

2010 Annual Report

Calgary Family Services

100 WAYS OF CARING
in celebration of 100 years of service





100 years of service is a milestone.

It is a time for us to celebrate and learn from our past while we look forward to our exciting future.

A lot has changed in our agency over the last 100 years / but one thing has not / our care for those we serve.

We are Calgary Family Services / this is the work we love /
and these are 100 ways that we show our love and care for the community.

nurturing • teaching skills • supporting grassroots initiatives • counselling • creating opportunities for belong

“We believe the future will be still brighter than the past, and relying upon the splendid support which has been ours in days gone by, we go forward into a new year with a keener desire than ever to help men help themselves, and lift from the hearts that have grown discouraged the loads which are too heavy for them to bear.”

Ethel McKillop

Ethel built the foundation of Calgary Family Services along with her husband David McKillop



*from the
Chair of our Board*

It has been my privilege to Chair the Board of Calgary Family Services during this milestone year. Having navigated through a major office move during 2008/2009, we were faced with the impact of the economic downturn this past year. Increased demand for services in the

face of stagnant or declining revenues made for a difficult challenge. Thanks to the skill and dedication of our leadership team and their staff, the impact on our community programs was lessened. This commitment reflects the legacy of our astounding founders, David and Ethel McKillop, who, 100 years ago, came to our city and initiated the legacy of caring and service that we have proudly carried on.

We are grateful to our many funders who have faithfully stood by us and supported us to the best of their ability. We are immensely proud of the many partnerships we have in this community. We see this mutual support and respect as an integral part of our mission. We are especially glad of our new partnership with Enbridge Inc. which came on board to help us initiate the McKillop Award for Community Service.

Many thanks to our hardworking board members who have admirably carried out their governance and fiduciary responsibilities. I would like to make special mention of four exceptional people, Shelagh Ricketts and Jeanette Pick who have completed two terms on the board, and Bill McIntyre and Al Lennox who have been awarded honorary memberships for their gifts of time, skill and extraordinary dedication. They, along with all of our board members, staff and volunteers have demonstrated their care for Calgary Family Services in a hundred ways or more.

We hope that through this hard work and our many achievements we have set the stage for the next 100 years.

Violet Days

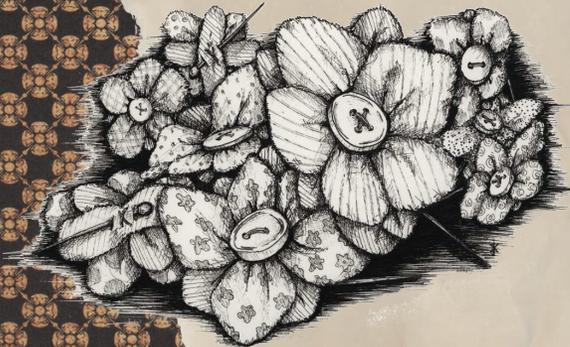
All flowers have layered meanings: for Calgary Family Services the violet has particular significance to its past and continuing story. For the agency, violets are reminders of self-determination and perseverance as Violet Day represents some of the agency's first independent fundraising efforts during the 1920s to the 1940s.

It is believed that Violet Days were held the Saturday prior to Easter, from 1923 through to the creation of the Community Chest in 1941, when the fundraiser was considered unnecessary. Violet Day would find Calgarians proudly sporting the Board of Public Welfare's (now Calgary Family Services) cloth violet as testament to their support of and contributions made to the agency's work. The fabric violets were made for the agency by the members of nearly all of Calgary's women's groups.

Looking back, the hardy violet is a fitting metaphor for so many layers of the agency, its employees and its work: the fortitude of women involved in agency work, as well as the agency's historic connection with Calgary's women. It is said that to dream of violets is a forecast for advancement in life, so long as the dreamer remains humble.

Violets, as a perennial spring flower, are infused with notions of perpetual transmutation and renewal; similarly the popular imagery of violets blooming beneath the snow is wonderfully suited to the humble perseverance and continual rebirth epitomized by the agency's history.

It is in the same spirit of rebirth that in 2010 Violet Day has been rediscovered and reclaimed. It is being reinstated as Calgary Family Service's day for organizational development that usually occurs in the fall.





from our
Executive Director



Once again Calgary Family Services has come to the end of a busy year of serving our community. Actually we are at the end of our first century of caring in Calgary, hence our theme 100 Ways of Caring.

So what is it that allows an organization to thrive throughout a century?

