



Calgary Family Services

2009 Annual Report

Any Door In

ANY DOOR IN

message from the ceo and board chair

“ Change is the constant, the signal for rebirth, the egg of the phoenix. - Christina Baldwin, Author ”

As our 2008/09 year draws to a close, the Board, staff, clients and volunteers of Calgary Family Services can attest to the truth of Ms. Baldwin's thesis. Change remains a constant for us and we are experiencing opportunities for rebirth.

After two years of negotiating and searching, a new home was found for the agency just one short block from our former one. On March 1, 2009 a major move transplanted the organization to 1000 8th Ave SW taking up residence on two floors. Since then it has been made clear that Calgary Family is not a place but “an energy”, an energy which invites all who come through its doors to bravely face the changes and challenges they experience and, like the phoenix, emerge anew. As our world economy swirls and creates at best uncertainty and at worst suffering, it is never more important for family support agencies to step up to the challenge and stimulate new hope.

In our new premise we have more capacity to offer group programs in partial response to the escalating need. Most evenings find the offices bustling with people as citizens from all walks of life take advantage of the opportunity to connect with others and find strength in relationships. New seniors' programs Get up and Go and Full House are now able to be operated at our offices. In addition, the Nurture Yourself seminars once run in various rental locations can be housed at the main office. As a good corporate citizen in the Human Service sector, Calgary Family Services is also happy to share group space with other mission driven groups.

Our signature has also changed as we launched a new logo and a new website offering greater access to services provided by the agency. More is planned to enhance the website and enable citizens to access help just by dialing up calgaryfamily.org.

ANY DOOR IN

message from the ceo and board chair

Not the least of our changes relate to our Board of Directors. We enjoy a strong and interested Board, many of whom will retire this year after serving six years. Our vitality as an agency is directly linked to the volunteer commitment and enthusiasm exhibited by our board members. At the Annual General Meeting we bid adieu and thanks to: Al Lennox; Don Andrews; Shelagh Ricketts and Murray Howland. All have been with the agency during an unprecedented period of growth. The Budget has grown by 225% over the past six years along with an increase in the complexity of management and oversight of the agency. Due to the constancy and expertise of the Board, the agency has not only survived but thrived during this time and is well positioned from a personnel, financial and governance perspective to support Calgary's citizens and deliver good value for money to funding partners.

Excitement is mounting as we move into our 100th year of operation as a charitable organization in Calgary. Calgary was incorporated in 1905 as a city and a short five years later the predecessor of Calgary Family Services, Associated Charities was formed. In the ensuing years, the history and evolution of Calgary Family Services tracked closely with that of Calgary, a young, growing and vibrant city. In 2010 we invite Calgary to join us in our celebration of our parallel development and celebrate our centennial as a family and community-building force within our city. We are proud corporate citizens and look forward to sharing with our fellow citizens throughout 2010.



Sue Mallon,
CEO



Shelagh Ricketts,
Board Chair

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

A close-up photograph of a door handle assembly. The handle is made of polished metal and features a prominent red rectangular emergency release button at the top. Below the button is a circular keyhole. The handle is mounted on a white-painted wooden door. To the left of the door is a rough, greyish-brown textured surface, and to the right is a dark reddish-brown surface. Below the handle, a white rectangular sign is affixed to the door with the text "CALGARY FAMILY SERVICES" in bold, black, sans-serif capital letters.

**CALGARY
FAMILY
SERVICES**



Partin Suffers
and Co.

“ It really helps for someone to have a caregiver. The stress isn't as bad and your mind is relieved a lot. It helps me to get out and stay involved in activities. ”

Martha Bill, 92 years young
Senior Support client since 1993



“ Without Calgary Family Services, I wouldn't be here. I have a chance and an opportunity for a future, for success, for happiness - to be an example for my children. I am able to do that with the strength I have now. ”

David Taug

Outreach for Older Adults 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!

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

Works with community partners and residents to support individuals working with young children to support their personal and professional development.

Community Projects for Older Adults

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

Counselling for Individuals and Families

Counselling is provided to older adults, adults, youths and families 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.

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.

OUR PROGRAMS

Emergency Family Caregiving

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

Grow Your Heart

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.

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.

Nurture Yourself

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

Odyssey/Starbright

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

Outreach for Older Adults

Provides support, information and referrals to vulnerable older adults who live in North, West and Central Calgary.

OUR PROGRAMS

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.

Senior Support for Older Adults

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

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.

Training Institute

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

“ 1845 professionals in Calgary and the surrounding area received training credits through Calgary Family Services Training Institute in 2008. ”

2011



Welcome to

SHERWOOD
MAIN ENTRANCE



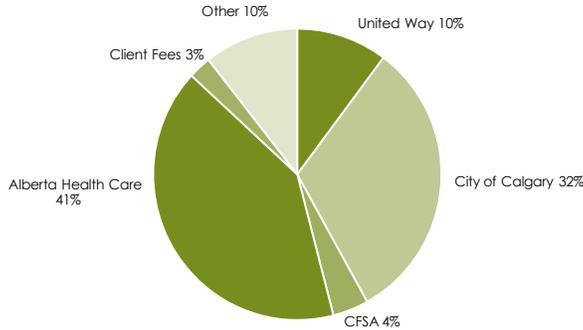
“ Because of Spirit - now I think I'm decent. I have days when I think - this works - yes! ”

Kayla H.

