

34th Annual Report to the Community (2014-2015)

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 believe in....

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

Strategic Directions

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

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

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

Building Our Organizational
Capacities to Serve.



Board President Message



President Theodore Roosevelt once said, “Far and away the best prize that life has to offer is the chance to work hard at work worth doing.” At Catholic Family Services of Peel Dufferin (CFSPD) everything we do is worth doing.

This past year we embarked on a strategic planning process that resulted in the re-articulation of our Vision, Mission, and Values statements and the development of our strategic directions for the coming 3 years. We are looking forward to implementing our plan and becoming even more responsive to the changing faces of Peel and Dufferin.

CFSPD is fortunate to have a wide range of support. I would like to thank Catholic Charities and our Federal and Provincial government funders. I would like to express my appreciation to The United Way of Peel Region and the Region of Peel for instilling their trust in CFSPD and our work in the community. I also thank our individual, corporate, and foundation donors for believing in CFSPD and our mission.

On behalf of the Board of Directors, I want to express our sincerest appreciation to the staff and senior management of CFSPD who work tirelessly to make sure that our clients are served with the utmost respect and integrity. I also thank our incredible interns and students, as well as our dedicated volunteers. This work is made possible by your unwavering commitment to CFSPD.

I would be remiss if I didn't thank my fellow Board members who devote their personal time to do the work worth doing for CFSPD.

We look forward to the year ahead and the implementation of our strategic plan. We have an exciting year before us!

Sincerely,

A handwritten signature in black ink, reading "Ehsan Khandaker".

Ehsan Khandaker, CLU., RHU
Board President



Executive Director Message



A Vision, like a horizon, establishes a point in the future that we move towards with common purpose. Our vision is for *“An inclusive community of healthy individuals, strong relationships and resilient families.”* This vision supports us in realizing our mission, *“To strengthen and enrich individual, family and community life.”*

This year we came together as board, staff, and community partners to renew our mission, vision and values statements and create a strategic plan that will guide our work over the next 3 to 5 years. Together, they form our compass to guide our decision-making and the work of the agency.

This has been and will continue to be a time of change. This year saw the downsizing and renovation of our Mississauga office that resulted in a beautiful new space. Lyne Eaves is retiring after 24 years. We are fortunate to have her available to us as she holds the history of the working of both CFSPD and the Honourable William G Davis Centre for Families. We have welcomed Lynne Geris as our new Director of Finance and Operations. She brings fresh perspectives and enhanced expertise of finance in the nonprofit sector.

This year, 36,660 clients participated in our many programs. Of these, 1,606 came through our Walk-in Counseling Clinic, these clients tell us they feel more hopeful and able to cope after one session. All of this was made possible by our dedicated staff, students, interns and volunteers and the support of our Board of Directors.

I extend my thanks to our Board, staff, and volunteers of Catholic Family Services of Peel-Dufferin. Board members have been passionate, and generous with their time. Our staff has been flexible, hard working and good humoured as we have navigated change.

We look forward to the work ahead and fulfilling our mission.

Best wishes

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



Catholic Family Services Peel-Dufferin

Catholic Family Services Peel-Dufferin provides professional and affordable counseling services to all people who come to the agency seeking help, with a specialized focus on families impacted by domestic violence. CFSPD's staff and client base is as diverse as the Region it serves. With capacity in 12 languages, the agency reaches out to people of all cultures and faiths. Programs include individual, couple and family counseling, as well as support groups for women dealing with the impacts of abuse. Longer-term support is provided through the volunteer Sistering Program. CFSPD also operates one of the regional Partner Assault Response (PAR) programs designed to help individuals stop their abusive and controlling behavior.

CFSPD is the lead agency for a number of collaborative programs focused on helping individuals and families impacted by domestic violence.

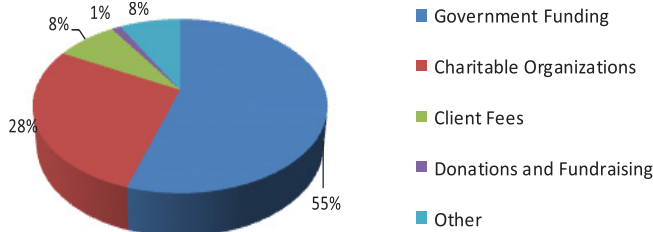
The HEAL Network (Helping End Abuse for Life) is a partnership of 18 human-service organizations dedicated to supporting children and youth exposed to violence.

The Safer Families Program is a collaboration between Peel Children's Aid, 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.

Peel Elder Abuse Prevention Network (PEAPN) represents over 45 community organizations that have come together to stop and prevent the abuse of older adults.

The Safe Centre of Peel (SCoP), provides a wide range of services in one setting for those who are experiencing violence and abuse in their relationships. Onsite organizations include Victim Services, Interim Place, Oasis Centre des Femmes, Legal Aid Ontario, Legal Clinics (South Asian Legal Clinic Ontario, North Dufferin Peel Legal Clinic, Mississauga Legal Clinic), CFSPD, Catholic Cross Cultural Services, Peel Children's Aid Society, India Rainbow Community Services, and Associated Youth Services of Peel. Offsite partners include Peel Regional Police, Salvation Army Family Life Resource Centre, Family Education Centre, Victim Witness Assistance Program, Peel Committee Against Woman Abuse, and Dufferin-Peel Catholic District School Board.