Thriving through two wars, one major depression, many boom and bust cycles in Calgary, funding priorities that come and go, changing social policy initiatives and a rate of change that surpasses anything seen prior in the history of humanity?

While there are no magic formulas for persistence of this sort, the answer may lie in the alignment of people, purpose and passion.

As I learn more and more about our predecessors who established Calgary Family in the pioneer days of our city, I see a singleness of purpose that enabled them to persist in finding ways to assist citizens through the ups and downs of existence-persistence described by Ethel and David McKillop as "...doing the work we love".

to stories • respecting children's innate survival instincts • helping in times of crisis • recognizing isolated
jumping in • connecting needs with resources • hosting amazing teas with entertainment • remembering those things

In 2010, I look to the dedicated men and women at Calgary Family who today are tireless in their search for ways and means of offering a vision of hope and a means of attaining it to our current citizens. There is a 'sameness' in the strong sense of purpose and passion that enabled the agency to thrive for 100 years still evident in the social workers, psychologists, care givers, senior support workers, outreach workers, youth group facilitators, volunteers and administrators who listen to what is needed and determinedly go out to find the ways and means of making it happen.

How else could this agency enjoy the support of 26 funding bodies or be successful in attracting superb staff to remain at the agency for upwards of 30 years? Staff who in 2010 alone:

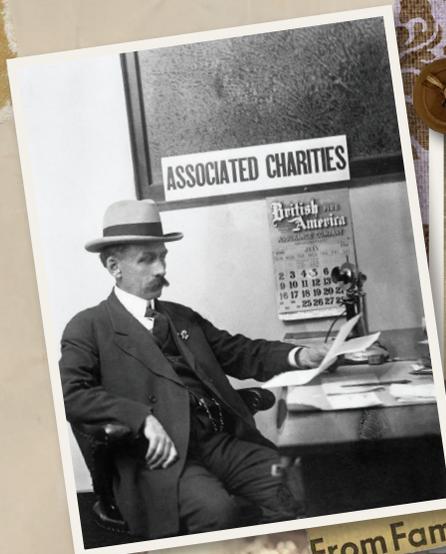
- served 2,500 citizens in groups geared towards developing more personal resiliency and strength with which to live their lives and care for their families
- served 860 adults from pluralistic communities to create ties that support and enable people to live together in harmony and understanding
- assisted with basic needs for 1,100 families
- provided emergency child care to 45 families
- provided counselling support to 2,000 families in a variety of milieus
- provided in-home support to over 1,000 vulnerable adults
- fruitfully engaged over 1,100 volunteers to extend additional support and community caring to those facing challenges
- provided over 200,000 hours of homecare service to citizens needing support in their homes due to medical crises

People Passion and Purpose – if one puts together the right combination of these critical resources miracles can and do happen. Calgary Family Services, ably supported by a dedicated volunteer citizen board of directors and a team of professionals who direct their personal passion to noble deeds day in and day out, has indeed created a miracle – a not for profit grassroots agency impacting thousands of lives each year, one century old today and moving forward confidently to the next century.

Our Foundation

David and Ethel McKillop built the foundation of Calgary Family Services. They were the cornerstones of The Associated Charities of Calgary - the first incarnation of Calgary Family Services - and major contributors to the development of the human services sector in Calgary.

They seem to have shared a common vision of what such an organization could be for Calgary; that there "should be a place where people could unburden themselves and receive the counsel and understanding interest in their great variety of troubles." That was their vision, the idea which drove them to spend countless hours in service to their fellow Calgarians. It was their work of love that built Calgary Family Services.



McKillop Retires
From Family Welfare Bureau



VISION

Strong families and communities for generations

MISSION

Building strength in Calgary's diverse population through:

family and individual support

community development

collaboration

counselling

homecare

care for loved ones • encouraging dreams • noticing never-ending efforts • collaborating with other services
and community partners • belonging • being a great place to work • integrating older adults into community •

THERE IS NO SHAME IN GETTING HELP.
WHEN YOU GET HELP FOR YOURSELF
IT'S LIKE A RIPPLE EFFECT.
EVERYONE AROUND YOU BENEFITS.

Angela
Primetime and Counselling client



beyond behaviour • making a difference • understanding fear • planning with older adults to improve the situation
ing ceremonies • untangling tough knots • admiring acceptance • playing preponderously • being visible in the



*There is no doubt that
Calgary Family Services
saved my physical health and
there is also no doubt that they
saved my mental health.*

Robin
Homecare, Older Adult Outreach & Counselling client



Our Programs

Aboriginal Family Outreach

School-based program in elementary and junior high schools that supports cultural knowledge, competence and family cohesion.

