



CATHOLIC FAMILY SERVICE

YEAR AT A GLANCE 2018



Family life can be complicated. In 2018, families had to navigate significant issues such as the legalization of cannabis, job loss due to a prolonged economic downturn, the Humboldt Broncos bus crash and a longer winter than any of us would prefer. Dealing with daily family life is hard enough, but when coupled

with issues like poor mental health, addictions, domestic violence, poverty and homelessness, any one of us would be impacted. At Catholic Family Service, we support families to be resilient, whatever comes their way.

But how do we stay focused with increased demands and evolving needs in uncertain economic times? In 2017, we shared our Strategic Plan, and over the last twelve months, we've brought it to life with four exciting projects to make us better in all that we do. I am pleased to share that we now have: 1) a service delivery model that ensures all clients receive service that is consistent with our values, 2) a framework to assess and evaluate our programs to ensure that we direct our resources to most effectively build strong families, 3) a better understanding of how our HR processes can be improved to support the building of a leadership culture amongst all employees, 4) an organizational re-design to respond effectively to changes and prepare the organization for succession.

Please accept my gratitude for allowing us to do what we do. Your confidence in us, shown by your continued support as a volunteer, donor, sponsor or friend, helps us to provide programming in a way that delivers long-term success. Whether it is parenting courses for young dads, affordable counselling for families when they need it; the Families and Schools Together Program – these and other family-centric programs ultimately provide a pathway to enhance the health and well-being of children and youth and their families. The services we deliver provide the help that many families need but only some receive.

This report showcases program highlights and a summary of how your donations to Catholic Family Service (CFS) and the Unlocking Potential (UP) Foundation were used last year. None of this could have been accomplished without your contributions of time, talent and gifts. You are our family. Thank you.

Patricia Jones, CEO



Building Strong Families

Highlights 2018

Special Recognition...

- Full Accreditation Awarded - Good governance, management and excellence in service provision are the reasons we were successful in achieving full accreditation from the Canadian Centre for Accreditation (CCA) for another four years.
- Lighthouse Award - For 48 years, Catholic Family Service has partnered with Calgary Board of Education to remove barriers to education for expecting and parenting youth at Louise Dean Centre. The award recognizes the success of this longstanding collaboration.

Fundraising Success: We are grateful for and moved by your generosity. As donors, sponsors and supporters, you make it possible for us to continue building strong families:

- On May 3, 2018, live and silent auctions, great food and drink, and our signature balloon raffle helped the Unlocking Potential Foundation raise more than \$311,000 to enhance our Families & Schools Together (F&ST) program. This was a record-breaking fundraiser for the UP Charity Gala. What a night!
- Shaw Birdies for Kids presented by AltaLink raised \$64,000 for breakfast, lunch, after-school and evening meals at Louise Dean Centre.

Single Session: Many of our clients (1,200) access our counselling programs, for which calls increased by nearly 30% from 2017. Implementation of single sessions will target specific client needs in a timely manner and better manage increased service demand.

Targeted Group Activities: We worked in the school system to help with youth anxiety, participated in a project to work with seniors to create a support group around self-care to teach participants on how to better deal with emotionally-charged situations.

Employer of Choice: How we respond to families is a reflection on how we feel about our work environment. Our staff engagement survey found that 98% of staff reported that their contributions made a difference to the mission of CFS. 95% of staff stated that CFS as a good place to work. Engaged staff provide the best care for our clients.

Families & Schools Together (F&ST) Builds Family Connections

For nine weeks, 10 to 15 families get together at their child's school. With the help of school staff, a social worker, and incredible volunteers, families make connections with their school community and with other families, while parents develop and practice positive parenting and leadership skills. Feeling connected and part of a community is so important to kids, parents, and how the family unit functions as a whole. Here is Families & Schools Together (F&ST) in action:

"She started going to children's time without needing to hold my hand and was interacting and playing with other kids. She has become happier, showing more of her playful and fun personality."

"I saw the growth in families and the increase in children's confidence, which was an amazing impact on the school community."

"I specifically enjoyed seeing one of our tougher to reach families commit to coming to the program every week to spend time as a family. Even though the family wasn't able to join us for the last night, they brought food to share, and I feel like that really speaks to the success of the program."





Supporting Young Fathers is Critical for Growing Healthy Young Families

Fathers Moving Forward, an innovative three-year research project, concluded in 2018. Developed and piloted in 2015, the program was designed to help young, at-risk fathers learn positive parenting skills and stay involved in their children's lives for the long term. The study targeted the fathers and fathers-to-be of infants born to adolescents attending the Louise Dean Centre, a school for expecting and parenting teens. Intending to improve parenting practices, teach effective communication between young mothers and fathers, and reduce domestic violence – all to prevent child maltreatment – Fathers Moving Forward includes a co-parenting skills group, a parenting skills group, and a range of individual supports for young fathers including personal counselling, employment coaching, and financial literacy.