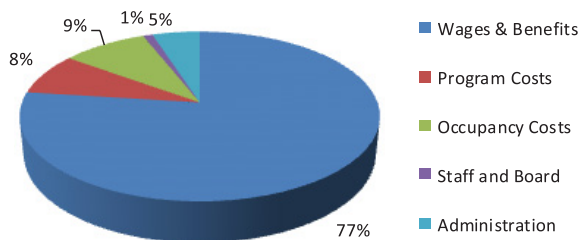
Operating Revenue \$3,879,465



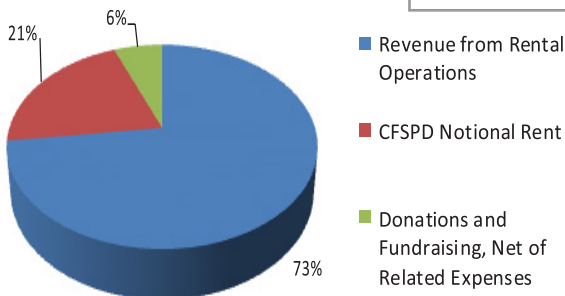
"The quality of service was excellent. It was very comforting to find the help and support I needed in my time of despair."

"This agency is providing me an excellent service and my counsellor has very good knowledge of my background culture and values."

Operating Expenses \$3,853,350



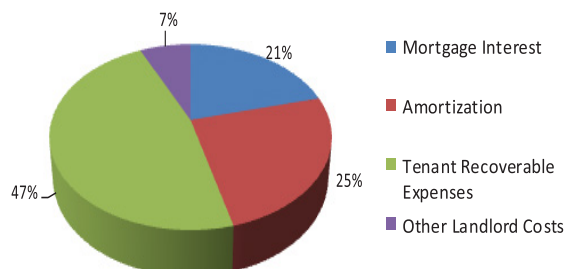
Building Revenue \$1,175,082



"The counsellor was very understanding and empathetic. She also gave me new insights and tools to address my problem."

"I always left feeling I had other options to my problems which I had a hard time seeing before. I also would have lots of work to actively sort out my problems in little steps which was very helpful."

Building Expenses \$1,083,990



Board of Directors At March 31,2015

Ehsan Khandaker (Board President)

Manny Silva (Vice President)

Neil Russell (Treasurer)

John Burgener (Secretary)

Sharon Mayne Devine (Ex-Officio)

Sameer Akhtar (Director)

John Matos (Director)

Shanna McFarlane (Director)

Nicola Mulina (Director)

Andrew Opala (Director)

Jaskaran Sandhu (Director)

Barbara Tabuno (Director)



Serving the Communities of Peel Dufferin Total Number of Persons Served 36,660

	2014/2015	2013/2014
Counselling Programs	8,046	8,055
Information/Referral/Crisis	9,198	5,969
Community Awareness	19,416	16,051
Total	36,660	30,075

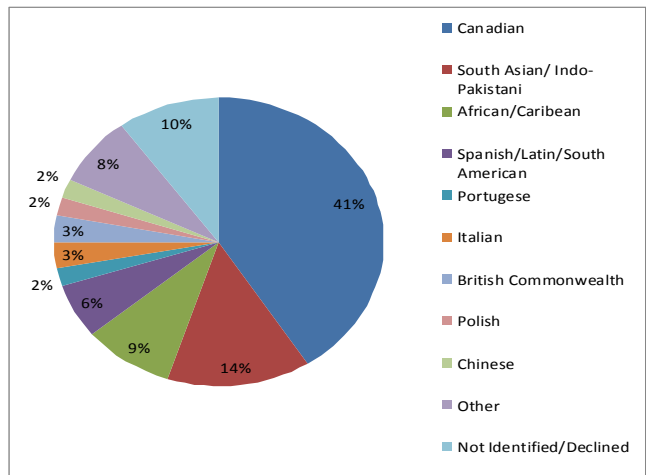
We serve the whole community

53% of our clients are female and 47% are male

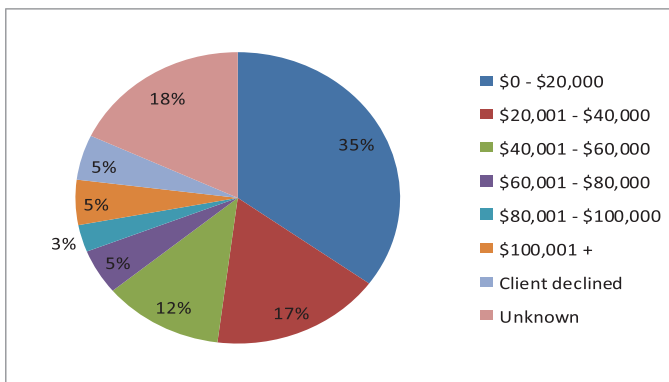
Age of our Clients

< 17	5%
18 - 24	9%
25 - 34	24%
35 - 44	28%
45 - 54	22%
55 +	12%

Demographics



Income range of clients attending on-going counselling



Religious affiliation

42% Catholic,
18% Protestant,
5% Hindi,
4% Muslim
6% Sikh,
16% Other,
9% No religion.

Thank you to our Funders

Catholic Charities (through ShareLife allocations)
Federal Department of Justice
Human Resources and Skills Development Canada
Ministry of the Attorney General
Ministry of Children and Youth Services
Ministry of Citizenship
Ministry of Community and Social Services
Ministry of Tourism Culture and Sports
Ontario Trillium Foundation
Region of Peel
United Way of Peel Region

Thank you to our Major Donors

BMO Financial Group
Brookfield Partners Foundation
Canadian Imperial Bank of Commerce (CIBC)
The Erin Mills Development Corporation
Inzola Group
Knights of Columbus
Longo's Family Charitable Foundation
Magellan Aerospace Corporation
Magna International
Metrus Development Inc.
RBC Royal Bank
Rice Family
The Rudolph P. Bratty Family Foundation
Scotiabank
TD Bank
TD Bank Financial Group

Professional Membership

Catholic Charities
Family Services Ontario

