



# Catholic Family Service

2010 Annual Report



## We are all about families.

If a house foundation is shaky, the integrity of the entire structure can be compromised. Without solid supports and structure, vulnerable families are challenged to remain a stable force within our Calgary communities.

Catholic Family Service is dedicated to empowering families to be successful through rich learning experiences, timely support and enhanced relationships that support stronger communities.

# Our Agency

Serving families since 1957.



Families come in many shapes and sizes - whether that be biological, blended, extended or those we allow to be close in our lives. Catholic Family Service believes in the strength of the family.

Even the most fragile can prosper and excel in the right environments. CFS works with families to establish a solid foundation upon which supportive relationships can grow, prosper and contribute to Calgary's success.

## A Stress Free Home Is A Healthier Home *Building a supportive network.*

Stress is associated with lifelong problems in learning, behavior, physical and mental health. We believe that positive relationships and rich learning environments allow adults and children to thrive.

CFS guides the development of successful environments in the home, at school and in other significant familial relationships.

## Early Life Victory Translates Into Successful Adults *Starting children out right.*

Much of the work we do focuses on children. Why? Research clearly shows that support in the early years to develop healthy thought processes, positive social interactions and sound mental health leads to success well into the adult years.

## Breaking the Cycle Of Poverty *Education is the key!*

There is no quick fix to poverty; however, we believe that education does make a significant difference. In 2009, 14.5% of Calgarians (aged 15 and over) had not completed high school (Calgary's Vital Signs 2010 Citizen's Report Card).

Our programs support children, pregnant and parenting teens and adults in completing high school and beyond to secure higher paying jobs and boost self confidence.

## Diversity - Calgary's Ever Changing Demography *Programs designed with diversity in mind.*

Calgary is a rich mosaic of backgrounds, experiences and cultural diversity.

We are committed to raising our staff's cultural competency to assist new Calgarians navigate and integrate as active participants in our city.

**7920** people received service through our various programs

**65,811** hours of direct service was provided to clients by our diverse staff group

**3079** hours of service delivered to various client support groups

**8123** hours of service donated by our generous volunteers

**724** families of various configurations were served agency wide

**54%** of all clients served reported family relationship concerns

# stats

# Our Foundation

The Unlocking Potential Foundation of Calgary & Area

In 2009, Catholic Family Service proudly launched the Unlocking Potential Foundation (UP) of Calgary and Area to ensure the continued delivery of sustainable services to those most vulnerable.

We believe Calgary's true potential lies in the strength of the family. Given the means and opportunities, the family unit is a power catalyst in building an inclusive and culturally diverse city.

To learn more about how you can contribute, please visit our website or call 403.205.5892.



[www.unlockingpotential.ca](http://www.unlockingpotential.ca)



“We believe in the extraordinary power of each and every person’s ability to succeed.”

# Dr. Andra McGinn

Message from the Chair.



The last year has been a time of financial and social challenges for many who live in Calgary. Our city continues to grow in numbers and complexity and the need for the presence of Catholic Family Service continues to be more than evident. Our dedicated administration and staff have been proactive and successful in their strategic and compassionate approach to meet the needs of many in our society who are experiencing hardship and need. This is reflected in the wide diversity of programs that support children, young adults and families. In order to contribute to this valuable work, the Board Members have focused on ensuring that our governance model operates effectively to support the work of personnel.

In reviewing the achievement of the last year, there is reason to celebrate. Much work has been successfully completed in increasing clients' access to Catholic Family Service. Extending processes for intake and follow up have had successful results. There have been professional development opportunities for staff to continue to develop their capacity to respond to the current diversity in our city. These opportunities included a focus on cultural awareness and training for community service. As part of this service, personnel have taken a key role in initiatives in Calgary which support community

building and the involvement of volunteers. In this area, Catholic Family Service has received significantly positive feedback regarding their achievements.

Maintaining financial sustainability is a challenge, particularly in an economic environment that is not thriving. We have launched the Unlocking Potential Foundation of Calgary and Area (UP) which is dedicated to sustaining our programs through increased revenues. The initial results are encouraging and we owe a vote of thanks for the hard work of this committed group.

On behalf of the Board, I would like to thank those many partners, funders and donors who have made it possible for Catholic Family Service to play the important role it does in many lives. Without these valuable people, we would not have been able to realize the wonderful successes that occurred this year.

