



Catholic Family Services
PEEL • DUFFERIN

The Honourable William G. Davis
CENTRE FOR FAMILIES

36th Annual Report to the Community
2016 - 2017

36th Annual Report to the Community (2016-2017)

Our Mission

To strengthen and enrich individual, family, and community life

Our Vision

An inclusive community of healthy individuals, strong relationships, and resilient families

Our Values

Inspired by Catholic Social Tradition, we value:

- ◇ Compassion
- ◇ Inclusiveness
- ◇ Excellence
- ◇ Collaboration
- ◇ Social Justice
- ◇ Accountability

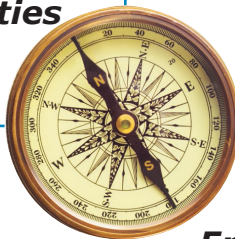
Strategic Directions

Align our Programs and Services to Meet the Evolving Needs of the People and communities Served

Achieving the Full Potential of the Hon. William G. Davis Centre for Families

Building Our Organizational Capacities to Serve

Ensuring the Long Term Financial Health of Catholic Family Services Peel-Dufferin





John Matos

Sharon Mayne
Devine

"Diversity is the engine of innovation," stated Prime Minister Justin Trudeau, "It generates creativity that enriches the world." At Catholic Family Services of Peel-Dufferin (CFSPD), our strength is in our diversity. Our exceptional staff represent the cultures we serve and our Board of Directors also reflects this diversity. Together, we are a true reflection of the community we live, work, and serve in. This strength is evident in everything we do.

Our many funders, such as the Ministries of Community and Social Services, the Attorney General and Child & Youth Services, as well as Catholic Charities/ShareLife, the United Way of Peel Region, the Region of Peel, and many community and family foundations, and corporations, stand by us every year and enable us to do the work we do.

This year, there is much to celebrate. We mark ten years of our Walk-in Counselling Clinic, and five years since the establishment of both the Honourable William G. Davis Centre for Families and the Safe Centre of Peel. We have established ourselves as leaders in our community at both Regional and Provincial levels. We are fast becoming recognized for our expertise in the development of Community Hubs and wrap around service delivery. All of this innovation supports our vision for an inclusive community of healthy individuals, strong relationships and resilient families. We know there is no resilience without community.

Thank you to our staff, who come to work every day with a single mission-to strengthen and enrich individual, family, and community life. Our team is inspired by our values: compassion, inclusiveness, excellence, collaboration, social justice, and accountability. Thank you to our Board members who understand and appreciate the complexities of the communities we serve.

Last, but certainly not least, our volunteers and students make an incredible contribution to this organization and its mission. We want to express our deepest gratitude to the countless hours they provide to support and serve our community.

We look forward to the year ahead with much excitement and hope.

Sincerely,

A handwritten signature in dark ink, appearing to read 'J. Matos'.

John Matos
Board Chair
Catholic Family Services of Peel-Dufferin

A handwritten signature in dark ink, appearing to read 'Sharon Mayne Devine'.

Sharon Mayne Devine MSc, RSW, RMFT
Executive Director
Catholic Family Services of Peel-Dufferin

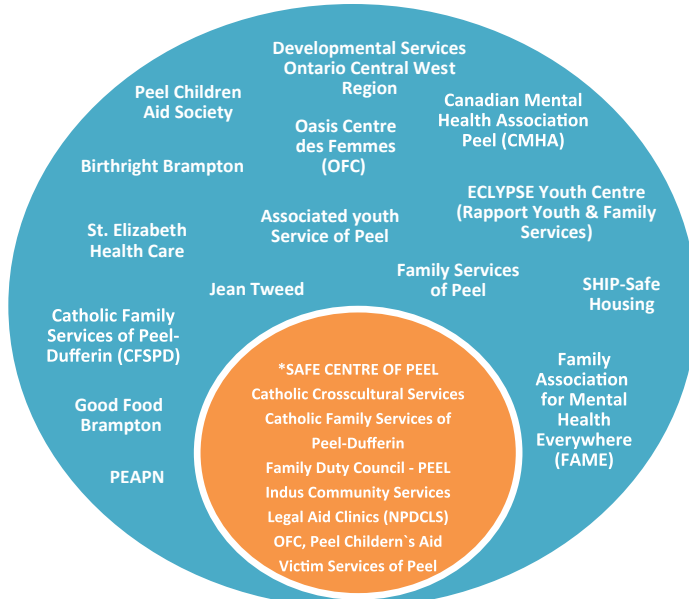
Strategic Direction 1: Achieving the full potential of the William G. Davis Centre for Families

