



ANNUAL REPORT

CALGARY FAMILY SERVICES

08



INSPIRING COLLABORATION

OUR VISION

Strong families and communities for generations.

OUR MISSION

Building strength in Calgary's diverse population through:

- Family and Individual Support
- Homecare
- Counselling
- Collaboration
- Community Development

OUR VALUES

I.N.S.P.I.R.E

INCLUSIVE

We work to ensure that all programs, services and opportunities are accessible and the Agency constantly strives to be inclusive and respectful of diverse cultures, lifestyles and values that make up our community.

NEW IDEAS

We work to understand emerging and current needs in the community and seek to respond to these needs with creativity and a persistent search for "what works".

SKILL

We serve our clients and the community with high standards of professionalism and excellence.

PLAY

We engage the element of play and fun in how we interact and communicate within the Agency. This also speaks to our focus of creating a work environment that respects a healthy balance between work and play.

INTEGRITY

We consistently seek the highest good for all concerned in our complex relationships with systems and people.

RESPECT

We ensure that all interactions and relationships are marked by a high level of respect – respect for self and for others.

EDUCATION

We are committed to lifelong learning for staff, volunteers and clients.

A TRADITION OF CARING

Calgary Family Services began its tradition of caring as the Associated Charities Agency, formed in 1910 under the guidance of Rev. D.A. McKillop. This Agency was one of Calgary's first efforts at providing clothing and other essentials to the poor.

In 1922, the Agency became the Board of Public Welfare and increased its involvement in counselling. It played the leading role in the formation of the Community Chest and the Council of Social Agencies, while retaining a focus on family counselling.

In 1945, the Agency separated the public assistance and welfare aspects from counselling into two distinct agencies. In 1947, the name of the family counselling branch became the Calgary Family Service Bureau. In 1952, the Emergency Homemaker Service, a program serving young families, was initiated and in 1967 it began serving seniors through homemaking services.

In 2010, Calgary Family Services will be celebrating its 100 year anniversary and plans are already in the making. The Agency is currently in the process of re-imaging its logo and website and will be publishing a book to share stories from the past and visions for the future. The celebration will culminate with a gala where the spirit of Calgary Family Services will be shared and enjoyed.

WORKING ACROSS AGES TO IMPACT THE COMMUNITY

Calgary Family Services' programs target all of life's milestones and change points, supporting people as they navigate the terrain of childhood, adulthood and elderhood.

Supporting this journey, Calgary Family Services provides a continuum of community care and engagement. Each support and service provided builds individual and family capacity to a tipping point at which community is impacted and strengthened. A strong community is made up of strong individuals and families, and Calgary Family Services plays an integral role, ensuring that the sum of the community's parts are healthy and coping effectively in our complex and challenging world.



THIS YEAR OUR COUNSELING TEAM HAS HELPED OVER 2,250 DIVERSE INDIVIDUALS OVERCOME COMPLEX INTERPERSONAL CHALLENGES.



STRATEGIC AREAS OF FOCUS

CHILDHOOD

Childhood encompasses young children and their families from birth to six years of age.

INSYNC PROGRAM

Engages children from birth to six years and their parents in planned, playful activities that strengthen attachment, guide positive behavior and assist in overcoming tension.

BOWNESS MONTGOMERY EARLY LITERACY INITIATIVE

Impacts school readiness/success, employability, and income through improvement of early literacy practices and conditions in the communities of Bowness, Montgomery and Greenwood Village.

ADOPTIVE PROGRAM

Provides post-adoptive support to families by providing treatment for children with attachment irregularities.

CARE GIVING

Offers emergency childcare to families in crisis and a respite program to provide relief for those who are caring for high-needs, disabled children.

