

Calgary Family Services

2010 | 2011 Annual Report

Building & Bridging

Report from the Co-Chairs

Following the excitement and success of our 100th Anniversary in 2010, we have had many opportunities to leverage this impact in 2011. We are grateful to the media, the Calgary Herald in particular, for highlighting our work and the contributions of the McKillop Award for Community Service recipients throughout the year. We are appreciative of our many funders for standing by us: The United Way of Calgary and Area came through with an increase in funds; Family and Community Support Services, Calgary and Area Child and Family Services and others have maintained the level of funding provided previously; and Alberta Health Services expanded the budget for our Homecare program, allowing us to grow our services and expand our service area.

Though the year has been very successful, it has not been without its challenges. One of our priorities is to make every effort to adequately compensate our incredible staff for the excellent work they do. This required some exceptional effort on the part of the leadership team and some program adjustments that were difficult. In the end, we believe responsible decisions have been made that will help to maintain a strong organization and position us to accommodate the ongoing growth of our programs and add new services when strategic opportunities arise. We want to compliment everyone in the organization for the time, talent and enthusiasm they bring to their work every day and for their commitment to continuously improving the invaluable services they provide.

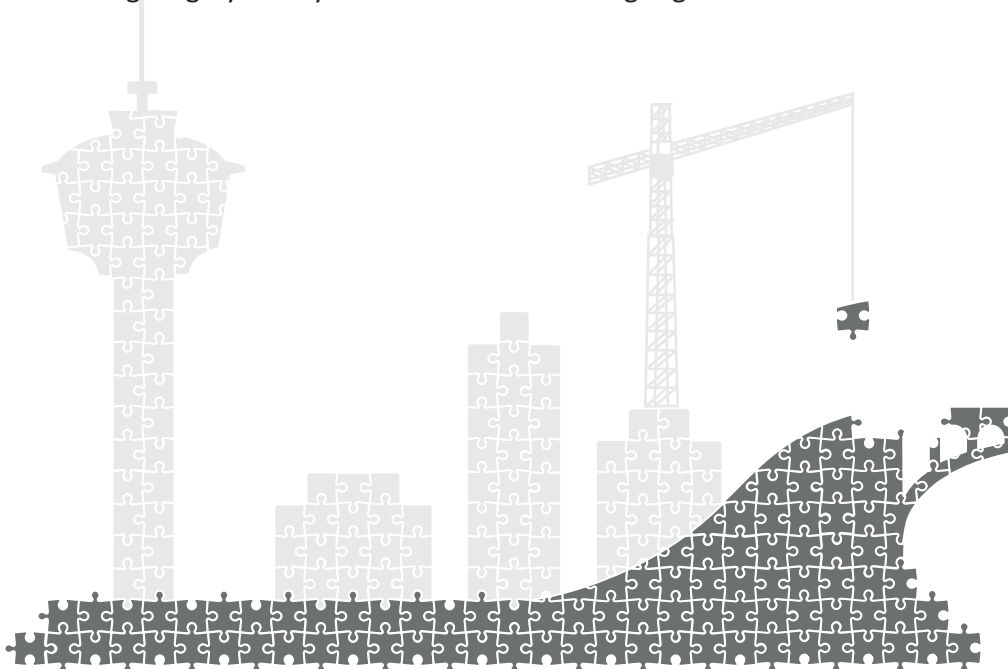
With Calgary Family Service's organizational stability and long-term commitment to provide services to Calgary and area, we have been able to negotiate a reduced rental rate for our head office location in exchange for extending our lease. This will free up additional funds to help support and grow our programs.

We are very proud of the skill and dedication of every member of the Board. Through their strong leadership and diligent work on Board committees a lot has been accomplished this year. We are especially

pleased to have enhanced our human resources and finance and audit practices. We are also grateful to Enbridge Inc. for supporting our continuation and enhancement of the McKillop Award for Community Service. We continue to be successful in recruiting exceptional community-minded individuals to the Board, with three elected at this year's AGM, giving us a full Board complement. The work of Calgary Family Services is extremely well led by our CEO Sue Mallon and her management team and we would like to take this opportunity to express our gratitude for their hard work.

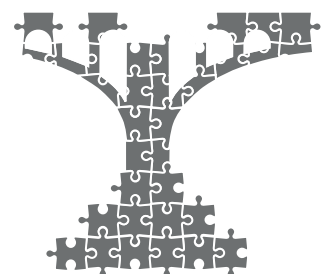
The year ahead brings new challenges and opportunities, which we feel very well positioned to handle. As an example, we are currently in the process of renewing our accreditation through the Canadian Family Services Accreditation Program and we will be looking to secure our Homecare contract with the province when the new multi-year contracts are awarded in the spring of 2012.

Thank you to everyone – Board, staff, volunteers, funders and those who use our services – for your part in making Calgary Family Services the outstanding organization it is!



Yvonne Schmitz

John Palmer



Building & Bridging

Report from the Chief Executive Officer

The 2010/2011 year marked the centennial of Calgary Family Services: a century of history working with the citizens of Calgary to create a just and accessible society for all. We have harnessed the momentum of that celebration and the start of our second century has seen much focus on building and bridging – creating and connecting programs and services and ensuring linkages to the people who need them. We have broken ground in areas of emerging need and have launched several new collaborative initiatives in communities around the city.

Enabled by grants from the provincial Victims of Crime Fund and Safe Communities Innovation Fund, and in partnership with Calgary Police Service and the Kerby Centre, the agency is paving inroads on response to abuse of older citizens. Elder abuse, which is not always visible as it often involves emotional blackmail and/or financial interference, is coming out of the closet as domestic abuse did before it. Two counsellors now work with police in responding to vulnerable elder citizens suffering abuse or neglect. We are also leading the way in identifying the issue of hoarding behaviour in individuals in the community, providing support for those struggling with the negative aspects of hoarding and creating educational opportunities for others in the mental health system. A highly successful and oversubscribed conference on hoarding was held in early 2011, indicating the need for good information about this challenge.

With funding from United Way, two Family Connectors positions were added to support the work of the Calgary Learning Village Collaborative in Forest Lawn. Their work is vital to helping the initiative serve children and families. We also worked extensively with the Francophone school boards to create *Projet Appartenance* (Project Belonging), a Mental Health Capacity Building Project in four schools. This is part of a preventative provincial initiative to bring more attention to the universal mental health needs of students, educate parents and teachers, and develop supportive networks.