The Davis Centre is a
“Centre of Excellence, with a
Made-for-Peel solution”

The Hon. William G. Davis Centre for Families at 60 West Drive is a cluster/hub of human service organizations. The Centre is home to 21 agencies working collaboratively to deliver much needed services to community members. Although the Centre is a physical building, it is also an ideology. The concept of multiple human service organizations cohabiting under one roof, delivering seamless services to clients, does not only serve to assist those who need help, but it offers a logical, feasible solution to small and mid size organizations who struggle with affording larger spaces. The Centre is home to the Safe Centre of Peel collaborative.



The Hon. William G. Davis Centre for Families Partners:



Strategic Direction 2: Aligning our Programs and Services to Meet the Evolving Needs of the People and Communities Served

CFSPD Counselling Services



Our Counselling Services are supported by our Client Support Team and Administration Staff

Celebrating 10 Years of Walk-In

This year, we celebrate 10 years of our Walk-in Counselling Clinic. 10 years! In that time, we have served 16,487 people. That means that over sixteen thousand people left our offices more hopeful than when they walked in. Our evaluation data tells a story of service to our community. People felt welcomed, that they received good service, they felt we were sensitive to their culture, and they got connected to other services when they needed them. People told us that they would recommend the Walk-in Counselling Clinic to a friend, and our guess is, they did.

We were the first organization among our Catholic Family Services sister agencies to launch Walk-in. Now, ten years later, all five of us provide this service within the GTA. Our innovative and earnest approach to responding to the needs of our community has caught the attention of our community as well as policy makers across a variety of provincial ministries. We have accomplished all this because of our staff. Everyone plays a role in service delivery.

Thank you to our staff for the part they play in bringing about the vision of CFSPD, for an inclusive community of healthy individuals, strong relationships and resilient families. We know there is no resilience without community. Because of our staff, thousands of people left CFSPD feeling like they mattered, like someone in this growing, sprawling community cared.



(From our Clients' comments on CFSPD Evaluation Forms)

Strategic Direction 2: Aligning our Programs and Services to Meet the Evolving Needs of the People and Communities Served

Collaborations Led by CFSPD

- The HEAL (Helping End Abuse for Life) Network is a partnership of 19 social service organizations dedicated to supporting mothers and children exposed to violence through family and group counselling. The network also engages in violence prevention through youth groups and public education workshops.

HEAL Network



- The Safe Centre of Peel is a safe and welcoming space where many agencies work together at one location, offering support and compassionate care to adults, children and youth affected by abuse and violence in Peel. This collaboration consists of 10 onsite agencies, 9 offsite partners, and a multitude of community partners serving hundreds of individuals every year.

SCoP (Safe Centre of Peel):



- The Good Food Brampton Community Kitchen grows access to food through working respectfully with our community in all its diversity to increase knowledge of food and nutrition, develop skills in food preparation and empower participation in building a sustainable food system.

Good Food Brampton



- The Peel Elder Abuse Prevention Network is a network of 40+ agencies, businesses and seniors working together to promote the optimal quality of life for older adults in Peel.

PEAPN



- The Safer Families Program is a collaboration between Peel Children's Aid Society, Family Services of Peel and CFSPD to provide wrap-around community based services to families who have come to the attention of child protection services due to domestic violence.

Safer Families



Strategic Direction 2: Aligning our Programs and Services to Meet the Evolving Needs of the People and Communities Served

Community Capacity Building at CFSPD

Volunteer Program

- The program provides opportunities to give back to the community, learn about important social issues, as well as expand skills and expertise

Practicum Training Program (PTP)

- A training program for graduate students that allows them to gain clinical experience through direct client contact, instruction and supervision by trained Individual, Couple and Family Therapists

Community Development

- The department oversees community enhancement projects and leads agency outreach initiatives to help reach out to people who need services

Sistering and Wellness

- The Sistering Program supports women who have experienced violence, through mentorship and social events
- The Wellness Program works to enhance physical, emotional and mental wellbeing within group settings

