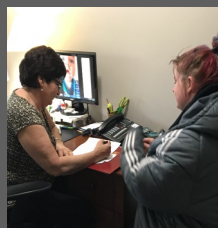
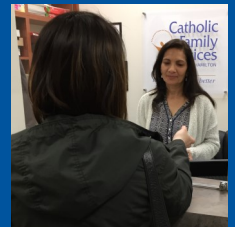




Serving Our Community for **70** Years





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 A R E S

Compassion

We treat one another with sensitivity, empathy, and kindness, and provide non-judgmental support without prejudice.

Accountability

We fulfill our commitments and take responsibility for our actions.

Respect

We treat one another with dignity, honesty, understanding, support, equality, inclusion, and self-determination.

Excellence

We provide exemplary services through innovation, teamwork, best practice, and quality improvement.

Service

Our service is timely, relevant and meaningful to the person served.

A Message to Our Community

Catholic Family Services of Hamilton is celebrating our 70th Anniversary this year. This brings back memories of the popular adage about growing older “You are never too old to set another goal or dream another dream” by Les Brown. As an organization in service to our community, we have never stopped setting higher goals or dreaming bigger dreams. We have continued to be vibrant and compassionate with a laser focus on supporting people where and how they want to be helped. As Mark Twain said, “Wrinkles should merely indicate where smiles have been”. Our ‘wrinkles’ are what we wear proudly, knowing that we are *helping make life better* for thousands of people and their families.

In this time of reflection, it would be wonderful to talk to all of the staff, volunteers and board members who have come before us and ask them what they envisioned for the future goals and dreams for CFS. Would they be happy with what we have accomplished? Our hope is that they would be proud of the services that we provide to our community.

This is a year of celebration not only of the past but also our future. We want to thank all of our staff, volunteers, and board members who came before us, as well as those who are with us today. Over the last year, we have witnessed the dedication and commitment of our current team as they have worked tirelessly to ensure that *People in our community are healthy, happy, and safe*. Not only did they ensure that day-to-day, the people who came to us for support, felt valued and respected, but they also put in place our Neighbourhood Model to ensure that we are improving access to our services across our community.

The goal of our Neighbourhood Model is to bring our services closer to where people need support. We moved from our centralized downtown location to four locations across our region. Each location is a collaboration model with our community partners. Staff from different organizations work side-by-side sharing information, planning, and problem solving which to the client means increased access to supports and seamless transitions from one service to another. Thank you to our many community partners who have demonstrated their willingness to develop innovative approaches to services.

Another key action item this past year was the expansion of the responsibilities of the Board of Director Finance Committee. The committee is now called Finance, Enterprise, Risk, and Quality Committee (FERQ). As the name implies, FERQ ensures that CFS is financially sound and that it has an Enterprise Risk Management and Quality culture throughout its organization. This year the committee helped to develop a strategic framework, reviewed our Executive Director Limitation Policies, and worked with staff to improve financial reporting.

The future of CFS is incredibly bright. As we begin our work to develop our new Strategic Plan, we will ensure that our mission continues for the next 70 years and beyond!.



Cindy Kinnon
Executive Director



David Borsellino
Board Chair

Strategic Plan 2017 - 2020

A continued focus on our four strategic directions has resulted in strengthening our ability to address change and the increasing needs of our clients.

Organizational Vitality

Organizational Foundation Strategy



- ✓ **CFS is financially stable**
- ✓ **Financial streams are diverse and growing**
- ✓ **Employees have the tools and technology required to be effective in their job and to be viable, relevant, and stable**

Accomplishments

Being a financially stable organization provides opportunities for us to build and expand programs and services for people without the reliance on traditional funders.

- Extensive work has been accomplished to build our financial health. We are being responsible with the funds we are given and applying them to program and service initiatives.
- We have also been successful in diversifying our revenue to include financial fee for service contracts and successful grant applications.
- We invested in new computers, server, software, and phone system to create our mobile workforce.

Collaborative Partnerships

Viable Reputation Strategy



- ✓ **CFS brand is better known in our community**
- ✓ **Synergy, efficiency, and effectiveness at CFS is increased because we have business and community partners**
- ✓ **CFS culture is client focused and strives to continually improve the quality of our service**

Accomplishments

We are building important, trusting relationships with our partners to help engage the community so that we continuously improve our referral and service coordination processes.

- Our Neighbourhood model is a good example of how we are creating synergies to build quality service with our partners.
- Our continued efforts on quality is being infused into our organizational culture.

Our Annual Update

As we move into the final year of our strategic plan, we will do so with our continued focus on accountability and transparency.

Accomplishments

CFS is a great organization because of the people who work and volunteer here. As a responsible employer, we ensure that our staff and volunteers continue to have the energy and skills to do a great job.

- We have completed Employee Engagement Surveys to hear what areas we need to improve, and have developed workplans to implement improvements.
- We ensure that they have the tools they need to provide quality service and find ways to improve service delivery.
- We created professional work environments for staff
- We know that a supportive work environment will ensure that employees are committed to the core values of CFS.