GENERAL COUNSELLING

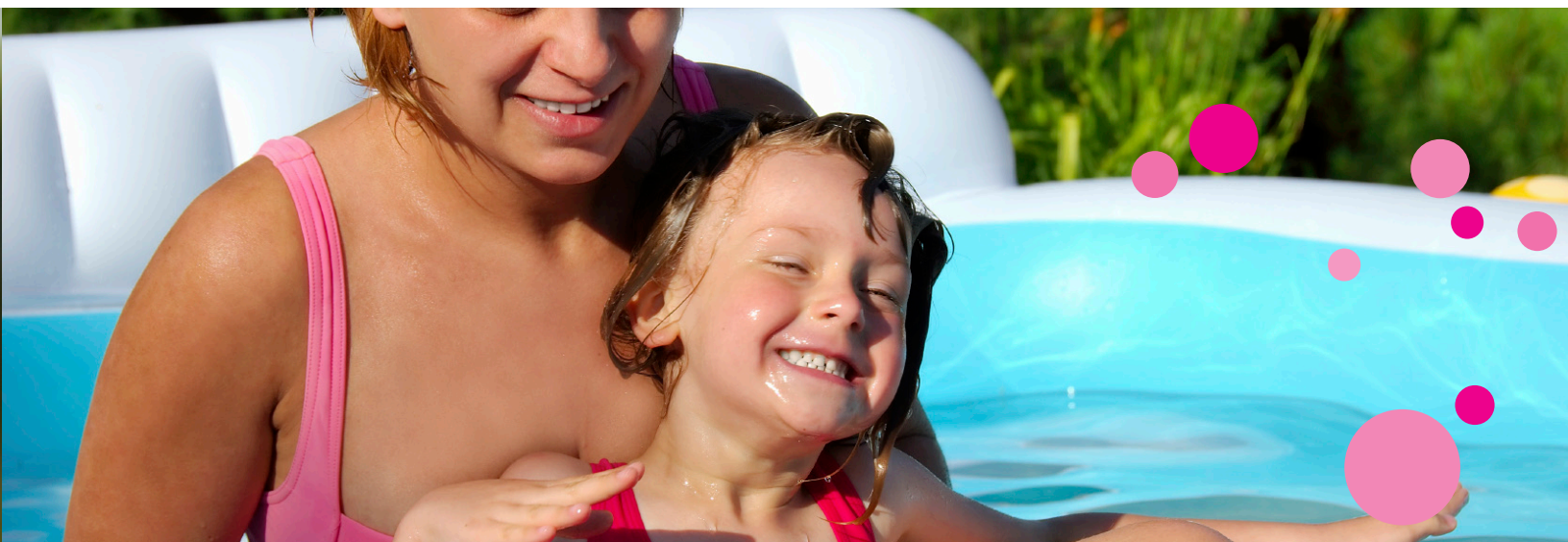
Addresses issues including bonding and attachment difficulties, parenting concerns and other family problems that impact the parenting relationship.

PRIMETIME PROGRAM

A family coach goes into the home where at least one child is aged 0 to 2 to provide mentoring, training and linkage to other community resources.

PARENT LINK CENTRES

In partnership with Aspen Family Services, McMahon Youth, Family and Community Services, Calgary Immigrant Women's Association, the Heart of the Northeast Resource Centre and the Calgary Board of Education, the Parent Link Centre offers four core services: parent education, early childhood development and care, family support and information and referrals. Calgary Family Services worked in partnership with CUPS and the YWCA to create a Parent Link centre in the inner city.





YOUTH

Calgary Family Services has developed programs for six to eighteen year old youth attending school in high needs areas of the city.

STARBURST, ODYSSEY AND SPIRIT PROGRAMS

Provide comprehensive programs for girls in seven junior high schools and boys in one elementary school. Programs includes education, mentoring, peer support, counselling, family engagement, recreation and special events.

COUNSELLING IN SCHOOLS

Counselling services are provided in six high schools, four junior high schools and eleven elementary schools. This includes on-site counselling to youth, outreach counselling to families, classroom presentations and groups.

ACT OUT!

Improv actors and counsellors work together to provide an innovative after school project in junior high schools. The project addresses critical social, cognitive, and psychological risk factors for trauma exposed youth.

ABORIGINAL FAMILY OUTREACH

Provides outreach to Aboriginal families who attend Terry Fox High School and the feeder elementary schools. Services include family counselling, recreational opportunities, family events and group programming.