In closing, it is with sadness that we acknowledge our CEO's decision to retire. Despite the sadness, there is a need to celebrate Greg Campbell's wonderful leadership of Catholic Family Service over the last twenty-nine years. He has ensured that the capacity of the work we do has evolved to meet the changing

needs of our society. His commitment and dedication have kept us all grounded in why we exist – to help those who may not be able to help themselves. He has indeed made our world a better place.

# Greg Campbell

Message from the CEO.



As I am retiring from Catholic Family Service in 2011, after 29 years, I am writing my last CEOs Report. This wonderful organization has allowed me to be professionally challenged and yet remain steeped in values that are so very important to a person's integrity and being.

I am comfortably caught between two worlds, as I begin to say goodbye to a remarkable collection of dedicated citizens, Board, staff and volunteers. The past - including my predecessors Pat O'Byrne, Frank Bach and Jack Kirley, who created such a strong base from which to operate. The future - including an outstanding staff, courageous volunteers, and all those who support our work. The horizon is bright and inviting, containing limitless possibility.

Catholic Family Service has been a leader in the Calgary human service sector for more than 53 years. We have grown from a small service-specific organization to the medium-sized provider of a diverse range of services that support families. Our journey has been one of quality and innovation that maintain the values so fundamental to our organization.

**WE are the purveyors of decency and humanity.** In an increasingly rushed society, it is easy to forget that we are a collective of beings who form a community. Goals of economic prosperity can overshadow and dominate human prosperity. Offshore and online can replace those human connections that are fundamental to healthy living. It is our role to remind others that true prosperity is not found in gated environments but rather in an abundance of kindness and reciprocity throughout.

**WE are a good investment and we create profit.** Over the years, our sector has come to accept the not-for-profit label which is totally inaccurate. Not-for-profit is a designation, not a condition. We foster and generate profit for this community. People become engaged and realize dreams, children grow up healthy and achieve at school. People become tax payers! All these factors are outcomes that we deliver. Actively engaged in a Social Return on Investment (SROI) analysis, we have the outcome measures that support our work. Our investors can remain confident in their choice to support our work.

**WE believe in empowerment and that families are their own best agents.** Our mission is to support the realization that

each and every individual has the capacity to succeed. A healthy family with strong connections is better positioned to be successful as parents and community members. Some years back, I was influenced by the notion that we needed to make sure that we got it backwards. We needed to remember that we are there for people and that they, not us, held the power of change.

**WE persevere.** The challenges that our community is currently facing are intense and formidable. Economics are at the forefront of distress. Parents are challenged by fatigue which can affect their ability to do what works best for their children. Yet, we are inspired by those who don't give up. In the words of a participant in our Never Too Late program, we've come too far to give up now!

I want to thank the Board of Directors who graciously, and I might add patiently, supported me over the years. Our current Chair, Dr. Andra McGinn is a dedicated citizen who willingly gives her time and counsel for the betterment of our organization. They will guide this Agency through a succession process that will open new paths and accomplishments.



## Teen families thrive.

Having a baby as a teen can radically change your world. It often curtails educational pursuits and reduces a young woman's prospects of a prosperous life. Many in spite of good intentions, become high school dropouts and live in poverty.

The Louise Dean model develops strong, self sufficient young parents and healthy children on par with their peers academically and developmentally.

# Louise Dean Centre

40+ years of wrap-around support for young families.



## In School Services - Dr. Clara Christie Learning Centre

*It's so much more than child care.*

A safe nurturing home environment in the early years is likely to be more effective and less costly than addressing behavioral, learning and health issues later in life.

Flexibility is the key to success. A mom may be called from her math class to the on-site learning centre to breast feed her crying baby. New to parenting the young mom's confidence is nurtured by her assigned child care worker.

## In School - Life Skills

*A foundation course for life.*

Life Skills helps to improve communication and problem-solving skills, and fosters self-esteem. Research shows that children of self-sufficient parents fare better in life.

## In School Counselling Services

*Meeting the challenge!*

Life can be demanding for adolescent mothers struggling with adult responsibilities. Many are ill-equipped to deal with a dramatically changed lifestyle, social alienation and discrimination and financial stress. A parent's stress can threaten the health and well being of the child.

We provide support when support is needed. That may mean breaking free of a domestic violence situation, avoiding an eviction notice, exploring future career opportunities or learning new ways to relate to others.

## Outreach Services

*Support in the community.*

Youth may be socially isolated from family and friends after an early pregnancy. We offer connections through counselling and parent support services to those not connected to the Louise Dean School.

