



Building Strong Families

YEAR AT A GLANCE 2017



In January, after many months of intense research and reflection, we launched a new strategic plan and introduced a new purpose statement: **Building Strong Families**. Over the next five years, this document will guide us as we work to become better in everything we do while collaborating with other organizations to improve family-focused services in Calgary.

I am sometimes asked, “Why is Catholic Family Service focused on family?” My short answer to that: It’s all about the kids. When we identify how and when to support children and families in the course of their development, we can change how a child’s life story unfolds and have the greatest impact on the generation to come.

To us, family is defined as any relationship between an adult and another person that endures over time and through which a responsible commitment has been made for the well-being of another. Family is in our name because we believe serving through the lens of the family is critical to supporting the resilience of children throughout their lives.

We are so grateful that you have chosen to walk beside us on this journey. This report contains highlights from the past year, a snapshot of how we are currently building strong families and a summary of how your donations to Catholic Family Service (CFS) and the Unlocking Potential (UP) Foundation were used last year. Thank you so very much for your contributions of time, talent and treasure – you make our work possible. We absolutely could not build strong families without you.

Patricia Jones, CEO
May 2018

HIGHLIGHTS 2017

PROUD MOMENTS: Catholic Family Service received two prestigious awards last year:

- A **Nonprofit Innovation Award** from the Calgary Chamber of Voluntary Organizations for the Fathers Moving Forward program, and
- A **Child Development Professional Award of Excellence** from Alberta Children’s Services for the Parent-Child Learning Centre at Louise Dean Centre. The Parent-Child Learning Centre was also named an Early Learning and Child Care (ELCC) Centre by the Alberta government.

PROGRAM EXPANSION: The Never Too Late program doubled in capacity last year, expanding to the Greater Forest Lawn area. The program is now offered in both Greater Forest Lawn and Bowness.

FUNDRAISING SUCCESS: The 2017 UP & Away Charity Gala broke all previous records by raising \$200,000 for our Affordable Counselling program. As well, your donations to the UP Foundation through Birdies for Kids in 2017 were matched by the Calgary Shaw Charity Classic Foundation to a total of \$34,000, with funds directed to Louise Dean Centre.

60 YEARS AND COUNTING: We celebrated our 60th anniversary in 2017, pausing to look back at our proud history and forward to a future of innovative service and collaboration in the social service sector.

NEW NAME: The Athletes Mentoring Program was renamed Crew last year to better reflect the crucial role the family plays in this unique mentoring program involving youth and Calgary’s post-secondary athletes.

ONLINE SELF-HELP: We launched this new service to help Calgarians find information, coping strategies and resources on the topics people most often reach out to us about: anxiety, depression, positive parenting, domestic violence, addiction, and trauma.

2017 BY THE NUMBERS: HOW YOUR SUPPORT MAKES A DIFFERENCE

8,786

Calgarians served

2,310

families served

49%

had family incomes under \$45,000

57%

were impacted by mental health concerns

57%

were impacted by emotional concerns

55%

had concerns involving family relationships

27%

said they had challenges at school

27%

were impacted by domestic violence

500+ volunteers

100+ employees

600+ donors like you contributed over \$1.2 million to build strong families in Calgary

At CFS,

evaluation is built into everything we do to ensure we continue to provide professional, highly-effective programs to our most vulnerable clients. On these pages, we are pleased to share some results with you from our program evaluations in 2017.

With your support, we helped Calgarians build strong and resilient families, breaking through the cycle of vulnerability to live the lives they have always wanted.

AT OUR DOWNTOWN OFFICE (707 10 Avenue SW)



AFFORDABLE COUNSELLING

Counselling for individuals, couples and families has been the cornerstone of our service for more than 60 years.

85% of counselling clients said that their level of anxiety was reduced as a result of a single contact with us.

81% felt their level of hopelessness was reduced.

92% said their level of risk was reduced.

AT THE CALGARY ACHIEVEMENT CENTRE FOR YOUTH (CACY) (315 10 Avenue SE)

IN THE COMMUNITY

(Client homes, schools, community centres, churches and university campuses)



BRIEF INTERVENTION CAREGIVER SUPPORT

77 children in foster or kinship care and their caregivers were served by this program in 2017.



FAMILIES & SCHOOLS TOGETHER (F&ST)

65% of families reported increased involvement with their child's school and their child's learning at home.



NEVER TOO LATE

78% of adult learners who wrote the GED exams passed all five exams and successfully obtained their high school equivalency.



MOTHERHOOD MATTERS

76% of young mothers reported an improvement in their levels of parental stress, social supports and confidence as a parent.



ABORIGINAL STUDENT SUPPORT

103 youth attending programs at CACY received support from our Aboriginal Support Worker.



CREW

70% of parents reported an increase in their child's behavioral and emotional functioning.



FUNCTIONAL FAMILY THERAPY

45 families with complex issues were served by this new-to-Canada family therapy model.



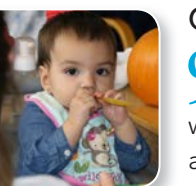
MARRIAGE PREPARATION

167 couples spent a weekend exploring relational, spiritual and financial matters as their wedding day approached.



