

ANNUAL MEETING  
REPORT FOR 2022-2023

**Catholic Family Services of Durham**  
**Services à la famille catholiques de Durham**



September 13, 2023

*We're here for you*

## Mission Statement

We provide help, hope and healing to individuals, young parents, couples and families, regardless of beliefs. We do this through evidence-based psychotherapy and counselling, education and support. (April 12, 2023)

## Philosophy

Catholic Family Services of Durham / Services à la famille catholiques de Durham intends to provide a community based service that is accessible to everyone in both English and French, and to develop a service that addresses the needs of the Region. The service shall be done with regard for the inherent dignity, freedom and equality of all persons. Catholic Family Services of Durham / Services à la famille catholiques de Durham has a special mission to those experiencing difficulties, to be in affiliation and solidarity with them and to collaborate with them in order to facilitate personal growth and well-being.

We are committed to serve in the spirit of our mission statement and according to the teachings of the Catholic Church.

## Values

CFSD embraces the following core values as being foundational to our approach:

- Inclusive: creating spaces where all are welcome and accepted, and feel that they belong.
- Responsive: anticipating and adjusting to the needs of the diverse communities we serve; seeking creative ways of thinking and adapting.
- Collaborative: working with our staff, board, clients and community partners to achieve shared goals and positive outcomes.
- Professional Excellence: maintaining professional ethics and exemplary standards of practice; upholding a learning culture.

## Areas of Effort

In achieving its Mission, Philosophy and Values, Catholic Family Services will:

- Develop services to address needs of the area;
- Strive for accessibility to all of its services;
- Provide a high quality counselling service to individuals, couples and families;
- Implement educational programs aimed at strengthening families and the interpersonal skills of individuals;
- Act as a resource to the parishes in Durham Region;
- Undertake community development work to strengthen the capacity of parishes to address social issues;
- Work with parishes and the community to reduce the incidence of family violence;
- Empower victims of family violence and sexual abuse in obtaining protection and in strengthening their lives;
- Support and serve any young parents and their infants and children who are at risk and who reside in Durham Region, addressing young parents emotional, physical,

social, educational and spiritual needs through a variety of programs supportive of young parents development towards responsible and healthy maturity, and in particular:

- a. To provide outreach services to young parents and their children living in the community to encourage their participation in support programs, and in accessing other appropriate community services to assist them in caring for their children.
  - b. To provide counselling and educational programs for young parents aimed at increasing their life skills and parenting competence.
  - c. To provide referrals for the provision of affordable housing, adequate financial management assistance and other services necessary for young parents in need to meet the basic needs of their families.
  - d. To provide programs, including counselling and educational programs, to young parents, individually and collectively, aimed at increasing their life skills and parenting competence and encouraging a sense of community and belonging.
- Provide a rewarding and supportive working and service providing environment;
  - Be fiscally responsible;
  - Work collaboratively/cooperatively with other social service organizations.

# Annual General Meeting Agenda

Wednesday, September 13, 2023

7:00 pm

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Welcome

Introductions

Secretary's Report

Audit Committee Report

Appointment of Auditors for 2024

Governance Committee Report

Human Resources Committee Report

Annual Board Chair & Executive Director's Report

Ratification Resolution

Adjournment

# Secretary's Report

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**Catholic Family Services of Durham  
Annual General Meeting  
Held via Zoom and at 850 King Street West, Oshawa  
Wednesday, September 14, 2022, 7pm**

**Attendance in-person:** Stan MacLellan, Chair; Janine Bowyer, Vice-Chair; Marc Poupart, Audit Chair; Natalie Albrecht; Alida Brydon; Fr. David Bollo; Monique Forster; Elizabeth Pierce

**Attendance via Zoom:** Chris Leahy; Paula Raggiunti; Kim Sharpe; Ann Marie Whitney

**Absent:** Henry Remiz, Secretary

**Guest:** Rosario Pascua

**Note taker:** Tania McClean

## **Handouts**

Annual General Meeting Report for 2021-2022

### **1) Opening of AGM and Welcome at 7:05pm : Stan MacLellan**

**Opening Prayer:** Fr. David Bollo

#### **Acknowledgements & Introductions**

- Chair Stan MacLellan introduced our honoured guest: Rosario Pascua of Catholic Charities. Stan thanked Catholic Charities for their support over the years and acknowledged all that the agency has been able to accomplish as a result of that support.

### **2) Approval of Agenda**

#### **MOTION to approve the agenda**

by Stan MacLellan, seconded by Alida Brydon. **Motion carried.**

### **3) Review of Minutes of Annual General Meeting June 23, 2021**

- Marc Poupart called for a review of the minutes of the Annual General Meeting June 23, 2021

#### **MOTION to approve the Minutes of June 23, 2021**

by Marc Poupart, seconded by Ann Marie Whitney. **Motion carried.**

### **4) Audit Report: written report**

- Chair Marc Poupart presented the Audit Committee Report

#### **MOTION to accept the Audit Committee Report for 2021-2022**

by Marc Poupart, seconded by Monique Forster. **Motion carried.**

### **5) Appointment of Auditors**

- Discussion regarding the use of Smith Chappell Marsh Vilander as auditors, and the value in continuing to use them.

#### **MOTION to retain Smith Chappell Marsh Vilander as auditors for 2022-2023**

by Marc Poupart, seconded by Natalie Albrecht. **Motion carried.**

**6) Governance Committee Report:** written report

- Janine Bowyer presented the committee report on behalf of the Committee.

**MOTION to accept the Governance Committee Report as submitted**

by Janine Bowyer, seconded by Alida Brydon. **Motion carried.**

**7) Presentation of New Board Members**

- Janine Bowyer announced the retirement of valued member Kate O'Quinn
- Janine Bowyer presented new Board members Kim Sharpe and Natalie Albrecht.

**MOTION to ratify the appointments to the Board of Kim Sharpe and Natalie Albrecht**

by Janine Bowyer, seconded by Monique Forster. **Motion carried.**

**8) Human Resources Committee Report:** written report

- Ann Marie Whitney presented the report on behalf of the Committee.

**MOTION to accept the Human Resources Committee Report as submitted**

by Ann Marie Whitney, seconded by Marc Poupart. **Motion carried.**

**9) Annual Report:** written report

- In addition to the information from the written report that Stan MacLellan highlighted, he also reflected that he is really proud of the accomplishments that he has seen in his years with the agency – how innovative the agency has been, the commitment of the Board, Elizabeth Pierce and the staff to continue to serve the community, the compassion that the board shows despite having so much going on in our busy professional and personal lives. These three major points have helped us to create an environment that people want to work with. The Board is extremely grateful to Elizabeth for her strong leadership and dedication to the agency. We continue to appreciate the incredible support of Catholic Charities and look forward to continuing to partner in the future.
- Elizabeth Pierce spoke of how proud she is of the staff, how flexible they've been and how well they've navigated the pandemic and the merger. Managers attend community meetings and are proud that our agency is seen as a positive example and leader in the community. Special thanks to Stan for his many years of service on the Board. Elizabeth pointed out the "no show" appointments numbers; the agency is working on this important issue.

