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 a 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

**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.

**BY THE NUMBERS:**

<table>
<thead>
<tr>
<th>Category</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Calgarians served</td>
<td>8,786</td>
</tr>
<tr>
<td>Families served</td>
<td>2,310</td>
</tr>
<tr>
<td>Families served, had family incomes under $45,000</td>
<td>49%</td>
</tr>
<tr>
<td>Families served, had emotional concerns</td>
<td>57%</td>
</tr>
<tr>
<td>Families served, had domestic violence</td>
<td>27%</td>
</tr>
<tr>
<td>Families served, had family relationships</td>
<td>55%</td>
</tr>
<tr>
<td>Volunteers</td>
<td>500+</td>
</tr>
<tr>
<td>Employees</td>
<td>100+</td>
</tr>
<tr>
<td>Donors like you contributed over $1.2 million to build strong families in Calgary</td>
<td>600+</td>
</tr>
</tbody>
</table>

**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)**

**Aboriginal Student Support**

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

**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 - 25 who are parenting or expecting their first child.

**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.

**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.

**Student Support**

80% of parents said they were satisfied with the parenting education and child minding services they received at CACY in 2017.
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

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.