



**2015 Report to the
Community**



Report from Carya's CEO



As I contemplate the theme for this year's Report to the Community, A Most Significant Change, I'm reminded that change is the one true constant in our lives.

We started 2014 as Calgary Family Services and we ended it as Carya: a significant change but also the next natural step for our agency which has evolved, grown and adapted for the last 105 years.

The word Carya comes from the hickory tree: known for its deep roots and resilience.

We felt it was a fitting namesake for our agency which burrows into the social fabric of our city, a tenacious force striving for opportunity and an energy seeking to forge new community connections to support our citizens.

That is who we are and how we have chosen to define ourselves.

It is a fitting image as we face uncertain times. 2015 has so far been a year of significant change and indeed uncertainty for many Calgarians. It is a familiar but no-less concerning cycle.

People from all walks of life, including our staff, struggle with fears of uncertainty regarding their futures. For Carya, it represents the challenge of 2015: to stay true to our mission and build resiliency and strength within Calgarians to deal with life as it presents itself.

Our staff at Carya, amidst news reports and economic reports of downturns and cutbacks, are steadfast in their vision of a better tomorrow for those we serve, tirelessly trying new things and creating opportunity where none was apparent.

Our work with families strengthens the primary social unit within which children can mature healthily and move forward to productive lives.

Our work with youth reminds us that our future leaders are now learning the skills that will enable them to lead and we are privileged to play a part in that development.

Community engagement projects for older adults recognize the strength and wisdom that comes from a life well-lived. We can all learn from those who have thrived through years of economic and social ups and downs.

2015 may well be one of our greatest challenges so far; but in that challenge lies the opportunity for it to be one of our greatest successes too.

A handwritten signature in black ink that reads "Sue Mallon".

Sue Mallon
CEO, Carya



Report from Carya's Board Chair

*Carya serves
more than
38,000
children, families
and older adults
each year*

CHANGES BEHIND US AND CHANGES AHEAD.

The Carya Board was privileged this year to be part of some significant activity, the most obvious being our new name. This was a mysterious process at first, but witnessing the “magic” that led to this new name was a wonderful experience. We owe great thanks to the staff and board team who led this project, as well as to Juice Creative and Stormy Lake for their incredible work.

November 20th 2014 was a proud day as we launched Carya, a name that speaks to the great strength residing in each person and the efforts of our team to help uncover that strength. The spirit of celebration was palpable and the warmth and caring of those who came out was a reminder of how much our work matters. As Carya serves the people of Calgary – more than 38,000 children, families and older adults each year – I am extremely proud of the hard work by both the staff and board.

My Board colleagues also proved resilient to change as they “rolled up their sleeves” this year for some hard work in addition to the rebrand. We had some longstanding board members retire and welcomed new members to our team, reforming to review our governance and form new working committees.

As the staff and board of Carya have worked hard this year, it has been rewarding to see growing philanthropic support. This confirms our belief that this community stands firmly behind our mission.

Carya is fortunate to be led by a most inspiring CEO, Sue Mallon and a great team of leaders, thinkers and doers. It has been a great honor to play a small part in the recent successes of this agency and I will continue to champion its good work long into the future, whatever that may hold.

Barb Giba
Board Chair, Carya



“Progress is impossible without change”

– George Bernard Shaw

2014 was a year of significant change for Calgary Family Services. With more than 100 years of history behind us, we took a bold and brave step into our future and rebranded our agency as Carya.

Changing our name reduced confusion about who we are, allowing us to focus on the value we bring to the community and the thousands of lives we impact each year.

Our clients receive the same high level of service they’ve always received. And we hope more members of our community will begin to know our name and learn how we change lives.

Changing our name was not a decision we took lightly. We are proud of our past and will carry our history of success as we stride forward in our second century of serving Calgary.

We look forward to sharing more incredible stories with you.

The Carya Team

Carya's Vision

**Confident individuals
Strong families
Engaged communities**





Children & Parenthood

We believe children should experience childhoods that will propel them to future success

84%
of program participants improved parenting behaviours

Children are the foundation of our society. That's why our programs support child development, learning and families in ever-changing phases of parenthood.

