



Catholic Family Services
PEEL • DUFFERIN

2022-2023

42ND ANNUAL REPORT

to the community





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Board Chair & CEO Message

“My therapist was incredible, her knowledge, wisdom, compassion and practicality helped me grow and heal at my own pace. She has been instrumental in my journey through a very difficult personal situation. Because of her, I have hope in a better future for myself and my children.”



Dana Robbins

Dana Robbins
Board Chair

Traditionally, the annual message from the chair of the board of Catholic Family Services Peel-Dufferin is used as an opportunity to share with our funders, clients, partners, and the broader community, the milestones achieved by our agency over the past 12 months.

Not this year.

Chief Executive Officer Sharon Mayne, whose own annual message accompanies mine, has capably shouldered that task on her own in this annual report.

Instead, I want to use this space for another purpose: To publicly thank the staff of CFSPD for their extraordinary work and commitment.

I speak for the whole board when I say that, day in and day out, we are inspired by the selflessness of our team, their absolute commitment to helping the most vulnerable people in our community, and their relentless passion for eradicating intimate partner violence.

It is always inspiring to the board that our team accomplishes this in the always challenging landscape of the non-profit sector; but to have done so through a historic pandemic, and all the resulting tumult and disruption, when our clients' challenges were ever more complex, leaves our board feeling truly humbled.

So, to our CFSPD team – our social workers, our support staff, our managers and administrators and, of course, our CEO, thank you.

Congratulations on an extraordinary year. You are, truly, the best.



Sharon Mayne Devine

Sharon Mayne Devine, MSc, RSW, RMFT
Chief Executive Officer

Resilience, according to the Oxford dictionary, is the capacity to withstand or recover from difficulties; toughness. It is the ability to spring back into shape. As we close the year, we are stronger having stood together through these tough times. We are, simultaneously, the same yet different. Our commitment to our community and the values we hold dear, accountability, compassion, collaboration, excellence, social inclusion and social justice, continue to guide our work, how we engage our community, and one another. This year, we transitioned back into the office, implemented a hybrid model of service delivery, said farewell to a number of longtime staff and welcomed others who have brought fresh perspectives and enthusiasm.

We are proud to our funders and donors who continue to support our Mission, to strengthen and enrich individual, family and community life. We are proud for our talented and dedicated staff, our committed Board of Directors, our exceptional volunteers, and the many wonderful students and intern who come to us to share their energy and enthusiasm for the work we do. Together, we have withstood the challenges of the last few years and are ready to forge ahead, into these challenging times.

Mission, Vision, Values & Strategic Plan

Serving people of all faiths and backgrounds.

Mission

To strengthen and enrich individual, family and community life.

Vision

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

Values

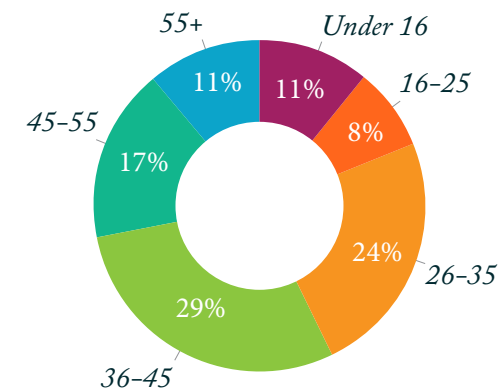
Inspired by Catholic social tradition, we believe in Accountability, Collaboration, Compassion, Excellence, Social Inclusion, and Social Justice



Understanding Our Community

“I appreciated that I was able to get help right away. I felt very broken, and help came sooner than I expected.”