Building strong inclusive communities has been the focus of two new programs. The two new leaders at the Inner City Community Resource Centre are implementing increased outreach to vulnerable aboriginal citizens. In the Bowness-Montgomery Early Literacy Initiative, *Ready 4 Learning*, they are engaging citizens in new ways of supporting the development of young children and preparing them for success in school.

The counselling staff has made significant progress in increasing the number of groups and presentations in community locations, allowing us to reach more citizens and an increasingly more diverse population. Additionally, numerous seminars offered through The Training Institute have attracted lawyers, teachers, police officers and a range of childcare professionals. We believe families are best served in times of crisis when there is skill, confidence and trust amongst service providers, and we provide professional development opportunities with this collaborative strategy in mind.

The need for Homecare services continues to grow as Alberta invests in solutions within the continuing care sector that enable people to remain in their own communities with various levels of support. In 2010, the agency was chosen by Alberta Health Services as the Homecare provider for the rural area of Strathmore and Wheatland County, expanding our contract and service area, and introducing us to the many benefits of working in smaller communities surrounding Calgary.

It takes many minds, hands and hearts to envision and create a city that has a place for everyone. In our 101st year we continue to strive for a community that is inclusive, accessible and safe for all citizens.



Sue Mallon

Sue Mallon

Building & Bridging



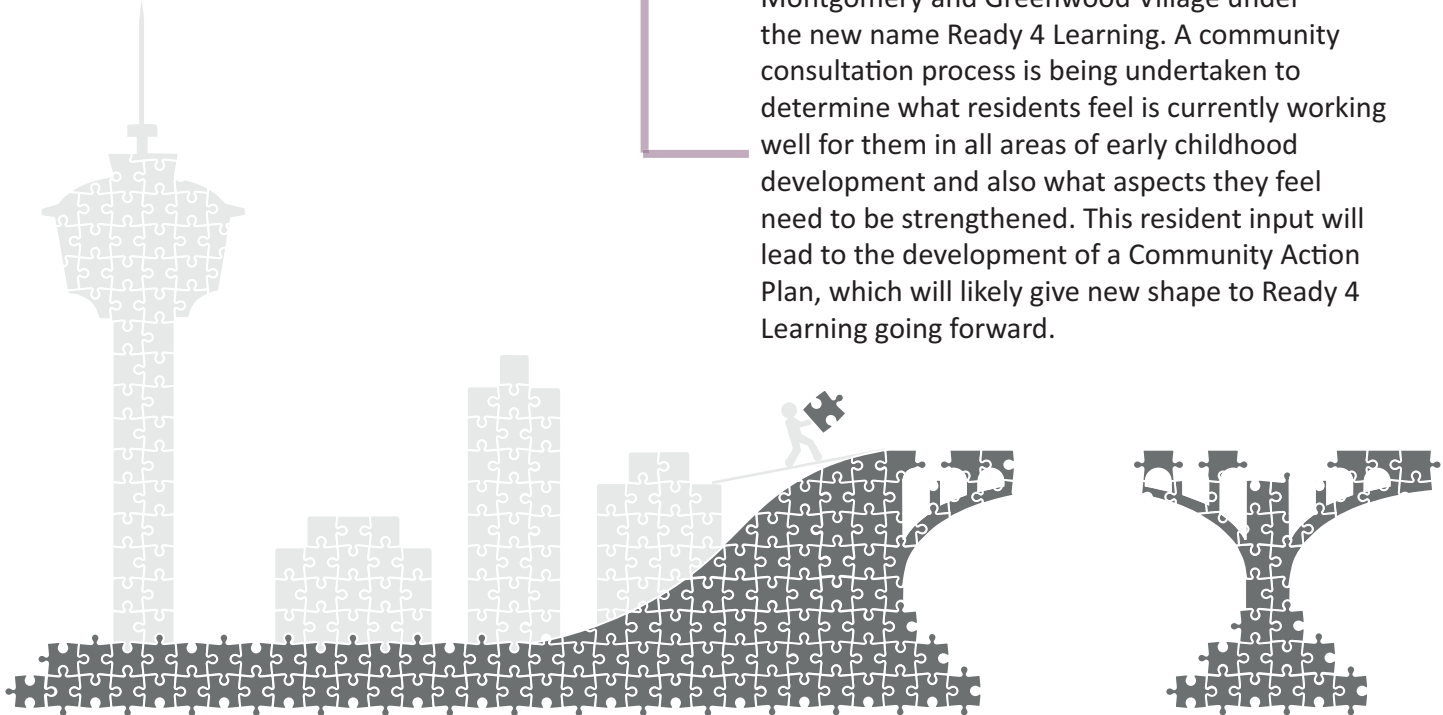
parent link centre
adoptive counselling

inner city community resource centre
prime time
in sync
early childhood programs

empowerment seminars

ready 4 learning

A focus on early childhood development continues in the communities of Bowness, Montgomery and Greenwood Village under the new name Ready 4 Learning. A community consultation process is being undertaken to determine what residents feel is currently working well for them in all areas of early childhood development and also what aspects they feel need to be strengthened. This resident input will lead to the development of a Community Action Plan, which will likely give new shape to Ready 4 Learning going forward.



Building & Bridging

Calgary Family Services built upon its partnership with the Calgary Learning Village Collaborative, employing and supporting the work of two Family Connectors in the CLVC. This partnership with the CLVC, Upstart, Calgary Board of Education and Calgary Catholic School District stemmed from a need for one-to-one support for families living in the greater Forest Lawn area to help them access any services and supports they may require to be resilient, healthy and well-connected within their community. The goal of the Family Connectors is to:

- ★ Increase parental engagement in schools and in their children's learning
- ★ Improve the social competence and emotional wellbeing of families
- ★ Increase children's engagement in school
- ★ Improve children's physical and mental health

"Families are now confident in accessing services – they don't feel judged. They are treated with dignity and respect. It brings them into the school."