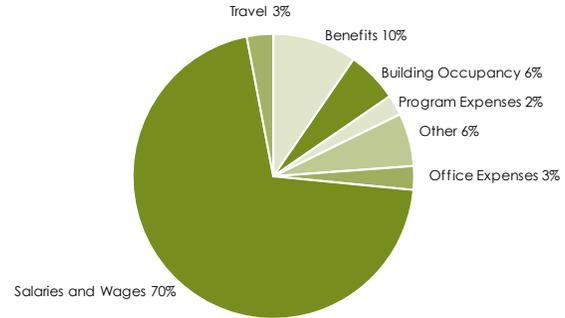
Spirit Program participant

2008 - 2009 STATEMENT OF OPERATION

2008 - 2009 SOURCES OF OPERATING REVENUE
(in thousands of dollars)
TOTAL REVENUES: \$13,153



2008 - 2009 OPERATING EXPENDITURES
(in thousands of dollars)
TOTAL REVENUES: \$12,652



2008 - 2009 FINANCIAL REPORT STATEMENT OF REVENUE & EXPENSES YEAR ENDED MARCH 31, 2009

	2008 - 2009	2007 - 2008	2006
REVENUE			
UNITED WAY OF CALGARY & AREA	\$1,342,958	\$1,720,468	\$1,391,440
CITY OF CALGARY, FAMILY & COMMUNITY SUPPORT SERVICES	\$4,172,760	\$3,329,364	\$3,007,989
CALGARY AND AREA CHILD & FAMILY SERVICES AUTHORITY	\$530,514	\$506,860	\$863,427
ALBERTA HEALTH SERVICES	\$5,379,006	\$4,623,722	\$3,138,433
CLIENTS - FEES FOR SERVICE	\$336,697	\$350,205	\$414,023
CASINO AND CIP	\$213,714	\$153,237	\$95,000

2008 - 2009 FINANCIAL REPORT STATEMENT OF REVENUE & EXPENSES

continued

	2008 - 2009	2007 - 2008	2006
DONATIONS	\$70,834	\$13,065	\$17,289
OTHER	\$947,055	\$323,776	\$170,025
PROGRAM TECHNOLOGY REVENUE	\$159,675	\$103,773	\$38,249
FAITHLINK PROGRAM REVENUE			\$244,869
TOTAL REVENUE	\$13,153,213	\$11,124,470	\$9,380,744
EXPENSES			
AMORTIZATION	\$48,054		\$7,549
BENEFITS	\$1,218,531	\$1,071,433	\$845,275
BUILDING OCCUPANCY	\$737,789	\$617,412	\$409,172
COMMUNITY RELATIONS	\$32,722	\$21,250	\$23,911
CONTRACTED SERVICES	\$503,765	\$479,856	\$336,341
FAITHLINK PROGRAM EXPENSES			\$223,815
MEMBERSHIP SERVICES	\$2,731	\$987	\$1,626
OFFICE EXPENSES	\$338,899	\$222,180	\$189,606
PROGRAM EXPENSES	\$294,522	\$211,316	\$251,820
PROGRAM TECHNOLOGY EXPENSES			\$91,840
RECRUITMENT	\$31,958	\$49,656	\$32,838
SALARIES AND WAGES	\$8,892,005	\$7,632,421	\$6,375,948
STAFF DEVELOPMENT	\$166,775	\$104,374	\$144,873
TRAVEL	\$384,440	\$382,036	\$406,653
TOTAL EXPENSES	\$12,652,191	\$10,792,921	\$9,341,267
EXCESS (DEFICIENCY) OF REVENUE OVER EXPENSES	\$501,022***	\$331,549**	\$39,477*

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

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

* net after allocation of \$62,595 to Program Technology Fund

“ I have never seen this community getting together like they do under this project. ”

Madeleine

Participant with the Bowness Montgomery
Early Literacy Project and Program Director for
the 123 Busy Beaver Learning Centre



HOURS OF OPERATION
6-48am - 6pm
(401) 286-5902

OUR BOARD

Shelagh Ricketts – Chair

Ms. Ricketts is a professional engineer who has worked at Trans Canada Pipelines since 1977 holding a variety of roles including Vice President of Strategic and Business Planning. Ms. Ricketts has been a member of the board since 2003.

Murray Howland - Treasurer

Mr. Howland has been a board member since 2003 and brings a wealth of experience in banking, finance and community initiatives. 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 4 years. Now retired, Mr. Lennox has a well-rounded background in transportation, marketing, finance, manufacturing and personnel administration.

Don Andrews – Director

Mr. Andrews 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 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.

Jeanette 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. Jeanette has been a member of the board since 2004.

John McReynolds – Director

Inspector McReynolds, an inspector with Calgary Police Services, has dedicated over 27 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 Suncor Energy. Mr. Palmer brings over 10 years volunteering experience on the St. Andrews United Church Council serving in many capacities including that of past Chair of Council. Mr. Palmer joined the board in 2008.

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.

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 Alberta Culture and Community Spirit, Burns Memorial, Calgary Foundation, Community Incentives Program - Alberta Lottery, Education Matters, Family Literacy Initiative Fund, Kiwanis Club, Lion's Club, Teenzone, National Crime Prevention Centre, New Horizons for Seniors, Optimist Club, Wild Rose Foundation and generous support from anonymous foundations and donors.

A special thanks to La-Z-Boy 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.

Calgary Family Services

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www.calgaryfamily.org