## Healthy Babies Network

*Healthy babies, healthy minds.*

Catholic Family Service coordinates a 20 member group of agencies and Alberta Health Services to facilitate access to community resources for pregnant and parenting women at risk of having low birth weight babies.

- 26 young women graduated with their Grade 12 diploma
- 82 young moms benefited from the on-site child care and parent education in the Learning Centre
- 108 students were coached in Life Skills
- 223 individuals, couples and families received counselling from in-school counselling
- 277 young mom and their children were supported through Outreach Service
- 1875 women accessed the Healthy Babies Network

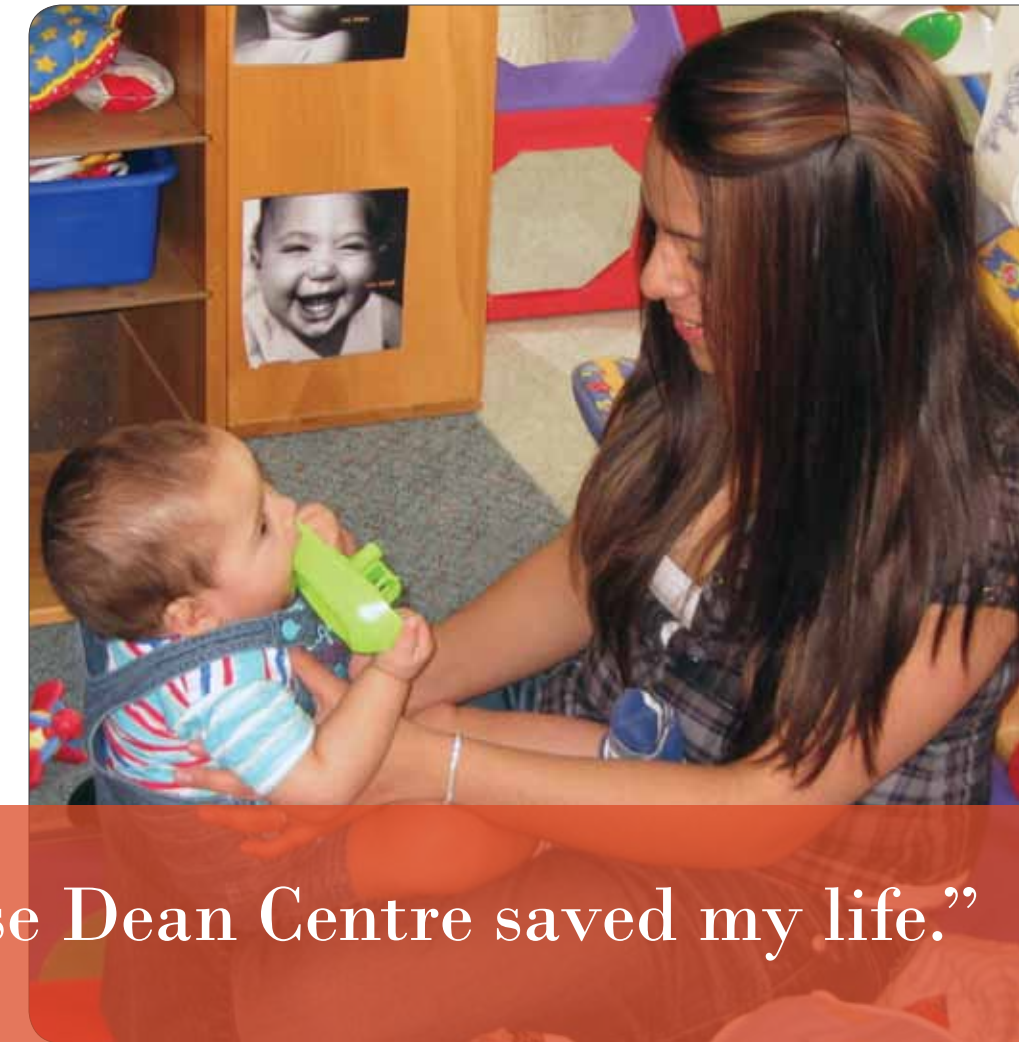
I am 16 years old and parenting my six month old baby son, Edgar.