**MOTION to accept the Annual Report as presented**

by Stan MacLellan, seconded by Kim Sharpe. **Motion carried.**

**10) MOTION to Ratify All Decisions and Actions taken by the Board in the Past Fiscal Year**

by Marc Poupart, seconded by Monique Poupart. **Motion carried.**

**11) Meeting Adjournment**

**MOTION to Adjourn at 7:28pm**

by Stan MacLellan, seconded by Marc Poupart. **Motion carried.**

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Henry Remiz, Secretary

Approved by the Board of Directors, at the Annual Meeting, September 13, 2023

# Finance Committee Report

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The following summary comments are regarding the audited financial statements for the year ended March 31, 2023. A summary report of said statements is part of this report, and the actual detailed statements are available upon request. Some comments may refer to such detailed statements.

- ✓ The Audit opinion is same as previous years and mentions that “the financial statements present fairly, in all material respects, the financial position of the organization”. As mentioned in the report, the qualification is common with charities since some of the revenues (client fees and donations) cannot be verified for completeness.
- ✓ Year-end results were reviewed previously with the Board of Directors. The audited statements are more comprehensive and include notes which provide details on accounting policies and account details.
- ✓ The merger of Rose of Durham with CFSD which took place in February 2022 showed assets transferred including significant cash. We continue to hold a balance receivable from Rose of Durham which will be received in February 2024.
- ✓ The following are summary comments on these statements and variations when compared to 2022:
  - Statement of Financial Position
    - Overall position is slightly higher than last year showing a very good financial position with net assets at \$1,001,149 compared to \$975,079 last year.
    - The agency also had a very good cash position at \$1,252,057 which easily covers the \$126,101 of accounts payable and the \$930,161 of deferred revenues . Part of such cash position in invested in GIC’s (referred to in note 2 on page 8).
    - Within such “Net Assets” of \$1,001,149, there are three components:
      - Invested in Capital Assets = \$688,125
      - Internally Restricted Funds = \$205,993
      - Unrestricted Funds = \$107,031

The restricted Funds are mostly from Rose of Durham and part of it was used to paydown the mortgage and CCAT loan on the building.

The Capital Assets are detailed in the various elements of the Statement of Financial Position (refer to Note 3).

The “Invested in Capital Assets” can be detailed as:

▪ Land and building (net of amortization)	\$3,046,428
▪ Deferred Contributions from MCSS	( 1,420,904)
▪ Mortgage including due within one year	( 837,399)
▪ Loan from Catholic Charities	<u>( 100,000)</u>
▪ Net equity	\$ 688,125

The building and deferred contributions are being amortized over 30 years. MCCSS provides special funding annually for the mortgage payment which includes principle and interest.

○ **Statement of Operations**

Overall the agency realized a profit of \$8,570 for the year (\$62,102 last year). Here are some highlights for the year:

Revenue:

- The amount received from the Ministry of Children Community and Social Services (MCCSS) was lower than last year as in the prior year we received funds on behalf of Luke's Place.
- Grants from Catholic Charities is higher than last year since they include the amounts provided for the Rose of Durham division for full year.
- There is a rental income (\$31,920 for the year) from other agencies who are in our building but is reduced since Rose of Durham is now part of CFSD. These cover our expenses allocated to their space.
- Client fees were similar to last year and is strictly in line with what clients can afford.
- Our fundraising efforts netted (after expenses) \$146,245 for the year, much better than last year with the biggest contributor being the Heart to Heart Gala netting \$73,000.
- We received grants from Ontario Trillium Foundation, Canadian Women's Foundation and Durham Children's Nutrition Program. We also received \$170,000 for the Ujima Project.
- Amortization of the deferred contributions was for a full year.

Expenses:

- Salaries and benefits are the main reason funders grant funds to enable the agency to provide services to its clients in need. Again, this has increased in light of the new Rose of Durham staff, a full staff complement and an increase in pension costs
- Rent and occupancy expenses include the Ajax office rent, property tax, elevator expense, utilities, repairs/maintenance and insurance.
- Mortgage interest is lower than last year in light of extra reduction of the mortgage from Rose funds.
- Amortization of the building (\$100,655) is partially offset by the amortization of the deferred contributions (\$55,716).
- Our fundraising expenses were again very well controlled this year and increased in light of the Heart to Heart Gala efforts.
- Other expenses are mostly in-line with last year.

✓ As mentioned previously, the detailed financial statements also include other information. Some additional comments:

- Statement of changes in net assets



This statement shows reconciliations of opening/closing balances and transactions during the year of the “Invested in capital assets”, “Internally restricted fund” and “Unrestricted net assets”. The “Internally restricted fund” now shows the playground fund and the capital donation fund.

- Again the Transfer out in the Internally Restricted – Rose fund was mainly for pre-payments of the mortgage.
- Statement of cash flow
    - This statement shows the elements of the change in cash position from one year to the next, ending with a very good \$1,252,057 cash position.
    - The biggest element is the deferred revenues transfer of 708,735 (refer to note 10) received during the year with the balance being for Ontario Shores project for next year.
  - Notes to financial statements
    - In general, these notes provide good explanations of accounting policies and more details of elements of the financial statements.
    - Note 2 includes the funds received for our playground, future capital required expenses and the Rose of Durham Fund
    - Note 3 reflects mainly the building and annual amortization. It also reflects office furniture and computer hardware which are fully amortized since we were granted the money to get these.
    - Note 6 discusses the pension plan of the DB part with the CAAT plan. The plan is in good financial position with a surplus position.
    - Note 9 is with respect to the no interest loan from Catholic Charites (\$100,000) which was obtained to help with the purchase of the building. This requires annual payments of \$50,000.
    - Note 13 refers to the merger with Rose of Durham and specifies the holdback (\$306,984) which is for 3 years from the merger (ends February 2024).