Parish Outreach Project

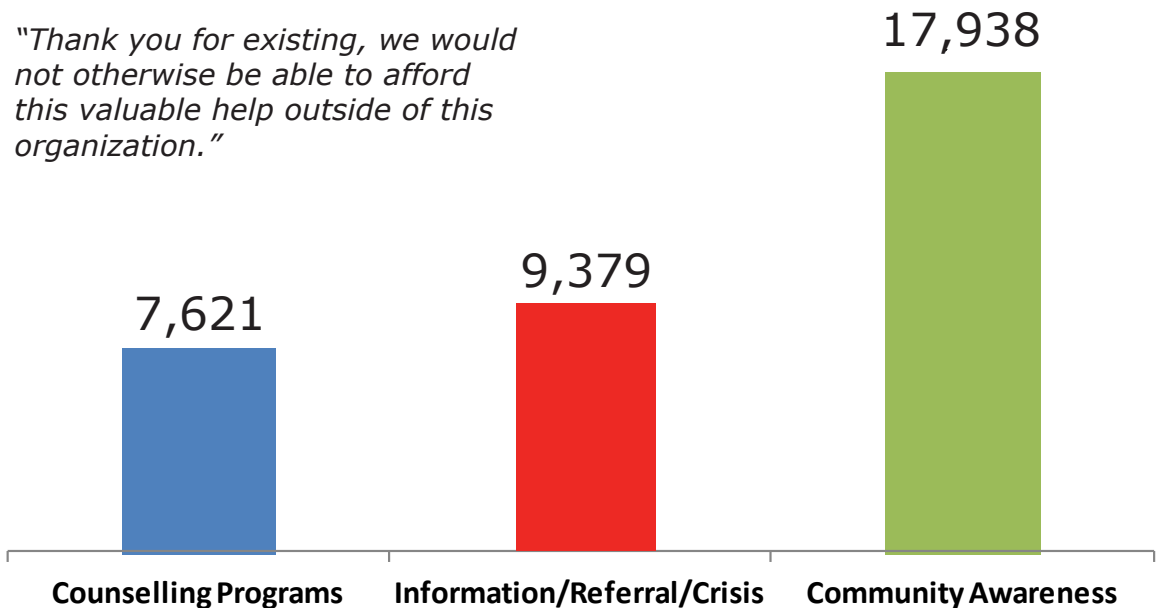
- A project that supports local parishes to implement friendly visiting programs for vulnerable seniors

Serving the Communities of Peel Dufferin for 36 Years Clients Served 2016/2017

"Thanks for everything you have done for me and my family. It helped us a lot in the hard times we were going through."

"The counsellors are amazing. Every time that I have come here, I received the best help. Thank you so much! Keep up the great work."

"Thank you for existing, we would not otherwise be able to afford this valuable help outside of this organization."

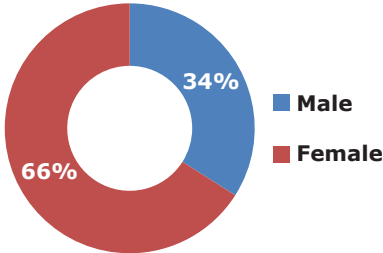


"I was very surprised and pleased to speak with such a compassionate and understanding person who seemed to feel and understand everything I was feeling. Thank you."

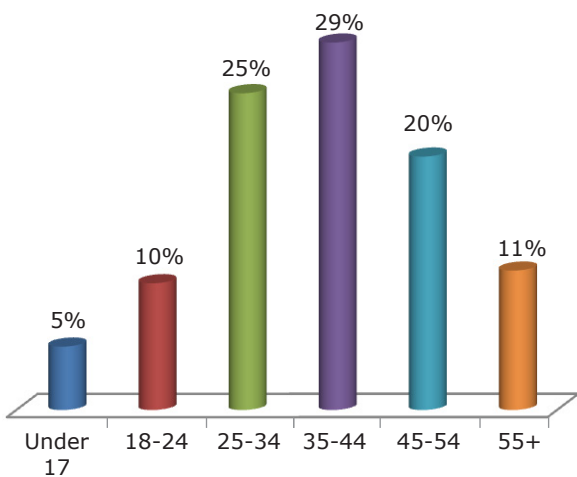
"My counselling here has helped me to deal with stress in my life in a more understanding nature, so I know when to get off the path of disaster."