We focus on providing families with support to build their children up and strengthen the overall family unit, incorporating extended family and community to create a system of care. We believe children should experience childhoods that will propel them to future success.

Promoting attachment and developing parenting skills.

Carya's Prime Time equips parents with parenting skills for children up to two years old. The program focuses on creating confident, knowledgeable parents and healthy, happy children.

"When my daughter came into this world, I was not in the place I thought I would be. I thought I was going to have a repeat of a horrible experience in my past where I lost a son to the system. I was in crisis mode when I contacted Carya.

When I first met Catherine she immediately instilled trust in me and I knew I had someone in my corner. I would like to thank Carya for helping me become the confident, happy Mom I am today."

– Angela, Prime Time Participant

Carya's In Sync is a play-based program working with parents of children up to the age of six to promote attachment. Last year, 84% of program participants improved in parenting behaviors.

Building strength through community.

Group programs such as Mother Goose not only strengthen the individual, they also build strong communities in which families can thrive.

"From the outside, it looks like simple circle time with parents bouncing toddlers on their laps and helping them learn the actions to rhymes. But inside the circle, we're strengthening the bond between parent and child which develops a strong foundation for resiliency and learning. We're simultaneously building bonds between parents and with communities which will last a lifetime."

– Lisa, Carya Program Coordinator, Mother Goose



90%
of families said
Carya's services
helped them
maintain valuable
routines for their
children during
crisis

In the last year
Carya has supported
more than
5,000
vulnerable families
in Calgary including
those in need of
urgent in-home
respite care in
times of crisis

Pioneering a community approach to education.

Through Ready 4 Learning, Carya leads on community development for education in Bowness, Montgomery and Greenwood Village. In 2014, we led a collaboration which held four conversation cafes to build community capacity to support families with young children.

Our approach is now a model for the whole city.

Sometimes, things don't go as planned.

Life throws all of us a curve ball now and again. That's why Carya offers Urgent Family Care; to help get families back on track.

Last year, 90% of families said Carya's services helped them maintain valuable routines for their children during crisis.

"In times of temporary crisis, Carya's aim is to keep families stable and intact. Only then can we work on strengthening those families, connecting them to their communities and building a stronger Calgary for us all."

– Gail Smilie, Carya Program Director, Child Development

In the last year Carya has supported more than 5,000 vulnerable families in Calgary including those in need of urgent in-home respite care in times of crisis.

Adoption Kinship Counselling.

In the last year, Carya has worked with 120 families through Adoption Kinship Counselling to build relationships that are adaptive and inclusive of culture, extended family and history.



Teens & Tweens

Youth who experience stable and responsive relationships with their parents and families are less likely to exhibit behavioral problems and engage in risky behavior

80%
of families in Carya's Child and Family Counselling programs experience an improvement in their family and personal relationships

As children mature, the adolescent years provide another opportunity to support a positive life trajectory. The formative years, between age 10 and 19, offer a crucial window to promote and support healthy development during the second period of exuberance of the brain.

Building confidence for life.

Carya's youth programs build stable and responsive families and support networks for youth while developing critical social and emotional skills.

36% of Canadian girls in grade 6 say they are self-confident. This drops to just 14% by grade 10.

74% of girls in Carya's Starburst program demonstrated increased self-esteem and confidence over the course of the program.

"At Carya we work with youth and their families to uncover strengths through action, learning and working together so that youth may reach their full potential and contribute their gifts to our communities. Together we strive to create the conditions for change, which our program alumni tell us mattered to them: a safe place to belong and be themselves, connection to peers and the opportunity to find their own voice and engage in leadership."

– Carolyn Frew, Carya Program Director,
Family, Adolescent and Community

Strengthening the family unit.

Youth who experience stable and responsive relationships with their parents and families are less likely to exhibit behavioral problems and engage in risky behavior.

80% of families in Carya's Child and Family Counselling programs experience an improvement in their family and personal relationships.

Impacts which last for generations.

At Carya, we know that the benefits of our work have a ripple effect throughout society for years to come. Engaged youth today means engaged communities for tomorrow.

In the last year, girls on Carya's Starburst program volunteered 233 hours of their time to their community or school.