*School principal,
June 2011 survey*

**the eagle's back
starburst
act out!**

● **family connectors**

odyssey

youth and family programs

projet appartenance

spirit

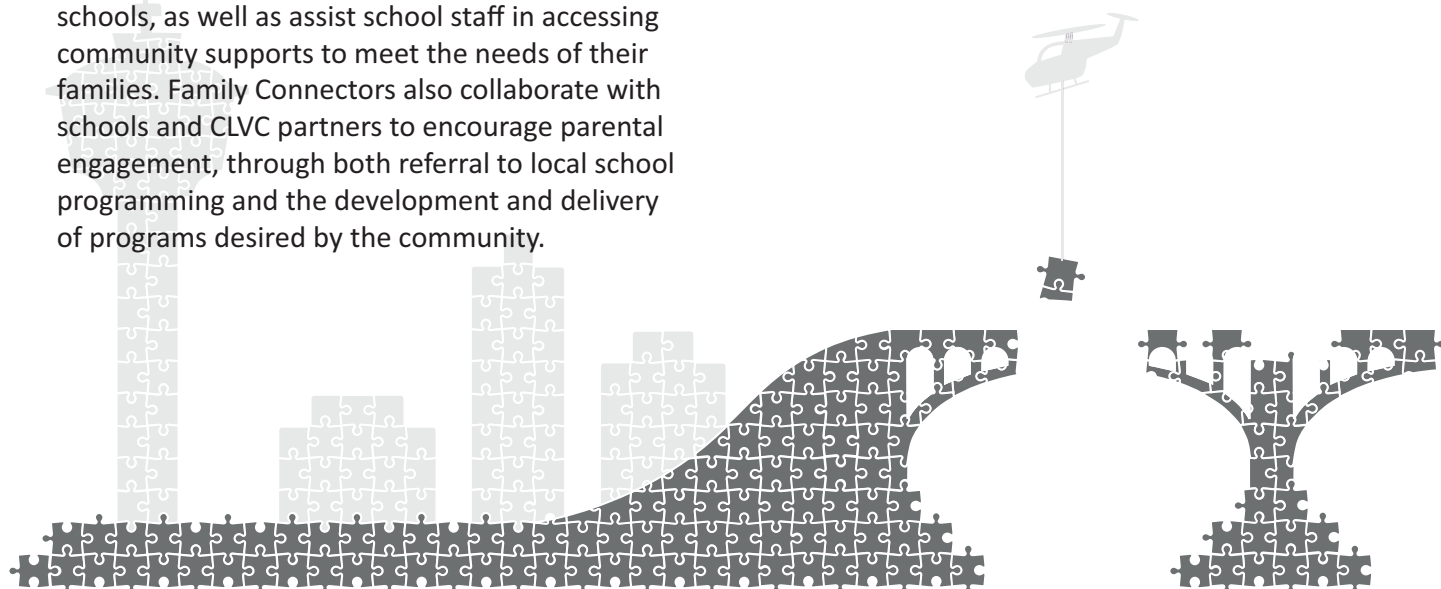
aboriginal family outreach

starbright

adoptive counselling

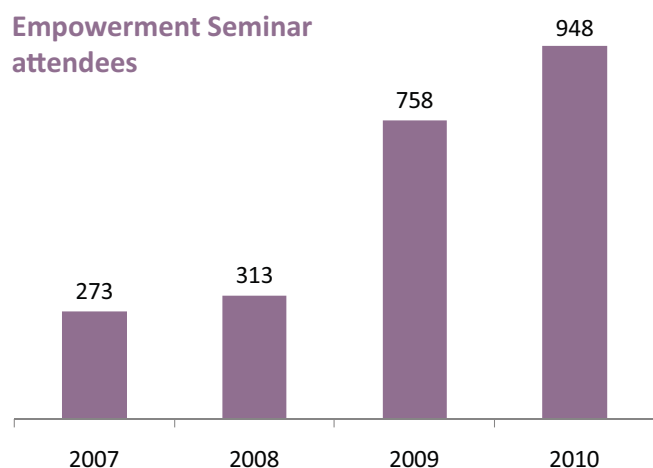
emergency caregiving

Two full-time Family Connectors assist in building the capacity of 24 Greater Forest Lawn elementary schools by connecting students and their families to community resources through referral and outreach services. Family Connectors work with families referred through schools, as well as assist school staff in accessing community supports to meet the needs of their families. Family Connectors also collaborate with schools and CLVC partners to encourage parental engagement, through both referral to local school programming and the development and delivery of programs desired by the community.



Building & Bridging

Empowerment Seminar attendees



training institute
parenting classes
empowerment seminars

Adults are supported in their roles as partners, parents and community members by the Child/Youth & Family team at Calgary Family Services. Through education, connection with others and counselling we achieve the goal of healthier adults creating healthier families. Some of the ways we do this include:

Public Education Panels:

Over 1,200 people have attended panel presentations providing legal, financial and parenting information that will help them as they guide their families through separation and divorce.

Psycho-educational Groups:

Attendees learn about and develop new skills for parenting their teens, communicating with their partners, increasing self-esteem, coping with depression, and managing anger