Innovative Leadership

Employment Engagement Strategy



- ✓ Employees are healthy and engaged
- ✓ Employees have the core competencies, knowledge & skills necessary to provide quality service
- ✓ Quality improvement tools are used to improve service delivery to clients
- ✓ Employees, volunteers, students are committed to core values of CFS

Client Driven Services

Client Engagement Strategy



- ✓ Client expectations with service delivery are met
- ✓ Client outcomes are achieved

Accomplishments

We have adopted a customer service approach to ensure that we meet client expectations and that clients are achieving their own personal goals.

- Our Feedback Forms, clients, and partners told us that we do this well.
- We implemented a software program which allows our clients to track their own progress in their counselling sessions.



Serving Our Community for

1949

Our History

On November 7, 1949, the Catholic Welfare Bureau was incorporated. We provided families with food, clothing, and necessities, and was responsible for reunification of immigrant and refugee families, and placement of war orphans. The agency operated its own credit union and helped families purchase homes by offering mortgages.

In 1965, the Catholic Welfare Bureau changed its name to Catholic Social Services to reflect the growing emphasis on social support and counselling services in place of material assistance. Through the 1970s, 80s, and into the 90s, the agency emerged as a provider of highly professional counselling services for families and individuals, domestic violence, and credit counselling. Catholic Social Services developed expertise in case management in areas of high-risk elderly persons and developmental services.

In 1986, Catholic Social Services adopted the name Catholic Family Services of Hamilton-Wentworth to better reflect its mission and commitment to assist families and individuals in their interpersonal and family relationships. In 2002, Catholic Family Services of Hamilton-Wentworth changed its name to Catholic Family Services of Hamilton to reflect the City of Hamilton amalgamation.

Counselling Services

Helping individuals and families build resiliency.



1949

1954

Young Parents

Supporting young pregnant and parenting families to be healthy and resilient

Financial Wellness Credit Counselling

Our Credit Union was established in 1949 and has developed into a program to promote financial wellness in our community

70 Years

Developmental Services

Supporting individuals with a developmental disability be active participants in their community

1978

1987

Intensive Case Management for Seniors

Supporting vulnerable and isolated seniors to live healthy and happy in their own homes

Violence Against Women Programs

Reducing gender-based violence and trauma in our community

1993

1998

Partner Assault Response Program

Delivering specialized community-based group intervention to individuals in response to a charge involving domestic violence

Walk In Clinic

Providing drop-in counselling support for immediate issues

2003

Child Care

Supporting children's future successes and to help them overcome barriers which may be present in their lives

2006

2005

Gatekeepers

Assisting seniors living in severe self-neglect to access support services



CFS Staff Service Awards Thank you to our dedicated staff

15 Years of Service

Marilyn Burke

10 Years of Service

Fivel Flavour

Catherine Howson

Kelly Tournay

5 Years of Service

Melissa Albano

Rasvinder Bains

George Czovek

Jennifer Fearnside

Ben Hartford

Karen Whitwell

Christine Wong

Alice Selig

Tina Montreuil

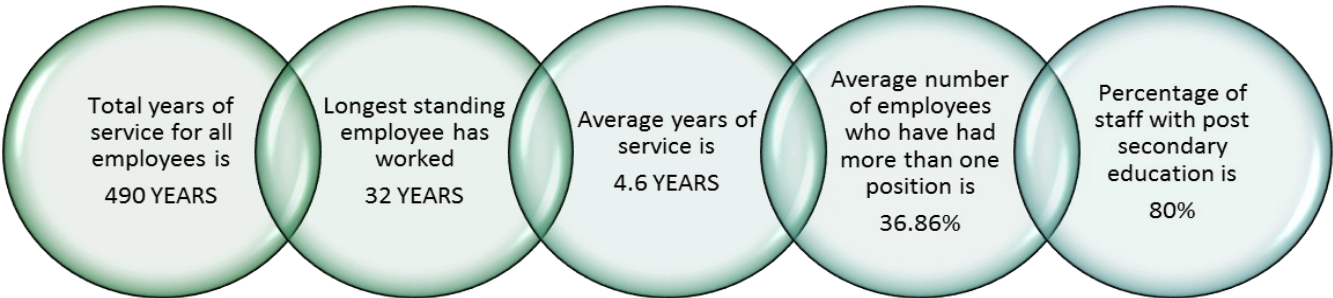
Julie Hansen

Sabrina Bucci



Community Appreciation Day at
Hamilton City Hall

Our Staff Their energy and talents create success



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

Taylor Steel Inc.

Stephen J. Dunn Insurance Ltd.

CCXIT Computer Services

Pro Funds Mortgages

Myron & Donna Karp Foundation

The Catholic Women’s League

Diocese of Hamilton
Ex Corde Foundation

Lakeside Logistics Inc.