ADULTS

This group encompasses individuals aged eighteen to sixty-five years, within the context of family.

INNER CITY COMMUNITY RESOURCE CENTRE

Provides referrals, information and support to children, youth and families living in the downtown area.

GENERAL COUNSELLING

Adult counselling services are provided through all Calgary Family Services' ten community offices. The focus is on building healthy relationships and support systems. Adults are seen individually, as couples, families and groups.

DIVERSITY COUNSELLING

In addition to English, counselling is available in other languages including Chinese, Vietnamese, Spanish, French and Polish.

GROUP PROGRAMS

Groups are offered on an ongoing basis to address issues such as anger management, and other challenges faced by older adults.

HEMOCARE PROGRAM

Calgary Health Region contracts with Calgary Family Services to provide personal care services, rehabilitation activities and home making services for adults requiring both long term and short term care.



OLDER ADULTS

Calgary Family Services has created innovative programs to address the needs of individuals 65 and up. The concept of age is multidimensional and, in providing services, includes an assessment of chronological age, biological age, psychological age, functional age and social age.

COMMUNITY DEVELOPMENT

Works with individual neighbourhoods, ethno-cultural communities and creative pilot projects to support neighbourhood relationships and generate compelling opportunities for involvement and contribution.

OUTREACH FOR OLDER ADULTS

Enables older adults to live in their homes with dignity and respect. Social workers facilitate individual older adult access to services by offering information and referral, assistance with pension and benefit applications and advocacy.

SENIOR SUPPORT

Provides trained workers for in-home services designed to help older adults age in place. Services include companion and respite care, grocery shopping and meal preparation, light homemaking and laundry.

COUNSELLING

Specialized counselling focused on assisting older adults and their families in addressing developmental and intrapersonal challenges.

HEMOCARE PROGRAM

The Calgary Health Region contracts with Calgary Family Services to provide personal care services, rehabilitation activities and homemaking services for older adults.

INNOVATIVE CARE GIVING PROGRAM

Works to reduce barriers to successful employment and provide unique training opportunities for caregivers and older adult support workers to allow them to reach their full potential.

CAPACITY BUILDING

Part of the mandate of Calgary Family Services is to share its expertise and experience with the wider community, in order to further build capacity.

THE TRAINING INSTITUTE

Provides support and training to professionals through the delivery of workshops and presentations.

VOLUNTEER PROGRAM

Volunteer coordinators recruit, train and monitor volunteers through the North Central and Heart of the Northeast Community Resource Centres and through Outreach Services.

NURTURING YOURSELF

Serves women, youth and older adults through self-esteem seminars and support groups. Sessions are offered in English and Spanish.

REPORT OF THE CHAIR

It seems that the past year has gone by so quickly. During 2007/08 I have been pleased to be Chair of the Board of Directors at Calgary Family Services. As in recent years, the past year has been full of challenges and new opportunities at the agency.

In October 2007, the Board came together to kick off an update to our 5 year strategic plan for CFS. The day was fruitful and resulted in a number of new initiatives including a commitment to study the feasibility of a formal fund raising campaign for the agency in the next few years. To date a number of information sessions have been held during which the Board reviewed the requirements of formal fundraising. Further consideration is needed to determine if and how we might pursue such a venture.

The Board also launched a formal Board evaluation to ensure that all board members felt connected and able to contribute to the Governance process.

CFS continues to manage a solid and healthy financial position. However, the unprecedented escalation of costs for infrastructure and salary pressures presents a significant challenge. In response, the agency is working diligently with other not for profit community members to influence government for more sustainable funding formulas. The board is committed to supporting management in this collaborative approach.

I would like to welcome new members to the Board for the upcoming year including: John Palmer; John McReynolds and Joan Metz. Their bios are included in the annual report. Leaving us this year after many years of service are: Mark Johnson, past Chair; Jennifer Nagel, HR Committee; and Bill McIntyre, Board Secretary. Meetings will not be the same without Bill's sense of humour and sage advice, Jennifer's insights into the health system and Mark's legal expertise and support for our lease negotiations. I want to thank them for their service to CFS and by extension to the Calgary Community.

