



FAMILY OUTREACH

**Annual Report 2022– Region of
Waterloo**



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Program Outcomes

Key Program Statistics

- **2,373** families served with **667** of those being new families, including **10,911** individuals and over **7,345** children 17 and under.
- **10,953** meetings with families across the region – in person, by phone and text.
- **4,003** referrals and connections to **over 140** community programs, partners and agencies.

Serving families in 2022

In 2022, the Family Outreach Program served **2,373** families with children 17 and under, living on low income across Waterloo Region.

Family Outreach Workers play a crucial role in supporting families to meet their basic needs while advocating and addressing systemic issues of poverty in Waterloo Region. Some examples of these issues are:

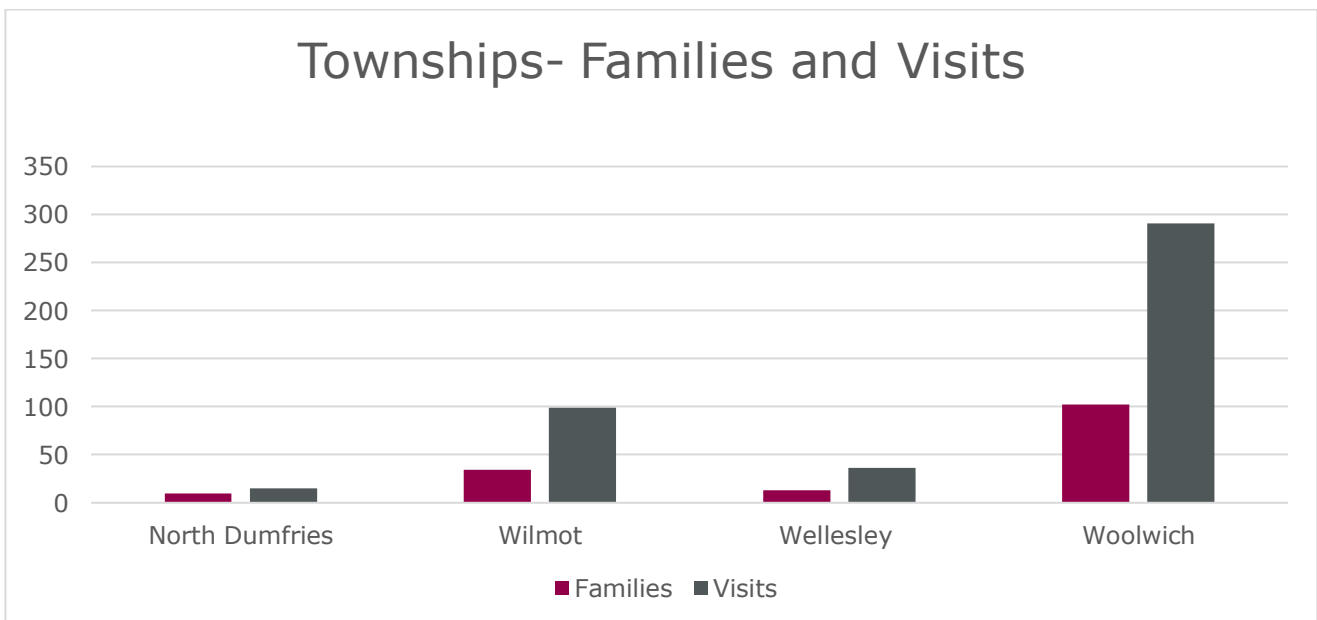
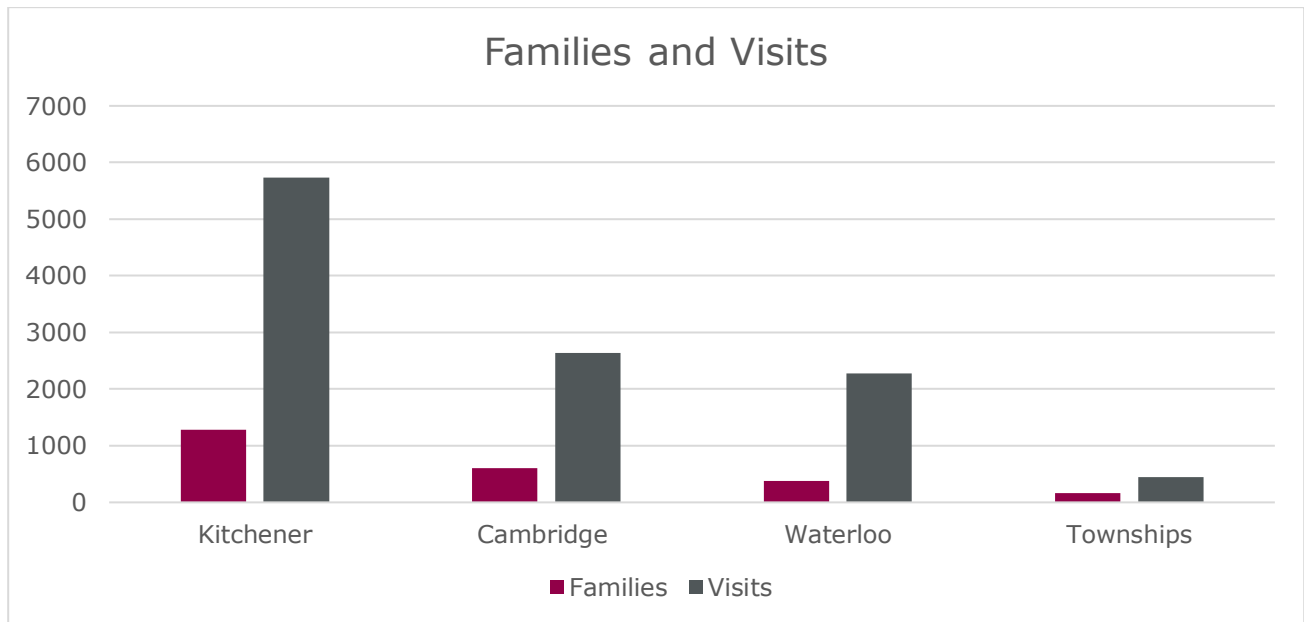
- Housing instability
- Lack of access to education
- Limited access to healthcare
- Discrimination
- Limited access to financial services
- Limited access to transportation
- Food insecurity

Unlike other programs, the Family Outreach Program has become a **first and last resort** for families in need of emergency services that are not life threatening. The Family Outreach Workers support the **10,911** individuals who access the program and work tirelessly to connect families to resources, provide advocacy and support, and ensure that every family receives the assistance they need to overcome the challenges they face to the best of our ability.