counselling

couples' communication

managing depression

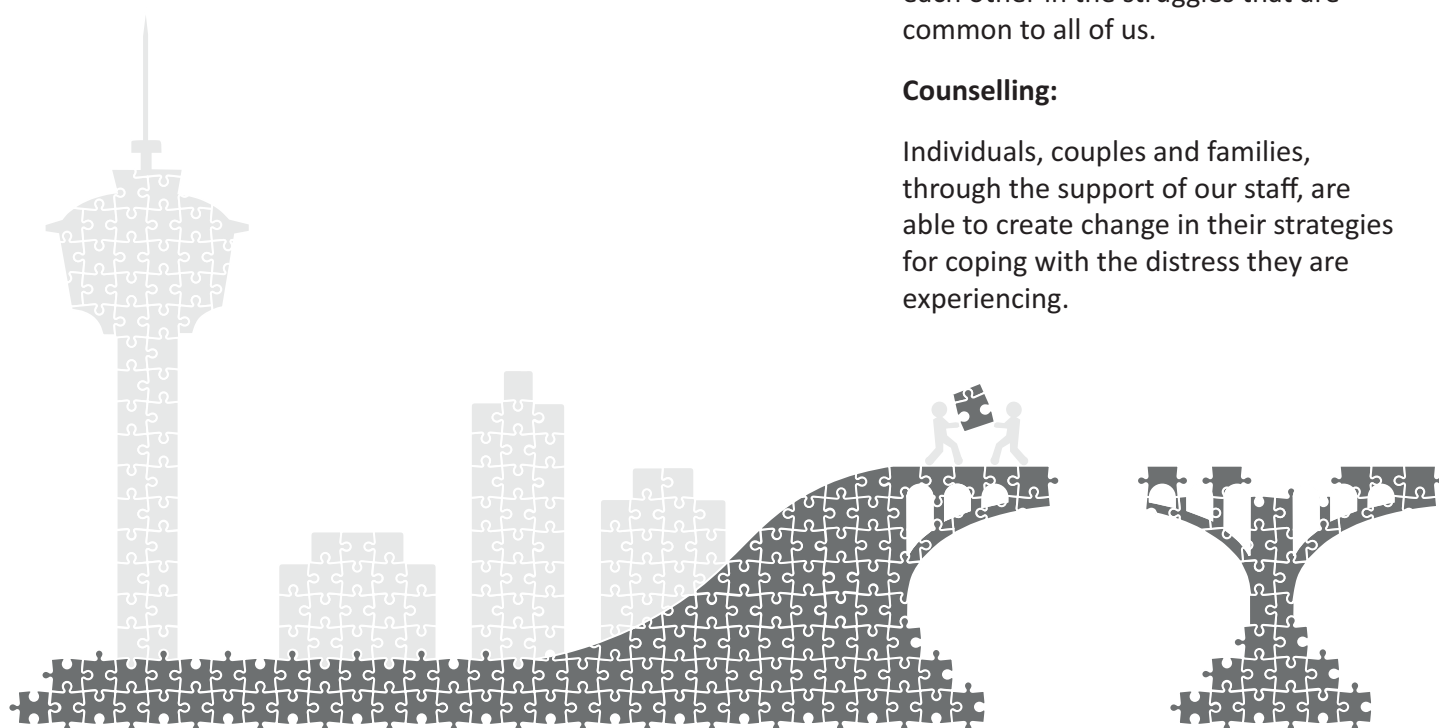
anger management

adult programs

appropriately. Groups also provide an opportunity for people to connect with their peers, allowing them to support each other in the struggles that are common to all of us.

Counselling:

Individuals, couples and families, through the support of our staff, are able to create change in their strategies for coping with the distress they are experiencing.



Building & Bridging

Building and maintaining connection is the key to joy in old age

- The Harvard Study of Adult Development

Calgary Family Services' Older Adult Team (OAT), the largest service provider for older adults in Calgary, **supports** and **engages** older citizens to build **connections** critical to aging **joyfully**.

outreach for older adults

senior support

elder abuse response

fair exchange

making room

elder leadership

out and about

gathering your wisdom

programs for older adults

support (transitive verb): prevent someone from falling; bear weight without breaking; sustain financially; be present and give encouragement

sounds of home

honouring you

OAT **supports** through: community snow removal projects; elder abuse response team; access to special needs assistance; counselling; hoarding intervention

elder-friendly communities

counselling

engage (verb): hire; become involved; attract

OAT **engages** by: hiring seasoned professionals; involving citizens to lead projects; attracting citizen engagement with creative and cutting edge opportunities, program ideas and staff

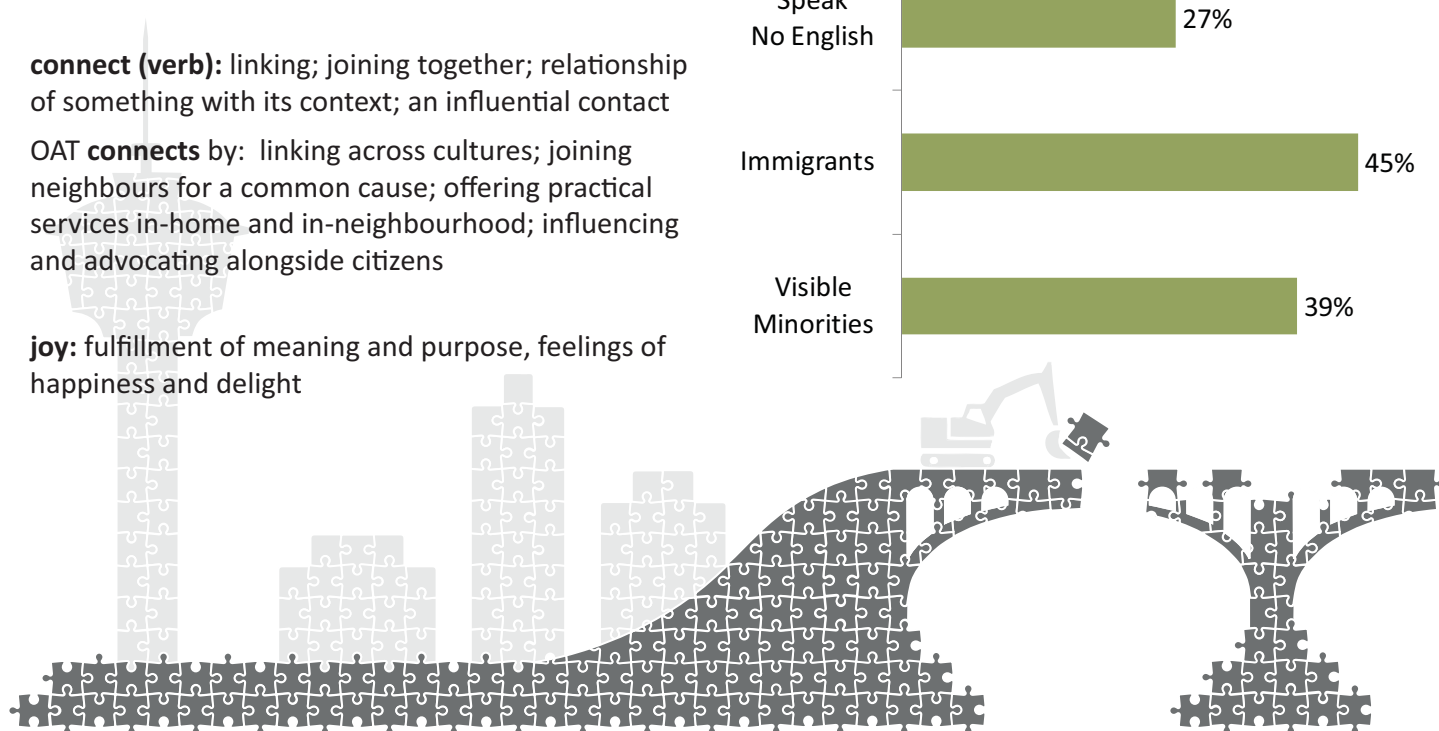
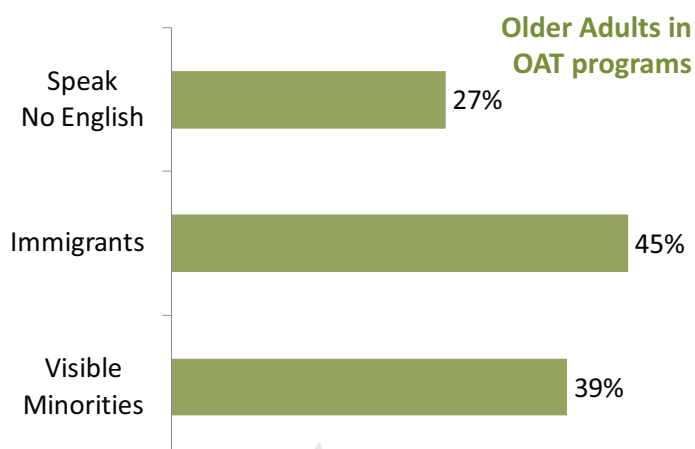
compass for caregivers

