



PARTNERS Family Services Inc.
Annual General Meeting

June 28, 2016 – 6pm
Bella Vista Inn, Charleston Room



VISION

Caring for People

Bridging Resources

Building Hope

MISSION

We are committed to nurturing positive choices that sustain safe and healthy individuals, families and communities through support, education and partnerships.

VALUES

CARING through compassion and empathy

COMMITTED to safe and healthy individuals and communities

ACCOUNTABLE in taking responsibility for our decisions and actions

RESPECTFULLY treating people with dignity and equality

Monday to Thursday 9-4 Friday 9-3

P: 306-682-4135

www.partnersfamilyservices.ca



Board of Directors as of March 31st, 2016

Andrew Burgess - Board Chair
Andre Kruger – Vice Chair
Colleen Lessmeister – Treasurer
Deborah Bryson-Sarauer – Secretary
Paul Kneeshaw – Director
Corrinne Arnold – Director

PARTNERS Family Services Staff as of March 31st, 2016

Hayley Kennedy – Executive Director
Crystal Perkins – Family Support Services Coordinator
Vacant – Support Services Coordinator
Jenna Holt – Office Coordinator/Family Support Worker
Maureen Poncelet – Bookkeeper
Teryn Ulriksen – Triple P Coordinator/Family Support Worker
Kathy Seipp – Family Support Worker
Heather Rintoul – Family Support Worker
Jamie Thiemann – Family Support Worker
Trina Joa – Office Coordinator (Maternity Leave)



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6pm
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AGENDA

1. Call to Order
2. Appointment of meeting Secretary
3. Adoption of Agenda
4. Adoption of 2014-15 AGM Minutes
5. Presentation of Audited Financial Statement
6. Appointment of Auditor for 2016-17 Fiscal Year
7. Chairperson/Board Report
8. Executive Director Report
9. Bylaw Changes – Review and Adoption
10. Nominations for Board Membership
11. Election of Directors - Ratification
12. Discussion
13. Adjournment



PARTNERS Family Services
Minutes for Annual General Meeting
Monday, July 27th, 2015 – 7:00pm

Present: Boards Members: Andy Burgess, Colleen Lessmeister, Andre Kruger, Deborah Bryson-Sarauer and Paul Kneeshaw

Others: Hayley Kennedy, Karen McCarville, Teryn Ulriksen, Rachel Trann, Dee Drummond-Goldman, Maureen Poncelet, Tracy McRae, Jenna Holt, Crystal Perkins, Sharon Cameron, Les Sarauer and Ronald Quaroni

1. Call to order: 7:02 pm

Appoint Trina Joa as secretary for AGM Minutes

2. Motion to Adopt Agenda

Motion to adopt the Agenda as Amended (Date)

Moved: Paul Kneeshaw Seconded: Deborah Bryson-Sarauer: Carried

3. Motion to approve minutes from AGM May 29, 2014

Moved: Deborah Bryson-Sarauer Seconded: Paul Kneeshaw: Carried

4. Presentation of Audited Financial Statement

Colleen Lessmeister made a Motion to accept financial report as presented.

Moved: Andre Kruger Seconded: Deborah Bryson-Sarauer: Carried

5. Appointment of auditor

Motion was made to defer until October General PFS Board Meeting for 2015-16 fiscal year.

Moved: Deborah Bryson-Sarauer Seconded: Andre Kruger: Carried.

6. Board of Director's Chairperson Report – Andrew Burgess

Motion to accept report as presented Moved: Paul Kneeshaw Seconded: Colleen Lessmeister: Carried.

7. Executive Director's Report – Rachel Trann

Motion to accept report as presented Moved: Deborah Bryson-Sarauer Seconded: Colleen Lessmeister: Carried

8. Nominations for Board Membership

Deborah Bryson-Sarauer nominates Corrine Arnold

Moved: Andre Kruger Seconded: Paul Kneeshaw: Carried

9. Election of Directors – Ratification

Not required at this meeting

10. Discussion

None

10. Motion to adjourn at 7:21 pm



Board Chair Report

This year was one of staffing challenges. We said goodbye to Executive Director Rachel Trann in July of 2015. We are thankful for Rachel's dedication to our organization and her work in securing our organizations funding contracts with the Ministry of Social Services. Hayley Kennedy joined our organization as Executive Director in August 2015. Hayley had a challenging first year with maternity leaves and staff vacancies. With staffing now resolved PARTNERS can now move forward. The Board has confidence in Hayley and her team's abilities and look forward to the future to see what they can accomplish.