Overall, the work of the Family Outreach Workers is vital for supporting vulnerable families and reducing poverty in Waterloo Region.

Program Usage and Demographics

City/Township	Families Served	Meetings and visits
Cambridge	601	2,636
Kitchener	1,285	5,737
Waterloo	379	2,279
North Dumfries	10	15
Wilmot	34	99
Wellesley	13	36
Woolwich	102	291
Total	2,373	10,953



Comments on Program Usage Changes – 2021 to 2022:

Program Access			
	2021	2022	Change
Active Families	2,386	2373	-0.5%
Individuals	10,221	10,911	7%
Children	6,642	7,345	11%
Service Events	9,879	10,710	8%
Inbound Referrals	588	731	24%
Outbound Referrals	2,642	3,272	24%

Higher Program Access Across Waterloo Region

Inflation and higher rent are some of the factors that contribute to the increasing cases of invisible poverty and need for families to access the Family Outreach Program.

Invisible poverty is a growing concern in many communities, including Waterloo Region. This type of poverty refers to situations where families and individuals are struggling to make ends meet, but their struggles are not always visible to the outside world. For example, families may be living in private rentals where rent is sky-high, and they are forced to choose between paying rent and meeting their family's basic needs.

Inflation can reduce the purchasing power of families, making it difficult to afford basic necessities like food, housing and healthcare. Research has shown that inflation disproportionately affects low-income households as they spend significantly more on basic goods and services (Gottschalk and smeeding,2000). This has led to a decrease in standard of living for many families who now have added financial stress, which can take a toll on their mental and physical wellbeing.

The cost of living in the region has increased significantly, with rental costs rising by 20% in just one year (Rental,2022). This increase in rent is particularly challenging for low-income families, who may struggle to find affordable housing.

The cost of renting a two-bedroom apartment in Kitchener increased by 28.9% between 2022 and 2023(Rental,2022). This increase is more than three times the rate of inflation and represents a significant financial burden for families who are already struggling to make ends meet. Furthermore, the report found that the average monthly rent for a two-bedroom apartment in Kitchener was \$2,409 in 2023. In comparison, the minimum wage in Ontario is \$15.50 per hour, or approximately \$2,400 per month for a full-time worker. This means that many families in Waterloo Region are spending a significant portion of their income on rent alone, leaving little remaining for other essential expenses such as food, clothing, and healthcare.

Family Outreach Workers see firsthand the impact of high rent costs on families in Waterloo Region. Many of the families that Family Outreach Workers support with live in

private rentals, and a significant portion of their income goes towards rent, leaving them with limited resources to meet other basic needs. The Family Outreach Workers are committed to advocating for affordable housing options and providing support to families who are struggling. Family Outreach Workers raise awareness of the impact of high rent costs on families in Waterloo Region to community partners and by providing families supports they need to reduce their financial burdens.

Number of families were served

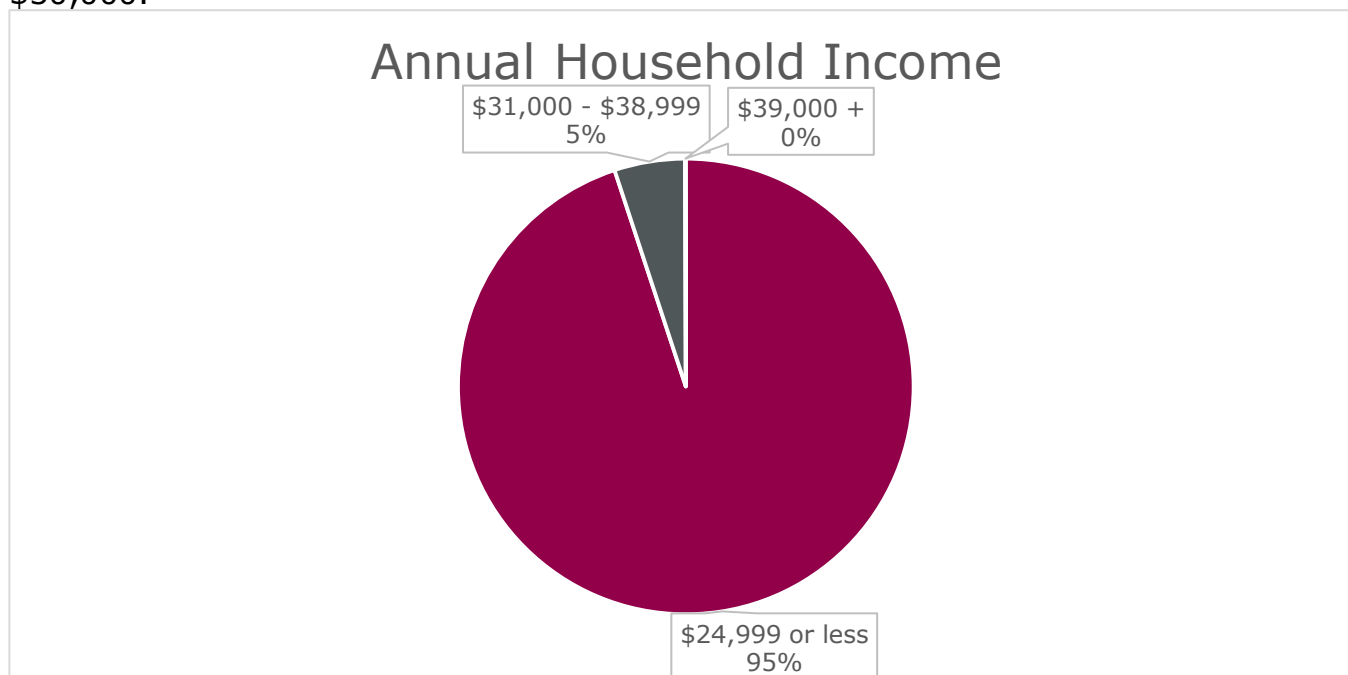
The number of families receiving support from the Family Outreach workers was fairly consistent from the previous year. There was a consistent effort to clean up the database and close out-of-date files during the year. Families who were not active during the past year were contacted by Family Outreach Workers to determine if they still required the program’s services, this helped to maintain the accuracy of the data.