Most importantly, I want to thank the staff for their ongoing commitment to serving the citizens of Calgary in such a competent fashion. It is through the commitment of staff and board volunteers that we as an agency are able to provide leadership in the community on behalf of those seeking our assistance. Thanks again for a job well done this year.

Shelagh Ricketts
Chair



CEO REPORT

Calgary Family continues to evolve in keeping with the characteristics of the community we serve. In 07/08 major changes occurred on the program landscape at the Agency- Changes which position CFS to respond in ever more creative ways to the changing nature of our population. In 2008 the first baby boomers turned 62 while the youngest of that group are 47. "Older Adults" by sheer numbers will dominate the identified need for social services in the coming decades. The baby boomer group presents different characteristics than populations before them in that most plan to enjoy an active older adulthood and remain involved in their communities. CFS is ideally positioned to respond to that need in the coming years.

An "Older Adult" team has been developed by integrating those services most geared towards this population. This includes: Senior Support Services (formerly care giving); Elder Friendly Communities and seniors' community development; Outreach Services for Adults 55+; Older Adult Counselling and Community Development initiatives. As a newly created Division under the Directorship of Elizabeth DesCamp, this group comprises close to 30% of the services currently offered by CFS. An addition of 14 staff in the outreach department was effected in the past year creating a critical mass of capacity in the Agency to develop the most effective means of keeping our older adult population engaged and a vital part of our community.

The Homecare program is settling into the new model of delivery and creating human resources policies which enable the Agency to attract sufficient competent staff to serve the clients. From Homecare revenue of approximately 3 million in 2006, the revenue in 08/09 is expected to be 4.8 million. Under the Directorship of Lisa Stebbins CFS has been able to effectively provide those services in an effective and cost efficient manner.

Counselling and Community Services directed by Linda Tillman continues to utilise cutting edge research to guide their work with family's youth and children. Daniel Siegel, a leading researcher in brain development stresses the importance of accessing different parts of the brain to enable people to integrate their life experience and retain new learning. To that end all programs are striving to use more of the creative arts in serving clients. In collaboration with Teen Zone and private donors, the ACT OUT! program, which enables teens that have experienced trauma to work out their feelings through drama, has been developed and implemented. Our Aboriginal worker has integrated new programming involving the teaching of traditional drumming to aboriginal teens in the Northeast. Volunteers have been critical in sustaining this program. Teaching of pow- wow dancing as part of an after school event is geared towards keeping aboriginal youth involved in school and in their own culture. As new understanding evolves on how best to engage young people and or adults in remaining engaged in their communities. CFS will strive to integrate this new learning into the programs offered.

All in all it was a busy and productive year at the Agency. One of our core values- innovation- continues to drive our program development. Finding effective means to support strong families and communities across generations is our vision and we marshal our collective energy towards that end. I offer many thanks to all of our staff, volunteers and particularly board volunteers for making it possible for us to serve our community.

Sue Mallon
CEO



PROGRAM GROWTH

OLDER ADULTS TEAM

Aging citizens are a resource, not a liability.

During 2007-2008 Calgary Family Services' Older Adult Team, affectionately dubbed "the OAT", blossomed into a full department focused on services, supports and opportunities for older Calgarians. Low birth rates, increased longevity, improved health and the baby boom demographic push our society to re-vision notions of aging. Consolidating, integrating, and expanding programs for this age group is a pro-active response to this changing reality. The OAT is aimed at impacting families and communities in Calgary by keeping older people engaged in their communities and living with security, dignity and independence.

OUTREACH

As of July 2008, older adult outreach social work services for the Central/Downtown area of Calgary were consolidated as a program of the OAT. Newly remodeled offices in Inglewood will house seven professional staff focused on downtown and central Calgary neighbourhoods. Together with the Northwest Outreach Team of seven staff, a manager and a volunteer coordinator, CFS Outreach provides assessment, resource linkages, supportive counselling, information and civic engagement

opportunities for older adults across a large area of the City. Outreach services are actively supported by Bowmont Seniors Assistance Association, a grass roots not-for-profit group with a long history of effective concern for older Calgarians.