I registered at Louise Dean Centre when I was 5 months pregnant. I was experiencing conflict at home. I felt like my life was over. I was alone and no one understood me. It didn't take me long to realize that I needed my education and support to get out of an abusive relationship with my baby's father. I used to think I needed a man to be complete. Now I know I can make it on my own.

I moved out of home because I couldn't get along with my mom. I was approached to do BABY F&ST and my mother agreed to come. After only three weeks, my mom and I are now talking!

My baby is in the Learning Centre and I am so grateful because it makes it so much easier to breast feed. Because of all the staff at the Louise Dean Centre I have learned a lot about being a mom, about child development and parenting. I know what to feed my baby, understand attachment and separation anxiety and can successfully read his moods.

Coming to Louise Dean Centre saved my life.



“Coming to the Louise Dean Centre saved my life.”

stats



# Featured Program

## Peer Support and Leadership Group

Utilizing group work to inspire confidence, insight and acceptance

**P**eer Support and Leadership is only one of several group programs that are an integral aspect of the best practice at the Louise Dean Centre. Our approach is to build on the natural relationship the participants have with our staff and with each other, offer relevant materials and discussions, and celebrate their successes.

In this 8 week program, the young moms are encouraged to not only reflect upon their experiences but to share their experiences through speaking opportunities in high schools and other forums. Through the process, strong leadership skills blossom.

The Aboriginal Circle, another group, gave 18 aboriginal young moms the opportunity to share their culture and experiences. Additionally, 24 families graduated from BABY F&ST and 40 students completed the school based Parenting Class.

**14 young moms** completed the program and participated in monthly public speaking events reaching **300+** junior and senior high school students



## Connecting families.

Calgary is a rapidly growing city with families increasingly isolated from their communities and spending less and less time together as a family.

Community Services programs empower parents to strengthen their children's social safety net so they can succeed at home, school and the community. We deliver evidence based, accessible services to families where they live, work and go to school.

# Community Services

Extending the support beyond the family home.



## Never Too Late

*Adults succeeding in school.*

This is a community based program that supports adults living in selected northwest communities to complete their Grade 12 Equivalency Diploma (GED). Based on the belief that education offers a way out of poverty, Never Too Late provides adult students with preparation classes, extra tutoring, funding for the GED exam and other emotional supports necessary for their success.

Many Never Too Late students are parents role modelling successful high school completion for their children.

## School Support Program

*CFS at work in schools.*

School Support workers connect with students, families and teachers to support the child's success in school, and to bridge families to community resources.

## Families and Schools Together (F&ST)

*Engaging families in schools.*

F&ST is a prevention program that strengthens the safety net for children and families. The program lessens family stress and isolation by enhancing relationships between children and their parents, with their peers, teachers and other community members.

FASTWORKS, a consecutive two year program engages families in low cost, parent led community events.

## Athletes Mentoring Program

*Linking kids to positive role models.*

This program connects children and youth with post secondary athletes at SAIT, Mount Royal and the University of Calgary. Fun weekly activities build a strong relationship between the mentors and youth. The entire family is invited to attend all home games as guests.

## Teen Parent Friend

*Pairing up with young parents.*

Since 1982, the Teen Parent Friend Program has reduced feelings of stress and isolation in young parents through monthly family gatherings and one-on-one mentoring.

This continues to be one of CFS's most popular volunteer opportunities.

## Innovative Initiatives

*Meeting our cities diverse needs.*

An Aboriginal Outreach worker at CACY (Calgary Achievement Centre for Youth) connects with Aboriginal youth at risk of not completing their educational and employment goals.

The Bowness Neighborhood Leadership Initiative supports residents and community groups in taking a leadership role in improving the quality of life in their community.

**21** students successfully completed their GED through the Never Too Late program

**6445** hours of direct service to students and families in School Support at 7 Calgary Catholic Separate Schools

**151** families (487 individuals) participated in a F&ST program. 209 individuals participated in one of the 4 F&STWORKS community groups.

**54** youth and 75 volunteers participated in Athletes Mentoring Program

**25** families found relief from social isolation through the Teen Parent Friend Program

"Prior to kids, we were not that familiar with Catholic Family Service. We just worked and knew our neighbors. When it was time for our first daughter to enter Kindergarten, we didn't know anyone at the school. About half way through the year, our daughter brought home a note about the F&ST program. We thought it was a great opportunity to meet other families and their kids. As each of our children entered kindergarten we would attend another F&ST program. Our youngest is very excited that it is now her turn. Each time Ron and I look forward to meeting a new group of parents and help them weave their way through the school system."