Strength from diversity.

When students in two of Carya's youth programs were surveyed, 45% of students considered themselves new to Calgary.

From just two programs, we found students from Thailand, Philippines, Lebanon, Vietnam, Germany, China, Palestine, Nepal, Columbia, Kuwait, Guatemala, Congo, Nigeria, El Salvador, Ethiopia, Somalia, Ukraine, Saudi Arabia, Pakistan, South Africa, Afghanistan, Iraq, and Cambodia.



Older Adults

38 different projects engaged
1402
older adults in community contribution

Empowering older adults to create social change and challenge perceptions of aging

Carya has touched the lives of more than
12,000
older adults in Calgary with
72,000
hours of support

Older adults are community builders with experience and energy to share. In 2014, community development projects supported 305 older adults to become leaders in 38 different projects that engaged 1402 older adults in community contribution.

The Greenwood Enrichment Network.

The Greenwood Enrichment Network is an Elder-Friendly Community led by a group of older adults and supported by Carya, bringing change to their northwest Calgary community. The network focuses on programs that support themes including: good food and nutrition for the neighborhood, sharing services with each other, staying active and engaged and inspiring lifelong learning.

"We are motivated by finding ways that will change our neighborhood for the better and we have a strong belief in our abilities to do this together."

– The Greenwood Enrichment Network

Elder Service Corps: every day is an invitation to the heroic.

With three program cycles each year, Elder Service Corps continues to go from strength to strength, empowering older adults to create social change and challenge perceptions of aging.

In 2014 projects included a photographic look at aging faces, the establishment of conversation cafes to address isolation among seniors and a series of information sessions on sexual health for older adults.

"Calgary's Older adults are an untapped and critical resource for our neighbourhoods and families. Carya's older adult programs exist to engage seniors in exploring meaning and purpose through life long learning and contribution that benefits both communities and contributors. Carya also knows that aging can be a time that requires extra protection and support through outreach and connection, elder abuse intervention and in-home supports."

– Elizabeth DesCamp, Carya Program Director – Older Adult

Retaining independence in aging.

96% of Carya's older adult clients live with one or more risk factors.

In the last year, Carya has kept more than 500 vulnerable, low income seniors in their Calgary homes and neighborhoods by providing practical supports and companionship.

In total, in the last year, Carya has also touched the lives of more than 12,000 older adults in Calgary with 72,000 hours of support.



Carya helps individuals of all ages become more engaged, contributing members of our city. We also support healthy communities through poverty reduction and neighborhood connectedness strategies across all generations.

Carya provides counselling support to families in languages such as Vietnamese, Spanish, Polish and Mandarin/Cantonese. We provide these services at locations throughout Calgary.

Nurture Yourself is a program designed to enhance personal well-being and resiliency to allow individuals to manage personal challenges and realize their potential.

Nurture Yourself seminars are offered in seven languages and to women, men, new parents, older adults and adolescents.

Families Helping Families is a program dedicated to reducing poverty by building practical life skills in families

"We worked with a family who had recently arrived in Calgary from Vietnam. They had small children and spoke limited English so Carya's role was to help them integrate and settle here.

When the Mom broke down one day and told us that she was being beaten by her husband, we had to reframe her perspective on her situation. In Canada domestic abuse is against the law and there are clear steps we could take to protect her and her family. Mom is now raising her kids in a safe environment without fear of harm. She's back in school and doing well."

– Brianna, Carya Family Connector

Families Helping Families is a program dedicated to reducing poverty by building practical life skills in families, such as financial planning and raising their children's grades, through enhancing connections with other families. One of the key objectives of the program is poverty reduction.

In the last year, 76% of families in the program increased the number of meaningful connections within their community to help them achieve their goals.



Committed to balancing world-class research and evidence-based practices with groundbreaking, innovative approaches

Learning and sharing knowledge.

Carya is committed to balancing world-class research and evidence-based practices with groundbreaking, innovative approaches. Through the Carya Institute, we share these approaches by participating in collaborative knowledge generation and providing training programs and services.

While the Carya Institute is still in its infancy, we have great ambitions for its growth.