Respectfully submitted,  
Marc Poupart, Finance Chair

**Catholic Family Services of Durham**  
**Excerpt from Audited Financial Statements**

<b>Statement of Financial Position at March 31,</b>	<b>2023</b>	<b>2022</b>
<b>Assets</b>		
<b>Current</b>		
Cash	1,252,057	837,934
Accounts Receivable	70,142	55,977
Prepaid expenses	47,087	48,199
	<u>1,369,286</u>	<u>942,110</u>
<b>Capital Assets (net)</b>	<b>3,046,428</b>	<b>3,134,725</b>
<b>Trust Receivable - Rose of Durham</b>	<b>237,771</b>	<b>306,984</b>
	<u>4,653,485</u>	<u>4,383,819</u>
<b>Liabilities</b>		
<b>Current</b>		
Accounts Payable	126,101	148,469
Deferred Revenue	930,161	221,426
Loan Payable	100,000	150,000
Mortgage Payable	68,790	60,831
	<u>1,225,052</u>	<u>580,726</u>
Deferred Contributions (Capital Assets)	1,420,904	1,476,620
Mortgage Payable (long term)	768,609	1,044,410
Trust Liability- Rose of Durham	237,771	306,984
	<u>3,652,336</u>	<u>3,408,740</u>
<b>Net Assets</b>		
Invested in Capital Assets	688,125	402,864
Internally Restricted Funds	205,993	452,961
Unrestricted	107,031	119,254
	<u>1,001,149</u>	<u>975,079</u>
<b>Balance</b>	<b>4,653,485</b>	<b>4,383,819</b>

<b>Statement of Operations for the year ended March 31,</b>	<b>2023</b>	<b>2022</b>
<b>Revenue</b>		
Ministry of Community and Social Services	895,121	1,064,890
Catholic Charities of the Archdiocese of Toronto	955,372	729,989
Rental Income	31,920	57,170
United Ways	20,000	19,000
Client Fees	39,856	32,341
Donations and fundraising	176,458	80,754
Amortization of deferred contributions	55,716	55,716
Grants and other revenue	512,579	342,656
Interest	10,027	18
	<u>2,697,049</u>	<u>2,382,534</u>
<b>Expenses</b>		
Salaries and benefits	1,860,338	1,353,818
Rent and occupancy cost	169,844	177,855
Purchased services	142,960	170,273
Office	95,565	82,648
Mortgage interest	29,086	42,975
Amortization	100,655	99,420
Fundraising	30,213	3,006
Agency dues and fees	15,880	13,861
Training and education	9,799	7,565
Program and project	229,497	365,271
Transportation	2,584	980
Advertising and promotion	2,058	2,760
	<u>2,688,479</u>	<u>2,320,432</u>
Excess (Deficiency) of Revenue over Expenses	<u>8,570</u>	<u>62,102</u>

Please note the full 2023 audited financial statements are available on request

# Governance Committee Report

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The Governance Committee is responsible for overseeing the Board's governance processes. This year, the Committee accomplished a significant number of goals, including:

1. Supporting the development of a new three-year Strategic Plan.
2. Reviewing, revising and approving all of the Board's policies to ensure compliance with current legislation and appropriate standards.
3. Updating and monitoring the Board's monthly work plan.
4. Revamping the Executive Director's performance evaluation process.
5. Incorporating diversity, equity and inclusion parameters into Board policies, feedback mechanisms, membership recruitment and training.

Respectfully submitted,  
Alida Brydon, Chair

# Human Resources Committee Report

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The agency's successful merger with the Rose of Durham, and the addition of their 8 staff has continued to be positive. This year has been focused on combining policies and procedures, so that there is only one manual for the whole organization, along with realigning and updating the policy manual to the most recent set of accreditation standards. Of particular note are the new Board Operations Policies on Diversity, Equity and Inclusion, and Anti-Oppressive Practice. Previously, the agency's policies on these issues were simply statements on the importance of and respect for Cultural Diversity.

Our agency now had a total of 27 employees, and three Program Divisions, as follows: Young Parent Division (7 employees), Psychotherapy Division (14 employees) Safety Network Durham (1 employee), and Administration (5 employees including Executive Director).

Over the past year, this agency continued to carry forward the hybrid model of service delivery. Management had developed a decision matrix detailing when a client should/could receive in person versus virtual, and when a worker could/should be working remotely and virtually with a client versus in person. Staff were asked to work 3 days in the office (even with virtual clients) and were encouraged to work one day at home if desired, so that the "luxury" of working from home was supported as well.

The year started out with difficulty in staff retention, like many returning to in person situations. We had two staff persons resign in early September, but some reserve funds enabled a contract person to fill a position and the process of posting and hiring started for the other position. There seemed a lack of qualified applicants and our ED continued advertising for same, at universities, Charity Village, etc. Thankfully, the Agency ended the year with a full staff compliment.

The Human Resources Committee added a board member, Natalie Albrecht to the committee. The committee updated their Terms of Reference to make them more efficient and effective this past year.

Respectfully submitted,

Ann Marie Whitney, Human Resources Chair

## Capital Campaign Committee Report

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The Capital Campaign Committee continues to exist, because the agency remains very committed to raising the funds needed to pay off the mortgage it currently holds with RBC. The goal of raising the capital funds is to pay off the mortgage so as to redirect those occupancy dollars into front line service delivery, not just for the agency, but for its building partners as well.

Specific funding asks have gone out to various corporations that have traditionally given to capital campaigns in the past, and staff have continued to give presentations about the Hub to various service groups and government officials which has elicited some modest contributions. The committee remains committed to securing the large donation(s) needed, to achieve the ultimate goal of no mortgage.

Respectfully submitted,

Chris Leahy, Chair

## Communications Committee Report

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The Board struck the Communications Committee as a Management Advisory Committee to assist the Agency and the Executive Director to develop a strategy for a strong, intentional communications presence in the community. This year, the Committee assessed the need for its continued existence. The Committee determined that there is still work to do before collapsing.

The Committee achieved significant deliverables, including:

1. Discussing and defining separate roles and duties with the Capital Campaign Committee.
2. Supporting the Capital Campaign Committee in a direct mail campaign.
3. Streamlining communications to stakeholders related to the merger of CFSD and the Rose of Durham.
4. Revising the operational policy for communications.
5. Operationalizing some of its ongoing work plan items, so that the Agency can continue these efforts without the need for Committee oversight.

Next year, the Committee will review its role within the context of the Strategic Plan and determine its ongoing priorities.

Respectfully submitted,

Alida Brydon, Chair

## Fundraising Committee Report

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Following last year's merger with the Rose of Durham Young Parent Support Services, Catholic Family Services of Durham held its first Victorian Tea fundraiser on November 15, 2022. This successful in-person event took place at the St. Joseph the Worker Parish Hall and a net profit of \$5,997 has been reported.

