



Calgary Family Services
2014 Report to the Community

Report from the Board Chair

As I reflect upon the past few months, the word “renewal” comes to mind. CFS has emerged from a year of significant challenges and change with a renewed sense of purpose.

Capitalizing on the momentum of the great CFS team, the Board too is aiming to refresh our focus. We have launched development of Board goals that will direct our energy and attention to ensuring that we are collectively striving to achieve the objectives of the organization’s strategic plan. Outcomes of this decision include a review of our committee structures and the development of new Board policies.

We are enthusiastically supporting the launch of a fund development strategy for the agency. Ours is a compelling case for community support—more than 100 years of meeting the needs of Calgary’s most vulnerable citizens. We are looking forward to increased opportunities to share our story with the community and build capacity for long-term sustainability.

Not every exercise in renewal is easy; the decision to change our fiscal year-end to align with that of our existing funders had a few folks scrambling in December. We have subsequently undertaken a review of our Bylaws. Now, we will look forward to seeing our members in the spring for the Annual General Meeting.

As is the way with volunteer Boards, renewal for us means that some of our Board colleagues move along. We thank Jacqueline Lacasse and Dolores Herman who were both called away to other obligations this year. We are about to say goodbye to John Palmer and John Nygren, both having given dedicated service through two full terms (and then some). I extend my thanks to both for their commitment and wise contributions.

As we grow, change and plan ahead, we are continuously grateful for the “anchors” within CFS—those people who continue their dedicated service and caring for our community. This hit home in a profound way for the Board at a recent meeting where we enjoyed updates from the leadership team. The many, many years of experience, expertise and caring for Calgarians was clearly evident for us that evening. To Linda Tillman, Elizabeth DesCamp, Gail Smillie and Carolyn Frew, the Board thanks you. To every member of the CFS team, we hope you realize that we are

extraordinarily proud of your efforts. I acknowledge Sue Mallon for fostering an environment of collaboration and caring and for facing the challenges in 2013.

Our ability to meet the needs of Calgarians is enabled through our longstanding partnerships with the United Way of Calgary and Area, Family and Community Support Services (FCSS) and Calgary Child and Family Services. Through a shared vision for improved outcomes, we continue to deliver high impact programs like Prime Time, Starburst and The Way In. And we continue to be thankful to Enbridge for their unwavering support of the McKillop Awards that allow us to recognize exceptional members of our sector.



Barb Giba

Chair of Calgary Family Services Board



Report from the CEO

Welcome to the Calgary Family Services Society's Report to the Community for 2014. We are especially proud of our report this year as it speaks to renewal, moving forward, and strength.

We are a family-oriented agency committed to strengthen the bonds that tie us as individuals, community members and members of the human family. It is in connectedness that we thrive as humans regardless of our age, family constellation or personal circumstances. Our focus is to engage the citizens of Calgary to connect with their families, friends, fellow citizens and communities starting from wherever they find themselves today.

In order to marshal our skills to achieve this, we have organized our agency into three primary focus areas: Child Development (CDT), Family, Adolescent, and Community (FACT), and Older Adults (OAT).

CDT is ably led by Gail Smillie and encompasses programs aimed at helping children, aged 0–6, and their families establish quality connections during those critical early years of life. This team of staff also manages our Family Centre of the Inner City Communities which serves 15 communities surrounding the downtown core. This Centre helps families get past a challenging time by offering support and connection. Additionally, new work is on the horizon as Calgary Child and Family Services is launching new programming focusing on issues of attachment and emotional health for children coming into care. It is an opportunity to act in a truly preventive manner assisting children to deal with the shock and trauma of losing, even temporarily, their “known” home environment.

FACT is under the leadership of Carolyn Frew who, together with her managers, focuses on adolescents and their interface with school, family and the community serving hundreds of families and adolescents throughout the year. Additional programs connecting families to resources already resident in community are thriving and a new endeavor, “Functional Family Therapy” (FFT), is poised to provide innovative new techniques and intense therapy for families struggling to positively engage their youth running into trouble with the law. FFT is a heavily researched and effective program in the United States and CFS, in partnership with Catholic Family Services, are the first agencies in Canada to deliver it, hopefully paving the way for further advancement in Canada.