Act Out!/Creative Classrooms

Uses drama as a way to learn, grow and deal with tough situations and critical life choices.

Adoption Program

Works with parents and the child to promote attachment, build trust and encourage a positive relationship.

Bowness Montgomery Early Literacy Initiative

Community-based engagement project that impacts school readiness/success, employability and income through improvement of early literacy practices and conditions.

Community Projects for Older Adults

Organizes and collaborates with community members to provide interesting and meaningful opportunities to connect and contribute.

Child, Youth and Family Counselling

Counselling is provided at offices throughout Calgary. Group education opportunities are also provided.

Counselling in Schools

Confidential counselling including one-on-one, family and group work is provided to youth from elementary through high school.



Our Programs

The Eagles Back – Pow-Wow Dance Group

Weekly pow-wow lessons are offered to North of McKnight community members to provide cultural knowledge and support for the development of strong, confident youth to stay engaged in their community.

Elder Friendly Communities Program

Neighbourhood and culturally-based contribution program for older adults aimed at bonding neighbours and bridging cultural and community differences.

Fair Exchange

A bartering project that builds community connections and facilitates the exchange of skills and resources to help older adults stay in their homes and neighbourhoods.

Family Connectors/Calgary Learning Village Collaborative

Personnel and families involved with schools in greater Forest Lawn have one access point to available family support resources.

Get Up & Go

Collaboratively addresses transportation support and social inclusion during older adults' transition away from driving with transit training program, family education and senior driver education.

Grow Your Heart – volunteer program

Calgary Family Services volunteer program provides meaningful opportunities for people of all ages to use their unique skills to give back and impact their community.



Our Programs

Homecare

Calgary Family Services is contracted through Alberta Health Services to provide Homecare Services to clients who are eligible, based on an assessment completed by a Community Care Coordinator.

Inner City Community Resource Centre

Provides information, referrals and support to children, youth and families living in Calgary's inner-city communities.

InSync

Play-based program that enhances the parent-child relationship in the critically important area of attachment during the child's first years of life.

Language/Cultural Specific Counselling

Counselling service provided in French, Chinese, Vietnamese, Spanish and Polish

Making Room

Education, support, collaboration and consultation for older adults and families struggling with hoarding and extreme clutter.

Nurture Yourself

Provides empowerment seminars for adult women, men, pregnant and new parents, teenagers and older adults.

Odyssey

After-hours school-based program that provides space for boys to belong and learn to make positive choices and build healthy relationships.

The support that we've received has made us
happier as a family unit.

Our daughter is attaching
to my husband and I like never before.

The difference is indescribable.



Colleen
Adoption Counselling and Theraplay client



connections within the community • being a shoulder to lean on • helping seniors complete forms • creating unity



Our Programs

Older Adult Counselling

Community education and time-limited individual, group, couple and family counselling for issues related to aging with a shared emphasis on clinical intervention and opportunities for connection and contribution

Older Adult Network Facilitation

Facilitation of citywide networks of senior centres and outreach workers aimed at shared professional development and standard services across the city.

Outreach for Older Adults

Provides supportive counselling, information, assessment, case management, assistance with benefits, groups, workshops, and caregiver support to vulnerable older adults who live in north, west and central Calgary.

Parent Link Centre

Offers programs and support for parents and caregivers of young children through drop in programs, play groups, activities and referrals.

Prime Time

An early intervention program that provides family coaches to mentor, coach and connect the family to other community resources.

Project Belonging/Projet Appartenance

A Mental Health Capacity Building project in partnership with the francophone school system

Senior Support

Provides in-home services and companionship to vulnerable and isolated older adults to help them stay in their homes and retain their long-time community connections.



The McKillop Award for community service

presented by Calgary Family Services and Enbridge Inc.

Calgary Family Services, with the support of Enbridge Ltd., is excited to launch the McKillop Award for Community Service. The award was created to celebrate the agency's legacy and the inspiring work being done in the human services sector today. Named for David and Ethel McKillop, the indefatigable husband and wife team responsible for laying the agency's foundation a century ago, the three cash awards totalling \$5,000 will be presented annually to individuals who have made outstanding contributions to the sector through their work.

The 2010 review committee was a collaborative group of executives from the United Way, Calgary Chamber of Voluntary Organizations, Enbridge Inc. and Calgary Family Services.