The Catholic Family Services of Durham main fundraising event of the year, the 18<sup>th</sup> Annual Heart to Heart Gala was an in-person event this year and it was held on Saturday, February 25, 2023. A net profit of \$48,859.09 has been reported. The event was held at the newly renovated Deer Creek Golf banquet facility.

Sincere thanks to each member of the Fundraising Committee for their dedication and the many ways they generously contributed to the success of these events. Thank you also to each member of the Board of Directors for their support of the Fundraising Committee and for the many ways they found to make individual contributions to these events. Our thanks also to the staff for their contributions to these events. We gratefully acknowledge our community for their continuous support of the agency's fundraising efforts.

Respectfully submitted,

Monique Forster, Chair

## French Language Services Committee Report

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The agency continues to provide an active offer of service in French to the community. The agency's French Language Supervisor continues to be a source of support to the community and active on community tables representing the French population.

The agency continues to work with other French organizations across the Province, to develop robust and sustainable access to psychotherapy for the French community, in response to a growing need for qualified and competent French speaking psychotherapists. This is in addition to the collaborative work already being done with the French community in the area of Intimate Partner and Gender Based Violence, specifically related to our French Language Supervisor's involvement in Provincial training and clinical input into various programs.

Part way through the service delivery year, Marc Poupart (former Chair of this committee) invited Natalie Albrecht to take over being the Chair of this committee, a move that was fully endorsed by the rest of the Committee.

Respectfully submitted,

Natalie Albrecht, Chair

# Annual Report

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## Message from the Board Chair and Executive Director

The 2022/23 service delivery year once again proved to be unique to the Agency. Yet, despite taking on new challenges, which became accomplishments of which we are proud, Catholic Family Services of Durham (CFSD) maintained their commitment to the provision of evidence-based, high-quality services to the Durham community.

### **Accomplishments:**

The most significant accomplishment to highlight in this report, is continuation of the work required to blend the two agencies following the merger of CFSD with The Rose of Durham Young Parent Support Services in February of 2022. With this merger, CFSD grew from being an Agency that provided psychotherapy, to an Agency with 2 divisions: 1) a Psychotherapy Division which provides the same services the “old” CFSD used to provide; and, 2) a Young Parent Support Division, still called Rose of Durham Young Parent Support, which continues to provide the same services provided pre-merger. The staff of both Divisions have adjusted expertly to this new organizational structure, and the Agency is already seeing benefits to clients in terms of streamlined service delivery offerings and efficiencies. The By-Laws, and Governance Policies and Procedures were updated to ensure the full inclusion of the two agencies.

Following the merger, the Agency embarked upon the development of a new Strategic Plan (included in this report). The new Strategic Plan includes a continued focus on the messaging of our new combined agencies.

Near the end of the Board year, it was also decided that Safety Network Durham would formally become a division within CFSD.

Lastly, the Agency is excited to report that a new three-year partnership with Ontario Shores Centre for Mental Health has been established, wherein the Agency is receiving funding to provide trauma therapy services. The partnership is streamlining access to trauma support, ensuring that clients don't sit on both organizations' waiting lists, and that they are waiting for the right organization from the outset. The MOU was signed during this service delivery year, and the next three years will be the ones in which services will actually be provided.

### **Challenges:**

The most obvious challenge, not unique to CFSD, has been responding to the increased demand for our services coming out of the pandemic. Given that year after year, the agency experiences a demand for our services that outpaces our capacity to respond, and we remain unable to reduce our waiting list to a more

palatable waiting time, this takes a toll on all – staff and clients alike. The Agency is always looking for new ways of responding to the need (like the Ontario Shores partnership), so that the Durham Community gets the support they need.

**Looking Forward:**

CFSD is excited to see what 2023/2024 will bring. Despite the consistent challenge of not enough staff to meet client demand, there have been so many unique opportunities afforded to CFSD in the past few years, that the Agency is confident this will continue, and the community will benefit as a result.

We could not do what we do without the excellent and diligent leadership of our Board of Directors, or the highly qualified, competent, compassionate staff team.

We look forward to another year of success.

Sincerely,

Janine Bowyer, Board Chair

Elizabeth Pierce, Executive Director

## **STATISTICAL REPORT ON DIRECT SERVICES**

Starting in February of 2022, CFSD grew to be an agency with 2 divisions: A psychotherapy division, and a young parents' support division (referred to as the Rose or the Rose of Durham Young Parent Supports). The following report includes numbers for each division separately.

### **A/ Psychotherapy Division**

Our Psychotherapy Division staff ensure that the Agency is able to provide high quality psychotherapeutic support to the entire community, regardless of beliefs. We provide individual, couple, family and group psychotherapy programs. All programming is available in both English and French, and approximately half of our work in this division is concentrated in the area of Gender Based Violence.

#### **Unique Clients:**

In 2022/2023 a total of **1,297** unique persons participating in our various programs. This is down slightly from 1,310 in 2021/2022, however is in line with pre-pandemic numbers of 1,269 2019/2020. It is important to note that during 2022/2023 the Psychotherapy Division was consistently down one to two staff members. Given the number of new unique clients seen as part of our intake process (discussed below), **392** clients were not *new* unique clients at the start of the service delivery year.

Furthermore, as is noted below, while there were fewer unique clients served, the hours spent with the clients and the number of sessions actually increased, which suggests that each client was requiring more support, thereby reducing the ability to take on as many new unique clients.

#### **Hours of Direct Service:**

The clients that were served received **5,428.10** hours of direct service, which is slightly above last year's amount of 5357.22, despite being consistently down one to two staff throughout the year.

#### **Number of Sessions:**

There were a total of **5,283** phone, video and in person sessions over the past year, up from 5,157 sessions over the course of the previous year.



## **No Shows and Cancellations:**

Ongoing Clients and Intake/Brief Single Session (BSS)- 647 Cancellations & 390 No Shows

Intake/Brief Single Session (BSS) Only – 146 Cancellations & 214 No Shows

Just Ongoing Clients - 501 Cancellations & 177 No Shows

The high number of cancellations and no shows offers further explanation as to why fewer unique clients are able to be seen – sessions reserved for those clients are booked, but not followed through on.

We hope that changes to our intake booking system (being able to screen appointments ahead of time, reminder emails, clients being able to cancel directly from their reminder email earlier in the process) will make a positive impact on these numbers that should be reflected in next reporting period.

### **“Brief Single Session (BSS)” Model of Intake:**

The agency employs a “Brief Single Session” model of intake, which requires every client who is interested in receiving service with the agency to participate a screening to ensure the client is appropriate for the agency’s services, and a single session of therapy. Clients who are screened as not appropriate are referred to the right service in the community.