SENIOR SUPPORT PROGRAM

The Senior Support Program joined the Older Adult Team during 2007-2008. This long time CFS program provides in-home supports such as assessment, housekeeping, companionship, grocery shopping, and meal preparation for people over 55. Supports and services are available on a sliding scale. The importance of the Senior Support Program for older adults interested in 'aging in place' is confirmed by a 2008 City Study that found that difficulty with housework and cleaning is a top cause seniors in Calgary cite for needing to move out of their homes. Hiring and retaining senior support workers in Alberta's hot employment market poses significant challenges to providing city-wide in-home supports. Changes in the program including a certificate training component, increased wages, full time positions and community based recruitment were initiated in early 2008 with some results. Additional pilot recruitment projects will be initiated during the upcoming year.

COMMUNITY INVOLVEMENT PROJECTS

Building on the strengths of the Elder Friendly Communities Program in engaging and empowering older adults, CFS' community development projects for Older Adults continue to support community goals as defined by the citizens involved. On a community level, CFS staffs programs with Cantonese, English, Gujarati and Vietnamese speaking elders in Northeast neighbourhoods. The projects undertaken by these citizens include: educational classes such as computer literacy or English as a second language; presentations of particular interest to seniors (safe driving, avoiding remodeling fraud, healthy living, etc.); cross cultural celebrations; time trading; social support opportunities and neighbourhood snow removal projects. CFS staff also play central roles in a number of collaborative Agency initiatives including Facilitation of the Senior Centre Network, the Alliance for Active Aging, Stories of Home, a digital story telling project, and the Northwest Senior's Network.

EDUCATION AND COUNSELLING

Coming of age in a time where people live healthier, longer and are better educated than ever before means that across the country and internationally older adults are creating a new vision of this time of life. Retiring no longer means a brief respite from work before fragility and mortality. On average people can look forward to 25 years of healthy living after the completion of their mid-life career. The Older Adult Team actively takes a lead in helping people redefine their retirement, stay engaged, and explore possibilities for later life. The team organizes conferences and trainings through the CFS training institute, develops community education sessions about emerging aspects of aging, offers groups to those interested in exploring resiliency, transition, self care and life stage tasks, and provides specialized short term therapeutic counselling.

ANY DOOR IN

The goal of the OAT is to ensure that older adults who come to Calgary Family Services for a specific interest have the opportunity to learn about and access other OAT programs that may be of interest to them. Plans for coordinated assessment and cross training will help this commitment become a reality.

FUNDING

The City of Calgary, Family and Community Support Services, continue to be the principal funder for all programs for older Adults in Calgary. The Older Adult Team is able to offer services and opportunities to low income and isolated seniors at a low or no cost due to FCSS' continuing commitments to our programs. Bowmont Seniors Assistance Association, the Calgary Foundation, and the Alberta Lottery Fund also provide support for OAT programs during 2008.

COUNSELLING AND COMMUNITY SERVICES

After working with the National Crime Prevention Centre for two years Calgary Family Services is pleased to announce that the Starburst Program will be replicated in four more schools with a considerably enhanced program.

The program is called Spirit and will be recruiting adolescents in grade 7 and will work with them throughout their junior high years. The goal of the project is to prevent adolescents from entering into negative criminal activities that would have harmful effects of them as individuals and the wider community. The project will be thoroughly researched by an outside evaluator. The National Crime Prevention Centre's mandate is to build a body of Canadian research on what work in our country to prevent crime. The Agency is hopeful that the program will receive ministerial approval by the end of 2008.

HEMOCARE

With specific funding received through the Calgary Health Region, Homecare Caregivers can work towards certification as a Health Care Aid. This initiative involves self study, mandatory workshops, practicum and formal evaluation through a recognized educational institution.