The family has been involved in several CFS programs. Through the Bowness Neighborhood Leadership Initiative, Monika saw the value of getting involved in her community and networking with the programs offered there. Since then she has become an active and integral volunteer in many strategies which improve the quality of life for all Bowness residents. Monika also continued on to obtain her Grade 12 GED through the Second Chance program (now referred to as Never Too Late).

"We go to a lot of family community functions knowing that, sooner or later, we will meet someone we know. It has been great for our kids to get to know many kids, both older and younger."

It is really great to get involved in the community we like to call our own. If we had never been involved, I think we would be just another family sitting in front of the TV night after night."

- Monika, Ron, Michelle, Rachel, Rebecca and Edmund



"It is really great to get involved in a community that we like to call our own."

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# Featured Program

## Multicultural School Support Program

A partnership between Calgary Catholic School District and CFS

The goal of Multicultural School Support Program (MCSP) is to assist immigrant and refugee families acclimatize to complex Canadian school systems and our diverse Canadian society. Building trust early on with families and children is crucial to building cultural capacity and adaptability.

The MCSP workers play an integral role in increasing student and parent participation, commitment and success at school. Strategies provided include educational and social interventions along with acculturation processes and support. With this critical link in place, information and understanding can grow between the school staff, parents and students.

**5073** hours of service were provided to students and families. **98% of parents** reported MCSP helped improve their child's success at school.



## One family at a time.

The staff, students and volunteers of Counselling Services work in collaboration with many individuals, couples and families to find solutions that fit their unique situation.

We work hard to reduce the barriers that families face to receiving service such as costly fees, waiting times and accessibility. By working together, we endeavor to inspire confidence in seeing better days ahead.

# Counselling Services

Working together for better days ahead.



## General Counselling

*You are never alone.*

When family and informal support systems are not sufficient for coping with life's challenges, professional assistance can make an important difference.

General counselling provides individual, family and group coaching, counselling and therapy by professional social workers, marriage and family therapists and psychologists.

## Innovative Community Program

*Delivering diverse service in a variety of locations.*

We explore a variety of different approaches to ensure our services are easily accessible. To be more geographically accessible, CFS has located counselling services in a number of Calgary communities where our clients live and work.

## Multicultural Counselling

*Broaching cultural barriers.*

Multicultural counselling bridges the challenges of language and the uniqueness of culture through multilingual therapy.

## The Butterfly Program

*Giving the Deaf and hard of hearing a voice.*

This program provides a range of accessible services for Calgary's Deaf and hard of hearing in the office, school and home.

## Marriage Preparation

*Platform for success.*

This weekend program prepares couples for a successful married life and offers free follow-up sessions as they see the need.

**1980** clients accessed the General Counselling and Innovative Community based programs.

**9000** hours of direct service were delivered by our counselling team to individuals, couples, families and groups.

**1000** hours of culturally and linguistically sensitive services to 148 distinct individuals, couples, families and groups.

**62** distinct clients received over 1000 hours of direct service

**416** couples attended our renowned Marriage Preparation weekend

I thought that my children (ages 10 - 16) and I would be able to manage "life" without their father, but I was sadly mistaken. I found myself working several jobs, trying to maintain a household, and raise my children to be conscientious citizens. Things were starting to become unraveled. It seemed as if we were all leading separate lives. We needed help.

Our counsellor gave us several strategies to help us become a closer knit family. Initially, we all just wanted someone to complain to... someone to listen to us. We got that, but we needed to learn how to move on and become a supportive and caring family.

We work at implementing these strategies every day. We work to show our appreciation to each other. We work at compromises and being flexible. We began making meals together and spend time talking. We volunteer together. We work together doing everyday chores. I even taught my children how to do the laundry.

Rome was not built in a day and my children and I know that we have a ways to go before we can call ourselves the "Cleavers", but we know that we're the only ones who can improve our own lives. It has to come from a desire to want more than just co-existence. We know that becoming a "jelled" family will take time, patience, and perseverance but with guidance I know that we can do it.

- Identifying information changed to protect confidentiality

**"We had to learn to move on and become a supportive and caring family."**



stats



# Featured Program

## Family & Youth Sexual Abuse Treatment Program

A program supported by Calgary and Area Child and Family Services

Childhood sexual abuse, if left unhealed, can leave lifelong scars that can affect every aspect of life. This program is offered to children, teens and families who have been traumatized by events where a child has been harmed by someone's behavior.