The quality of the inaugural nominees was truly remarkable and the agency is pleased to announce the three finalists:

Heather Robertson - Calgary Public Library

Mary Lynn Dorsey - Calgary Legal Guidance

Penny Hume - Child and Youth Friendly Calgary



• fundraising • raising awareness • promoting • listening • setting a positive attitude and mood • stepping along

Because of Older Adult Outreach

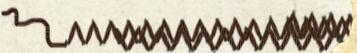
I can do everything for myself.

*When you don't know where to go or what to do -
just go to the Bowmont Outreach Centre.*

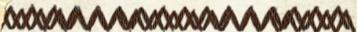
For me, they are an extended family.

Willy

Older Adult Outreach client



Our Programs



Seniors Cultural Exchange

Diverse seniors groups host each other at a mosque, Chinese cultural centre, synagogue and Calgary's Heritage Park to build intercultural awareness and harmony.

Starburst and Spirit

School-based programs for junior high girls that support adolescent development, fosters resiliency and empowers girls through activities, mentoring and individual support.

Starbright

After-hours school-based program that provides space for girls to belong, learn to make positive choices and build healthy relationships.

Third Age Commons

Collaborative, cutting-edge web application supporting the exchange of ideas and resources related to aging for professionals and community members.

Training Institute

Supports the continuing education of Calgary's professional community by collaborating with numerous partners to provide accredited presentations and workshops.

Urgent Family Caregiving

Provides short-term assistance to families in crisis in order to keep children in their own homes and families together.



Starbright is a great program -
I get to learn everything!
It made me a better person -
I used to be shy but now
I stand up for myself.

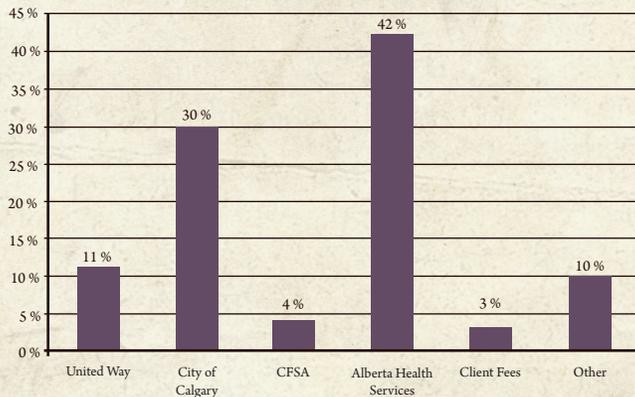
Mubeen, grade 6 - a Starbright Girl

2009 - 2010 STATEMENT OF OPERATION

2009 - 2010 SOURCES OF OPERATING REVENUE

(in thousands of dollars)

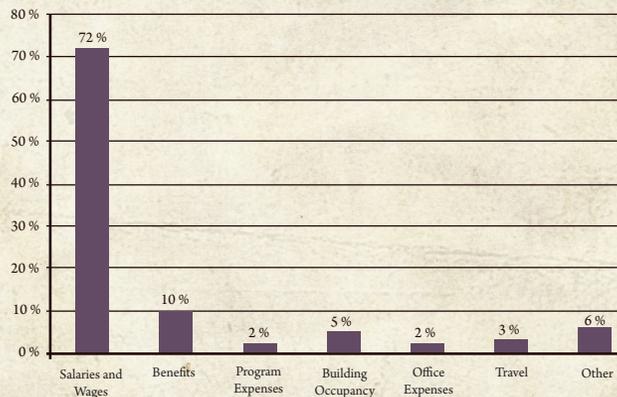
TOTAL REVENUES: \$14,253



2009 - 2010 OPERATING EXPENDITURES

(in thousands of dollars)

TOTAL REVENUES: \$14,084



2009 - 2010 FINANCIAL REPORT STATEMENT OF REVENUE & EXPENSES

YEAR ENDED MARCH 31, 2010

REVENUE

	2009 - 2010	2008 - 2009	2007 - 2008
UNITED WAY OF CALGARY AND AREA	\$ 1,518,375	\$ 1,342,958	\$ 1,720,468
CITY OF CALGARY, FAMILY & COMMUNITY SUPPORT SERVICES	4,266,767	4,172,760	3,329,364
CALGARY AND AREA CHILD AND FAMILY SERVICES AUTHORITY	553,355	530,514	506,860
ALBERTA HEALTH SERVICES	6,024,589	5,379,006	4,623,722
CLIENTS - FEES FOR SERVICE	393,547	336,697	350,205
CASINO AND CIP	267,076	213,714	153,237