It is also important to note that **2,373** was the number of families active in our database by year end. Only families that access the Basic Needs Funds are tracked in the database.

Due to a lack of funding, staffing and supports, access to the program for international students and their families was restricted. Many international students continue to need supports around food, housing and social wellbeing to help reduce isolation and help them feel connected with their community. The current needs of the community continue to exceed the program’s capacity due to a lack of additional funding.

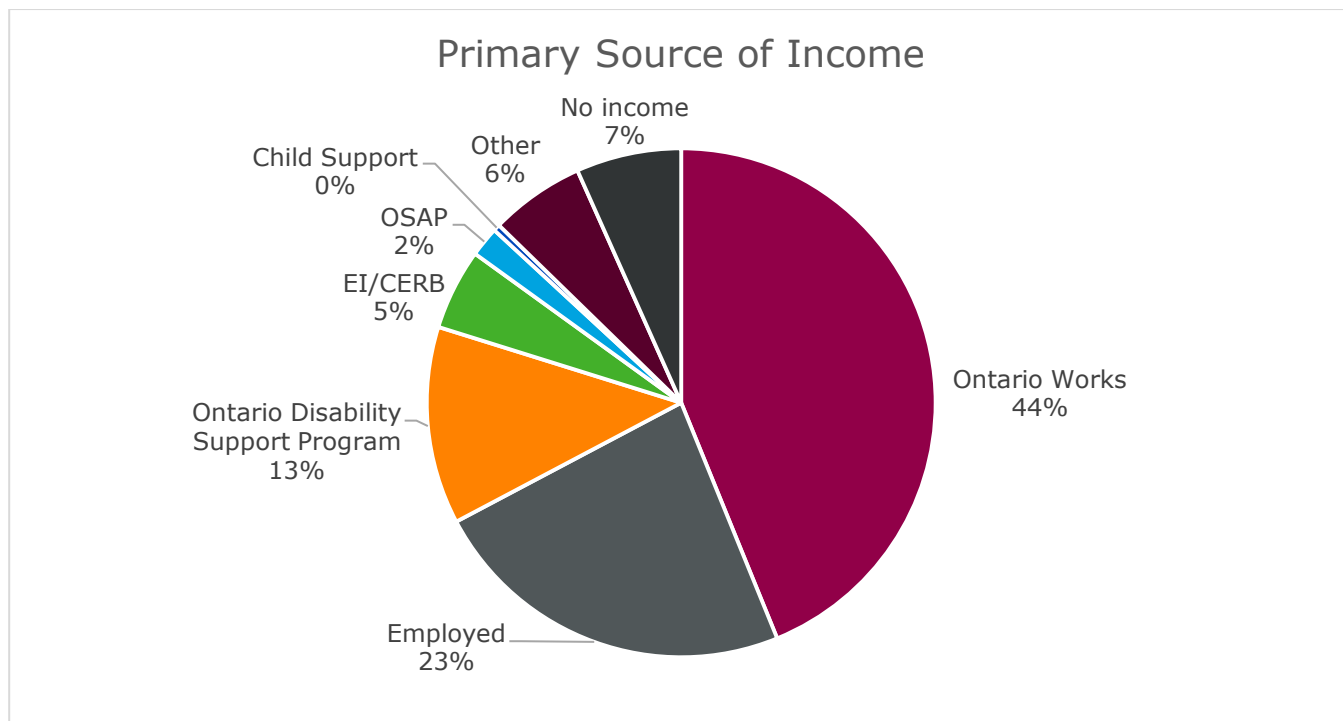
Household Income

In Waterloo Region, the Low Income Cut-Off (Statscan, 2020) for a family of four is \$41,710. 95% of households who access the Family Outreach Program earn under \$30,000.



Primary Household Income Source

4 in 5 participants either have no income or rely on social assistance as a main source of income. Ontario Works is the most common income source for households accessing the program. "Other" income in the chart below includes child support, student loans (OSAP) and other sources of income.



Impact of Low Income

Childhood poverty has both short-term and long-term impacts that can be detrimental to a child's well-being and future.

In the short term, children living in poverty are more likely to experience poor health outcomes, such as malnutrition, chronic illnesses, and developmental delays (Cuddy et al., 2019). Poverty can also impact children's mental health, resulting in higher rates of depression, anxiety, and behavioral problems (Bradley & Corwyn, 2002). Additionally, children living in poverty may experience social exclusion and stigma, which can negatively impact their social and emotional development (Duncan and Mangnuson, 2013).

In the long term, childhood poverty can have lasting effects on a child's health, leading to chronic diseases and reduced life expectancy (Shonkoff et al., 2012). Childhood poverty can also have lasting effects on a child's education, employment and overall economic well-being. Children who experience poverty are more likely to drop out of school, have lower lifetime earnings and experience higher rates of unemployment (Duncan and Mangnuson, 2013).

The impacts of childhood poverty also extend to the healthcare system, where poverty is associated with higher healthcare costs and increased hospitalizations (Lee et al., 2017). Children from low-income families are more likely to rely on emergency departments for healthcare, which can result in higher healthcare costs and a strain on the healthcare system (Goyal et al., 2016).