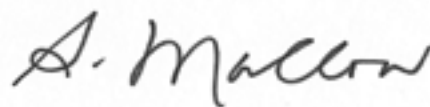
OAT is directed by Elizabeth DesCamp and a team of individuals dedicated to innovation in the world of ‘seniors’. Rather than accepting the former notion of seniors as

dependents on society, OAT offers numerous opportunities for older adults in our community to be fully engaged, sharing the gifts and talents they honed over more than half a century. At any stage of our lives we may need assistance, but at all stages of our lives we still have much to offer and this is the unique view of OAT. OAT programs offer community development options for a more formalized project-based engagement, along with counselling, support, and assistance with instrumental needs. They are also on the forefront of crafting effective interventions in one of society's dark issues—elder abuse. Partnered with other effective programs designed to identify, intervene and eliminate elder abuse, we are taking this issue out of the closet and bringing it into the light.

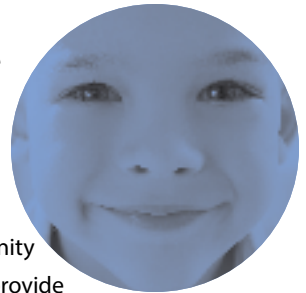
We are also very proud of The Training Institute. This unique program, run by Gail Smillie, supports the continuing education of Calgary's human service professional community by collaborating with numerous partners to provide accredited presentations and workshops. The Training Institute encapsulates very clearly what CFS has always been about—equipping others to work alongside us to grow Strong Families and Communities for Generations.

Together we are moving towards the future confident that as we continue to develop our own nimbleness, our tireless seeking out of best practices through current research and proven interventions, and our skilled staff, that we are—and will remain—a force for the good in our diverse community. No man is an island and no agency stands alone. We are proud to stand with our core funders: FCSS, United Way and Calgary Child and Family Services to stare down any symptoms of non-inclusion or lack of opportunity in our community. Together we continue striving to solve the problems before they are problems and creating options for our citizens to live healthy lives to join in as fully participating members of our community.

We value the words of David Starr Jordan, American Ichthyologist, Writer Educator circa 1851. “Wisdom is knowing what to do next; Skill is knowing how to do it, and Virtue is doing it.” At CFS we are proud to bring all three attributes to our work!



Sue Mallon,
CEO, Calgary Family Services





Mission

Engaging individuals,
families and communities
to realize their potential.

Vision

Strong families and communities
for generations.

Community

Our work deepens community when we:

- build relationships and nurture shared purpose
- encourage, create and support connections
- express generosity and share strengths and talents

Integrity

Our work demonstrates integrity when we:

- honour who we are and recognize our limitations
- recognize personal bias and seek impartiality
- are courageously authentic

Professionalism

Our work is professionally aligned when we:

- respond to a changing world with flexibility, creativity and innovation
- achieve excellence through quality and ethical practices
- welcome external scrutiny of our practice
- apply our skills and knowledge to all that we do
- commit to ongoing learning and development

Respect

Our work is guided by respect when we:

- communicate openly and listen deeply
- celebrate difference and diversity
- trust and support others
- honour the right and responsibility of individual choice-making

Stewardship

Our work is aligned with stewardship when we:

- contribute to the well being of the communities that we serve
- act responsibly with all resources and relationships
- protect others from harm and support a safe and healthy workplace
- hold ourselves and each other accountable for our work
- look for opportunities to champion change as community needs evolve



Child Development

Child Development consists of three program areas:

Ready 4 Learning knows that getting children ready for kindergarten starts at birth and seeks to guide families in their journey to raise healthy, happy, and resilient children.

Early Childhood in-home programs build on families' strengths and increase their capacity to weather difficult times, particularly during their children's critical early years.

The Family Centre (in Inglewood) works directly with families living in the 15 downtown communities, assisting parents with employment, housing, food, and social connections.