We Serve the Whole Community

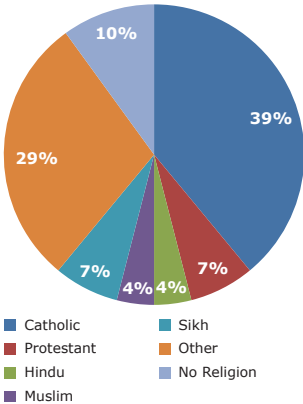
GENDER



AGE



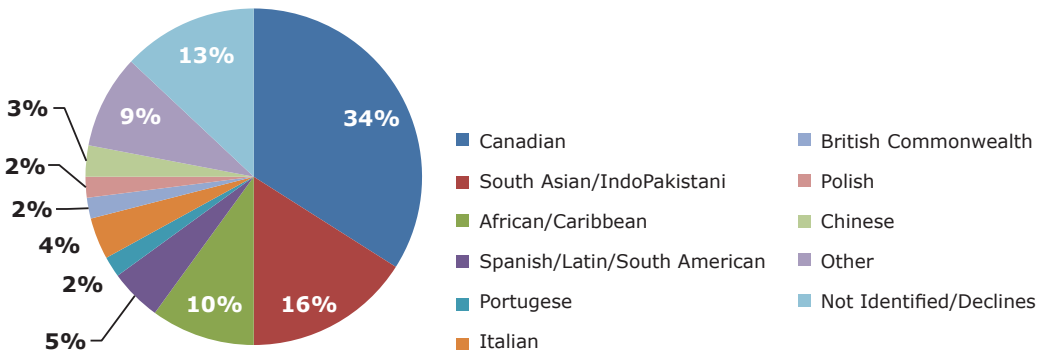
RELIGIOUS AFFILIATION



INCOME



ETHNICITY



Strategic Direction 3: Building our Organizational Capacities to Serve

CFSPD in the COMMUNITY



Strategic Direction 3: Building our Organizational Capacities to Serve

CFSPD Staff

At CFSPD we have over 60 Staff members, of diverse professional and cultural backgrounds. Our staff serve the Peel-Dufferin community from multiple locations including Brampton, Mississauga, Bolton, Orangeville, and Shelburne. We provide service in over 10 languages.

We would not be able to do the work we do without our Staff and Board



Staff Milestones

15+ Years

- Ana Hill
- Rosemarie Rebelo
- Isabell Wiffen

10+ Years

- Jennifer Myrie
- Samantha Fernandes
- Cecelia Ollivierre
- Cecy Daniel

Board of Directors

(At March 31, 2017)

Our Board of Directors is a 12-member community board that provides leadership and strategic governance to support the organization in achieving its mission, to strengthen and enrich individual, family and community life.

John Matos (Chair)

Cathy Dineen (Interim Vice Chair & Secretary)

Sue McAuley (Treasurer)

Sameer Akhtar

Sugrim John

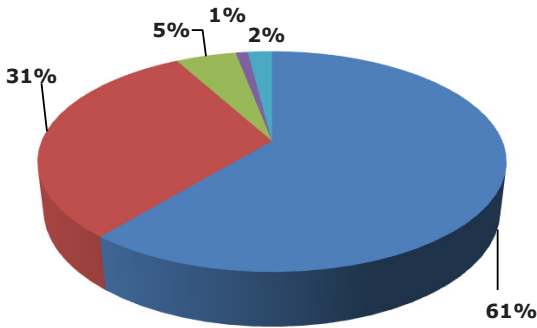
Dana Robbins

Catherine McLean

Magid Youssef

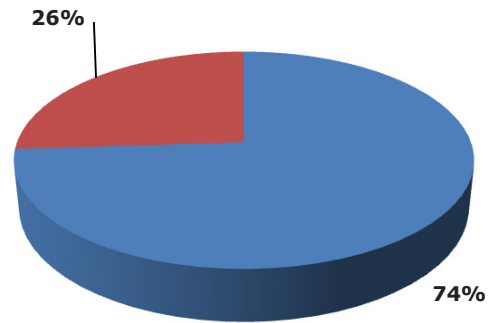
Strategic Direction 4: Ensuring the Long Term Financial Health of Catholic Family Services of Peel-Dufferin

