

# Heart to Heart

We're Here for You!

Fall/Winter 2014



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## Special points of interest:

- CFSD has applied to be a French Language Designated Agency!
- We have a new way you can support us! See page 2 for more details...

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## How you can help:

Make a gift to Catholic Family Services.

Your gift is tax deductible and helps us strengthen individuals and families.

We're on the Web  
[www.cfsdurham.com](http://www.cfsdurham.com)

## A message from the Board of Directors

The Board of Directors has the privilege to serve the community by empowering the remarkable front-line clinicians and volunteers who help residents in measurable ways every day. We know that the role of our organization to serve residents in need plays a vital role in building a strong community.

To that end, CFSD remains focused on building capacity by creating important relationships with other community service providers in Durham. CFSD is also focused on ways to strengthen its own foundation, both organizationally and financially through a strategic capital campaign and renewed

focus on business planning.

The Board is eternally indebted to our staff, who remain focused on people and processes that affect residents' quality of life, self-esteem and access to opportunity in the Region. Our staff members are key to the growth at CFSD and in the Region between partners who are focused on building an inclusive, empowered and socially sustainable community.

The Board is excited to celebrate the 10<sup>th</sup> anniversary of the Annual *Heart to Heart Gala* this year at Deer Creek in Ajax. The event is a wonderful reminder that empowering people in need is the easiest way

to build an extraordinary community.

Thank you to our community partners, supporters, volunteers and employees for your steadfast commitment to our goals.

Sincerely,

Board of Directors



CFSD's 10th Annual **Heart to Heart Gala** will be held on Saturday, February 28th, 2015. This year,

## Heart to Heart Gala



thanks to their generosity, we will be celebrating our 10th Anniversary of this special event at Deer Creek Golf and Banquet Facility.

This event includes a

delicious 3 course meal, silent and live auction and dancing!

Tickets are \$100.00 each. Please call 905-725-3513 ext. 121 for more information.



## FundScrip!

We have signed up with FundScrip for a fundraising opportunity like no other!

You purchase gift cards at face value through us, and we get a percentage of that value! For example, if you Grocery shop every week at Walmart, you could purchase \$100 gift cards from us – you spend the same as you would on your groceries anyways, and CFSD gets 3% of that back.

There are over 170 participating retailers for you to choose from, ranging from gas stations, to restaurants, to clothing and shoe stores.

So, by spending exactly what you would spend for your normal, daily life purchases, you can also be supporting our organization!

If you are interested in supporting us in this way, please contact Tania McClean at 905-725-3513 ext. 121 or [t.mcclean@cfsdurham.com](mailto:t.mcclean@cfsdurham.com)



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## Christmas is Coming...

If you would like to assist us in supporting clients who do not have the means to buy food and gifts for Christmas, please contact Diane Nehring at 905-725-3513.



We will be accepting donations of gift cards, or money to purchase gift cards, which will then be given to clients in need. The joy on people's faces when they realize they can go out and buy their children gifts, is priceless...

## A new "Walk In Clinic" model of intake...

Every year, the number of people seeking support from our organization increases. For years, we carried a wait list for service that fluctuated between 2 weeks and two months. By 2013, the number of people reaching out for help and exceeded our ability to respond, and the wait list had reached an all time high of 5 months. That is far too long for someone to wait, who needs support for something that is happening in their life NOW.

As a result, the agency has developed a new model of intake that we have piloted over the past 6 months. Our experience has caused us to decide we are keeping it!

With our new model, when someone wants counseling from our organization, instead of calling in and being placed on a wait list, anyone in Durham Region, regardless of denomination, is welcome to "walk in" to our office on any Thursday (between 9 and 3:00, last appointment taken at 3:00) or the evening of the last Tuesday of every month (between 4 and 6:30, last appointment at 6:30) to get counseling.

Each person meets with a screener, who ensures that our agency is the best fit for what the person is looking for, and then the person seeking support receives a single session of counseling that same day. The whole process can take up to two hours, and is based on a "first come first served" approach.

We are excited with the results of the evaluations that we have received back from clients who have used the service. People are able to access counseling the same week they feel the need for it, and leave with a plan for coping when they leave our office. Those requiring more than one session are put on an internal wait list for the longer term counseling, which is no more than 1 month in length.

We're here for you!