



YOUR GIFT AT WORK

Our annual Fall Gift at Work report is a chance to share how your support impacts the individuals and families we serve. In recent years, we've also tried to share more about the impact you've had on us.

One thing you'll notice in this report is that every service we've highlighted is offered in partnership. We're proud of that, and we're grateful to you. When we launched our strategic plan nearly four years ago, we set an ambition to be a sector leader in collaboration. This formalized our long-held belief that we could do more by working together, and you've supported and encouraged us every step of the way.

Our focus on collaboration turned out to be essential, and 2021 confirmed that the best way to build strong families is together.

Throughout the pandemic, we've seen a rising number of Calgarians facing multiple challenges. Unfortunately, when issues overlap, they amplify each other. Maybe you've lost a job at some point, and the stress made existing relationship challenges worse. Then the relationship struggles made it harder to process the job loss or find new employment. That kind of cycle happens with all sorts of challenges. It can make it immeasurably more difficult to find your way through unless you're able to get support for each struggle.

That's the challenge facing many Calgarians. Without easy access to a range of affordable supports, they struggle to recover their resilience and regain stability. Thanks to you and our partners, we've been able to help Calgarians get that support.

We are excited to share this Gift at Work report. As you read it, know that every word of it is an expression of our gratitude for you. You are a critical part of the incredible work happening in Calgary. Your generosity, support, and trust keep us striving to become better in all that we do—and all that we do together.

Thank you so much for building strong families!



Byron Chan, Co-CEO



Jessica Cope Williams, Co-CEO



We're Better Together

This year, resolving issues of disconnection became an essential idea for CFS. In our work, we see disconnection from self and families as a significant source of stress, conflict, and breakdown. We work with Calgarians to restore those connections. On a larger scale, disconnection drives some of society's most significant social issues, including racism, poverty, and wealth inequality.

As we respond to the issues facing Calgarians and work to build strong families, we're confident that a connected and collaborative response is essential. Consistent across our work this year has been that our best is made possible by others. The collaborations we've made with partners and supporters speak to what's possible when we work together. After you read this report, we hope you feel a stronger connection to our purpose, the people we serve, and to your greater community.

We could not do this work without you. Thank you for all the ways you partner with us to support the individuals and families we serve.



CONNECTING ORGANIZATIONS

Community Connect YYC is a CFS initiative and collaboration with nine agencies, funded by the City of Calgary and the Calgary Homeless Foundation

Community Connect YYC (CCYYC) is transforming the norms of access to affordable counselling and beyond. The online booking tool at www.communityconnectyyc.ca connects Calgarians with 18 supports from 10 collaborating agencies, including CFS. Through a single platform, individuals and families can find the service that's right for them and book an appointment in a matter of minutes. It's that simple.

Since launching CCYYC, we've continued building connections that make it easier for Calgarians to access support. Working with the Distress Centre, we made it possible for 211 operators to book appointments on behalf of clients. We've since extended that ability to each CCYYC partner agency and six more organizations: Calgary Housing, Calgary West Centre Primary Care Network, Horizon Housing, Hull Services, Trellis, and Wood's Homes. These connections help Calgarians get the support they need when they need it.

Your generosity has been essential to the development and expansion of CCYYC. Thanks to you, Calgarians have easy access to affordable counselling and more. In the 12 months that ended in August 2021

92% of clients reported they were able to access the services they needed.

4,321 appointments were booked through www.communityconnectyyc.ca

6 days was the average wait from booking to attending an appointment.



CCYYC currently connects Calgarians with select services from CFS and nine partners



HONOURING CONNECTIONS TO CULTURE

The Early Parenthood and Infant Mental Health division Louise Dean Centre in partnership with Miskanawah.

Our Early Parenthood and Infant Mental Health division is based out of Louise Dean Centre, where we have worked in partnership with The Calgary Board of Education and Alberta Health Services for 50 years. This year, we are humbled to welcome a new partner, Miskanawah, to our work with young parents and their children.

Miskanawah (www.miskanawah.ca) is guided by Indigenous teachings and offers programs for children, youth, families, and the community. Our connection is still new, but the impact of Miskanawah's team is undeniable. Roughly 40% of the clients we serve at Louise Dean identify as Indigenous, and Miskanawah offers them a connection to culture and community.