**916** clients were referred to our agency for service during this service delivery year. This is down from 1,051 from last year. Of the 916 unique people who booked appointments, **905** of them eventually followed through on a screening. As part of this new booking system, some clients were seen for a screening and single session in one appointment, whereas for other clients this required two separate appointments. Of the total screened clients, **204** clients were either directed to more appropriate services or did not show for their single session that had been booked.

If the client is put on our waiting list for ongoing therapy, while on the wait list, a client may access the BSS process again for additional single sessions, once in a 4 week period, to assist them with coping and staying stable until their name comes up on the wait list. The utilization of this stabilization tool is seen in the number of unique clients served in a single session (**701**) versus the number of single sessions attended by said unique clients (**1,544**).

In this reporting year we utilized an online intake booking system called Caredove, which allowed clients to book their own intake appointments. Our agency was advertised on the “Ontario Counselling Finder” website which then directly connected clients with an online booking platform, where they could select a date and time for their appointment. This change resulted in a dramatic increase in both the number of referrals received as well as the number of no shows and cancellations for our Booked Single Sessions. On average, we received over **100 referrals per month**, for a total of **1330** referrals from the Caredove platform. Since we received 916 unique

client referrals, we can conclude that **414** of those referrals were return clients. Over **18.25%** of sessions booked for this program ended up in cancellations and no shows, as indicated above.

### **Waitlist**

Beginning of reporting period—409

During the period- 773

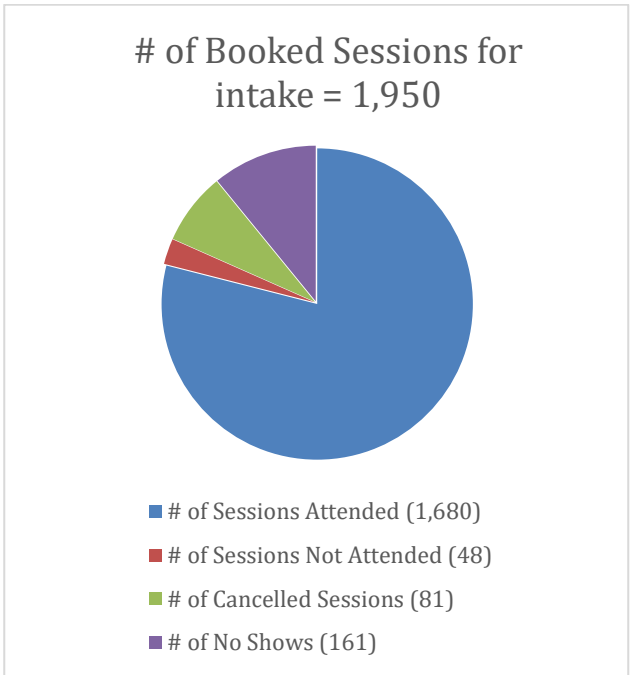
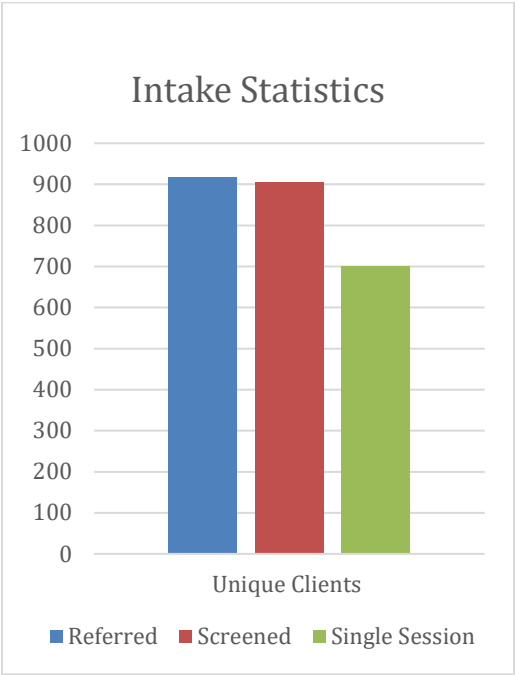
End of Period- 267

As has been mentioned throughout this report, the Agency experienced a high demand for our services. The number of clients who were on the waiting list at the start of the service delivery year, and the number who were at some point on the list over the course of the year are much higher numbers than the number of clients on the list at the end of the service delivery year. This indicates that we were significantly able to reduce the wait list this year, despite being down staff. One of our strategies that we have been implementing has been adding less people to the waitlist and asking clients to return for further assessment to ensure suitability for ongoing counselling. It is hoped that this will in turn reduce our no show/cancellations in the next service delivery year.

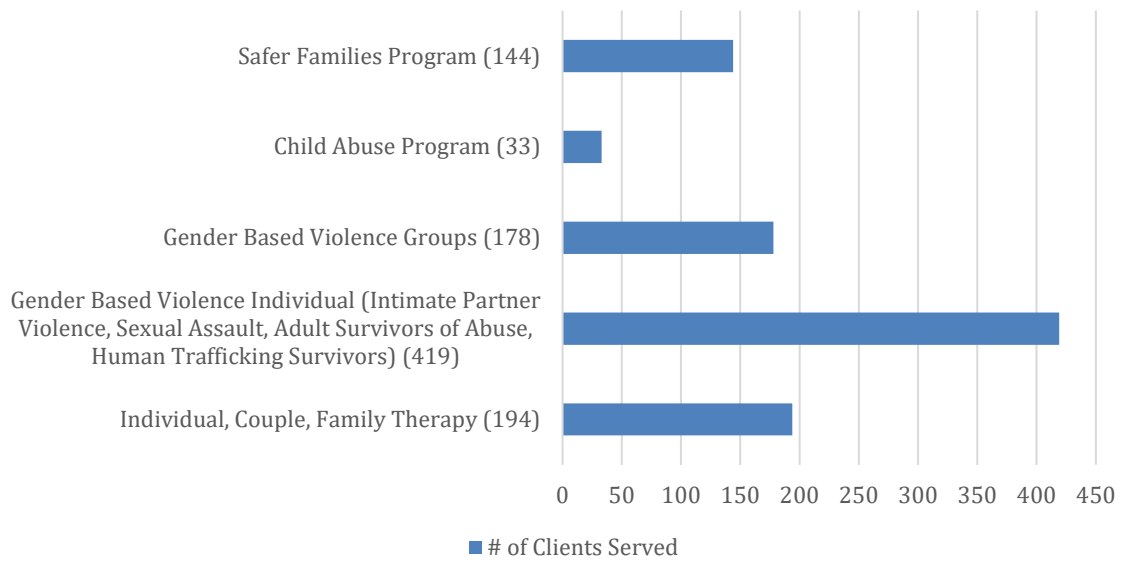
### **Groups**

Our group programming continues to be in high demand, and given the length of our waitlist, is a way we can serve clients who are waiting for individual services, when clinically indicated. In 2022/23 we ran 22 different groups (10-12 sessions each) during which 431.5 hours of group counselling was provided. **178** clients were served through our group programming.