“ IN 2007 OUR TRAINING INSTITUTE ASSISTED 2000 COMMUNITY PROFESSIONALS AND PROVIDED WORKSHOPS TO 700 COMMUNITY MEMBERS. ”

2007-2008 SPECIAL EVENTS

FAMILY CAMP

Calgary Family Services held their annual family camp in late June at Kamp Kiwanis. This year the camp was designed for nine families with teens to have the opportunities to build connection and experience challenge and fun together. Highlights were canoeing, hiking, improv drama activities, games, campfires and musical activities.

THE GODDESS GALA CHOCOLATE BRUNCH

The second annual Goddess Gala fundraising event was held and highlights included a scrumptious chocolate brunch, a live and silent auction, a mini trade fair area focused on nurturing yourself, a live band and extraordinary dance performances. Proceeds from the gala will support the expansion of the program to train more facilitators thus allowing more seminars to be provided to youth, woman and older adults. We will also be facilitating a new project that will teach pregnant women the fundamentals of self-esteem in order to create a healthy mental environment for their unborn child.

ABORIGINAL FAMILY CELEBRATION

Another event was held this year in conjunction with Aboriginal Awareness Week Activities. Calgary Family Services, in partnership with North of McKnight Community Resource Centre, City of Calgary and Awo Taan Family Wellness Centre held a successful event in the community of Falconridge-Castleridge. Activities included a teepee raising, prizes, games, arts and crafts, a large dinner, Aboriginal hosts, elders as well as traditional dancers and drummers. The traditional dancing and drumming was especially popular with the standing room only crowd in attendance to watch the youth and enjoy the wonderful drumming and singing. This event provided an excellent showcase for the many talents within the community including elementary and junior high youth dancers and talented local drummers.

“OUR CHILD & YOUTH PROGRAM HAS ASSISTED OVER 1,600 INDIVIDUAL YOUTHS AND THEIR FAMILIES THROUGH IN-SCHOOL, HOME PROGRAMS AND COUNSELING.”

STAFF APPRECIATION GALA

The commitment, dedication and competency of Calgary Family Services staff was celebrated at an extraordinary dinner at Hotel Arts in February 2008. 120 employees attended and were treated to speeches, videos and songs celebrating their achievements.

WALK TO END BREAST CANCER

The team at Calgary Family Services learned that one of their staff and "family members" Trina Wheeler, was diagnosed with Breast Cancer and instantly felt a need to support and encourage her and her family through this sensitive time. A team of six staff members joined together to walk in the "Weekend to End Breast Cancer", a 60 km walk over the course of 2 days in the hopes to find a cure for Breast Cancer. Sadly, Trina passed away in November 2007 but her smile, warm heart and compassion for others will be remembered forever.

VOLUNTEER APPRECIATION EVENT

In May 2008, Calgary Family Services along with several partners held a Volunteer Appreciation Day at the Calgary Zoo. 100 people, including Neil Brown, M.L.A. for Calgary Nose Hill attended and were treated to lunch, entertainment, henna and salsa dancing and a variety of speeches. Recognizing volunteers is an integral part of volunteer management and in the future the Agency would like to increase the size of the event to include a broader number of Agency volunteers.

TRAINING INSTITUTE – CIRCLE OF SECURITY

The Calgary Family Services Training Institute was honoured to coordinate a three day training event with Glen Cooper, University of Virginia, and his colleagues in May 2008. Participants had diverse professional backgrounds and traveled from across North America for the event. The Circle of Security workshop was pivotal in increasing the capacity in the Calgary region to deliver services to high-risk families.

OUR BOARD

SHELAGH RICKETTS – Chair Ms. Ricketts is a professional engineer who has worked at TransCanada since 1977 holding a variety of executive leadership roles. She is currently the Vice President of Operational Excellence.

MURRAY HOWLAND – Treasurer Mr. Howland has been a board member since 2003 and brings a wealth of experience in banking, finance and community initiative. He holds Masters Degrees in Economics and Business Administration.

BILL MCINTYRE – Secretary Mr. McIntyre is a graduate of the University of Toronto (B.A. and M.B.A.). He has been a member of the board since 2003 and was employed for many years by the Hudson Bay Company.