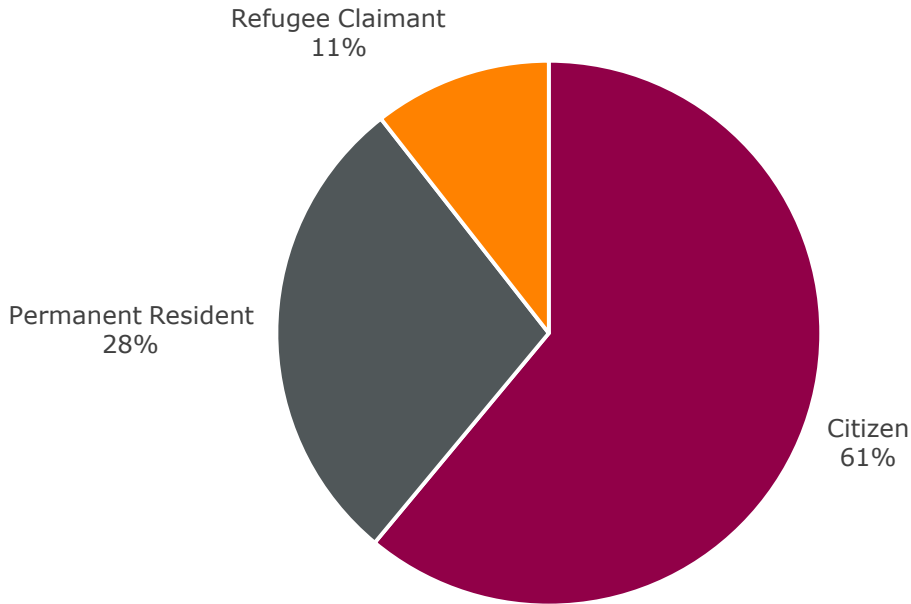
The Family Outreach Program and its Basic Needs Fund has helped reduce the impacts of childhood poverty by providing financial support and referrals for families to address detriments listed above. The program can help families access educational resources, healthcare, legal support, healthy food, and other essential resources that can improve children's health outcomes. By reducing the financial strain on families, the program can also help alleviate the stress and anxiety associated with poverty, which can have positive impacts on children's mental health (Cuddy et al., 2019). Additionally, by providing families with financial support, the program can help reduce the likelihood of parents having to choose between paying rent and supporting their family's basic needs, which can further exacerbate the cycle of poverty.

Services for Newcomers

Newcomers to Canada often face significant barriers to accessing services and opportunities. According to a study by Statistics Canada, immigrants to Canada are more likely to experience poverty and low-income levels than those born in Canada (Picot & Sweetman, 2018). This can be due to a range of factors, including language barriers, lack of social networks, and discrimination in the labor market. For example, a study by Hou and Bonikowska (2017) found that immigrants who arrived in Canada within the past five years were less likely to be employed than Canadian-born individuals, even when factors such as age, education, and language proficiency were taken into account. According to data from the Immigration Partnership Waterloo Region, 37% of newcomers in the region have limited English proficiency, which can create difficulties in accessing services and navigating the job market.

The Family Outreach Program recognizes the challenges that newcomers face when settling in Canada, and is committed to reducing those barriers. Through the program and services, Family Outreach Workers connected with 4,515 newcomers to address poverty and provided support to help them access the services they needed. Some of these services included legal supports, building social connections within their community and supporting them in career development. The Family Outreach Program is informed by research on best practices in supporting newcomers, including the importance of providing culturally appropriate services, addressing language barriers, and building social connections (Collins, 2018; Zong & Batalova, 2019). The Family Outreach Program has also made and maintained intentional connections with community partners such as the Immigration Partnership, Reception House, Kinbridge and the Kitchener-Waterloo Multicultural Centre. By addressing these barriers and providing support to newcomers, the aim is to help them build a strong foundation for their new lives in Canada and achieve their full potential.

Status in Canada



Primary Language

Currently, we have over 4,200 participants who have a primary language other than English. There are over 50 languages spoken by participants across the program. A group of volunteer interpreters provide support for families to meet with Family Outreach Workers and access services beyond our program. The City of Kitchener Community Centers also give Family Outreach Workers access to their interpretation services.

Top 10 non-English languages spoken - by number of individuals:

2021	
Arabic	1,580
Tigrinya	319
Somali	279
Rohingya	234
Turkish	223
Farsi/Persian	217
Spanish	193
Afar	152
Persian	138
Amharic	139

2022	
Arabic	1,590
Tigrinya	394
Somali	343
Farsi/Persian	326
Spanish	278
Rohingya	218
Turkish	168
Afar	110
Urdu	96
Amharic	58

Reasons for Intake:

When families first meet a Family Outreach Worker, an intentional conversation takes place to determine why the family needs access to the program. The worker listens to the family's concerns and needs and then works with them to develop a personalized plan to address their immediate and long term goals. Below are a few examples of the systemic issues families have listed as reasons for access.

Housing instability: Families have been struggling to find affordable, safe, and stable housing, which can contribute to homelessness, overcrowding, and poor living conditions (Desmond, 2016; National Low Income Housing Coalition, 2021). Outreach Workers have been able to work with families to help find stable housing. With access to our Basic Needs Funds and referrals to community food programs, families do not have to choose between paying rent or addressing the basic needs for their families. Through this effort and working along side partners such as Lutherwood and Women's Crisis Service Waterloo Region there has been a consistent effort to ensure many families have been able to stay together and not become homeless.

Limited access to healthcare: Families often have inadequate access to healthcare services, which can lead to untreated illnesses and chronic health problems that can further exacerbate poverty (Shaefer and Edin, 2018; World Health Organization, 2018). The Family Outreach workers work with families to address any health concerns they may have. Working with the families, Family Outreach Workers are able to research and assist with booking appointments with proper healthcare professionals, assist in filling out medical forms and advocate with parents for services they may need or may not know are available to them.

Discrimination: Families are often faced with discrimination based on factors such as race, ethnicity, gender, sexual orientation, and religion, which can limit opportunities for employment, education, and other resources (UNHR, 2018). Family Outreach Workers have been intentional about working through a justice, equity, diversity and inclusion lens with trainings from Credence and Co., Crowshield Lodge and House of Friendship's own internal efforts as an organization. Family Outreach Workers have been able to advocate and engage in meaningful conversations with the community around discrimination and barriers around access.