Amazing accomplishments this year

- In-home family coaching increased parent knowledge of child development and improved parent-child attachment
- Urgent family care was provided to 290 families
- The Family Connector Program in Forest Lawn saw 85% of families resolve their presenting concerns
- Child learning and literacy supports were provided to 178 families
- Connected 1,288 families with necessities and links to resources for family well-being
- Aboriginal specific programming worked with 241 persons of aboriginal ancestry
- Volunteers participated in activities in their own communities

Calgary Family Services is placing strong emphasis on the Early Years and is committed to being involved at the community level with all stakeholders as well as keeping abreast of the latest neuroscience research and best practices internationally.

Starting early makes all the difference

Together we are working to make Bowness, Montgomery & Greenwood Village neighbourhoods where young children under five thrive.

"I learned it's OK to cry, smile, and most of all it's OK to feel. I was broken, shattered and slowly picked myself back up. Without you I don't know where I would have got the support and the friends."
Parent Participant

"Getting Ready for Kindergarten was very useful. I learned many new ways to play with kids. Before that I had no idea about how to play."
Parent Participant

It has been well established that the first three years of life...are crucial in setting the foundation for life-long learning and development.

McCain, Mustard, & Shanker, 2007

Programs

Urgent Family Care
In Sync
Prime Time
Mental Health Supports to Caregivers
Calgary Learning Village Family Connectors
Eagle's Back
Volunteer Program
Family Centre for Inner City Communities
Parent-Child MotherGoose
Time for You
Getting Ready for Kindergarten
Friends Helping Families
Magic Carpet Ride



Family, Adolescent, and Community

With eight core programs, FACT supports vulnerable families to be cohesive and resilient in the face of stress. We offer in-school programs for adolescents that target self-awareness and development. We provide group and individual therapy for children, youth, families and parents, with a focus on family cohesion and healthy relationships. As well, we offer an incredible seminar series called Nurture Yourself which boasts success by leading men, women, and youth to self-discovery and empowerment.

Amazing accomplishments this year

- Starburst, Starbright, Odyssey and Act Out! worked with 385 youth to build social and emotional skills necessary to reaching their full potential
- 65% of youth with emotional or behavioural concerns demonstrated significant change in one or more areas of positive social functioning
- 75% of families in the Connect Parent Group demonstrated an increase in family cohesion
- All Level 2 Nurture Yourself clients reported a gain in knowledge that will impact their relationships with family, friends and co-workers
- 75% of counselling clients report a decrease in distress in their family and other close relationships
- 85% of Starburst participants, grade 7-9 girls, demonstrate increased self-esteem, confidence and ability to set clear boundaries

"I know his brain isn't developed yet ... so I can sometimes be calmer ... and so I don't get so excited and that helps ... I didn't know that. I wasn't given that book."
Mom, Connect Parenting Group

Tipping the Scale to Strengthen Resilience

"I learned not to judge people, cause you don't know what is going on until you talk to them."
Act Out Participant, age 14

"Odyssey has changed me...at first I didn't have a voice...I was nervous but Odyssey taught me not to be scared. Now I found my voice...I remembered not to be scared."
Odyssey's Hip Hop Project Participant, age 11

Supportive, responsive relationships with caring adults can prevent or reverse the damaging effect of toxic stress.

#harvard-centrefor-thedevelopingchild

"The most important gift anyone can give a girl is a belief in her own power as an individual, her value without reference to gender, her respect as a person with potential."
Starburst Graduate, age 15

Programs

Act Out!

Creative Classrooms

Connect Parenting Groups for Parents of Preteens and Teens Counselling

Language Specific Counselling

Conseil Scolaire FrancoSud Counselling and Family Connector

Functional Family Therapy

Odyssey

Starburst

Starbright

Making Anger Work For You

Making Anger Work for Parents

Nurture Yourself Programs

(Bloom, Women's Seminars and Peer Support Groups, Keeping the Balance for Men, Bundled and Ready for Expectant Parents, Honouring You for Older Adults)

Relationship Group for Parenting Couples



Older Adults

Providing the know-how to tackle a whole new era of aging

Engaging Elders to Help Communities

- Leading Community Change
- Reaching Out
- Sharing Skills, Sharing Time
- Sharing a Lifetime of Experience
- Mentoring
- Raising Funds