Equipping professionals with understanding.

Carya's acclaimed workshop, Crazy by Design, exploring the adolescent brain, guides professionals and others working with youth to make better decisions, approaches and conclusions.

To date, more than 6,200 teachers, counsellors, social workers, psychologists, probation officers, judges and more have attended Crazy by Design workshops.

Pioneering elder abuse awareness training.

In 2014 Carya developed Canada's first accredited online training program for elder abuse awareness, accessible by professionals around the world.

During the year, we delivered nine elder abuse education sessions to the general public reaching 1,000 people; 100% reported increased understanding on how to intervene in elder abuse.

We also delivered 20 training programs reaching 700 professionals with 99% indicating that they left the training feeling more competent to provide resources to their clients.

Providing a safe online resource for adolescent girls.

Girlville is a safe, informative website with resources for girls, parents and others who work with young women.

We know that teens who stay in school have greater success in life and, through this website, we can communicate with and positively impact the health and well-being of all young women, not just those in our programs.

Our ambition is to develop a similar site for boys.



When individuals or families live with certain risk factors, their chances of future crisis are high.

Carya aims to be ahead of that curve, working to prevent those negative outcomes from arising. Sadly this isn't always possible. Sometimes issues like family breakdown, family and community violence, substance abuse and truancy are still a reality.

Our role in these instances is to change that reality.

Brief Intervention and Caregiver Support (BICS) is a new, team based approach to assist caregivers in the areas of trauma and attachment for children in care. This is vital as it ensures that learning and development for children in care is sustained.

In the last year, 30 children have been supported by Carya through BICS.

When a youth is struggling with life-changing issues, research has shown the problem is best addressed in the context of the family. When the entire family works together to address the greater issues contributing to the youth's behavior, lasting solutions can often be found.

In the aftermath of the 2013 flood, the Seniors Collaborative Community Outreach Team (SCCOT) was formed between Carya and partner agencies to support the physical, emotional and mental health needs of seniors in the East Village. The success of the collaboration saw it continue beyond a pilot and the hope is that the model can now be replicated across Calgary.

In 2014, 76 older adults were served by SCCOT.

"When Sally disclosed to me that she was being financially, verbally and physically abused by a loved one, my heart broke. It later transpired that she was also having her basic needs like food, warm clothing and medication withheld from her. Through Carya, Sally made the brave choice to move into a Shelter and transition back into the community, to a place where she was safe.

I wish Sally's story was unique but sadly elder abuse is increasingly common in Calgary."

– Nicole, Carya Older Adult Program Team



Operations and Financials



Year ended December 31, 2014

	OPERATING FUND	PROGRAM TECHNOLOGY FUND	CAPITAL RESERVE FUND	TOTAL DECEMBER 31, 2014	TOTAL DECEMBER 31, 2013 <i>(9 months)</i>
Revenues					
United Way Grant	\$2,125,395	\$ –	\$4,393	\$2,129,788	\$1,610,396
United Way Donor	9,035	11,794	–	20,829	11,469
Federal Government	341,138	–	–	341,138	135,078
Provincial Government	503,660	–	–	503,660	409,161
FCSS	4,416,281	–	–	4,416,281	3,322,032
Child and Family Services	617,090	–	4,783	621,873	445,558
Alberta Health Services	87,911	–	–	87,911	2,866,398
Client Fees	129,929	–	–	129,929	134,354
Memberships	418	–	–	418	203
Charitable Donations	187,826	19,672	–	207,498	69,736
Casino	28,656	–	–	28,656	42,382
Other	943,765	–	–	943,765	386,032
Interest	–	20,729	3,024	23,753	22,875
	9,391,104	52,195	12,200	9,455,499	9,455,674
Expenditures					
Amortization	–	3,143	9,176	12,319	21,201
Benefits	909,418	13,735	–	923,153	936,277
Building occupancy	672,424	–	–	672,424	479,736
Community relations	22,235	23,151	–	45,386	29,593
Contracted services	727,110	29,040	–	756,150	413,367
Office expenses	193,950	8,416	–	202,366	146,050
Program expenses	231,400	573	–	231,973	213,189
Recruitment	9,476	–	–	9,476	8,028
Salaries and wages	6,209,045	79,021	–	6,288,066	6,715,210
Staff development	111,766	634	–	112,400	57,738
Travel	304,280	1,538	–	305,818	343,302
	9,391,104	159,251	9,176	9,559,531	9,363,691
Excess (deficiency) of revenue over expenditures	\$ –	(107,056)	3,024	(104,032)	91,983