MULTICULTURAL SCHOOL SUPPORT

93% of families reported that the program helped them understand school expectations for students and parents.



CHILD MINDING

90% of parents said they were satisfied with the parenting education and child minding services they received at CACY in 2017.

AT LOUISE DEAN CENTRE (120 23 Street NW)



In partnership with the Calgary Board of Education and Alberta Health Services, we help young adults with emotional and social needs related to pregnancy and parenting.

220 young mothers participated in our programming at Louise Dean Centre in 2017. Here are some of the programs we offer:

PARENT-CHILD LEARNING CENTRE

114 children were registered at this on-site child care centre. Our professional staff conducted developmental screening for each child.

HEALTHY BABIES NETWORK

36 agencies helped distribute provisions and improve the health of pregnant women and families with infants up to 12 months.

PARENTING CLASSES

49 young mothers learned parenting skills while building stronger relationships with their children.

YOUTH FAIR GAINS

21 young parents attended this financial literacy program, with 14 participating in a matched savings program.

COUNSELLING

80% of moms indicated that they are more prepared and motivated to make changes in parenting and health-related matters for their families.

FATHERS MOVING FORWARD

17 young fathers participated in this program for men age 16 - 26 who are parenting or expecting their first child.

In 2017 our funders and partners contributed significantly to our success in building strong families. Thank you.

- United Way of Calgary and Area
- City of Calgary Family & Community Support Services
- Calgary Region Child and Family Services
- Public Health Agency of Canada
- Government of Alberta
- Calgary Board of Education
- Calgary Catholic School District

HOW YOU CAN HELP

LOUISE DEAN CENTRE ALUMNI BREAKFAST:

On Friday, October 26, 2018, Catholic Family Service will host an alumni breakfast for former students of Louise Dean Centre. While plans are still in the works, we invite you to attend as a former student, staff or community member interested in supporting programs for young adults who are pregnant and parenting. Mark your calendar!

Our history with Louise Dean Centre goes back to 1970. Since then, thousands of young women have used the support and counselling they received at the Centre to help them build successful lives and careers. This breakfast is an opportunity to renew relationships or start new ones. Please contact Jim Campbell, Managing Director of Stakeholder Relations, at 403.205.5222 for more information.

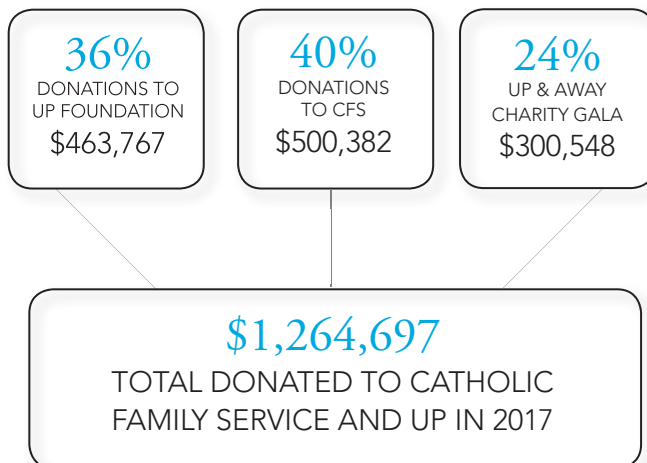
BIRDIES FOR KIDS: The UP Foundation will once again benefit from the Birdies for Kids charitable matching program in 2018. After last year's success, we are very grateful for this opportunity! From now until the Shaw Charity Classic Golf Tournament in September, up to 50% of donations made at the link below will be matched by the Calgary Shaw Charity Classic Foundation. Proceeds will support programs and services at Louise Dean Centre. Thank you so much for your support in the past. We humbly ask that you consider taking advantage of this outstanding matching opportunity.

www.shawcharityclassic.com/donate/upfoundation



250, 707 10 Avenue SW
Calgary, Alberta T2R 0B3
Tel: 403.233.2360
Email: info@cfs-ab.org
www.cfs-ab.org | [@CFS_Calgary](https://twitter.com/CFS_Calgary)

FINANCIAL SNAPSHOT 2017



The 2017 Audited Financial Statements of Catholic Family Service and the Unlocking Potential Foundation are available at this web link:

www.cfs-ab.org/who-we-are/audited-financials/

THE FOLLOWING PROGRAMS BENEFITED FROM YOUR DONATIONS IN 2017

- Affordable Counselling Program
- Louise Dean Centre
- Crew
- Motherhood Matters
- Families & Schools Together
- Functional Family Therapy
- Healthy Babies Network
- Louise Dean Infant Centre
- Indigenous Audit
- Never Too Late
- CACY Child Minding
- Brief Intervention Caregiver Support

The responsible and respectful use of financial gifts is our priority. Our accounting and fundraising policies meet the best practice standards as outlined by Imagine Canada and the Canada Revenue Agency. We keep our core mission support costs below the non-profit standard – but not so low as to jeopardize the quality of service delivery.



The Unlocking Potential (UP) Foundation is the fundraising arm of Catholic Family Service of Calgary. UP connects the giving hearts in our community with high-impact programs that are building strong families.