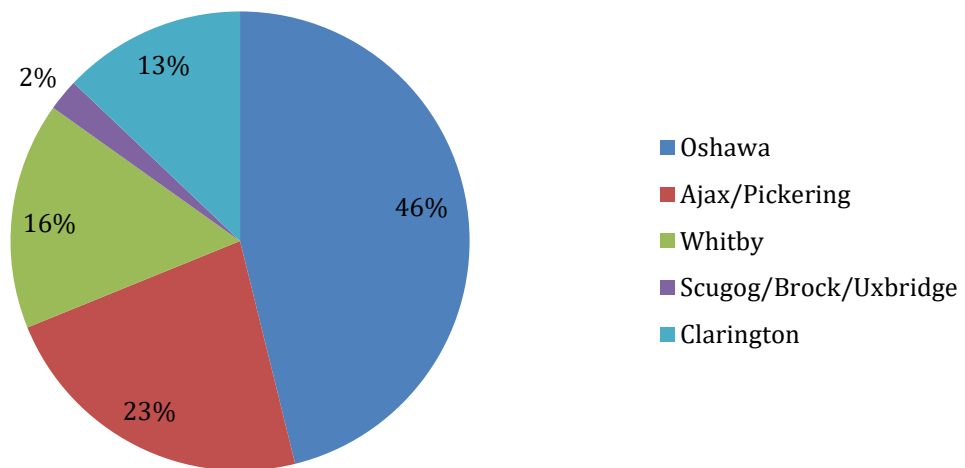
The following charts summarize the number of people served and the services they received. Please note that a client will be counted in both the BSS numbers as a new client as well as the specific program they do their ongoing work in (such as family therapy or group therapy, for example). Clients may also be served in more than one program area:

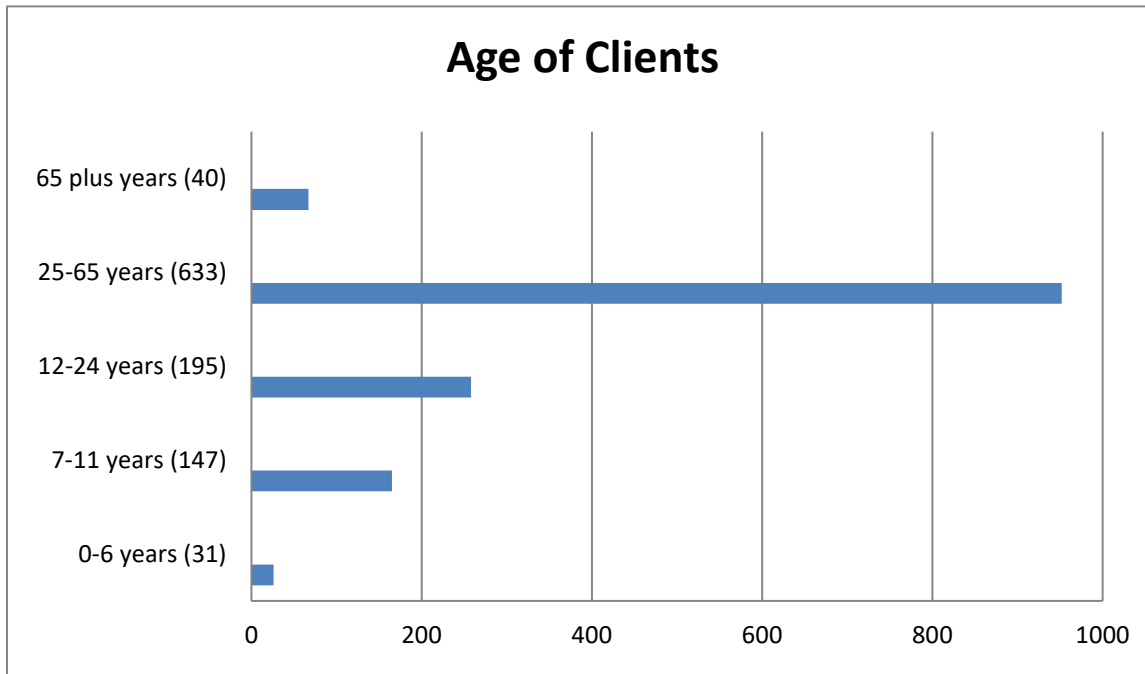


## Clients by Program



## Place of Residence





## PROGRAM DESCRIPTIONS

### General Psychotherapy Programs

#### INDIVIDUALS

Psychotherapy is offered to support and improve individual adjustment, social and emotional functioning and safety. Services are offered to individuals experiencing difficulties in areas such as coping with grief and loss; managing transitional changes; work related difficulties; struggling to overcome the effects of past abuse and/or trauma; managing stress, anxiety, depression or other mild to moderate mental health concerns; and affect management.

#### COUPLES

Psychotherapy is offered to couples to reduce the level of conflict and distress in their relationship, improve communication and to assist them to achieve a greater level of emotional intimacy and connectedness.

#### FAMILIES

Family therapy is offered to improve family relationships and family functioning, to assist families to better manage transitions such as separation, loss or blended family issues, or to help families to deal with the special needs of one or more members. Sometimes family work involves parent-child relationship issues/behavior management strategies, whereas at other times the work is assisting the family to adjust to a new developmental stage in life that they do not feel adequately prepared for, such as adolescence or young adulthood. At times, the work is reunification work, wherein families have been apart for various reasons (mental health issues, domestic violence, physical and/or sexual abuse by a care giver to a child, incest/sibling sexual abuse or some other type of safety or boundary breach for a child) and are needing professional assistance to reunify and navigate the adjustments and/or challenges potentially awaiting them during the reunification.

## Gender Based Violence and Child Abuse Programming

### COUNSELLING AND TRANSITIONAL SUPPORT FOR ABUSED WOMEN

To assist abused women or women at high risk of abuse to gain safety and protection for themselves and their children;  
To facilitate healing from trauma;  
To empower women with the skills and abilities necessary for a violence free future.

### GROUP PROGRAMMING FOR MOTHERS AND THEIR CHILDREN

To offer support and parenting techniques for mothers of children who have been exposed to violence in the home, while concurrently offering support to their children who have witnessed the violence, to enable them to process their traumatic experience and address any unresolved

### CHILDREN EXPOSED TO VIOLENCE PROGRAMMING

To enhance the social and emotional functioning of children/youth ages 4 to 18 years of age who have been exposed to a significant level of violence in their homes;  
To support positive self-care and safety;  
To assist the children to develop social skills and abilities which will promote a violence-free future.