Mortgage Financial Corporation

Hamilton-Wentworth Catholic
District School Board

School Sisters of Notre Dame

Enterprise Holdings Foundation

CHML Children’s Fund

Sisters of St Joseph in Canada

Local 18 Carpenters Union

Impressive Printing

The Knight’s of Columbus



Financial Information

Year Ended March 31,
2019



Revenue

Total: \$5,127,922.

Province of Ontario 62%

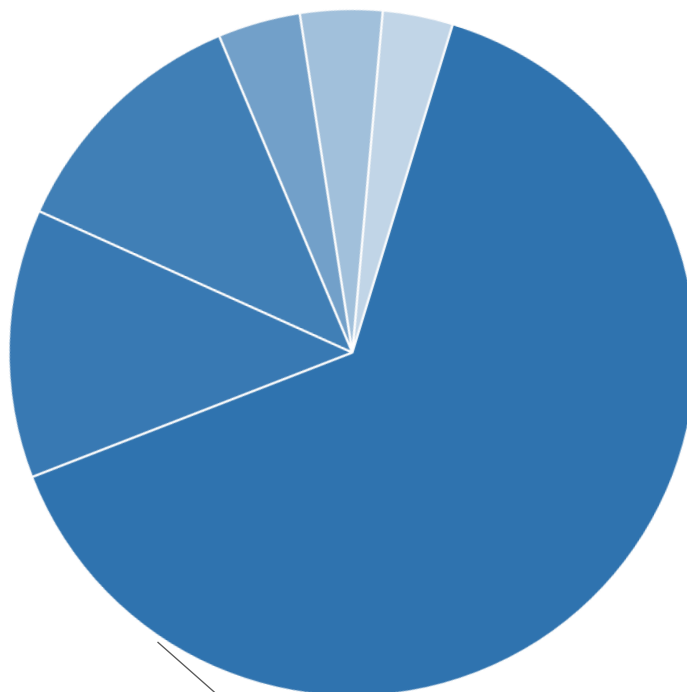
Municipal Funding 12%

**Donations &
Other Revenue 10%**

Service Fees 9%

United Way 4%

Diocese of Hamilton 3%



**Province of Ontario
Funding**

Total: \$3,256,445.

Ministry of the
Attorney General 13%

Ministry of Health
& Long-Term Care 27%

Ministry of Children,
Community
and Social Services 60%



Finance Enterprise Risk and Quality
(FERQ) Committee

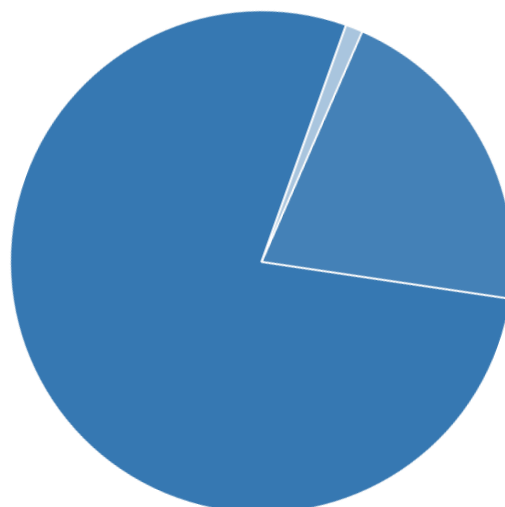
Expenses

Total: \$4,880,205.

Staff Compensation 76%

Operational Expenses 22%

Program Expenses 2%



Catholic Family Services of Hamilton

www.cfshw.com



Our Neighbourhood Locations

The Counselling Centre

460 Main Street East, Unit 404
Hamilton, ON L8N 1K4

Walk-In Counselling Clinic
Individual and Family Counselling
Financial Wellness Credit Counselling
Violence Against Women Counselling
Children's Counselling
Partner Assault Response Program (PAR)



The Manor

St. Martin's Manor
500 Mohawk Rd West, Hamilton, ON L9C 1X4

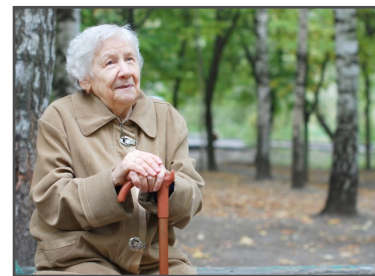
Early Learning and Care Program
Young Parent Program
Developmental Services Program
Family Group Conferencing
Individual and Family Counselling
Financial Wellness Credit Counselling



Dundas Villa

St Joseph's Villa
56 Governors Rd, Dundas, ON L9H 5G7

Intensive Case Management for Seniors at Risk
Gatekeepers – Hamilton/Halton



Administration Offices

688 Queensdale Ave E, Unit 2B
Hamilton, ON L8V 1M1

Tel 905-527-3823

Fax 905-546-5779

Long Distance: 1-877-527-3823

Helping make life better