This is the second year of a full audit. As we become comfortable with the new process, the goal is to continue to improve transparency and develop audited statements that give the public and our funding agencies clear and concise financial accountability.

The Board continues to evolve and remain a policy driven Board. We feel it is crucial to give the Executive Director the freedom to run the organization without the Board being involved in day to day operations.

We welcomed Corrinne Arnold onto our Board. Currently there are 3 openings available on the Board to become a full complement of nine Board members. At the AGM there is a motion to move the eligible number of Board members to nine from seven. The Board really feels that getting someone from the school system, health system or law enforcement would be an asset to the organization. It is important that we ensure a good mix of strengths on the Board. The Board will continue to actively recruit new members until the Board is full. It is important to keep ideas fresh on the board and have stable turnover.

In 2016/17 our main focus now that we have a full complement of staffing is to work towards full utilization of our programming funds. We have struggled, due to staffing levels, not being able to fully utilize a couple of our contracts. We will continue to work with our funding agencies to deliver quality programming for our clients. Another goal this year is to develop relationships with other non-profit agencies in the area. With limited resources it is important that all agencies work together to provide the best resources for the region.

Andy Burgess, Board Chair



Executive Director Report

The 2015-16 fiscal year was a period of both change and growth for PARTNERS Family Services. The organization completed its first year of new service agreements with both Ministry of Justice and Ministry of Social Services, completed the first year of programming for Triple P, hosted a second successful Community Rising Gala and continued to work towards strong community partnerships with a focus on supporting at-risk and vulnerable populations.

Since joining the organization in August of 2014, I have been privileged to lead a team of dedicated and skilled professionals in delivering comprehensive programs to individuals and families in our communities. While the organization has seen significant change in its staff this year, our services have continued to be client focused and made an impact on the individuals we work with. We developed a comprehensive media strategy to deliver a consistent message to the community about who we are and what we do; invested in training for our front line workers to ensure our staff have the skills they need to be effective in community; and built on our commitment to working with other agencies to ensure quality support services in Humboldt and area.

PARTNERS expanded our services to reach more of our rural communities with a focus on ensuring our programs are accessible to everyone within our service zone. We have cemented our relationship with Saskatoon Health Region as a leader on the Community Health Councils in Humboldt and 5 surrounding communities to ensure clients are able to access well-coordinated services in the areas of mental health and addictions. We were also successful in working with the Ministry of Justice to deliver crisis and short term counselling through the Interpersonal Violence and Abuse program. Additionally, PFS had a very successful roll out of the Triple P parenting program in Humboldt and area delivering programming to 48 families.

The 2015 Community Rising Gala featuring Amanda Lindhout was a hugely successful fundraiser for the organization, once again bringing together students and the community to raise funds for the organization and to increase community awareness of the programs and services PARTNERS offers. This year's Community Rising Gala also featured the Walk a Mile in Her Shoes awareness walk, which helped to generate an important dialogue about gendered and family violence in Humboldt and area.

This successful fundraiser allowed for the development of the Bridging Resources Fund – an emergency aid program administered by PFS to provide financial support for our most vulnerable clients during times of crisis. This fund has allowed PFS to use funds raised in the community to flow directly back to those who are most in need. Through this fund, PARTNERS was able to provide support to more than 25 individuals who would not have had their needs met without this financial aid.

I have continue to be amazed by the commitment and talent of both PFS staff and Board through my first seven months with the organization. I look forward to continuing to build on the successes we have had throughout the year and working to deliver comprehensive and effective programs in Humboldt and area.

Hayley Kennedy, Executive Director



Prevention and Support Program Report

The Support Services Program is funded by the Ministry of Justice Interpersonal Violence and Abuse program and the Ministry of Social Services Counselling, Support and Education program. Through this branch of the organization, PARTNERS offers supports for those experiencing, or at risk of experiencing, interpersonal violence, as well as resources and assistance for individuals in the areas of family dynamics, housing, food security, mental health, addictions, literacy, emergency supplies, assistance with crisis situations and domestic violence safety planning. Workers offer immediate assistance as needed, as well as referrals to other agencies, service coordination and advocacy for individuals seeking services through multiple programs.