Statement of Financial Position

As at December 31, 2014

	OPERATING FUND	PROGRAM TECHNOLOGY FUND	CAPITAL RESERVE FUND	TOTAL DECEMBER 31, 2014	TOTAL DECEMBER 31, 2013 <i>(9 months)</i>
Assets					
Current					
Cash and cash equivalents	\$1,871,208	\$ -	\$ -	\$1,871,208	\$1,555,389
Investments	562,073	1,183,226	254,701	2,000,000	2,000,000
Accounts receivable	254,412	-	-	254,412	310,700
Prepaid expenses	91,713	-	-	91,713	78,331
	2,779,406	1,183,226	254,701	4,217,333	3,944,420
Property and equipment	-	25,147	19,060	44,207	28,236
	\$2,779,406	\$1,208,373	\$273,761	\$4,261,540	\$3,972,656
Liabilities					
Current					
Accounts payable and accrued liabilities	\$ 234,588	\$ -	\$ -	\$234,588	\$175,027
Grants received in advance	1,104,070	-	-	1,104,070	1,104,069
Deferred revenue	1,440,748	-	-	1,440,748	1,053,009
Deferred contributions related to property and equipment	-	-	14,276	14,276	18,670
Deferred contributions related to rent	-	191,283	-	191,283	241,274
	2,779,406	191,283	14,276	2,984,965	2,592,049
Fund balances	-	1,017,090	259,485	1,276,575	1,380,607
	\$2,779,406	\$1,208,373	\$273,761	\$4,261,540	\$3,972,656

Statement of Changes in Fund Balance

Year ended December 31, 2014

	OPERATING FUND	PROGRAM TECHNOLOGY FUND	CAPITAL RESERVE FUND	TOTAL DECEMBER 31, 2014	TOTAL DECEMBER 31, 2013 <i>(9 months)</i>
Balance, beginning of year	59,398	1,064,748	256,461	1,380,607	1,288,624
Inter-fund allocation	(59,398)	59,398	-	-	-
Excess (deficiency) of revenue over expenditures	-	(107,056)	3,024	(104,032)	91,983
Balance, end of year	\$ -	1,017,090	259,485	1,276,575	1,380,607



Those who make our work possible.

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SPECIAL THANKS FROM THE BOARD CHAIR

“In 2015, there are changes ahead for me as I will be completing my final official term as Board Chair. I express my deepest gratitude to a truly great group of colleagues who serve as the Carya Board; people who have made hard work a lot of fun. It was a pleasure to welcome new Board members last year who brought great energy to our team as we tackled some big initiatives.

Thank you to Maureen Osis for leading a review of Board and organizational policies, a truly important task in ensuring sound governance structure.

As always, we must say goodbye and I thank Eniko Molnar for her thoughtful support over the past six years. I too will complete my final official term and look forward to a year of final support as the “past chair”.

– Barb Giba, Board Chair



Carya collaborates, cooperates and coordinates to create change.

OUR 2014 COLLABORATORS:

AHS Community Disaster Outreach Team
AHS Geriatric Mental Health
AHS Mobile Response Team
AHS Sexual and Reproductive Health
AHS Provincial Disaster
Alberta Animal Rescue Crew Society
Alberta Child Care Association
Alberta Health Services
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Calgary Learning Village Collaborative
Calgary Police Service
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Trinity Place Foundation
Two Wheel View
University of Calgary – Faculty of Social Work
University of Calgary (IBWI Project)
Wood's Homes
YARD Program
YWCA Parent Link Center
YWCA Sheriff King Home

"The secret is to gang up on the problem, rather than each other."

– Thomas Stallkamp



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and add your voice to our conversation.

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Formerly Calgary Family Services

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