Age

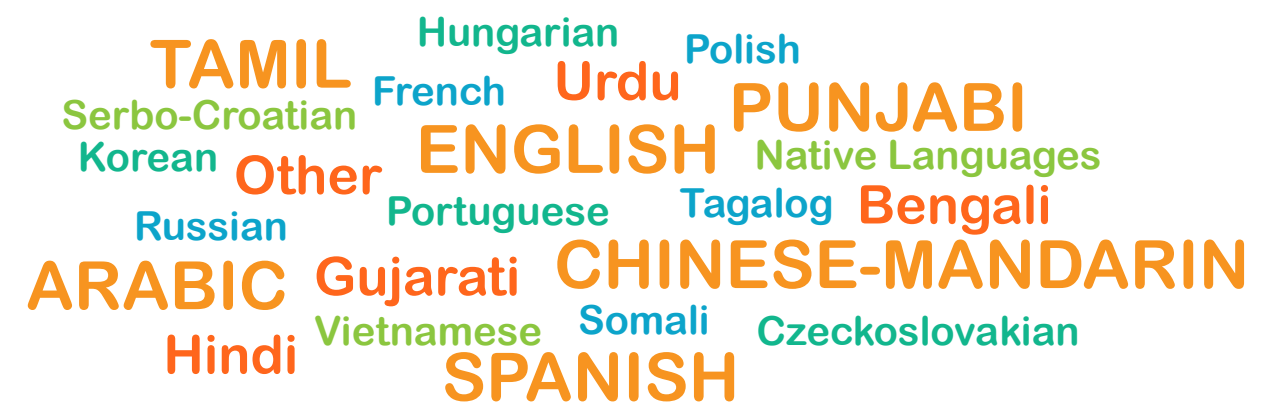


Referral Sources

As a community agency, clients come to us from many different referral sources, such as:

Self-Referral
Family/Friend/Relative
Family Physician
Child Welfare
Police
Community Agencies
School Boards
Parishes

Languages



Collaborations We Lead



The **HEAL Network** is a partnership of 20 human service organizations dedicated to supporting mothers and their children exposed to violence. Services include individual, family, and group counselling.



The **60 West Collaborative Leadership Table** is composed of the senior leaders of the organizations that call the Honourable William G. Davis Centre for Families their home. We come together to advance our vision to create a welcoming space for people and partnerships that supports and fosters resilience in families, individuals, and communities.



The **Safe Centre of Peel** provides a safe and welcoming space where a range of agencies come together to offer integrated services addressing the needs of those experiencing family and intimate partner violence. The Centre's capacity to provide wrap-around services is enhanced by strong working relationships with its on-site and off-site community partners.



The **Safer Families Program** is a collaboration between Peel CAS and CFSPD to provide counselling and support to families when children have witnessed intimate partner violence.



The **Catholic Family Services Collaborative Evaluation Project** is a partnership across the five Catholic Family Service agencies in the Archdiocese of Toronto, to develop a common evaluation framework that measure the outcomes of the counselling services provided, in order to ensure the delivery of quality services.



nCourage is an integrated services hub for victims and survivors of human sex trafficking co-lead by CFSPD and Our Place Peel with Elizabeth Fry Society Peel-Halton. It is supported by a collaboration of organizations, the Peel Human Trafficking Services Providers Committee, which is represented by over 40 organizations committed to work together to provide a broad range of services.

Collaborations We Are A Part Of



Peel's Community Safety and Well-being Plan presents an opportunity to work together across sectors advancing a collective vision for a Peel that is a safe, inclusive and connected community where all residents thrive. Our Mission, to work together to ensure access to services and supports that advance safety, connectedness and well-being for all Peel residents in the areas of family violence, mental health and addictions, and systemic discrimination.



PCAWA is a community coordinating committee with a mandate to promote a comprehensive and effective response to woman abuse. The cross-sector agency membership includes women's shelters, victim services, family service agencies, settlement partners, Peel Regional Police, Peel CAS, and others.

CAS/VAW Committee

Partner agencies come together to increase collaboration and communication between the VAW and CAS sectors, through the **CAS/VAW Collaboration Agreement**. The intent of the agreement is to increase the safety and wellbeing of women and their children through better coordination between the two sectors.



The **Malton Youth Wellness Hub** was established by Youth Wellness Hubs Ontario (YWHO). This initiative brings services to youth and their families at a central location in their community. Services include mental health and addiction services, as well as housing, education, recreation, and employment and training supports.



The **Peel Human Trafficking Service Providers Committee** is composed of community organizations from Peel Region and the Greater Toronto Area. The purpose of the Committee is to reduce victimization, promote community education and capacity building, and foster collaboration for joint action against human trafficking.



Established in 2003, **Peel Elder Abuse Prevention Network** consists of service providers, community advocates, and seniors, to educate, raise awareness, and develop a collaborative approach to support seniors who experience abuse. PEAPN is currently lead by Family Services of Peel supported by 50 community partners.

CFSPD Therapy & Support Services

“Had I not found CFSPD, I would not have gone any further in trying to reach out for help. They allowed me to feel heard in a way where I did not feel judged. They understood my financial situation and blessed me with the counselling services that, I believe, kept me from completely losing myself. The sessions were easily accessible and without CFSPD I am not sure that I would be here, giving this feedback. Thank you all.”