- Miskanawah's team partnered with our Fathers Moving Forward program, inviting young fathers to a safe and respectful circle where they shared teachings about traditional roles within a family, leading with heart, and being a warrior in today's age. An Elder was present, supporting the fathers to engage in ceremony.
- In the Learning Centre, Miskanawah is sharing their Little Wonders program, an early literacy, music, and play program designed for families and children. The program has a distinctive rhythm that captures children's attention and reflects traditional ways of connecting.
- Members of the Miskanawah team drummed and sang at the Louise Dean Centre's year-end celebration in June.

We're grateful for our connections with Miskanawah, the Calgary Board of Education, Alberta Health Services, and you. Together, we're supporting young parents and families to build healthy bonds with their children and connect with their culture.

MISKANAWAH AND RAPID ACCESS COUNSELLING (RAC)
We've also been honoured to offer RAC at two Miskanawah locations through the Tawaw Family Resource Networks.

REALIGNING PERCEPTIONS OF CFS

Catholic Family Service is all about building strong families, and we mean *all* families. Still, we know that for many, the "Catholic" part of our name can create confusion, or in some cases, a barrier to connecting with us.

We've contemplated a name change for years, and this year, we spoke with many of you about our name. You helped us confirm that it carries risks that exceed its capacity to connect Calgarians with who we are and what we do.

RECONNECTING SUPPORT

Rapid Care Counselling is a partnership with CUPS, funded by the Calgary Homeless Foundation.

When the pandemic forced organizations to shift to online service delivery, many Calgarians experiencing or at risk of homelessness faced an increased challenge. Without smartphones or laptops, stable internet, and privacy, they could not access online supports.

In partnership with CUPS Calgary Society, we launched Rapid Care Counselling. The service supports individuals and families experiencing or at risk of homelessness to access CFS' Rapid Access Counselling program, external resources, and ongoing counselling support through CUPS' Shared Care Mental Health team. Our combined services help address immediate needs and connect individuals and families with long-term integrated care planning for ongoing mental health supports. All of it is essential to fight against homelessness.

You supported the development of our single-session Rapid Access Counselling program and our past collaborations with CUPS. That meant we had done the hard work to coordinate services with CUPS for the betterment of those we serve. We built a combined service model in only eight weeks—a remarkably swift response to an urgent need in the community.



More than 78% of those facing homelessness also face mental health challenges. An effective response to homelessness needs to partner housing support with mental health support.

The affirmation and encouragement you shared in those conversations mean more to us than you know. We have always been open to all and valued humanity above all else. We've spent 60+ years innovating to make our services easier to access and deliver through a family lens. We're so proud of our history, and we look forward to continuing this work under a new name. Establishing a new name and brand will happen as part of developing our next strategic plan. This process has already begun and will be completed in 2022.

Connecting our Community

This Gift at Work highlights some of the ways we've been building strong families by creating and nurturing connections. We're bringing unity, belonging, and healing to individuals, families, communities, and the social services sector. Everything in the preceding pages is possible because of your support. We hope you feel proud and inspired by the work you've contributed to.

As we've focused on connection and relationships, we've been reimagining how we think about and engage with everyone that supports CFS and the individuals and families we serve. We want to acknowledge and honour the ways you work alongside us:

- You give, investing your resources in the programs and services we provide.
- You engage with us, build relationships, share your ideas, and tell us what inspires you.
- You trust us with yourselves and your loved ones, and reach out for help to strengthen your family.
- You work for the organizations we partner with, committing your time and energy to make our collaborations work.
- You work and volunteer at CFS, choosing to lend your minds, skills, and hard work to the families we serve.

It speaks to the quality and depth of our community that many of you fit into more than one of those descriptions. Your encouragement inspires and motivates us.

In every way you connect with us, you make it possible to continue building strong families together.

Thank you so much!

SIGNIFICANT SUPPORTERS

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The Unlocking Potential (UP) Foundation is the fundraising arm of Catholic Family Service of Calgary. UP ensures the sustainability of innovative programs that build strong families and have a positive impact on future generations.