KEY FINDINGS:

- Participation in the program improved many fathers' life course, emotional well-being, parenting beliefs, and co-parenting relationship skills.
- It is possible for young parents to maintain a connection after they have separated, even when their relationship involved conflict and physical violence, and this connection helps pave the way for ongoing positive father involvement with their children.
- 75% of fathers that participated became employed or returned to an education program at a six-month follow-up.

WHAT NOW?

Young fathers very much want to play a positive role in their children's lives and avoid repeating harmful parenting practices that they experienced in their own childhood. Many will not be able to achieve these goals without a specialized intervention such as Fathers Moving Forward, and many will require ongoing support in some capacity. Catholic Family Service is working with community partners to adapt and more fully develop Fathers Moving Forward to continue supporting young fathers in developing the skills, maturity and emotional well-being to be strong parents. Stay tuned for more in 2019.



2018 BY THE NUMBERS

Last year, Catholic Family Service welcomed **8,491** individuals and **2,105** families through our doors and offered them services that responded to their needs. While each of the individuals and families we serve is unique, there were some shared experiences between them.

Catholic Family Service continues to build strong families, thanks to your support. In 2018, we were privileged to work alongside **500+** volunteers and grateful to receive more than **\$1.1 million** in contributions from over **600+** donors. Thank you.

62% of clients were under 45 years old.



56% were impacted by mental health concerns.



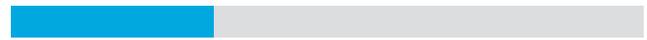
56% were impacted by emotional concerns.



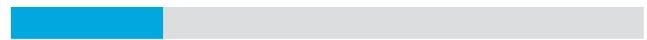
59% had concerns involving family relationships.



32% said they had challenges at school.



24% were newcomers or immigrants to Canada.



Building Strong Families

At our Beltline Office

Affordable Counselling

85% of clients said their anxiety was reduced after the first contact.

81% felt their level of hopelessness was reduced.

92% said their level of risk was reduced.

At Louise Dean Centre

In partnership with the Calgary Board of Education and Alberta Health Services, we help young mothers and fathers with emotional and social needs related to pregnancy and parenting as they finish high school.

224 young mothers participated in our programming at Louise Dean Centre in 2018, of which almost 40% self-identified as Indigenous.

Parent-Child Learning Centre

119 children were registered at this on-site childcare centre. Our professional staff conduct development 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

80% of young mothers reported that they hugged and snuggled more with their children.

Financial Literacy

80% of young mothers found that their skills around understanding debit vs credit had improved.

Counselling

64% 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

75% of young fathers who participated in this program became employed or returned to an education program.

In the Community

Programs offered in client homes, schools, community centres, churches and campuses.

Brief Intervention Caregiver Support

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

Families & Schools Together

72% of teachers report increased academic achievement and school engagement for participants.

Never Too Late

81% of students who wrote the GED exams passed all five exams and successfully obtained their GED.

Motherhood Matters

81% of young parents reported experiencing less stress and social isolation.

Crew

122 volunteers supported Crew families this year.

Functional Family Therapy

70 Families with complex issues were served by this new-to-Canada model.

Marriage Preparation

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

Multicultural School Support

196 newcomer students and their families were supported to develop a sense of belonging, ownership and active involvement in their schools.



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In 2018, our funders and partners contributed significantly to our success in building strong families. Thank you.

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

How You Can Help

VOLUNTEERS ARE ALWAYS NEEDED

If you have a skill or interest and time to give - please contact us.

If you would like to organize a Day of Caring for your company, we have those opportunities as well.

Areas where you can help:

- Baby cuddlers
- Event support
- F&ST volunteers to help with food preparation, serving and clean up
- Landscaping
- Meal provider
- Photography
- Program support
- Repainting
- Volunteer readers
- Volunteer scribes
- Volunteer tutors

We would love to show you around and share more about what we do for the more than 2,000 families we serve. Give us a call, and we will make it happen.

BIRDIES FOR KIDS

The UP Foundation will once again benefit from the Shaw Birdies for Kids presented by AltaLink charitable matching program in 2019. We are very grateful for this opportunity!

From now until the Shaw Charity Classic Golf Tournament in September, donations made at the link below will be matched up to 50% by the Calgary Shaw Charity Classic Foundation. Proceeds will support Crew, a unique mentoring program that builds self-esteem and confidence in youth aged 10 to 14.

We thank you and humbly ask that you consider making a gift to take advantage of this outstanding matching opportunity.

www.shawcharityclassic.com/donate/upfoundation

Financial Snapshot 2018



Total donated to Catholic Family Service and UP in 2018

THE FOLLOWING PROGRAMS BENEFITED FROM YOUR DONATIONS IN 2018

- Affordable Counselling Program
- Louise Dean Centre
- CACY Child Minding
- Crew
- Families & Schools Together
- Healthy Babies Network
- Indigenous Audit
- Louise Dean Infant Centre
- Motherhood Matters
- Never Too Late

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 nonprofit standard – but not so low as to jeopardize the quality of service delivery.



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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.