Increase Capacity to Support Survivors of Intimate Partner Violence



Reflection of the year at the Safe Centre



Safe Centre Response Teams Launch



Meet & Greet with our Quebec Partners



Showcasing our work with Caribbean Law Enforcement



A Day of Hope Event

Safe Centre is named as Recommendation #17 in the Federal Government Status of Women Standing Committee Report



B-Safer Risk Assessment Training with all of our Partners



Visit from the Minister of Public Safety



Strangulation Prevention Training with all of our Partners



Engagement with the Police Services Board

www.scopeel.org
Twitter @peelsafe

Increase Speed of Access to Appropriate Services

We returned to in-person services providing in-person intakes, groups and therapy sessions in our PAR, HEAL and ICF programs, while also continuing virtual service delivery. This hybrid model continues to provide accessibility to our clients.

“The PAR program has had an extremely positive impact on my life overall. From understanding emotional management, healthy relationships, self-care, and much more.”

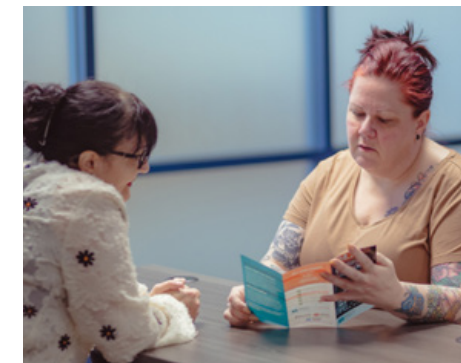


HEAL Celebration

HEAL held a celebration to mark it's 20 year anniversary.

We were honoured to have Susan Harris, one of the founders of the HEAL Network, join us and remind us of the important work we do.

HEAL hosted its first *Online Workshop* for service providers titled *The Neurosequential Model: A Trauma Informed and Developmentally Responsive Approach* to understanding, engaging and working with children and families who have experienced relational violence and other adversities. It was presented by *Lisa Evans*, R. PSYCH, RPT-S



ShareLife

In support of the annual *ShareLife* Campaign, staff members participated in ShareLife talks at local parishes, where collections support Catholic agencies like CFSPD to provide services to individuals and families of all faiths and backgrounds in the community.

CFSPD Staff

We have over 80 Staff members, of diverse professional and cultural backgrounds that provide service in the community in over 10 languages.



“CFSPD is a safe place where I am seen, heard, and respected.”



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



Board of Directors

Our Board of Directors provides leadership and strategic governance to support the organization in achieving its mission, to strengthen and enrich individual, family and community life.

Board Members

- Dana Robbins
Board Chair
- Sue McAuley
Treasurer
- Lucjan Grela
- Harpreet Hansra
- Kamela Shah
- Sameer Akhtar
Vice Chair
- Devan Lobo
Secretary
- Nauman Khan
- Kelly Montague



Staff Milestones



Ana Hill does not like being the centre of attention, she prefers to make everyone else shine. Now, after 30 years with the agency, we are shining a spotlight on her. We are making her the centre of attention.

In February 1993, Ana started with CFSPD as the Intake-Secretary-Receptionist, fondly referred to as ISR. Then, in 1995 she became Senior ISR, training new staff, and supervising second year social service workers and part-time ISR staff. In 1996 she received an award from Sheridan College for the “Best Supervisor of the Year.” In 2007 Ana became Executive Assistant. In this position, it is fair to say Ana did everything from submitting grants through convoluted funder portals, to organizing fundraising galas, and VIP events. Ana was instrumental in the development of the walk-in counselling clinic, ensuring there was strong administrative processes and support. Ana has a good sense of humour, she is comfortable with change and is never afraid to take up a challenge. Ana’s promotion to Manager of Operations in 2015 was a significant change from previous roles and provided an opportunity to grow. Her responsibilities included supervising staff, facilities management, oversight of data management and Information Technology. Ana also plays an important role in ensuring compliance with AODA, FLSA, OHSA.

When asked why she has been with the agency for thirty years, she said, “I am committed to the Mission of the Agency. I know my work makes a difference to the community”. Whether it is answering the phone in her role in ISR or ensuring staff have computers in her role as Manager of Operations, for Ana, it has always about our clients. Please join me in celebrating 30 years of exemplarity dedication and service. You have made a difference to our staff, board, and clients, Ana. Congratulations.



Staff Engagement

CFSPD staff continue to support each other in creating a workplace of wellbeing, support, and most of all, connection. Our staff have participated in many initiatives where we have come together for wellness walks, staff retreats, lunch hang outs, training, capacity building, and community events. Staff report that working at CFSPD is like being part of a family, always offering a helping hand and listening ear to each other.