connect (verb): linking; joining together; relationship of something with its context; an influential contact

OAT **connects** by: linking across cultures; joining neighbours for a common cause; offering practical services in-home and in-neighbourhood; influencing and advocating alongside citizens

joy: fulfillment of meaning and purpose, feelings of happiness and delight

How do you picture a 'Calgary senior'?



Building & Bridging

transferring

bath assist

housekeeping

meal preparation

homecare

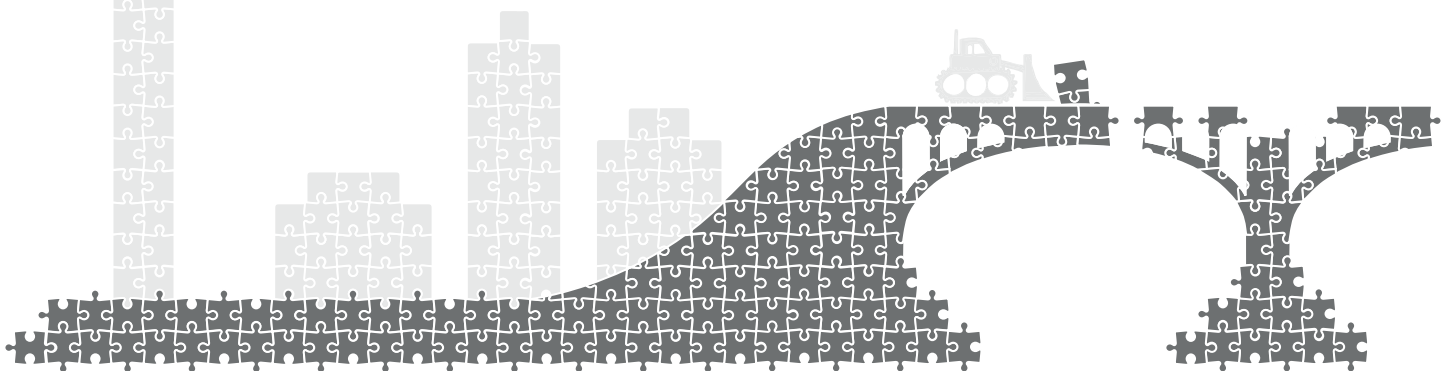
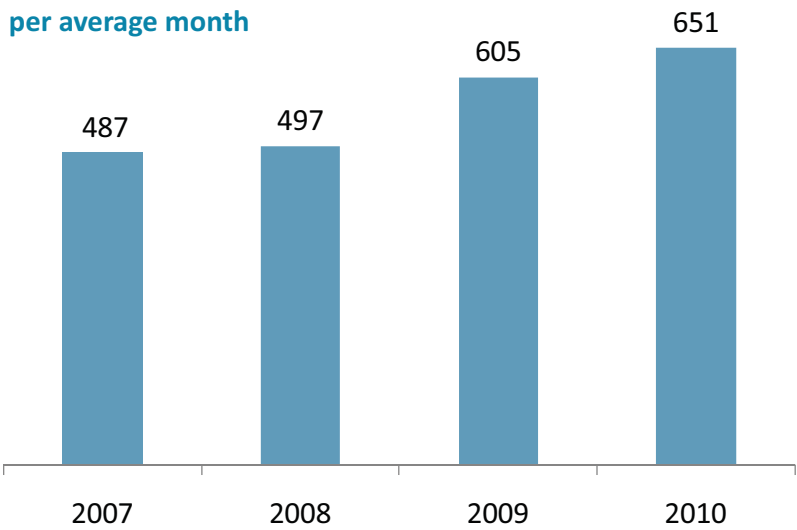
dressing

medication

“My Caregivers are outstanding and they enrich my life in so many ways.”
- 2010 Homecare client

The Homecare program at Calgary Family Services dates back to 1945 and has served the community in many different ways throughout its history. Today, the program provides personal care and assistance with the tasks of daily living to individuals with a variety of health needs. The program, which serves over 1,000 Albertans each year, is funded solely through a contract with Alberta Health Services to deliver over 230,000 hours of services annually to clients living in northwest and downtown communities, as well as the town of Strathmore and rural Wheatland County.