2009 - 2010 FINANCIAL REPORT STATEMENT OF REVENUE & EXPENSES

continued

	2009 - 2010	2008 - 2009	2007 - 2008
DONATIONS	\$ 68,955	\$ 70,834	\$ 13,065
OTHER	960,448	947,055	323,776
PROGRAM TECHNOLOGY REVENUE	200,499	159,675	103,773
TOTAL REVENUE	\$14,253,611	\$13,153,213	\$11,124,470
EXPENSES			
AMORTIZATION	\$ 49,444	\$ 48,054	\$ -
BENEFITS	1,392,261	1,218,531	1,071,433
BUILDING OCCUPANCY	710,847	737,789	617,412
COMMUNITY RELATIONS	49,165	32,722	21,250
CONTRACTED SERVICES	549,207	503,765	479,856
MEMBERSHIP SERVICES	2,702	2,731	987
OFFICE EXPENSES	212,896	338,899	222,180
PROGRAM EXPENSES	242,887	294,522	211,316
RECRUITMENT	13,754	31,958	49,656
SALARIES AND WAGES	10,185,270	8,892,005	7,632,421
STAFF DEVELOPMENT	139,447	166,775	104,374
TRAVEL	535,818	384,440	382,036
TOTAL EXPENSES	\$14,083,698	\$12,652,191	\$10,792,921
EXCESS (DEFICIENCY) OF REVENUE OVER EXPENSES	\$169,913*	\$501,022**	\$331,549***

* net after allocation of \$79,445 to Program Technology Fund

** net after allocation of \$213,973 to Program Technology Fund

*** net after allocation of \$332,502 to Program Technology Fund

OUR BOARD

Yvonne Schmitz – Chair

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. She joined the board in 2007.

Shelagh Ricketts – Past Chair

Ms. Ricketts is a retired professional engineer who worked at TransCanada over 30 years holding a variety of roles including Vice President of Strategic and Business Planning. She has been a member of the board since 2003.

Jeanette Pick – Secretary

Ms. Pick brings a wealth of management experience from 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.

John Nygren – Treasurer

Mr. Nygren brings many years of corporate accounting experience and is currently a Chartered Accountant and Taxation Manager with Meyers Norris Penny. He has been a member of the board since 2008.

John Palmer – Director

Mr. Palmer brings leadership experience and a dedicated history of volunteering to the board. He is currently an engineer and manager with Suncor Energy and has been a member of the board since 2008.

Stuart Davie – Director

Mr. Davie brings a broad background in National and International Human Resources. He is currently the Director of Human Resources & Administration with Parex Resources and has been a member of the board since 2009.

Eniko Molnar – Director

Ms. Molnar is an associate with the law firm of Gowling Lafleur Henderson LLP and has been a member of the board since 2009.

John McReynolds – Director

Inspector McReynolds is a decorated inspector with the Calgary Police Services, has dedicated over 27 years to the police force and has been a member of the board since 2008.

Kevin Zeh – Director

Mr. Zeh brings a background of counselling and community liaison experience. He is currently a constable with the Calgary Police Service and has been a member of the board since 2009.

Barb Giba – Director

Ms. Giba brings many years of fundraising experience and is the Director of Major Gifts at the Faculty of Medicine, University of Calgary. She joined the board in 2009.

Bill McIntyre – Honorary Member

Mr. McIntyre brings a passion for the not-for-profit sector and many years of leadership experience from his time with the Hudson Bay Company. Mr. McIntyre became an Honorary member of the board in 2009 and has been part of the family since 2003.

WITH THANKS & APPRECIATION

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 Advantage CKN Inc., Alberta Culture and Community Spirit, BMO Financial Group, Bowmont Seniors Assistance Association, Burns Memorial, Calgary Foundation, Canadian Natural Resources Ltd., Community Incentives Program - Alberta Lottery, desnoyers-schuler, Driving Force, Education Matters, Enbridge Inc., Family Literacy Initiative Fund, First Calgary Savings, Forzani Group, FT Services, KR D, Kiwanis Club, La-Z-Boy, Lion's Club, NAL Resources, Teenzone, National Crime Prevention Centre, New Horizons for Seniors, TransCanada, Wild Rose Foundation and generous support from anonymous foundations and donors.

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.



Calgary Family Services

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