This program has seen many changes over the last year. We have implemented a new client intake form to gather more information on the reasons clients see us, as well as to capture a better picture of the demographics we are serving. Providing this information in advance allows the worker to better assess the needs of the client in order to ensure more effective service.

The Support Services program also saw a large increase in the amount of outreach work done in smaller communities due an increasing emphasis on “meeting clients where they’re at” both emotionally and physically. Travel is a barrier to accessing services for many rural clients and we are proud of the work we have done to reduce this burden.

The Support Services Coordinator also saw an increase in the number of community presentations done. Funded through the Saskatoon Health Region and the SaskLotto Community Grant Program, we were able to deliver presentations in our rural communities on the issue of Elders Abuse. This was a new area of programming for PFS that is reflective of the elderly population in our surrounding communities. These presentations were well received by both seniors as well as their caregivers and we look forward to continuing to work with the elderly in our area. Also funded by SaskLotto, we were able to deliver more presentations in area schools on healthy relationships. Based on feedback from schools, we determined that the conversation with students needed to evolve from bullying presentations and instead focus on interactive workshops focused on healthy peer relationships. These workshops were very well attended by engaged youth who offered phenomenal feedback and insight into the dynamics of young people in our area high schools.

While the program has focused on expanding into these areas, we have also ended some programming. The Parent and Tot group will not be continued going forth as many other similar groups exist in the community. We are thrilled that parents have come together to offer programming as a community-led initiative. We have also seen the departure of our long time X Men facilitator as he moved on for personal reasons. We replaced the men’s program with a casual Coffee Time that offers a time for both men and women to drop in for casual conversation in our safe and non-judgmental environment.

Over the past year, we have seen a consistent increase both in client numbers, as well as the complexity of the needs of the people who come through our doors. We look forward to continuing to work with individuals and families and to support safe and healthy communities.

Hayley Kennedy, Interim Support Services Coordinator



Triple P Program Report

Since starting in the Triple P – Positive Parenting Program as the Coordinator in March of 2015 I have seen nothing but growth for the program. We started the roll out of the program with a bang with getting a complete mail out to the city of Humboldt, several community visits in the surrounding area promoting Triple P, letters to schools, and many emails and phone calls to get the word out there that PARTNERS Family Services was offering a new parenting program.

We started out our programming with the Seminar Series both here in Humboldt and in St. Bruiex through the daycare out there. In Humboldt we had a large number for the first seminar but the numbers went down each time for the next two. For St. Bruiex we had the opposite – with each new seminar we had more people coming out to see what we had to offer. These seminars were run in the spring during seeding time which makes it hard with both communities being farming communities, but we wanted to get some programs going before the summer months to see how it would be received. The 3 seminar topics are: Power of Positive Parenting, Raising Confident, Competent Children and Raising Resilient Children.

Over the summer we were happy to run the Discussion Group Programs in both Humboldt and St. Bruiex again. With this program there is a limited number of spaces available for people to register. This program offers 4 specific topics which are: Dealing with Disobedience, Developing Good Bedtime Routines, Hassle-Free Shopping and Managing Fighting and Aggression.

Starting in October of 2015 I was able to offer our first 8 week Group Program in Humboldt. We partnered with the Humboldt Cooperative Daycare who supplied staff and their space for the parents participating in the program to be able to have child care provided for them. The group offers 12 spots for parents or caregivers of children age birth to 12 to learn all 17 strategies that Triple P has to offer and it filled up quickly. We had a waiting list for this program which was very exciting. I was very pleased with the amount of participation within the group and the openness of sharing their struggles and be able to support one another.

Through the rest of the fiscal year I facilitated 2 seminars to Carlton Trail Regional College Adult Education classes one in Wynyard and one in Wakaw, did presentations in Wynayrd at the Pre-K class, group program in Kinistino, men's Discussion Group program in Humboldt, worked with 12 families one on one, trade shows, presentations to daycares and school SCC's and integrated the Self-Help Triple P program in with the Family Support Program.

One highlight of the year was when I received an email from Triple P International saying that they heard a radio interview I had done on Bolt FM advertising our upcoming group in Humboldt. I was interviewed by the communications assistant about the Triple P Program in Humboldt and Area and the use of radio for bringing information to parents. This interview was put on both the parenting website for Saskatchewan Triple P and the Saskatchewan Practitioner's website. Not only did this promote Triple P, but got the name of PARTNERS Family Services out there on a very different scale.