Homecare Clients per average month



Building & Bridging

Aboriginal Family Outreach

Culturally sensitive counselling offered in the Forest Lawn community

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

Child, Youth and Family Counselling

Provides counselling and group education opportunities at offices throughout Calgary

Community Projects for Older Adults

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

Compass for Caregivers

A collaborative self-help project with the Alberta Caregivers Association that trains and supports volunteers who are experienced unpaid caregivers to lead support groups for family caregivers

Counselling in Schools

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

The Eagles Back – Pow-Wow Dance Group

Weekly pow-wow lessons are offered by Calgary Learning Village Collaborative to provide cultural knowledge and support for the development of strong, confident youth who stay engaged in their community

Elder Abuse Response Team

A collaborative program to educate and support the victims of elder abuse with social work, medical, police and community resources, and to sustain victims through their experience in the justice system

Elder Friendly Communities Program

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

Elder Leadership

A pilot program to build indigenous leadership capacity with a series of structured leadership trainings for older adults in the community

Empowerment Seminars

Provides workshops for adult women and men, pregnant and new parents, teenagers and older adults

our programs

Fair Exchange

A time banking 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

Food for Thought: Bread

A pilot senior-led intergenerational project to explore the meaning and development of bread in diverse cultures

Get Up & Go

A collaborative pilot project to explore transportation options for older adults transitioning from driving that includes a 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

Homecare

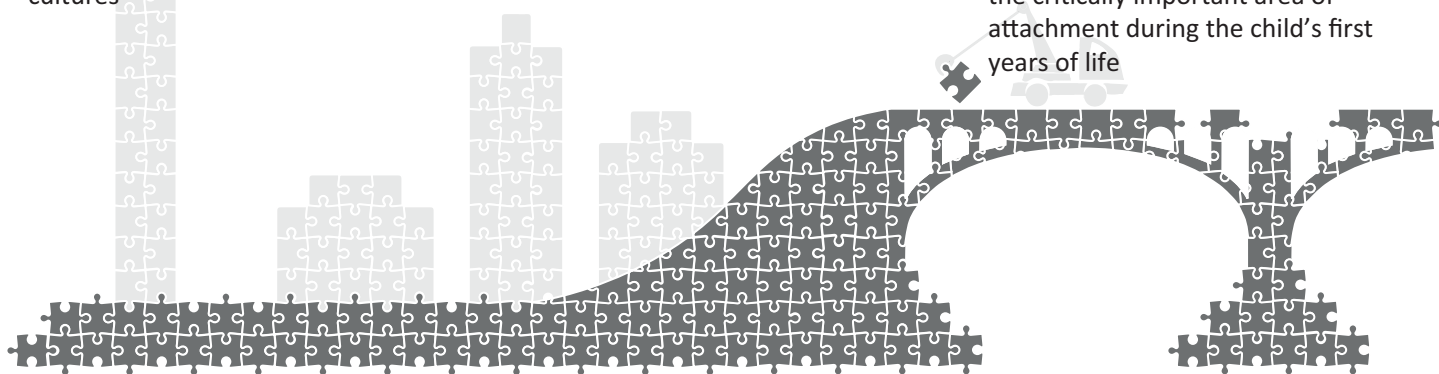
Calgary Family Services is contracted through Alberta Health Services to provide Homecare Services to clients who are eligible, based on an assessment completed by a Community Care Coordinator

Inner City Community Resource Centre

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

In Sync

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



Building & Bridging

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

Micro Local Community Groups

Engages older adults to join small groups with people of like mind for older adults living within walking distance of each other

Odyssey

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

Ready 4 Learning

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

Senior Support

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

Sounds of Home

Connects elders across cultures through structured sharing of stories and music

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

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 collaborative and standard service delivery and shared professional development

Out and About With Friends and Neighbours

A pilot project to build connections and community among older adults living in subsidized housing in central Calgary

Starbright

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

thirdagecommons.ca

A web tool to provide resource information and discussion forums for older adults, their families and professionals

Training Institute

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

Urgent Family Caregiver Program

Keeps families intact and in their homes while they are experiencing a short term crisis that interrupts the ability of the adults to care for their children.

Outreach for Older Adults

Provides case management, information, referral, assistance with benefits, supportive counselling, and groups 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

Projet Appartenance / Project Belonging

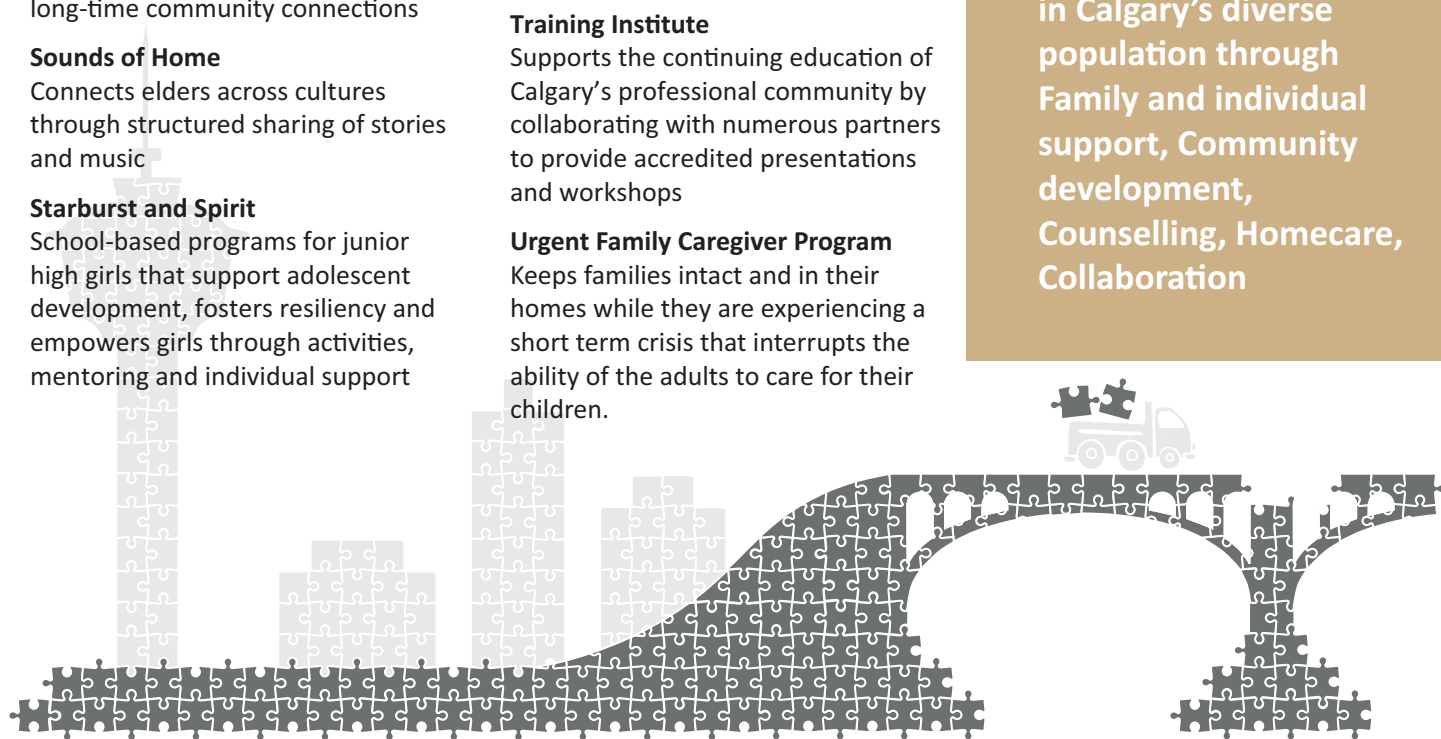
A Mental Health Capacity Building project in partnership with the francophone school system