AL LENNOX – Director Mr. Lennox has been on the board of Calgary Family Services for 5 years. He has a well-rounded background in transportation, marketing, finance, manufacturing and personnel administration.

DON ANDREWS – Director Mr. Andrew has been a board member since 2003 and is a well-known educator in Calgary working with young people for over 30 years. He is currently the Director of Community Relations at the Calgary Academy.

HILDE HOULDING – Director Ms. Houlding is a professional social worker who has worked in the Calgary community for over 40 years. She was Clinical Director at Calgary Family Services for many of those years and joined the board in 2006.

“WE STRIVE TO ENHANCE THE SOCIAL CAPITAL OF CALGARY’S NEIGHBORHOODS THROUGH PROGRAMS SUPPORTED BY OUR GENEROUS DONORS, CARING VOLUNTEERS AND PROFESSIONAL STAFF.”

JEANNETTE PICK – Director Ms. Pick brings a wealth of management experience with the Calgary Health Region and more recently, as an independent consultant in the health industry. She has been a member of the board since 2004.

JENNIFER NAGEL – Director Ms. Nagel is currently employed as a teacher with the Calgary Catholic School Boards and was previously a Senior Operating Officer with the Calgary Health Region. She has been a member of the board for 5 years and holds her B.N., B.Ed., and M.B.A.

YVONNE SCHMITZ – Director Ms. Schmitz has been a professional social worker in the community for over 30 years having graduated from the Maritime School of Social Work at Dalhousie University. Ms. Schmitz joined the board in 2007.

JOAN METZ – Director Ms. Metz, is a lawyer and partner with Metz Law Office, has found time to volunteer her time and expertise with Calgary Varsity PC Association, RC Diocese of Calgary and Calgary Varsity Kindergarten. Ms. Metz joined the board in 2008.

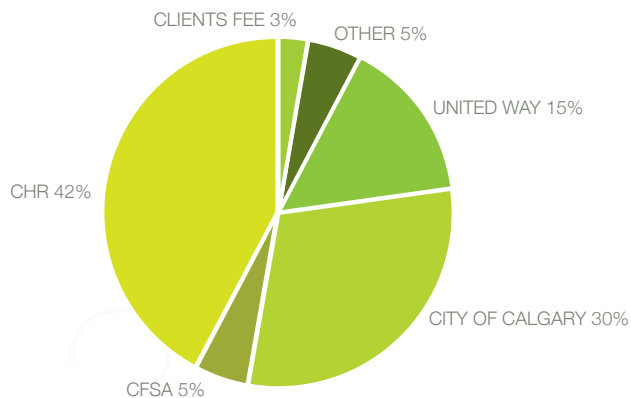
JOHN MCREYNOLDS – Director Inspector McReynolds, an inspector with Calgary Police Services, has dedicated over 26 years as a police officer. Inspector McReynolds received the Exemplary Service Medal from the Government of Canada in 2002. Inspector McReynolds joined the board in 2008.

JOHN PALMER – Director Mr. Palmer, an Engineer, is currently the Reservoir Engineering Manager with Petro-Canada. Mr. Palmer brings over ten years volunteering experience on the St. Andrew's United Church Council serving in many capacities including that of past Chair of Council. Mr. Palmer joined the board in 2008.