Limited access to financial services: Families often lack access to traditional financial services such as banking, credit, and savings accounts, which can make it difficult to build wealth and establish financial stability (Collins et al., 2009). Family Outreach Workers work with families to connect them to local banking institutions, provide referrals to accountants, and tax services. Family Outreach Workers also help families with applications for child care, ODSP, OW and governmental benefits such as Canada Child Benefits.

Limited access to transportation: Lack of access to affordable and reliable transportation can limit job opportunities, access to healthcare and education, and overall mobility (American Public Transportation Association, 2019). Family Outreach Workers help families with applications to the affordable transit program and access

to reduced GRT tickets. The Basic Needs Fund also allows for financial supports for car repairs.

Food insecurity: Families in Waterloo Region often struggle to afford enough food to meet their basic needs, leading to malnutrition and hunger (Nord, Coleman-Jensen, Gregory, & Singh, 2014;). Family Outreach Workers refer families to local food assistance programs such as the Emergency Food Hamper program at House of Friendship or the Cambridge Food Bank. Families are also able to obtain grocery cards so they can choose their own food with dignity and based on their own needs.

Lack of access to education: Families often do not have access to quality education, which limits their ability to acquire the skills and knowledge needed to secure better-paying jobs and improve their economic prospects (National Center for Children in Poverty, 2016). The Family Outreach Program offers a range of services to families, including navigating local elementary and secondary educational systems, access to job training and certification, assistance with accessing OSAP, access to ESL programs, and help with college and university applications.

Top Basic Needs Fund spending categories

After the intake process and plan has been created, Family Outreach Workers are able to give financial supports where needed through the Basic Needs Fund. Below are the top five areas of supports for 2022.

Food: Food insecurity is a significant issue in the Waterloo Region, with many individuals and families struggling to access enough nutritious food to support their health and wellbeing. According to a report by the Region of Waterloo Public Health, approximately 11% of households in the region experience some level of food insecurity and the cost of healthy eating for a family of four is **\$1,069** per month (Region of Waterloo Public Health, 2022). At House of Friendship, we recognize the importance of addressing food insecurity in our community. Through the Family Outreach Program, over **\$149,578** in grocery gift cards were given to families in need. Another **1,327** referrals were also made to emergency food programs in Waterloo Region. Research has shown that providing direct support for food can be an effective way to address food insecurity and improve health outcomes for individuals and families (Hassan et al., 2021). By addressing the root causes of food insecurity, such as poverty and lack of access to healthy food options, we can work to build stronger and more equitable communities for everyone.

Recreation: Access to recreational activities is an important aspect of youth development, promoting physical, emotional, and social well-being. However, for youth living in poverty, the cost of participation can be a significant barrier. Research has shown that children living in poverty have lower levels of physical activity and are at greater risk for obesity and chronic health problems (MCSS, 2018). The Family Outreach works to address this issue by providing financial assistance for youth to participate in recreational sports, activities, and camps.

This not only provides them with the opportunity for physical activity, but also helps to build self-confidence, social skills, and a sense of belonging.

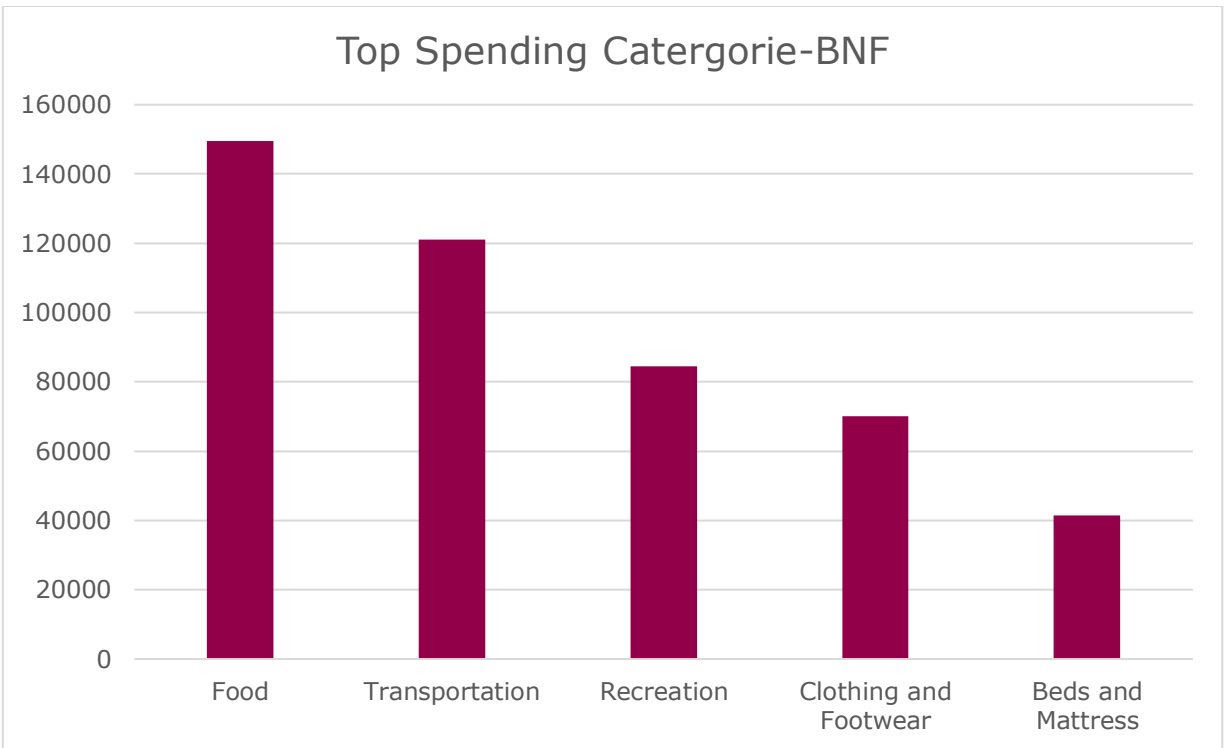
In 2022 the Family Outreach Program used **\$54,400** of the Basic Needs Fund to give youth access to recreational programs ranging from community centre programming, YMCA memberships and recreational sport leagues. Due to limited funding, **\$30,000** was fundraised by House of Friendship to send youth to day and over night camps across Waterloo Region.

