced violence. **NSW** advocates against violence and oppression, and collaborates with community partners to provide a continuum of services.

Report of the Chair & Executive Director

Unlike the past few years which focussed on both facility expansion and the launch of second stage housing, 2010/11 was a year for maintenance and refinement of programs, for dealing with ongoing challenges, and for looking ahead to NSW's needs for the future. NSW continued to deal with high levels of shelter occupancy, heavy demand for all counseling and support services and clients with increasingly multi-dimensional needs.

NSW again had a successful fiscal year with service targets being met or exceeded and financial targets met in operating accounts. Relationships with our key partners MCSS and the United Way and with other agencies continued to be positive and supportive. Client feedback continued to be highly positive.

Programs and Services

The needs of the community for family violence services continue to grow and staff have shown great commitment to providing the best services available to our clients and community. An in-house skill based training program has enhanced the level of services our staff provide, and has more effectively supported the clients who come to us with complex needs.

A significant one year project that got underway in June 2011 involved the County of Northumberland Social Services as a funding partner and Fourcast Addiction Services as a training and service provision partner. Our staff, some County staff and some CAS staff were trained in addictions and in motivational interviewing over six days. Subsequent to the addictions component of the training a Fourcast staff was assigned two days per week to the shelter. The Fourcast staff

provided consultation, case management and helped build the capacity of our staff in providing services to clients suffering from mental health and addictions issues. This pilot has been such a success that we will be seeking ways to continue working together when the year ends.

Our services have also been supported in a variety of ways by the many volunteers and donations that have been received over the past year. Family Violence is a community issue, and increasingly our community of Northumberland County has become engaged in our work and in helping to end this drain on our economy and the futures of our citizens.

Financial

Despite increasing costs, NSW staff managed within the approved 2010/11 budget of \$ 1,135,270. Of this total some 87% came from the Ministry of Community and Social Services, about 6% from the United Way with the remainder raised by NSW. The level of actual funding available from our funding partners remained essentially frozen. NSW is thus under increasing pressure to raise its funding levels to deal with cost increases in utilities, services and costs of living. NSW has the further challenge of raising funds to support its strategic program directions such as prevention of family violence.

NSW relies heavily on community support through donations and fund-raising events and activities such as Walk a Mile in her Shoes, the Christmas Campaign and 7000 Nights of Shelter, Bingo and a range of smaller events, to meet its operating cost needs. In addition, NSW tries to search out and obtain all relevant potential grant funding.

NSW now has fully paid for the facility expansion and has no outstanding capital charges beyond the forgivable mortgage from CMHC.

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Our Services

Northumberland Services for Women (NSW) is a not-for-profit, charitable organization composed of Shelter and a Resource Centre. A variety of services are offered to women in the County.

Residential Services

NSW has a 10 bedroom, 17 bed Shelter located in Cobourg. Within the shelter we offer programs to women to assist them in staying safe, accessing legal assistance, securing financial support, obtaining housing, and becoming independent from their abuser. Supportive counselling is available 24 hours per day. Accompaniment to appointments is available should the women need this service. Women may access referrals, parenting support and childcare while in the Shelter. Counselling is also available for child residents, as well as variety of children's programming.

Crisis Line

NSW operates a crisis line to provide crisis counselling support and information to women 24 hours a day.

Second Stage Housing

Cornerstone is a second stage housing program, offering 14 independent apartment units supported by counselling and support services. Women who have left an abusive partner are eligible for this program. There are studio, one and two bedroom units in the building so that women may have their dependent children living with them.

Transitional and Housing Support Program

This program provides assistance to women in the Shelter and in the Community to access and maintain stable accommodation and violence free lives in the community. Counselling, support and referrals are provided.



“

This is an absolute necessary service. I could not have 'broken free' without all of the supports.

I am so lucky to have this place to stay. I couldn't make it without staff's help. They are professional and have patience to listen and to help.

”

Child Witness Program

The Child Witness Program is a concurrent group program for children as they begin to heal from the effects of witnessing woman abuse, and mothers as they assist their children to heal from the effects of violence.

Community Counselling Services

The Community Counselling Services provides information, advocacy, counselling and support to women in Northumberland County who have experienced abuse. This service also seeks to heighten public awareness of the issues of violence and oppression towards women. Counsellors are available in the communities of Cobourg, Port Hope, Colborne, Brighton, Campbellford and Hastings, and are available in other areas throughout the County.

Student Placements

NSW offers educational opportunities for college and university students who require placements related to family violence for their programs. We are a practicum site for the Master of Social Work Program at the University of Toronto.

Volunteers

NSW operates a busy volunteer program that augments services offered for women, as well as assists in fundraising and other activities.