VISION

Strong families and communities for generations

MISSION

Building strength in Calgary's diverse population through Family and individual support, Community development, Counselling, Homecare, Collaboration



Building & Bridging

Our Board 2010 – 2011

- Yvonne Schmitz – Co-Chair
- John Palmer – Co-Chair
- John Nygren – Treasurer
- Eniko Molnar – Secretary
- Stuart Davie – HR Board Chair
- Barb Giba – Director
- Kevin Zeh – Director
- Dolores Herman – Director
- Faye Laviolette – Director
- Dariel Bateman – Interim Director
- Jacqueline Lacasse – Interim Director
- Daniel Lai – Interim Director
- Bill McIntyre – Honorary Member
- Al Lennox – Honorary Member

Co-Chair Honoured By City

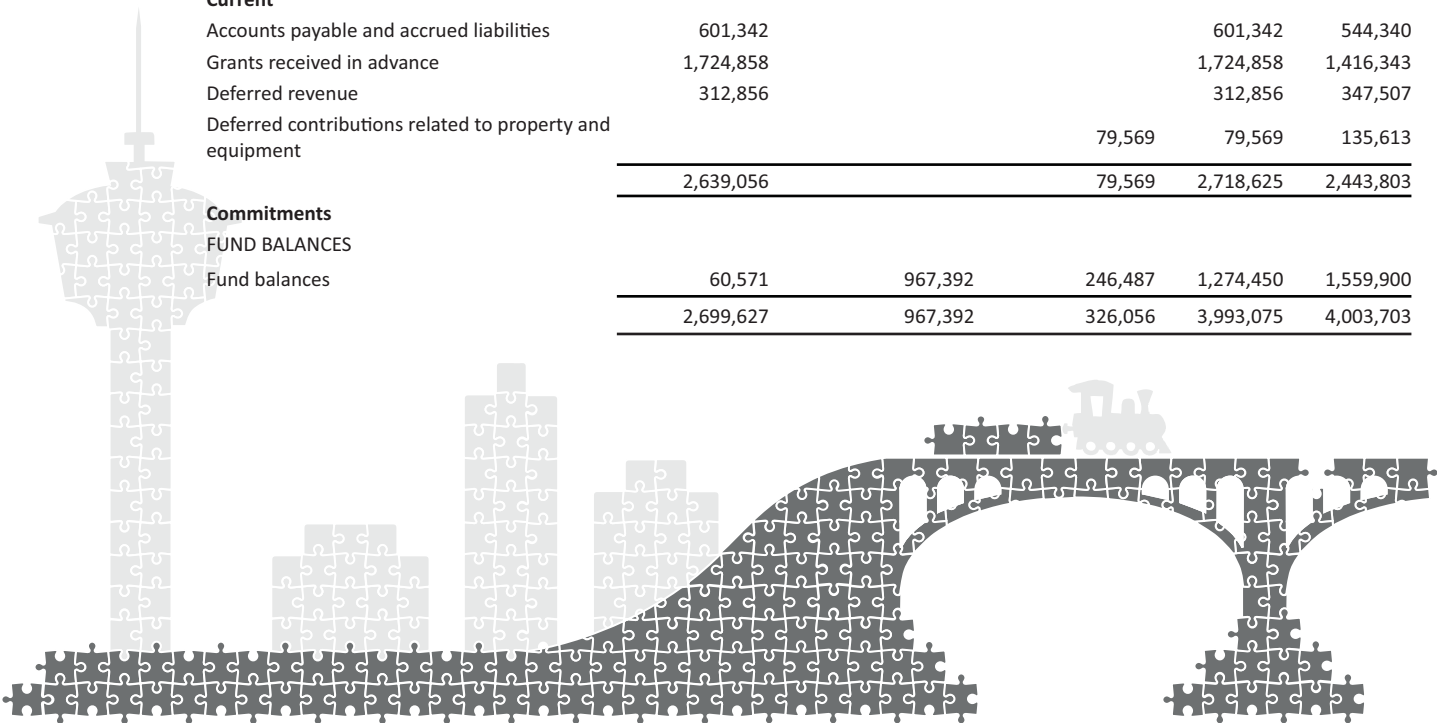
Co-Chair Yvonne Schmitz was recognized by The City of Calgary with a 2010 Calgary Award. Yvonne received the Community Advocate Award in recognition of her significant volunteer contributions in the community, which in addition to her time with Calgary Family Services currently includes board member positions with Pathways Community Services Association and the Women’s Centre of Calgary. We are grateful for Yvonne’s time, enthusiasm and generous spirit in all she does for us and congratulate her for this well-deserved recognition.



Yvonne Schmitz (centre) is presented with the 2010 Community Advocate Award by Alderman Andre Chabot (left) and Mayor Naheed Nenshi (right).