### SAFER FAMILIES PROGRAM

To provide a differential response to families at the front end of their involvement in the child welfare system when domestic violence is an issue;  
To ensure that families desiring counselling and support for domestic violence are engaged in those services from the point of crisis, to reduce unnecessary involvement in

### CHILD ABUSE PROGRAM

To improve the emotional, social and relational functioning of children and youth ages 4 to 18 years who have been impacted by their experience of physical, emotional and/or sexual abuse.

## **B/ Rose of Durham Young Parent Support Division**

Staff at the Rose ensure that every client who walks through the door feels supported, cared for and safe. As the only service in the Region with the sole mandate to provide these crucial services to young parents and their children, the Rose is uniquely positioned to strengthen the mental health of every infant who attends the Rose with his or her parent. With an attachment focus embedded into everything offered at the Rose, infants and young children are offered the best possible start to life through the support and life skills offered to their young parents.

### **Statistics from April 1, 2022 – March 31, 2023**

<b>Individual Counselling: 198 clients served</b>
<b>Families Served in Psych-educational Groups: 104 Total Hours: 226</b>
<b>Families Served in Social Groups: 76 Total Hours: 187</b>
<b>Students enrolled in Young Parent School Program: 58 student Total Hours of School Service: 224</b>
<b>Total clients served: 264</b>
<b>Layettes provided: 42</b>
<b>Volunteers Used in Both Divisions: 37 Volunteer Hours: 1226.5</b>

### **Programs & Services**

#### **Individual Counselling for Young Parents**

Supportive counselling is available for all young parents. Within an attachment-focused framework, counsellors support young parents to build on their strengths and reduce their risks ensuring optimal outcomes for their children and healthy families. Client led sessions allow clients to access individual parenting sessions, advocacy and referrals when needed.

#### **Prenatal Classes**

Prenatal classes are offered in collaboration with Durham Region Public Health.

#### **Young Parents School Program**

Offered in collaboration with the Durham Catholic District School Board, core academic courses are offered in a child-friendly environment with support for re-entry into the mainstream education system.

## **Educational Parenting Groups**

All of our educational parenting groups have an attachment focus, which promotes positive infant mental health. The groups are specific to the individual needs and challenges of young families.

- **Me, My Baby, Our World** – An interactive evidence-informed 12- week group that explores the attachment relationship between parent and child through interactive time, parent discussion, scrapbooking and videotaping.
- **Early Connections** – A prenatal attachment group that celebrates pregnancy and supports healthy attachment while the child is in utero.
- **Basic Connections** – An attachment program focusing on the fundamentals of parenting a child under the age of 1. Core principles of attachment are addressed for parents that may have experienced separation from their child.
- **Make the Connection** – This program helps parents interact with their babies in ways that promote secure attachment, positive communication and healthy brain development.
- **Nobody's Perfect** – Designed to strengthen positive parenting skills. Helps parents to recognize their strengths in order to raise healthy and happy children.
- **Toddler Dayz** - A 12 - week interactive program focusing on toddler behaviours and development and the impact on the parent-child relationship.
- **What a Difference a DAD Makes** – A program just for dads that emphasizes the important role a positive male can play in a child's growth and development.
- **Partners in Parenting** – A co-parenting group that facilitates an understanding between two people who are committed to parenting a child together to foster a healthy and nurturing environment to raise their child.

## **Interactive Play Groups**

These groups are designed to include hands on experiences and activities that strengthen the parent- child relationship. Weekly we host **Mommy and Me** and **Family Play Time**

## **Social and Life Skills Groups**

These groups are designed to meet the needs identified by the young parents (such as weekly cooking class and infant massage) but also to remove the barriers to social inclusion and support the building of peer support networks.



# Board of Directors

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## **Janine Bowyer – Chair**

Janine is a retired Durham Catholic District School Board Superintendent of Education. Janine is currently a part-time instructor at Ontario Tech University in the Faculty of Education. She is a member of Holy Family Parish in Whitby.

Janine has volunteered with many community organizations and joined the Catholic Family Services Board in 2020. She became Vice-Chair of the Board in June 2021 and Chair in June 2022.

## **Alida Brydon – Vice-Chair**

Alida is a lawyer at a financial services and insurance company, and a mother of three boys. She is also an instructor at Durham College. She is an active member of the Baptism ministry at St. John the Evangelist parish in Whitby. Alida has volunteered with many community organizations and joined the CFSD Board in February of 2019.

She has been Vice-Chair of the Board of Directors since September 2022, and serves as the Chair of the Governance and the Communications Committees.

## **Henry Remiz – Secretary**

Henry is a Chartered Professional Accountant with over thirty years of experience in finance, presently doing so at DKI CRCS in Oshawa. Henry has been an active volunteer in his community for over 20 years and has a long involvement in musical leadership at his parish.

Henry joined the Board in September 2017, was named Secretary in June 2021, and is a member of the Audit and Governance Committees.

## **Marc Poupart, CPA, CA – Audit Committee Chair**

Marc was an experienced, bilingual (English / French) senior financial executive for over 40 years in a public (and private) company environment, moving through a series of different and progressive roles, recently retired from his position as Vice President, Pension and Retirement Programs at Hudson's Bay Company (HBC). Marc was also a Board member of two foundations within the HBC group, a charitable and a history foundation.

Marc joined the Board of CFSD in 2007 and is currently Chair of the Finance Committee, an Officer of the Corporation, and a member of the Governance Committee.

Marc is also a member of the Catholic Charities' Pension & Benefits Committee where he provides his expertise to all associated agencies.

## **Reverend David Bollo**

Fr. David is a Roman Catholic priest of the Archdiocese of Toronto and presently pastor of St. Mary of the People Parish in Oshawa. Fr. David is Spiritual Advisor for the Durham Region Catholic Women's League. Father David joined the Board of Directors of CFSD as Bishop Vincent Nguyen's representative in September 2012.

### **Natalie Albrecht**

Natalie, a proud Mom of 4 great kids, has been an administrative assistant at École secondaire catholique Saint-Charles-Garnier since 2018, following an exciting career as Content Manager at Kijiji Canada. Over the years, she has volunteered with multiple non-profit organisations, such as Durham Parents of Multiples (which serves over 250 families in the Durham region). In addition to being a board member, she chaired many programs and was also president for 4 years. Natalie was very excited to join the Board of Directors for the Rose of Durham for almost 3 years before they merged with Catholic Family Services, where she now happily sits on this board and is Chair of the French Language Services Committee, and a member of the Communications Committee and the Victorian Tea Subcommittee.

