

## Vision

People in our community are healthy, happy, and safe.

## Mission

Catholic Family Services, guided by Catholic values and principles, provides counselling, community connection and education programs so that the quality of life of all people in our diverse community may be improved and strengthened.

## Values

- C Compassion**  
We treat one another with sensitivity, empathy, and kindness, and provide non-judgmental support without prejudice
- A Accountability**  
We fulfill our commitments and take responsibility for our actions
- R Respect**  
We treat one another with dignity, honesty, understanding, support, equality, inclusion, and self-determination
- E Excellence**  
We provide exemplary services through innovation, teamwork, best practice, and quality improvement
- S Service**  
Our service is timely, relevant and meaningful to the person served

## CFS Staff Service Awards *Thank you to our dedicated staff!*

Jean Goobie 30 Years of Service	Judit Zsoldos 20 Years of Service
Paula Forbes 30 Years of Service	Natalie Stefanski 10 Years of Service

## In Gratitude We are grateful to our donors and partners for your tremendous support

Taylor Steel Inc.	Diocese of Hamilton	Impact Auto Auctions Ltd.
Stephen J. Dunn Insurance Ltd.	Discount Car & Truck Rental	CHML Children's Fund
GW Thompson Jewellers	Hamilton-Wentworth Catholic District School Board	Sisters of St Joseph in Canada
Paul Dowhaniuk Insurance	Milford Auto Collision	Fix Auto
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Jean's Flower Shop	Wilson Financial	FirstOntario Credit Union
Painting by the Whitehouse	Myron & Donna Karp Foundation	The Catholic Women's League
CCXIT Computer Services	People Corporation	The Knight's of Columbus
Mortgage Financial Corporation		



# CARES

## Compassion Accountability Respect Excellence Service

### Report to Our Community 2017 - 2018

**We establish trusted, supportive relationships with our clients by sharing their journey of struggle, help them overcome obstacles, and ultimately see their success as they navigate their world.**

**Christine** has experienced complex trauma over many years. After experiencing abuse from a family friend at the age of 8, her world has since been filled with violence and hurt. With our support she is feeling healthier, happier, and taking back her life with a solid relationship with family and friends.



**Steve** experienced extreme anxiety that stopped him from being able to find a job, or even enjoy a meal out with family. He's working with our counsellor to understand his social anxiety along with the unhelpful thoughts and assumptions that were dictating his routines and relationships. Steve now has improved mental health and quality of life. He has a part-time job, and enjoys dinner with his family once a week.

**Chelsea** is a teen parent who came to St. Martin's Manor with her infant son. We were able to help her focus on her son's development, her personal health, life skills, and coping skills to strengthen her resilience to be the best parent she can be. Her son is now a healthy weight and is learning to take his first steps.



**Randy** agreed that his financial stress was exacerbating his mental health disorders. He had, once again, accumulated a large debt load and acknowledged an addiction that required stays in rehab. Because of the expert advice from his credit counsellor, he has remained employed and can now concentrate on his personal challenges with more confidence knowing that financial stress is managed.

*Helping Make Life Better — for over 74 years*

Catholic Family Services of Hamilton  
www.cfshw.com

Charitable Registration # 10688 0230 RR 0001

Annual Report 2017-2018

Catholic Family Services of Hamilton

www.cfshw.com

## A Message to Our Community

Catholic Family Services has a history of supporting people in our community to live happy, healthy and safe. This year was no exception. Our staff are an exceptional group who are helping people achieve their personal goals. Our programs span seven different sectors which include seniors, pregnant and parenting youth, childcare, individual and family counseling, credit counseling, anti-violence intervention and developmental disabilities. As a multi-service organization this allows us to meet people's needs in a holistic approach. Individuals and families can access any of our programs. They are never 'discharged' per se and staff always welcomes them back.

This past year has been filled with challenge and success. Challenge, in that Directors have been working to revitalize the way we work and also dealing with the uncertainty of funding. Success, in that we are confident the work we do will help move the organization forward in its mission to serve the people of Hamilton. The addition of new Directors with deep Hamilton roots will only add to that.

The members of the Board of Directors are dedicated to the work of CFS and have helped to guide our organization into the future. In September 2017, the Directors approved the CFS Strategic Plan: Momentum 2017-2020. It contains four strategic directions which are: Client Driven Services, Innovative Leadership, Collaborative Partnerships, and Organizational Vitality.

Many activities have taken place in the last year focused on these directions. Examples include: expansion of the Developmental Services program, increased access to counseling services at The Manor, leadership skills retreats for Team Leaders, partnership to enhance staff financial resources, and membership with Family Services Ontario.

A key project that encompasses all four of these directions is the development of the Neighbourhood Model. We will be decentralizing our locations in order to create better access to our services in the 10 former municipalities in the Hamilton area. We will have four base locations with satellite locations within partner locations. The response from the community has been supportive. Many have approached us with options for both space as well as program and services options. Not only will we continue to provide our current basket of services in all of our locations but our partners are bringing forward ideas for new, innovative programs.

The upcoming year will continue to be busy. Construction will soon be underway at our St Martins Manor Early Learning Centre to add a preschool. This will ensure families can receive consistent childcare from birth to 6 years of age. Leadership and other training opportunities will be made available to staff to ensure their skills and knowledge are current within today's best practices. Collaborative partnerships will continue to be nurtured as we seek new opportunities to better serve our community. Staff will continue to be vigilant to find efficiencies to further build on the financial health of the organization. Catholic Family Services is much different than it was two years ago. Collaboration with other organizations, an innovative relocation plan and continued financial awareness are making CFS much better positioned to deal with the future.