Statement of Financial Position as at March 31, 2011

	Operating Fund	Program Technology Fund	Capital Reserve Fund	Total 2011	Total 2010
ASSETS					
Current					
Cash and cash equivalents	913,240			913,240	761,756
Investments	1,286,121	967,392	246,487	2,500,000	2,800,000
Accounts receivable	380,315			380,315	191,064
Prepays	119,951			119,951	115,270
	2,699,627	967,392	246,487	3,913,506	3,868,090
Property and equipment			79,569	79,569	135,613
	2,699,627	967,392	326,056	3,993,075	4,003,703
LIABILITIES					
Current					
Accounts payable and accrued liabilities	601,342			601,342	544,340
Grants received in advance	1,724,858			1,724,858	1,416,343
Deferred revenue	312,856			312,856	347,507
Deferred contributions related to property and equipment			79,569	79,569	135,613
	2,639,056		79,569	2,718,625	2,443,803
Commitments					
FUND BALANCES					
Fund balances	60,571	967,392	246,487	1,274,450	1,559,900
	2,699,627	967,392	326,056	3,993,075	4,003,703

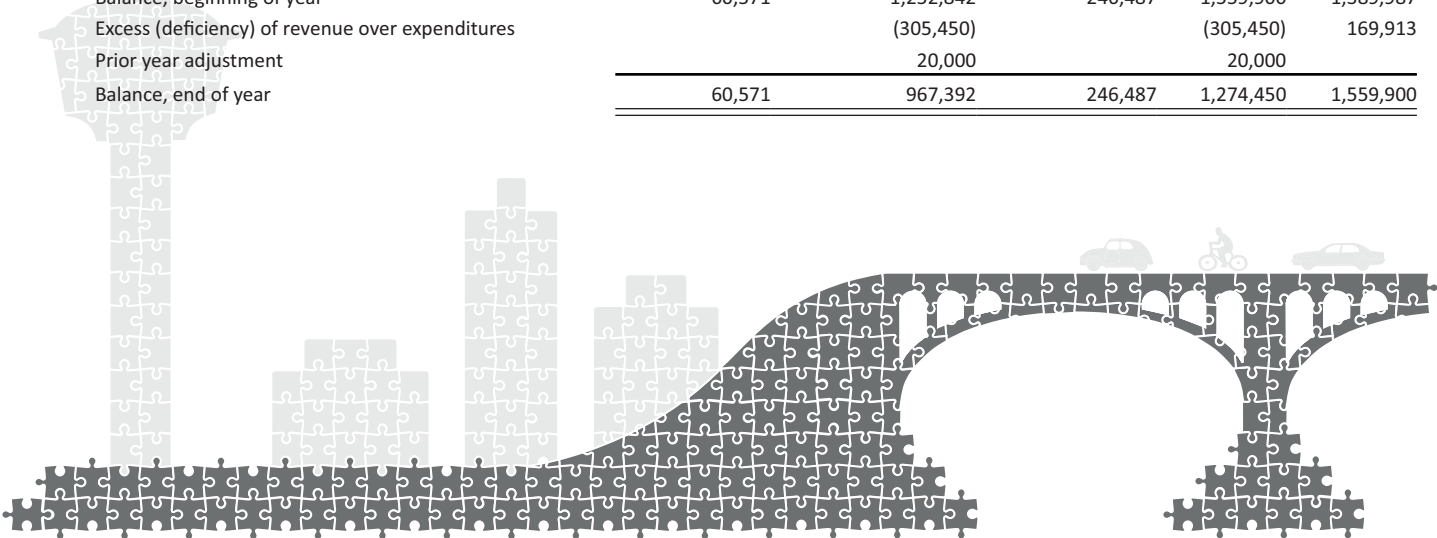


Building & Bridging

Statement of Operations and Changes in Fund Balances for the year ending March 31, 2011

REVENUES	Operating Fund	Program Technology Fund	Capital Reserve Fund	Total 2011	Total 2010
United Way Grant	1,750,499			1,750,499	1,513,568
United Way Donor Designation	8,052			8,052	4,807
Federal Government	317,445			317,445	315,686
Provincial Government	97,055			97,055	47,302
FCSS contribution	4,318,796			4,318,796	4,266,767
CFSA	553,355			553,355	553,355
Alberta Health Services	6,748,953			6,748,953	6,024,589
Client fees	339,138			339,138	393,547
Society fees – memberships	210			210	390
Charitable donations	18,417	5,245		23,662	68,955
Casino and CIP	75,000			75,000	267,076
Other	543,842	16,998		560,840	529,821
Interest		8,567		8,567	35,752
Deferred revenue	(61,304)		56,044	(5,260)	231,996
	14,709,458	30,810	56,044	14,796,312	14,253,611

EXPENDITURES	Operating Fund	Program Technology Fund	Capital Reserve Fund	Total 2011	Total 2010
Amortization			56,044	56,044	49,444
Benefits	1,475,937	4,888		1,480,825	1,392,261
Building occupancy	713,170			713,170	710,847
Community relations	61,714			61,714	49,165
Contracted services	574,664	125,477		700,111	549,207
Membership services	5,000			5,000	2,702
Office expenses	196,614			196,614	212,896
Program expenses	246,242	144		246,386	242,887
Recruitment	20,682			20,682	13,754
Salaries and wages	10,790,250	57,705		10,847,955	10,185,270
Staff development	181,355			181,355	139,447
Travel	591,760	146		591,906	535,818
	14,857,388	188,330	56,044	15,101,762	14,083,698
Excess of revenues over expenditures before allocations	(147,930)	(157,520)		(305,450)	169,913
Allocation to Program Technology and Capital Reserve Fund	147,930	(147,930)			
Excess (deficiency) of revenue over expenditures		(305,450)		(305,450)	169,913
Balance, beginning of year	60,571	1,252,842	246,487	1,559,900	1,389,987
Excess (deficiency) of revenue over expenditures		(305,450)		(305,450)	169,913
Prior year adjustment		20,000		20,000	
Balance, end of year	60,571	967,392	246,487	1,274,450	1,559,900



With Gratitude

Generous contributions, big and small, enable Calgary Family Services to fulfill its mission in service of thousands of Albertans each year. We are grateful for the continued support of the many individuals, groups, corporations, and municipal and provincial government departments that make our work possible.

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 caring and growing membership that supports the work of Calgary Family Services. We gratefully acknowledge the support of our members.

Our Partners



We are also supported by:

Advantage Sales & Marketing LLC, Alberta Culture and Community Spirit, Bowmont Seniors Assistance Association, The Calgary Foundation, Canadian Natural Resources Limited, Community Angels, Community Incentives Program – Alberta Lottery, Driving Force, Enbridge, Inc., Family Literacy Initiative Fund, First Calgary Savings, KRD, La-Z-Boy, Lion's Club, Loblaws, National Crime Prevention Centre, New Horizons for Seniors, Royal Canadian Legion, Safe Communities Innovation Fund – Government of Alberta, TELUS, Victims of Crime Fund – Government of Alberta