I am very pleased with the success the Triple P Program has had in our service area. I am excited to see where we will go with this program over the years and I know I am leaving it in very capable hands when I am off on maternity leave.

Teryn Ulriksen, Triple P Program Coordinator



Feedback from anonymous participants from various Triple P programs:

Mother of 4 in the Group Program:

"I was a bit skeptical about how much this would help my non-typical kids as much of this I had tried before but now that he's older I was pleased to see some positive change. We still have a long way to go but are getting there! Loved the non-judgemental discussions."

Single mom of 1 in the Group Program:

"I am very happy I decided to give it a try. It made me realize I needed to relax and not be so hard on him, after all he is only 7! I'm very excited to use behavior charts as well. Just trying to figure out what behavior to start with. He helped me pick rewards so he is also excited!"

Mother of 2 after Discussion Group Series:

"The Triple P program helped my family in a lot of ways. Lots of things we were doing from the program already but it gave us tools to expand of what my husband and I were already doing. Some sections helped more than others, but all were good information. I also use the tools I learned in my job as an ECE (early childhood educator) at a daycare. I found the videos really helpful and gave you good visual examples and could actually see everything going through the steps one by one. I liked the idea of the workbooks also, it's definitely a great way if you forget something you can easily go back and refresh yourself. I think the triple P program has also opened up my mind into trying new things. With my training its said time outs didn't work when the program suggested I do that in some situations I opened my mind and tried it. I'm not going to lie it was hard at first but I continued on and we don't have to use it anymore.

Single mother of 2 in the Group Program:

"I really enjoyed this program. To be honest, I didn't want to come, my mom made me. But I am so happy I did. Not only did it help me realize that I am not alone and not the only parent going through this, but I learned a lot of different and great ways of dealing with my child's behavior. I noticed a huge difference in my kids and have Triple P to thank for it."



Family Support Program Report

The PARTNERS Family Support Program is fully funded by the Government of Saskatchewan. The Family Support Program provides support to families with identified needs varying from basic life skills to routine parenting strategies to encourage a healthy home environment. Our Family Support Workers work with families in the home and community to achieve desired outcomes.

Family Support Services include:

- In-home family support, where staff offer a hands on approach to problem solving.
- Transportation for children's appointments which have been deemed necessary for case plan success.
- Supervised visits which take place in our office or community setting when deemed necessary by the Ministry of Social Services.
- The Family Support Program provides services to Ministry clients and Diversion (prevention) clients. Referrals may be made through self-referrals, the Ministry, other human service agencies or Community Based Services.

It is the responsibility of the Family Support Coordinator to provide monthly statistical reports to the Ministry of Social Services providing details of family support hours, expenses, kilometers covered and contract hours. The Program has been through a bit of a transition with a change of Coordinators and updating referral processes. We now have new referral forms that will help get information needed to work efficiently with a family while keeping staff safety in mind.

The Family Support Program currently employs 3 Family Support Workers on a full/part time basis equaling 60 hours a week of in home support. Support staff have had the opportunity to attend training sessions such as ASIST, Write it Right, Confidentiality and Informed Consent, among others.

Crystal Perkins, Family Support Services Coordinator



**PARTNERS Family Services
Program Stats**

Triple P	
Total # families served	48
Total # hours of programming	152
Total # communities served	15

Family Support		
	<i>Ministry</i>	<i>Diversion</i>
Total # families served	26	14
Total # hours	993.25 (40%)	348.75 (43%)
Total # communities served	6	12

Support Services	
Total # client contacts	3672
Total # outreach contacts	56
Total # hours of programming	161.5
Total # referrals received	400
Total # referrals made	477
Total # communities served	23



Proposed Bylaw Changes

A review of the Bylaws is part of the annual duties of the governance Committee. The Governance committee consists of Andrew Burgess (Ex officio), Deborah Bryson-Sarauer and Elaine Loehr (special appointment by the board for historical consistency and accuracy).

Recent History of Bylaws:

PARTNERS Bylaws were most recently amended on May 2014. The fine and detailed work was completed by Elaine Loehr, James Hay and Crystal Perkins. At that time the bylaws were amended to reflect organizational growth. A key change at that time was that the size of the board was decreased to the range of 4-7. The rationale for this was that a smaller more workable board would benefit the agency and call the board members to more responsibility. A more pragmatic purpose of this change is that in rural communities it can be difficult to recruit new board members since the population base willing to engage in this form of volunteerism is much smaller.