60 West Collaborative

Making a Difference Together



Moving Beyond Co-location:

Increasing service coordination and collaboration at the Davis Centre

Vision

A welcoming space for people and partnerships that supports and fosters resilience in families, individuals, and communities.

Values

We value people, partnerships, integrity, and inclusion.



Strategic Objectives

2020 – 2023

Vision

Establish a shared vision.

Funding

Develop a diversified and sustainable funding base.

Growth

Establish collective leadership to strengthen individuals and families within our diverse community.

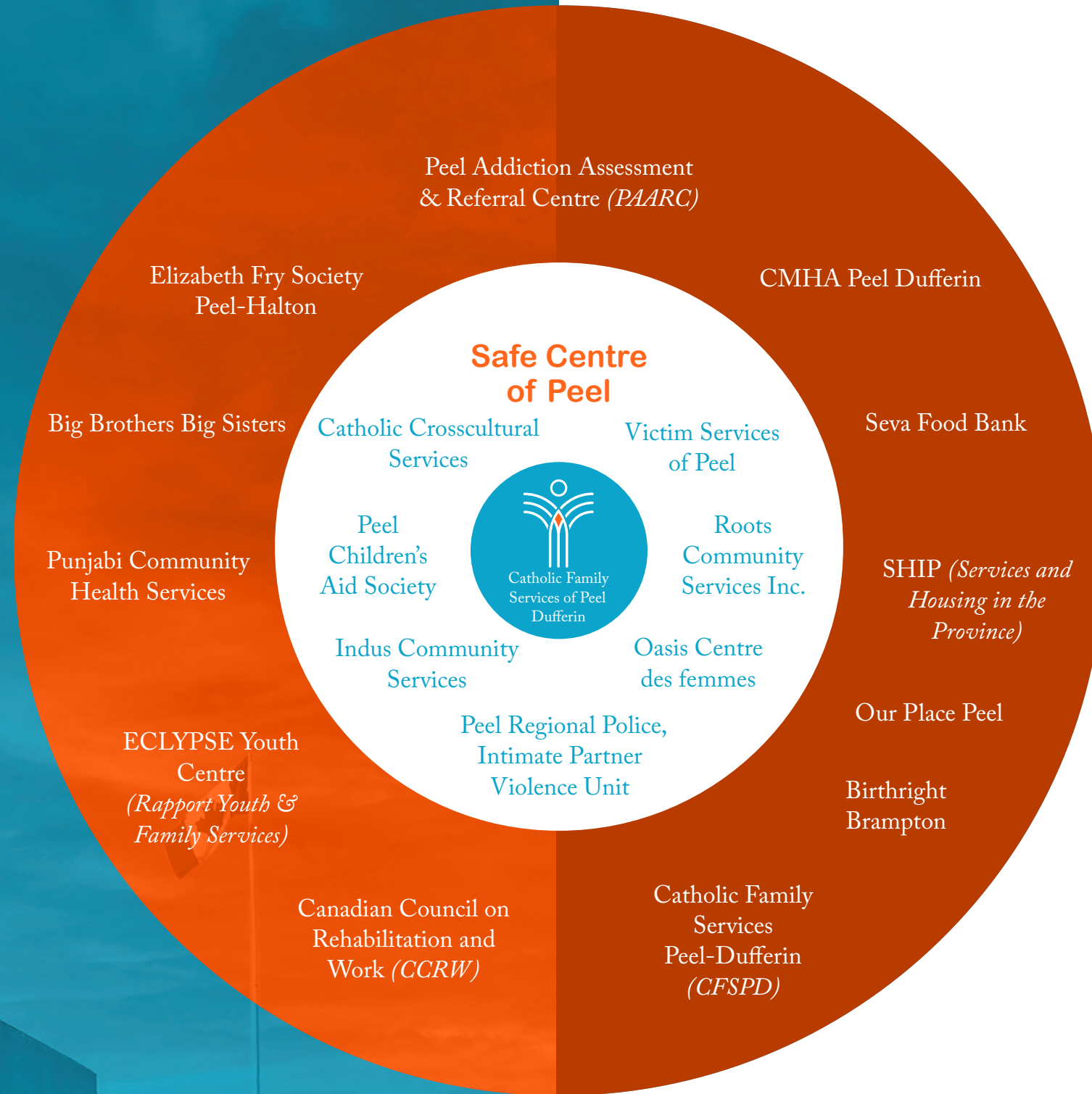
Collaboration

Create a space that supports collaboration and excellence in programming.