Transportation: Access to public transit is a critical issue for many low-income individuals and families, as it can serve as a lifeline for accessing work, education, healthcare, and other essential services. Research has shown that lower-income individuals are more likely to rely on public transit for their transportation needs, due in part to financial constraints that make car ownership difficult or impossible (Ewing et al., 2010). Public transit can also be an important factor in reducing income inequality, as it provides access to job opportunities and can reduce transportation costs, which can eat up a disproportionate share of a low-income household's budget (Kroeger et al., 2020). Overall, access to public transit is an essential component of economic mobility and social equity for many low-income individuals and families.

In 2022 the Family Outreach Program spent **\$147,000** of the Basic Needs Fund on Grand River Transit reduced two-way bus tickets to support families. The use of these tickets ranged from going to job interviews, accessing emergency food services to going to medical appointments.

Bed and Mattress: Having a safe and comfortable place to sleep is essential for the health and wellbeing of children, especially in cases of emergency situations such as fleeing from domestic violence or homelessness. Inadequate or disrupted sleep can have negative impacts on children's physical, emotional, and cognitive development (Meltzer & Mindell, 2014). The Family Outreach Program recognizes the importance of providing support to families in need of beds in order to ensure that children have a safe and comfortable place to sleep. Through the Family Outreach Program, **\$41,400** worth of beds were purchased for families in the Waterloo Region, with requests coming from organizations such as Women's Crisis Services of Waterloo Region, YWCA Kitchener-Waterloo, and Lutherwood's Families in Transition Program.

Clothing and Footwear: Access to adequate clothing and footwear is a fundamental human right, and is essential for children's health, wellbeing, and overall development. Inadequate clothing and footwear can have negative impacts on children's physical health, self-esteem, and social inclusion. The Family Outreach Program recognizes the importance of providing support to ensure that children have access to adequate clothing and footwear. Through the Family Outreach Program, **\$70,000** worth of clothing and footwear was provided to families in the Waterloo Region.



Family Goals and Outcomes

When families meet with a Family Outreach Worker, they work together to identify and discuss goals beyond immediate basic needs. These goals fall into 3 categories:

1. Personal capacity and hope for the future
2. Belonging and social networks
3. Wellbeing, safety and security

The majority of goals families named as priorities were in the “Wellbeing, safety and security” category, related to housing, food security, transportation, children’s needs, safety and health. Our ultimate goal is to walk with and empower families to identify their unique needs and aspiration and to provide them with the support necessary to achieve their goals. Every family has the potential to become independent and self-sufficient, and that by working closely with Family Outreach Workers, families can develop the skills and knowledge necessary to support themselves. By fostering a strong sense of community, trusting relationships and belonging, Family Outreach Workers aim to create a supportive environment where families feel comfortable and confident in taking the lead towards their desired future.

(See the appendix A) for the full list of goals in each category.

Referrals & Community Partnerships

In 2022, Family Outreach Workers made **over 3,300** referrals for families to **over 160** different agencies, partners and community programs. The highest number of referrals was to Emergency Food Hampers, run by House of Friendship – **912** referrals.

Top outbound referrals – by agency or program:

- House of Friendship (Food Hampers) – 912
- Service Ontario-313
- Cambridge Foodbank- 293
- Highland Baptist Church-257
- Cambridge Neighbourhood Organizations -144
- Leisure Access Card -107
- Salvation Army -104
- City of Kitchener -99
- Jumpstart -99
- YMCA of Three Rivers -96

Inbound Referrals

In 2022, the program received **731** inbound referrals from 28 different agencies, partners and programs. Most families found out about Family Outreach by word of mouth, often through friends or neighbours who have accessed the program. Agencies that most commonly refer families to the program include the City of Kitchener, Cambridge Food Bank, Lutherwood, Ontario Works, YMCA of Three Rivers, Women's Crisis Services and the Waterloo Region District School Board.

Program Challenges

Budget

The Family Outreach Program has not had a budget increase since 2017 and in 2022 operated at a significant deficit. The lack of investment and long term commitment in the Family Outreach Program to account for inflation and cost of living along with needs of the community means that the Family Outreach Workers have been taking on higher caseloads, stretching and reducing basic needs funds available to families and encountering higher cases of burnout.

Additional and long term funding for the Family Outreach Program will have benefits for individuals, families, and community. It will help break the cycle of poverty by addressing the root causes and systemic issues of poverty. This program can help create a more equitable society and promote a better quality of life for everyone.

Lack of system table

Despite being a significant issue in Waterloo Region, poverty often goes unaddressed due to a lack of community conversation and understanding. While there are intentional conversations happening around homelessness, there is a lack of conversation in regards to invisible poverty. There are many organizations and initiatives working to combat poverty in the Region but there is also need for a community-wide dialogue on the issue to raise awareness and drive action.

According to data from the Ontario Federation of Labour the poverty rate in the region was over 10%, with certain populations, such as Indigenous peoples, newcomers, and single-parent families, experiencing higher rates of poverty. However, poverty is not always visible, and many families and individuals living in poverty may not have access to support or resources.

The lack of community conversation around poverty can also contribute to the perpetuation of negative stereotypes and stigmatization of individuals and families living in poverty. There has also been a number of roles created recently that are similar within Waterloo Region, leading to a duplication of services. This can make it more difficult for those in need to access support and resources, and can lead to further marginalization and social exclusion.

To address the issue of poverty in Waterloo Region, there is a need for a community-wide table and a greater understanding of the root causes of poverty. This can involve collaboration between community organizations, businesses, and government to develop policies and initiatives that address the underlying factors contributing to poverty, such as access to affordable housing and healthcare, education, and employment opportunities

Emergency Response

While the Family Outreach Program is **not** an emergency response program, it often receives non-life threatening emergency calls from families who are in crisis, who have exhausted all other avenues of support in Waterloo Region. Families reach out to Outreach Workers because they know their worker will go above and beyond to work with them and support them. Many of these cases are around pending homelessness with many families not having enough money to support their families. The dedication and compassion of Family Outreach Workers have been a lifeline for many families who would have nowhere else to turn without their support. These cases further support the need for a community table around systems and an increase in budget to make sure the community is properly supported and resourced.