Elaine also reported that the bylaws were completed to accommodate staffing requests at PARTNERS to address conflicts of interest, professional boundaries, and staff security if there was a change in management or programming mandate.

In 2014-2015 The governance committee developed a separate governance board manual that covers the activities of the board. At that time we also separated the Personnel Policy information from the boards. It is up to the Agency Executive Director to keep the Personnel Policy up to date although changes must be approved by the members of the Board. It is the responsibility of the Board Members specifically the Governance Committee to ensure the accuracy and upkeep of the Board Manual.

Respectfully presented by: Governance Committee Members

Deborah Bryson-Sarauer, Elaine Loehr and Andrew Burgess

Current wording and Recommended Changes:

Section 1: Definitions , Section 2: Fiscal Year: Section 3: Membership: No changes to these 3 sections.

Section 4: Meetings: Current Wording

b. Meetings will be held monthly in the office of the Corporation

Recommended change

b. Meetings will be held a minimum of 10 times a year in a suitable place in the area served by PARTNERS Family Services.

Rationale for this Change: As a community based organization PARTNERS Family Services Board may choose to have their meetings in other locations that are publicized in advance so to be open and inclusive to the rural communities and citizens which it serves.

Section 5: Board of Directors: Current Wording

a. NUMBER: By law currently reads as follows:

The property and business of the corporation shall be managed by a board of directors which shall consist of a minimum of four(4) and a maximum of seven (7) directors, consisting of chair, vice chair, treasurer, secretary and the rest being members at large.

Recommended change:

a. NUMBER:



*The property and business of the corporation shall be managed by a board of directors which shall consist of a minimum of **five(5) and a maximum of nine (9) directors**, consisting of chair, vice chair, treasurer, secretary and the rest being members at large.*

Rationale the change: The current board is finding it difficult to accomplish the tasks of the board with so few board volunteers. We recommend a change in numbers to accommodate committee membership.

- b. vi) provide an acceptable Child Welfare Check and Criminal Record Check that was done within six (6) months of election to the board.

Recommended Change: Will provide an acceptable Criminal Record Check and Vulnerable Sector Check on election to the board.

Rationale for the change: Currently Social Services no longer does child welfare checks. Both vulnerable sector and criminal record checks are done by the RCMP.

The rest of the bylaw will remain intact.

Section 6: Power of the Board of Directors:

- a. **Administration of Affairs:**

Second sentence reads: They are responsible for overall policy and direction of the organization and delegate the responsibility for daily operations to the executive director **and the committees.**

Recommended change

They are responsible for overall policy and direction of the organization and delegate the responsibility for daily operations to the Executive Director.

Rationale for change: Leave off the phrase and the committees since the board is not involved in the daily running of the organization. Committee work is still done but outside of the daily operations of the agency.

- b. **Currently Reads: Books and Records:** The board shall ensure that all necessary books and records of the corporation required by the bylaws of the corporation required by the bylaws of the corporation or by any applicable statute or laws are regularly and properly kept.

Recommended change: Accounting: The Corporation shall keep correct and complete records of account and shall also keep minutes of the proceedings of its Board of Directors and committees having any of the authority of the Board of Directors, and shall keep at the registered or principal office a record giving the names and addresses of the Directors. Each member of the Board of Directors shall, at all times, have access to such books and/or financial records.



Rationale for Change: This wording is in keeping with the size and fiscal duties of the agency.

Section 7: Executive Committees, Section 8: Duties of Officers, Section 9: Standing Committees, No Changes recommended to these 3 sections.

Section 10: Current Reading

- b. The board shall place before regular members, at the annual meeting
 - i) financial statements for the preceding year
 - ii) any information respecting the financial affairs of the Corporation.

Recommended changes:

- b. The board shall place before regular members, at the annual meeting
 - i) Audited financial statements for the preceding year.

Rationale: The corporation has grown to necessitate audited financial statements each year.

Section 11: Records retention: All administrative and program documentation will be kept for a minimum of 7 years. After 7 years documentation will be securely destroyed with the approval of the board.

Recommended change:

All administrative and program documentation will be kept for a minimum of 7 years.
Board Meeting minutes will be kept indefinitely.

Section 12: Assignment and Subcontracting, Section 13: Amendments to Bylaws, Section 14: General Section 15: Liquidation and Dissolution. No recommended changes to these 4 sections