Leadership

Establish the Davis Centre Collaborative as a Sector Leader.

The Honourable William G. Davis Centre for Families Partners



The Honourable William G. Davis Centre for Families

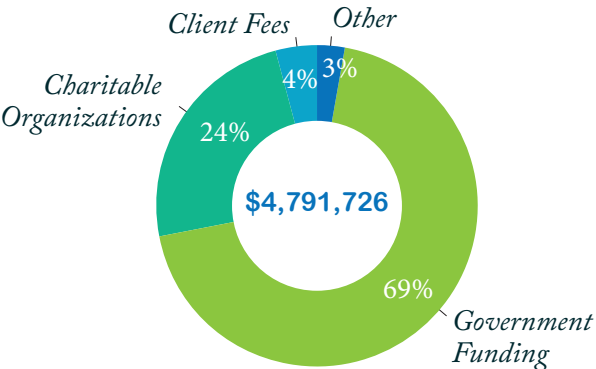
Located at 60 West Drive in Brampton, the Centre is a collaborative dedicated to serving the community. The twenty-member collaborative is committed to its clients by providing support for victims of intimate partner violence, anti-human sex trafficking, mental health and addiction counselling, psychotherapy, and child welfare. This is achieved through creating a welcoming space for people and partnerships that supports and fosters resilience in families, individuals, and communities. The Centre at 60 West Drive values people, partnerships, integrity and inclusion.



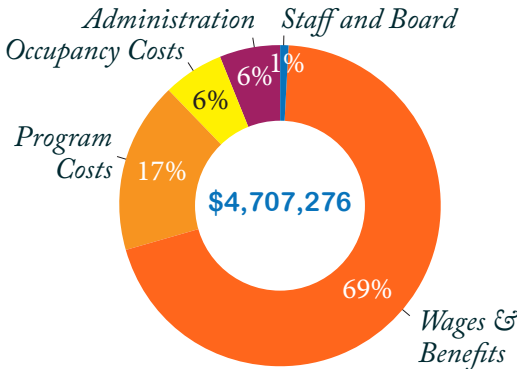
Financial Report

Operating Costs

Operating Revenue

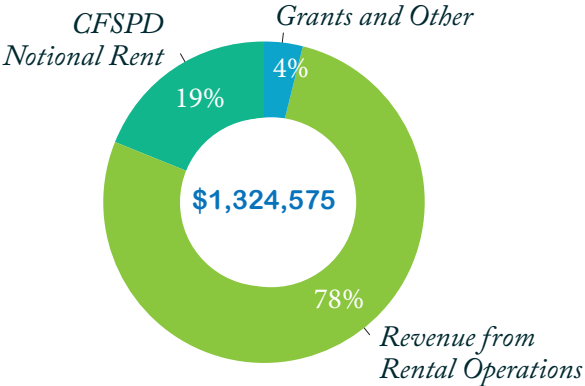


Operating Expenses

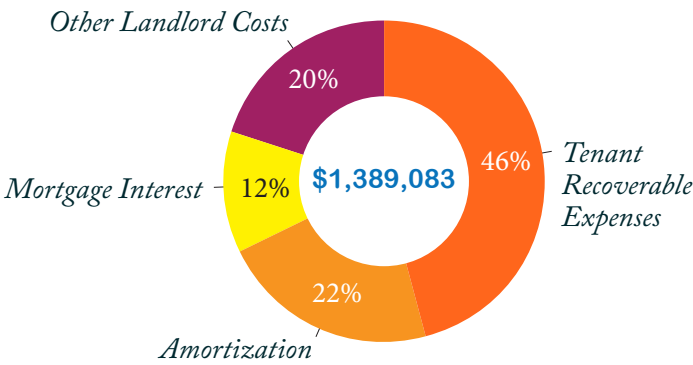


Building Costs

Building Revenue



Building Expenses



Funders, Donors, and Supporters



Accredited by





Catholic Family Services
PEEL • DUFFERIN

Service Locations

The Honourable William G. Davis

Centre for Families

60 West Drive, Suite 201
Brampton, Ontario
L6T 3T6
Tel: 905-450-1608

Dufferin County Toll Free

1-888-940-0584

Southcom Building

2227 South Millway Suite 202
Mississauga Ontario
L5L 3R6
Tel: 905-897-1644

Charitable Registration

#11908 7823 RR0001

info@cfspd.com

www.cfspd.com

twitter.com/cfspd