OPERATING REVENUE \$4,497,377



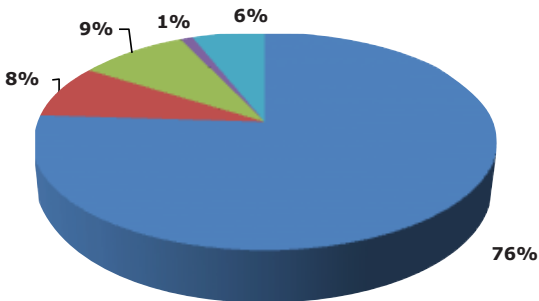
- Government Funding
- Charitable Organizations
- Client Fees
- Donations and Fundraising
- Other

BUILDING REVENUE \$1,164,904



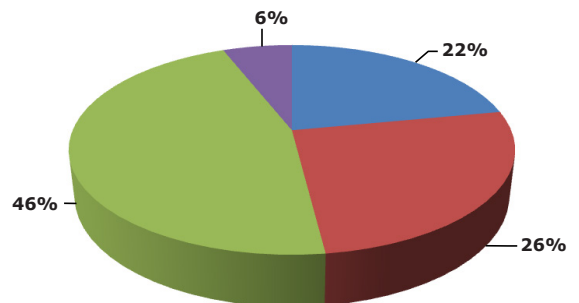
- Revenue from Rental Operations
- CFSPD Notional Rent

OPERATING EXPENSES \$4,487,934



- Wages & Benefits
- Program Cost
- Occupancy Cost
- Staff and Board
- Administrator

BUILDING EXPENSES \$1,034,398



- Mortgage Interest
- Amortization
- Tenants Recoverable Expenses
- Other Landlord Costs

Thank You to Our Funders

Catholic Charities — ShareLife
Federal Department of Justice
Human Resources and Skills Development Canada
Local Poverty Reduction Fund
Ministry of the Attorney General
Ministry of Children and Youth Services
Ministry of Citizenship
Ministry of Community and Social Services
Ontario Trillium Foundation
Region of Peel
United Way of Peel Region



Department of Justice
Canada

Ministère de la Justice
Canada



Human Resources and
Skills Development Canada

Ressources humaines et
Développement des compétences Canada



Peel Region



Ontario
Trillium
Foundation



Fondation
Trillium
de l'Ontario

As we Celebrate the 5th Year Anniversary of the Hon. William G. Davis Centre for Families we would like to Thank Our Major Donors

Amgen Canada Inc.
Archdiocese of Toronto
Bill and Lorrienne Kelly
BMO Financial Group
Brookfield Partners Foundation
Calvin G.Vickery Professional Corporation
Canadian Imperial Bank of Commerce (CIBC)
Coco Paving
Chris and Marc Creedon
David and Andrea Broadley
The Erin Mills Development Corporation
Home Depot Foundation
Inzola Group
Jumpstart
Knights of Columbus
Lois Rice and Family
Longo's Family Charitable Foundation
Lyne Eaves
Meighen Foundation
Magellan Aerospace Corporation
Magna International
Metrus Development Inc.
RBC Royal Bank
Rice Family
Robert and Brenda Brooks
The Rudolph P. Bratty Family Foundation
Saputo
Scotiabank
Springdale Developments
TD Bank
TD Bank Financial Group

Service Locations

Brampton

The Honourable William G. Davis
Centre for Families
60 West Drive, Suite 201
Brampton, Ontario
L6T 3T6
Tel: 905-450-1608

Bolton

18 King Street East
Bolton, Ontario
L7E 1E8
Tel: 905-450-1608

Shelburne

Mel Lloyd Centre
167 Centre Street
Shelburne, Ontario
L9V 3R8

Mississauga

The Emerald Business Centre
10 Kingsbridge Garden Circle,
Suite 400
Mississauga, Ontario
L5R 3K6
Tel: 905-897-1644

Orangeville

Dufferin Child & Family Services
655 Riddell Road
Orangeville, Ontario
L9W 4Z5

info@cfspd.com
www.cfspd.com

Dufferin and Wellington Counties Toll Free: 1-888-940-0584

Charitable Registration #11908 7823 RR0001