### **Monique Forster**

Monique is currently employed by Durham College as a Faculty Member. She serves on the Board of Trustees for the Durham Catholic District School Board. Monique is self employed as a Corporate Trainer and she serves on the Executive Committee of the Board of Directors for the College of Respiratory Therapists of Ontario. She regularly presents on topics such as Ending Violence Against Women, Women's Rights and Global Warming and its Disproportionate Effect on the Poor. Monique is currently President of the Catholic Women's League for her Parish, St. Francis de Sales, Ajax. Monique joined the CFSD Board in May of 2020.

### **Chris Leahy**

Chris Leahy BA, MBA, is a father of 3, and an experienced marketing professional. He currently sits as a regional councillor for the Town of Whitby. As a former Chair of the DCDSB and Trustee for Whitby, Chris has seen firsthand within the community the great need for the services of CFSD. As a resident within Whitby for over 36 years, Chris has been very active within the community. He is a member of the Knights of Columbus council #4895 at St John's parish, volunteer coach with Whitby Iroquois Soccer Club, volunteer with the Heart & Stroke foundation, Whitby Roadwatch, Whitby Public Library Trustee, and a founding member of the DCDSB's Children's Foundation. Chris joined the Board of Directors of CFSD in 2013 and during that time has been involved with the Finance and Fundraising Committees, as well as Chairing the Capital Campaign Committee .

### **Stan MacLellan (retired June 2023)**

Stan MacLellan is the Chief Administrative Officer of Durham Regional Police Services. Stan has also been a part-time faculty member of the University of Ontario Institute Of Technology (UOIT), teaching within the Faculty of Criminology, Justice and Policy Studies, focusing most of his teaching energy in the areas of Leadership and Ethics.

Stan joined the Board of Directors of CFSD in May of 2011, became Vice-Chair in 2013, and served as Chair of the Board of Directors from 2016 to 2022. In his spare time, Stan volunteers as a soccer coach for his local community.

### **Paula Raggiunti (Retired June 2023)**

Paula is a Registered Nurse with her Masters of Health Science who has worked for over 28 years in the health sector in the areas of quality assurance and patient care. Paula is an active member and volunteer at St. Francis de Sales Parish.

Paula joined the Board in September 2017 and was a member of the Human Resources and Capital Campaign Committees.

### **Kim Sharpe**

Kim is an educator with many years of professional service both in the classroom and in an advising role. Kim holds a diploma in Early Childhood Education and a Bachelor of Human Services. As a lifelong resident of Oshawa, Kim has a vested interest in supporting the community, especially as related to building the capacity of children and their families. Kim has accomplished international volunteer mandates in Nepal and in Ghana, providing training, developing programs and fostering the empowerment of marginalized groups. In her spare time, you can find Kim in the garden, foraging in the forest, crafting or reading just about any type of book...but baking delicacies with her five-year-old granddaughter “takes the cake”.

### **Ann Marie Whitney**

Ann Marie moved from Alberta to Oshawa in 1985 and raised her family locally. She retired as a Peace Officer from the R.C.M.P., with over 30 years of service. She is an active member of St. Mary Of the People Parish where she is a member of the Catholic Women’s League and on the Finance Committee. She has served on Parent Advisory Boards for St. Christopher Elementary School and Paul Dwyer High School in Oshawa. In the past, she has volunteered at St. Vincent’s Kitchen in Oshawa and through her employer, with Bethesda House in Bowmanville and the Ontario Special Olympics in Durham. Ann Marie currently serves as Secretary on the Executive of The Board of Directors of The Auxiliary at Lakeridge Health Oshawa. Ann Marie joined our Board in January 2017, and serves as the Chair of the Human Resources Committee, as well as being a member of the Fundraising, Capital Campaign, and Communications Committees.

## Staff Members 2022-2023

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### MANAGEMENT

Elizabeth Pierce	Executive Director
Anna Aitchison	Clinical Manager
Renee Ash	Clinical Manager
Joscelyn Henderson	Clinical Manager
Steve Burnett	HUB / Facilities Manager
Sue Talmey	Director of Finance

### ADMINISTRATIVE SUPPORT

Tania McClean	Executive Assistant
Deneen Nolte	Program Support & Volunteer Coordinator
Wendy Sachs	Client Care Navigator

### PROGRAM STAFF

Rachel Ball	Intake Worker (contract)
Racheal Brown-Campbell	Psychotherapist / Group Therapist (contract)
Tracey Camacho	Safer Families Program Supervisor / Psychotherapist
Jessica Hamel	Psychotherapist
Paige Hewie	Counsellor
Catherine Hill	Senior Counsellor
Tracey Karsten	Early Literacy Specialist
Susan Koshie	Psychotherapist (Maternity leave)
Nicole McElwain	Psychotherapist
Chandra Murdoch	Counsellor
Moon Naz	Psychotherapist
Krystal Olejko-Qaqish	Psychotherapist
Matthew Robertson	Psychotherapist
Janelle Small	Counsellor
Katherine Stork	Family Navigator
Lynette Temmerman	Systems Supervisor & Group Therapist
Sarah Thorne	Gender Based Violence Casemanager
Sebastian Tirovolas	Psychotherapist
Mimma Tolfo	Group Program Supervisor / Psychotherapist
Cindy Zamiska	French Language Services Supervisor / Psychotherapist

### GROUP PROGRAM CHILD MINDER

Patricia Lopes

# Thank you for your support!

We are truly grateful to those individuals and organizations who support our programs financially, as well as those who provide gifts in kind or a donation of their time.

Many of those who most need our services are in difficult financial circumstances and are unable to pay fees of any kind. Donations help us to extend our services to those in most need.

You can know that your gift is making a difference in the lives of those who come to us for service, and assists us in building a stronger, healthier community in the Region of Durham.

Yours Sincerely,

Elizabeth Pierce, BSW, MSW, RSW  
Executive Director

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I would like to make a contribution of:

\$20                       \$50                       \$100                       Other \_\_\_\_\_

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CARD NUMBER: \_\_\_\_\_ EXP: \_\_\_\_ / \_\_\_\_

SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

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Catholic Family Services of Durham/Services à la famille catholiques de Durham  
707 Simcoe Street South,  
Oshawa, ON L1H 4K5

Charitable Registration No. BN106880057 RR0001

Catholic Family Services of Durham /  
Services à la famille catholiques de Durham

We're here for you / Nous sommes là pour vous

Head office:

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