Program Improvement and Positive Change

- House of Friendship's Community Services department has undertaken an extensive process to create a Theory of Change with a clear framework on measuring progress and evaluating the effectiveness of the program's impacts on the community, to make sure we are listening and serving the community in a way that is beneficial
 - A data specialist has also been hired to help in evaluation of the program and help determine goals within a current and future community informed context
- Family Outreach Workers were able to return to their physical spaces making it easier for the community to access the program
 - There was an evaluation of partnerships to make sure Family Outreach Workers are in spaces that are accessible and provide wrap around services for families. Examples of these space are Langs, the YMCA of Three Rivers and City of Kitchener community centres
- A part-time Family Outreach Worker was hired to better serve families living in the rural townships of Waterloo Region. This focused change has received positive feedback from rural partners and families accessing the program
 - This position was an additional cost that House of Friendship has taken on
- The Family Outreach Workers did an extensive healthy workplace assessment with Credence and Co. to not only improve interactions with each other but also to be informed on how to implement justice, equity, diversity and inclusion in their day to day interactions with families

Story of Support and Resilience

Aziz's Story

When Aziz came to Canada in 2019, he felt that it was a dream come true.

"Coming to Canada was a dream for me, from when I was very young. After the war broke out in my country, it was so bad there. I prayed for my family, for a better place."

Aziz, who grew up in Sudan, said that his main goal was to find a safe, stable home for his wife, Kochicha, and three children.

"I didn't want my kids to suffer the way I suffered."

When he arrived in Canada, however, he realized he needed to start over. While he had worked as a teacher in Africa, he wasn't qualified to teach in Canada.

Aziz found support through our Family Outreach Program, working with Meenakshi, a Family Outreach Worker. With her help, Aziz found online courses to improve his written English, while looking for work.

His first job was working at a factory, but he wanted to go back to school to get trained to be a personal support worker, a job he had discovered was in great demand.

"I couldn't even pronounce PSW when I first heard about the job," said Aziz.

Through Family Outreach, Aziz was able to get a Chromebook to help him with his online studies, and was also connected to community supports to help his family when money was tight.

Meenakshi also learned that Kochicha also struggled with English, so she encouraged her to take ESL classes. She is now also studying to become a personal support worker, and has found part-time work as a result.

"They both are very hard working and I feel so happy that with my encouragement and support, they are making some good changes in their lives," said Meenakshi.

Aziz has completed his placement as a personal support worker, and is now looking for a permanent job. He credits the support he received through Family Outreach as an important part of his success in Canada.

"I can't say what a difference she made in this world for me and my family, she helped me so much. I had nothing to say to her except thank you. I just pray for her. I cannot thank her enough."

Family Outreach-Program Information

Purpose: Walk with families to prevent and reduce the effects of poverty

Eligibility: Families who live in Waterloo Region, have children in their care ages 17 years and under, and have a household income that falls under the Low Income Cut Off before tax (Statistics Canada)

Support for families:

- Referrals and connections to community programs, resources and agencies
- Support with basic needs, filling in gaps that other services don't cover using our Basic Needs Fund budget, cost sharing to help open doors for families
- Goal setting and support to work toward goals that enhance wellness, personal capacity, connections and social networks
- Seamless service across the region with 14 outreach workers covering all neighbourhoods in Kitchener, Waterloo, Cambridge and the townships

How we work:

- During COVID-19 pandemic: meetings by phone, text, email, online, outside
- Generally: meeting with families in community centres, partner sites, public spaces, home visits and by phone
- Building partnerships with community organizations and local businesses

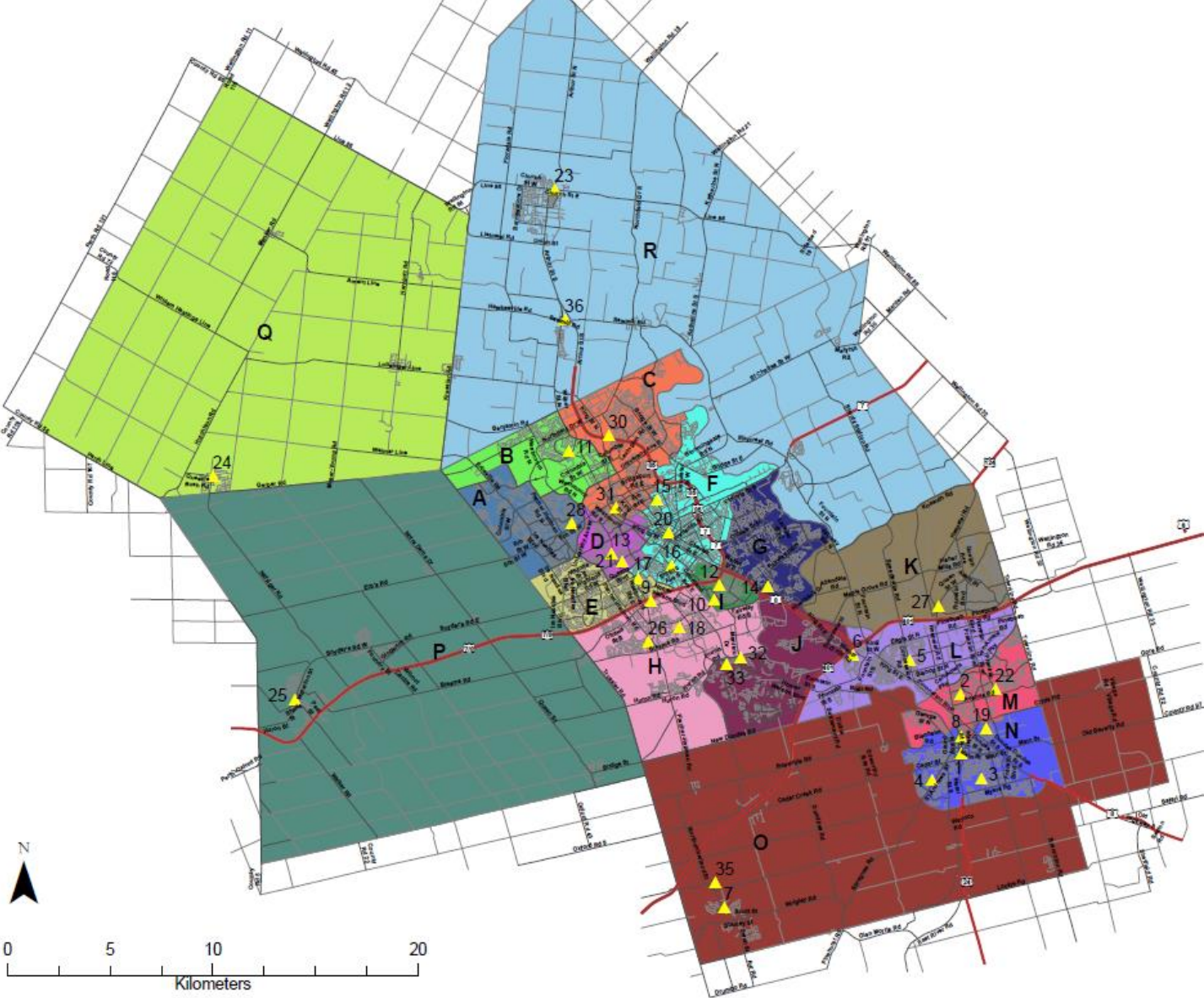
How to contact and access the program:

- Phone: Leave a message on the intake voicemail and we will get back to you within 2 business days - 519-742-8327 x 240
- By email: info@familyoutreach.ca
- [Through the contact form on the website](#)
- Site partners also provide contact information for their neighbourhood's Family Outreach Worker

Specific situation eligibility details:

- Pregnant Women (with no other children, not already part of the program): We support women who are at least 20 weeks pregnant with resources and referrals
- Parents Without Full Custody: We support parents who have children in their care for any length of time
- Families Living In Shelter: We support families who are within the shelter system or being sheltered by friends or family
- Refugee Claimants: Government or Privately sponsored refugees in their first year in Canada can connect with Outreach Workers who can refer them to other supports. After one year they are eligible to access our Basic Needs Funds

Family Outreach Neighborhood Map



Program Areas and Site Partners

Area	Sites	Outreach Workers
West Waterloo	- Erb Street Community Space (Carizon) - Erb Street Mennonite Church	Nermin O. (x241)
Northeast Waterloo	- 99 Regina (Region of Waterloo)	Nermin O. (x241)
Lakeshore and Area (Waterloo)	- Sunnydale Community Centre (House of Friendship)	Fariba C. (x243)
Victoria Hills and Area (Kitchener)	- Victoria Hills Community Centre (COK) - Paulander Community Centre (Carizon)	Nazy P. (x248) Meenakshi B. (x253)
West Heights (Kitchener)	- Forest Heights CC	Mehdiya W. (x249)
Kitchener Downtown and Bridgeport	- Breithaupt CC - Downtown Community Health Centre - Mill-Courtland CC	Laura J. (x242) Samantha A. (x250)
Grand River (Kitchener)	- Centreville Chicopee CC -Anselma House	Wanda Z.(x256)
Vanier (Kitchener)	- Kingsdale CC - Courtland Shelley CC (House of Friendship)	Maria F. (x244)
Southwest Kitchener	- Chandler Mowat CC - Country Hills CC - Williamsburg CC -Huron CC	Lile D. (x254) Meenakshi B. (x253) Mehdiya W. (x249)
Doon, Pioneer Park (Kitchener)	- Doon CC	Samantha A. (x250)
Hespeler (Cambridge)	-St. Andrew's Church	Samantha A. (x250)
Preston and Area (Cambridge)	- Preston Heights Community Group - The Hub (Langs)	Natanya W. (x255)
North Galt and Area (Cambridge)	- Greenway Chaplin CC - Fiddlesticks CC	Patti M. (x252)
South Cambridge	- Southwood (Kinbridge) - Christopher Champlain (Kinbridge) - Cambridge Family Early Years Centre - Cambridge Food Bank	Marjorie K. (x251) Eric B. (245)

	- Alison Neighbourhood Community Centre	
North Dumfries Township	- North Dumfries Community Health Centre (Langs)	Patti M. (x252)
Wilmot Township	- Wilmot Family Resource Centre	Tasha O. (x247)
Wellesley Township	- Wellesley Community Health Centre	Tasha O. (x247)
Woolwich Township	- Woolwich Community Health Centre – St. Jacobs - Woolwich Community Services	Tasha O. (x247)

Personal and Family Goals (Appendix A)

These are some of the goals that parents and families identify that they want to work on with their Family Outreach Worker, and reasons for seeking support from the program

Goal Numbers

- 1. PERSONAL CAPACITY & HOPE FOR THE FUTURE**
 - 1.1 Skill Enhancement/Education
 - 1.2 Financial Stability
 - 1.3 Employment
 - 1.4 Obtain ID
 - 1.5 Children's Education & Development
 - 1.6 Parenting Skills
 - 1.7 Summer Camp - Overnight/Day
 - 1.8 Listening Ear/Coaching/Encouragement
 - 1.9 Immigration
- 2. BELONGING & SOCIAL NETWORKS**
 - 2.1 Volunteering
 - 2.2 Community Involvement - Children
 - 2.3 Community Involvement - Adult
 - 2.4 Conflict Resolution
 - 2.5 Relationship Development/Maintenance
- 3. WELLBEING, SAFETY & SECURITY**
 - 3.1 Housing - Retention
 - 3.2 Housing - New
 - 3.3 Family Reunification - F&CS
 - 3.4 Food Security
 - 3.5 Addiction Treatment
 - 3.6 Transportation
 - 3.7 Children's Needs & Resources
 - 3.8 Domestic Safety
 - 3.9 Mental Health
 - 3.10 Physical Health

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