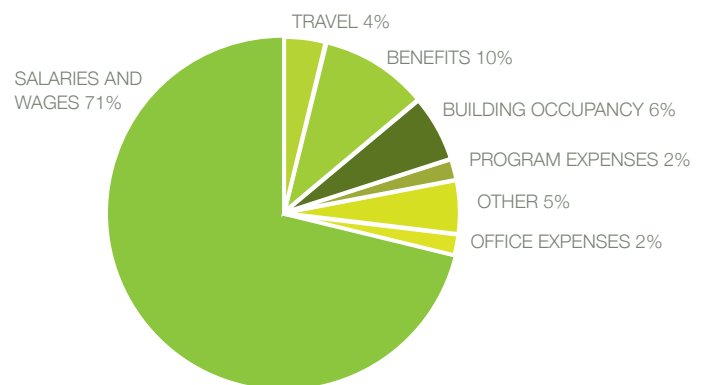


STATEMENT OF OPERATION

2007-2008 SOURCES OF OPERATING REVENUE
(IN THOUSANDS OF DOLLARS)
TOTAL REVENUES : \$11,124



2007-2008 OPERATING EXPENDITURES
(IN THOUSANDS OF DOLLARS)
TOTAL EXPENDITURES : \$10,793



2007-2008 FINANCIAL REPORT
STATEMENT OF REVENUE AND EXPENSES
YEAR ENDED MARCH 31, 2008

	2007-2008	2006	2005
REVENUE			
UNITED WAY OF CALGARY AND AREA	\$1,720,468	\$1,391,440	\$1,256,907
CITY OF CALGARY, FAMILY & COMMUNITY SUPPORT SERVICES	\$3,329,364	\$3,007,989	\$2,948,048
CALGARY AND AREA CHILD & FAMILY SERVICES AUTHORITY	\$506,860	\$863,427	\$419,799
CALGARY HEALTH REGION	\$4,623,722	\$3,138,433	\$3,045,699
CLIENTS - FEES FOR SERVICE	\$350,205	\$414,023	\$389,749
CASINO AND CIP	\$153,237	\$95,000	\$131,240
DONATIONS	\$13,065	\$17,289	\$15,615
OTHER	\$323,776	\$170,025	\$133,012
PROGRAM TECHNOLOGY REVENUE	\$103,773	\$38,249	\$121,240
FAITHLINK PROGRAM REVENUE		\$244,869	\$90,032
TOTAL REVENUE	\$11,124,470	\$9,380,744	\$8,551,341
EXPENSES			
AMORTIZATION	—	\$7,549	\$11,503
BENEFITS	\$1,071,433	\$845,275	\$767,683
BUILDING OCCUPANCY	\$617,412	\$409,172	\$333,646
COMMUNITY RELATIONS	\$21,250	\$23,911	\$24,928
CONTRACTED SERVICES	\$479,856	\$336,341	\$264,140
FAITHLINK PROGRAM EXPENSES	—	\$223,815	\$90,032
MEMBERSHIP SERVICES	\$987	\$1,626	\$1,682
OFFICE EXPENSES	\$222,180	\$189,606	\$134,725
PROGRAM EXPENSES	\$211,316	\$251,820	\$147,006
PROGRAM TECHNOLOGY EXPENSES	—	\$91,840	\$195,035
RECRUITMENT	\$49,656	\$32,838	\$33,488
SALARIES AND WAGES	\$7,632,421	\$6,375,948	\$6,039,549
STAFF DEVELOPMENT	\$104,374	\$144,873	\$130,219
TRAVEL	\$382,036	\$406,653	\$369,633
TOTAL EXPENSES	\$10,792,921	\$9,341,267	\$8,543,269
EXCESS (DEFICIENCY) OF REVENUE OVER EXPENSES	\$331,549 ***	\$39,477 **	\$8,072 *

*** NET AFTER ALLOCATION OF \$213,973 TO PROGRAM TECHNOLOGY FUND

** NET AFTER ALLOCATION OF \$62,595 TO PROGRAM TECHNOLOGY FUND

* NET AFTER ALLOCATION OF \$55,834 TO PROGRAM TECHNOLOGY FUND

SPECIAL THANKS

COLLABORATING PARTNERS

Generous contributions from individuals, corporations, and municipal and provincial government departments enable Calgary Family Services to fulfill its mission and serve many Calgarians. We are grateful for the continuous support of all our donors.

OUR PARTNERS



Also supported by Education Matters, Burns Memorial, Teenzone, Calgary Foundation, Wild Rose Foundation, Lion's Club, New Horizons, Kiwanis Club, Optimist Club, Community Incentives Program - Alberta Lottery, Family Literacy Initiatives Fund, Calgary Board of Education – Mental Health Funds and generous support from anonymous foundations and donors.

A special thanks to SOMETHING and the Driving Force for their contributions to our program.

MEMBERSHIP

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





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