We would like to thank our staff and volunteers for their commitment to the goals of CFS and look forward to another successful year.



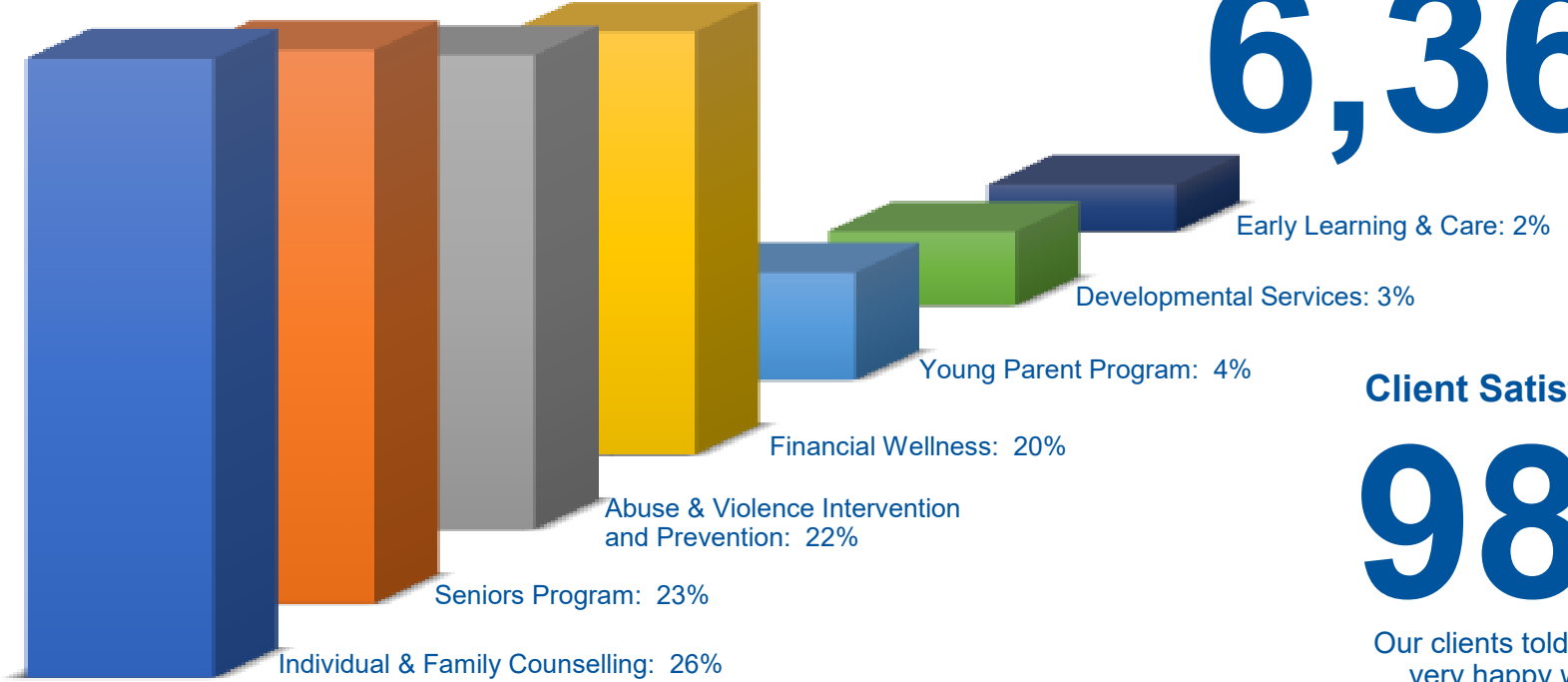
**Shaun Herron**  
Chair,  
Board of Directors



**Cindy Kinnon**  
Executive Director

## CFS Our Year In Review 2017-2018

### Clients Served Per Program



### Total Clients Served

# 6,368

### Client Satisfaction Rate

# 98%

Our clients told us that they are very happy with our services

### CFS Staff Engagement

# 78%

Our employees are actively engaged

### CFS Staff

# 85

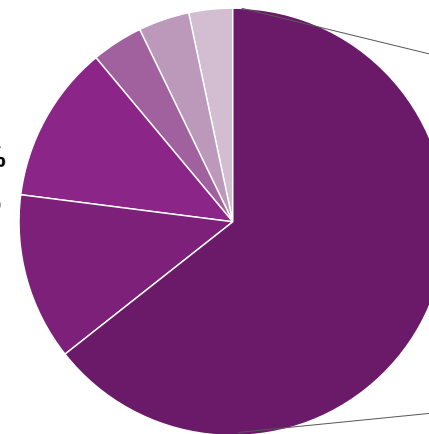
68% Full Time and 32% Part Time

### Revenue and Expenditures 2017-2018

#### Revenue

Total: \$5,097,373.

Province of Ontario 64%  
Municipal Funding 12%  
Donations & Other Revenue 13%  
United Way 4%  
Service Fees 4%  
Diocese of Hamilton 3%



#### Province of Ontario Funding Total: \$3,260,704.

Ministry of the Attorney General 13%  
Ministry of Health & Long-Term Care 27%  
Ministry of Children, Community and Social Services 60%

#### Expenditures

Total: \$4,841,692.

Staff Compensation 78%  
Operational Expenses 21%  
Program Expenses 1%