Utilizing modalities such as play and family therapy, a specialized team of counsellors work closely with caring family members to heal the wounds of abuse. Adults who feel their ability to parent has been hindered by their own childhood trauma can also receive healing support.

We work with families to help them create a sustainable healing environment that will rebuild a child's trust in adults and in the world.

Delivering **700+ hours** of therapy (play, counselling and family) to **48 clients**

# Financials

## INDEPENDENT AUDITOR'S REPORT

To the Members of Catholic Family Service of Calgary:

### Report on the financial statements

We have audited the accompanying financial statements of Catholic Family Service of Calgary, which comprise the statement of financial position as at December 31, 2010, and the statement of operations, statement of changes in net assets and statement of cash flows for the year then ended, and a summary of significant accounting policies and other explanatory information.

### Management's responsibility for financial statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with Canadian generally accepted accounting principles, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

### Auditor's responsibility

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with Canadian generally accepted auditing standards. Those standards require that we comply with ethical requirements to plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

### Opinion

In our opinion, these financial statements present fairly, in all material respects, the financial position of Catholic Family Service of Calgary as at December 31, 2010, and its financial performance and its cash flows for the year then ended in accordance with Canadian generally accepted auditing standards.

**THOMPSON PENNER & LO LLP**  
CERTIFIED GENERAL ACCOUNTANTS

February 22, 2011  
Calgary, Alberta, Canada

NB: this is a reconstructed copy of the original letter.

REVENUE	2010	2009
United Way of Canada	\$1,129,774	\$1,216,625
City of Calgary - FCSS	984,538	973,374
Government of Canada	866,967	717,544
Calgary Catholic School District	685,634	721,472
Fees for service	528,504	732,385
Calgary Region Child and Family Service	423,561	368,070
Day Care subsidies and grants	410,586	387,095
Donations	356,239	703,781
Foundation	190,766	-
Other	163,151	43,302
Catholic Charities	30,000	30,000
Social club dues	7,997	-
<b>TOTAL REVENUE</b>	<b>5,777,716</b>	<b>5,893,648</b>
<b>EXPENSES</b>		
<u>Salaries and wages</u>		
Direct services	3,082,264	2,986,709
Administration	1,119,376	1,109,790
Employee benefits	555,235	554,078
Accounting	60,510	58,946
	<b>4,817,385</b>	<b>4,709,523</b>
<u>Administrative</u>		
Rent	331,529	343,957
Purchased services	116,212	326,998
Office supplies	94,416	83,105
Travel allowance	74,739	71,642
Office equipment and maintenance	63,654	168,890
Nutrition supplements	51,696	42,495
Telephone	40,718	39,925
Conference and meetings	33,307	24,285
Insurance	28,230	28,189
Audit	24,800	29,060
Honorariums	20,065	-
Research	17,437	-
Organizational dues	8,123	8,263
Social club expenses	7,965	-
Data processing	7,380	7,060
FAST works	5,333	-
Advertising and promotion	4,043	7,707
<b>TOTAL EXPENSES</b>	<b>5,747,032</b>	<b>5,891,099</b>
<b>EXCESS OF REVENUE OVER EXPENSES</b>	<b>\$30,684</b>	<b>\$2,549</b>

## Your support and dedication is remarkable!

Over the years, CFS has built a strong extended network of funders, partners, agencies and volunteers who support the work we do. We strive to collaborate with others to enhance, not duplicate services to the most vulnerable in our community.

**40 year** partnership between Catholic Family Service and the Calgary Board of Education at the Louise Dean Centre

**15 year** partnership with the Public Health Agency of Canada's Community Action Program for Children (CAPC) with the Dr. Clara Christie Learning Centre being the first Alberta project

**7 year** partnership with the Calgary Catholic Separate School District through the Multicultural School Support Program.

**5 year** joint collaboration with the Healthy Babies Network and Public Health Agency of Canada

A very special thank you to Lila Karmali Photography for generously donating her time and talents to capture an amazing collection for our photo library. For more information about Lila's work, please visit [lilakarmaliphotography.com](http://lilakarmaliphotography.com).

We are extremely proud of our relationship with the many individuals, corporations, foundations and volunteers for their generosity and commitment to our work.

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Calgary Catholic School District

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Catholic Charities

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[www.cfs-ab.org](http://www.cfs-ab.org)



*humanity* above all else

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