Engaging Staff & Community to Help Elders

- Welcoming, Cherishing, Including
- Helping in Time of Crisis/Flood
- Putting a stop to Elder Abuse
- Providing guidance through the Maze of Services
- Funding Critical Services
- Practical Assistance
- Building Resource Connections
- Building Human Connections

Amazing accomplishments this year

- Established the success of OAT programs in increasing social connection through a collaborative formal research project
- Contributed more than 800 hours to flood recovery work with older adults
- Engaged 1,370 older Calgarians to contribute to their community
- Completed 4,440 hours of community service
- Supported older adults to lead seniors in 31 community development projects
- 9,000 instances accessing, navigating and advocating for vulnerable older adults
- 75% of clients who worked with the Elder Abuse Response Team indicated that they are now safer because of that connection

"Before I had a senior support worker, I was afraid to go out on my own. Now I get out of my apartment and go to so many places. Now I even know how to take the bus. It's nice to know that someone cares so much about me and has the time for me."
2013 Senior Support Client

"I am supporting new connections among people. I feel like I'm coming alive again."

Elder Service Corps Member

We are all in this together.

Participation in CFS Older Adult Programs increases:

- number of fulfilling relationships
- feeling of support
- sense of community belonging
- number of acquaintances
- frequency that participants reach out to others
- access to necessary resources

From "Reducing Social Isolation in Older Adults Living in Community" A research collaboration of CFS and the University of Calgary, Faculty of Social Work.

"My house was badly affected by the flood. I have so appreciated your help. I couldn't have done this on my own."
Flood Survivor

Programs

Caregiver Education
Central Calgary Way-In Team
Community Development for Older Adults
East Village Men's Den
East Village Vaudeville Spectacular
Elder Abuse Response Team
Elder Abuse Public Awareness Campaign
Elder Friendly Communities Projects
Elder Service Corps Flood Response Team
Making Room
Micro Local Community Groups
Multi-Cultural Elder Brokers
North and West Calgary Way-In Team
Senior Support
Seniors' Collaborative
Community Outreach Team
thirdagecommons.ca
The Way-In Network

Statement of Operations

Nine Month Period Ended December 31, 2013

	Operating Fund	Program Technology Fund	Capital Reserve Fund	Total 12/31/2013	Total 03/31/2013
Revenues					
United Way Grant	\$1,592,783	\$ -	\$17,613	\$1,610,396	\$1,949,311
United Way Donor Designation	1,794	9,675	-	11,469	5,587
Federal Government	135,078	-	-	135,078	97,197
Provincial Government	409,161	-	-	409,161	270,352
FCSS contribution	3,322,032	-	-	3,322,032	4,469,461
CFSA	441,970	-	3,588	445,558	587,398
Alberta Health Services	2,866,398	-	-	2,866,398	8,321,021
Client fees	134,354	-	-	134,354	289,747
Society fees - memberships	203	-	-	203	394
Charitable Donations	62,012	7,724	-	69,736	110,279
Casino and CIP	42,382	-	-	42,382	65,661
Other	386,032	-	-	386,032	538,798
Interest	-	20,422	2,453	22,875	32,202
	9,394,199	37,821	23,654	9,455,674	16,737,408
Expenditures					
Amortization	-	-	21,201	21,201	31,717
Benefits	936,277	-	-	936,277	1,715,935
Building occupancy	479,736	-	-	479,736	722,240
Community relations	29,593	-	-	29,593	47,999
Contracted services	405,678	7,689	-	413,367	493,736
Office expenses	146,050	-	-	146,050	285,294
Program expenses	213,189	-	-	213,189	289,234
Recruitment	8,028	-	-	8,028	13,618
Salaries and wages	6,715,210	-	-	6,715,210	12,412,260
Staff development	57,738	-	-	57,738	124,927
Travel	343,302	-	-	343,302	732,453
	9,334,801	7,689	21,201	9,363,691	16,869,413
Excess (deficiency) of revenues over expenditures	\$59,398	\$30,132	\$2,453	\$91,983	\$(132,005)

Statement of Changes in Fund Balance

Nine Month Period Ended December 31, 2013

	Operating Fund	Program Technology Fund	Capital Reserve Fund	Total 12/31/2013	Total 03/31/2013
Balance, beginning of year	\$ -	\$1,034,616	\$254,008	\$1,288,624	\$1,420,629
Excess (deficiency) of revenues over expenditures	59,398	30,132	2,453	91,983	(132,005)
Balance, end of year	\$59,398	\$1,064,748	\$256,461	\$1,380,607	\$1,288,624

Statement of Financial Position

As at December 31, 2013

	Operating Fund	Program Technology Fund	Capital Reserve Fund	Total 12/31/2013	Total 03/31/2013
Assets					
Current					
<i>Cash and cash equivalents</i>	\$1,555,389	\$ -	\$ -	\$1,555,389	\$ -
<i>Investments</i>	447,083	1,306,022	246,895	2,000,000	2,500,000
<i>Accounts receivable</i>	310,700	-	-	310,700	347,852
<i>Prepaid expenses</i>	78,331	-	-	78,331	74,939
	2,391,503	1,306,022	246,895	3,944,420	2,922,791
Property and equipment	-	-	28,236	28,236	86,347
	\$2,391,503	\$1,306,022	\$275,131	\$3,972,656	\$3,009,138
Liabilities					
Current					
<i>Bank overdraft</i>	-	-	-	-	104,839
<i>Accounts payable and accrued liabilities</i>	175,027	-	-	175,027	629,962
<i>Grants received in advance</i>	1,104,069	-	-	1,104,069	-
<i>Deferred revenue</i>	1,053,009	-	-	1,053,009	708,156
<i>Deferred contributions</i>					
<i>related to property and equipment</i>	-	-	18,670	18,670	36,283
<i>Deferred contributions related to rent</i>	-	241,274	-	241,274	241,274
	2,332,105	241,274	18,670	2,592,049	1,720,514
Fund balances	59,398	1,064,748	256,461	1,380,607	1,288,624
Excess (deficiency) of revenues over expenditures	\$2,391,503	\$1,306,022	\$275,131	\$3,972,656	\$3,009,138

Those to whom we owe great thanks

With Gratitude

We are grateful for the continued support of the many individuals, groups, corporations, and government departments that enable Calgary Family Services Society to fulfill its mission in service of thousands of Albertans each year.



We are proudly funded by:



Calgary Child & Family Services
Government of Alberta
Government of Canada

We would like to recognize the following
very generous donors & supporters:

Bowmont Seniors Assistance Association
The Calgary Foundation
Calgary Society for Healthy Child Development
Calgary South Rotary Partners
Cenovus
Cenovus Foster Creek
China Rose Restaurant & Lounge
Donors of United Way Donor Choice Program
Driving Force
Joan Dyck
EFW Radiology
Enbridge Inc.
First Calgary Financial
Barb Giba
Stan & Jane Grad
Estate of William McIntyre
Oliver & Spence Creative Agency
John Palmer
Samson Cree Nation
Bill & Sharon Siebens
Teresa Salmon
Dell Stephens
Mike & Theresa Watson

Board of Directors 2013

Barb Giba, *Chair*
Dariel Bateman, *Vice Chair*
John Palmer, *Past Chair*
John Nygren, *Treasurer*
Eniko Molnar, *Secretary*
Dolores Herman
Jacqueline Lacasse
Joel Leclerc
Maureen Osis
Cathy Romanko
Al Lennox, *Honorary*

Membership in CFS

Membership in the Calgary Family Services Society is available with an annual fee of \$5.00. Membership in the society tells our funders that we have a caring and growing membership that supports our work. We gratefully acknowledge the support of our members. Consider becoming a member today!

The Training Institute

Calgary Family Services believes in contributing to the health of the community through education of its service providers. We care for Calgary's professional community through the provision of accredited presentations and workshops.

974 professionals received skills and training to advance their work with children, youth, older adults, and families.

87 per cent of attendees at The Training Institute achieved specific learning outcomes required for their professional affiliation.





Calgary Family Services

200, 1000 Eighth Avenue SW

Calgary, AB T2P 3M7

Telephone 403.269.9888

Facsimile 403.205.5281

calgaryfamily.org