

## NEW BOARD PRESIDENT SHARES JOY IN SERVICE



**Laurie van den Hurk**  
Board President

### My vision

As Board President, I hope to continue to develop the capacity of the board to work as a team, drawing on the wisdom and strengths of each, sharing the agency's mission and values. I want board members to feel joy when they come together for meetings and satisfaction in knowing that their service makes a difference in helping some of those in our community who are suffering. You are the backbone of our agency. It has been a privilege to support the work you do across the many locations we serve.

*Laurie*

### STRATEGIC PLAN 2018-2022

Compassion · Respect · Accountability · Innovation

CFSSC envisions strong, caring, healthy communities where families and individuals are empowered to reach their potential in spirit, mind and body.

#### Strategic Directions

- Increase the number of clients served
- Improve client outcomes
- Increase funding for expansion of services
- Build staffing capacity

Accredited by  
Canadian Centre  
for Accreditation



Agréé par  
Centre canadien  
de l'agrément

## CFSSC'S NEW STRAT PLAN OUTLINES GROWTH AGENDA



**Michelle Bergin**  
Executive Director

### Partnerships hasten service delivery

As CFSSC approaches its 40th anniversary, we launched our new strategic plan that points to expanded services and improved client outcomes.

The groundwork has been laid for this future. In 2017, we met the standards to renew our Catholic Charities membership, and welcomed five new directors under the leadership of first-year board president Laurie van den Hurk.

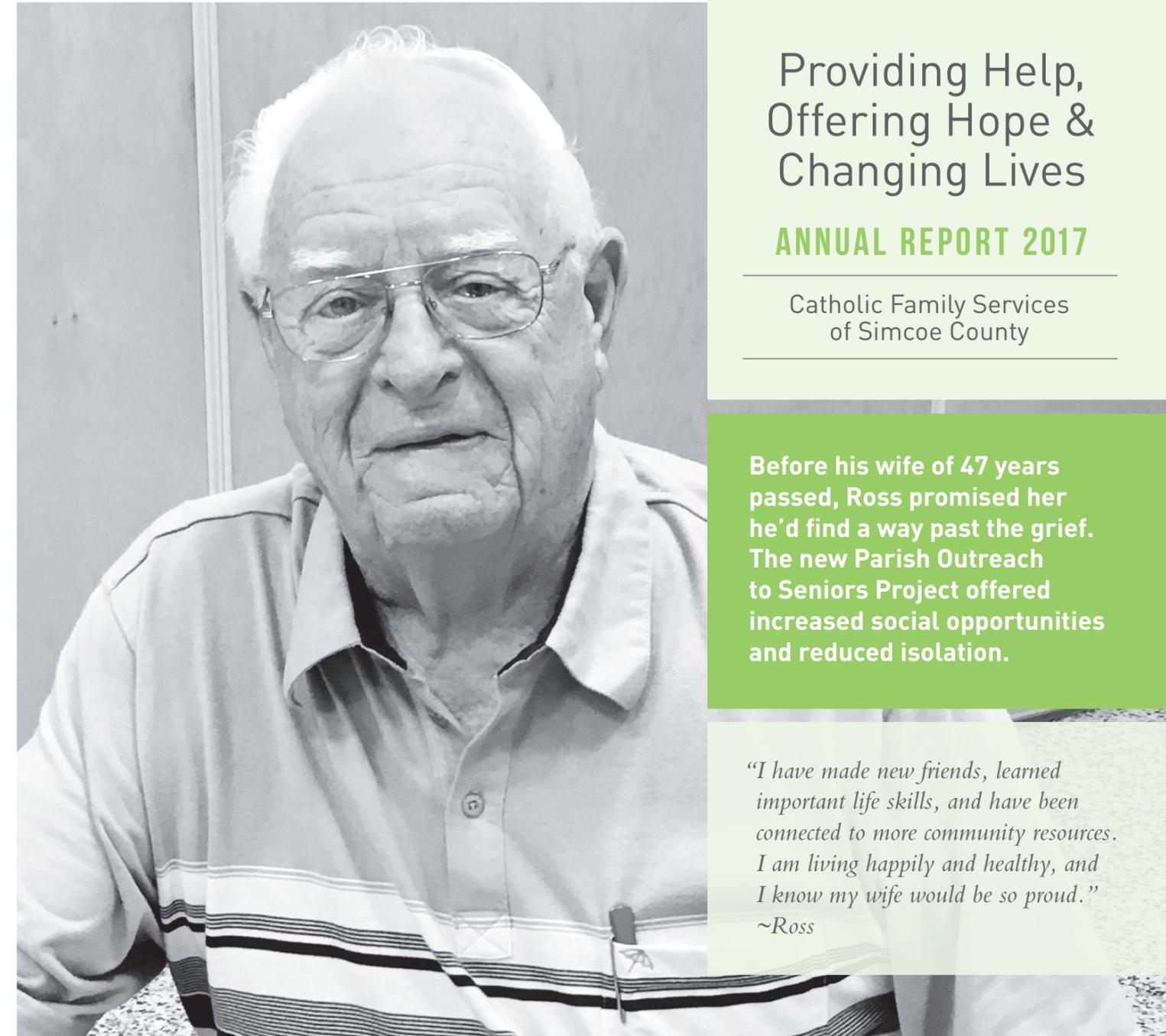
We also saw our staff size grow with the addition of a Huntsville location for a Walk-In Clinic and for Individual, Couple and Family Counselling.

In addition to internal program expansion, CFSSC is committed to forging new partnerships to increase our capacity to address community service gaps:

- partnering with New Path Youth and Family Services for an all-ages Walk-In Counselling Clinic to give everyone equal access to mental-health services.
- collaborating with CHIGAMIK Community Health Centre to provide its staff with clinical supervision and secondment of staff for the CBT Structured Psychotherapy Project.
- working with local Catholic parishes on Parish Outreach to Seniors (POTS), a new initiative to decrease social isolation. Its popularity sparked the Slow Cooker Club, a community-wide course building friendships and food-preparation skills.

As CFSSC staff works on re-accreditation and our new strategic directions in 2018, I'd like to take this opportunity to congratulate the entire team for the high quality of service provided to date as evidenced by the outcomes highlighted in this report.

*Michelle*



Providing Help,  
Offering Hope &  
Changing Lives

## ANNUAL REPORT 2017

Catholic Family Services  
of Simcoe County

Before his wife of 47 years passed, Ross promised her he'd find a way past the grief. The new Parish Outreach to Seniors Project offered increased social opportunities and reduced isolation.

*"I have made new friends, learned important life skills, and have been connected to more community resources. I am living happily and healthy, and I know my wife would be so proud."*  
~Ross



## PROVIDING HELP



## OFFERING HOPE

### More Hope

Clients reported increased hope after attending a walk-in counselling session. The Adult State Hope Scale measures levels of pathways thinking and of agency thinking. Pathways thinking refers to one's belief in one's capacity to generate routes to either problem solving or reaching goals. Agency thinking refers to one's belief in one's capacity to initiate or sustain actions. After walk-in, clients indicated an improvement in pathways thinking and agency thinking.



### Improved Wellbeing/ Quality of Life



- Clients attending our brief counselling sessions (6-10 session) reported an overall improvement in their mental health.
- The Cuff line: Scores above this line typically represent people who get along in life well enough to not seek help. Scores below this line typically represent people who are having problems and wanting help to make some changes.

## Thank you to our funders



North Simcoe Muskoka LHIN



## Improved Stress Levels

CLIENT STRESS IS MORE MANAGEABLE AFTER WALK-IN



## High-quality Service

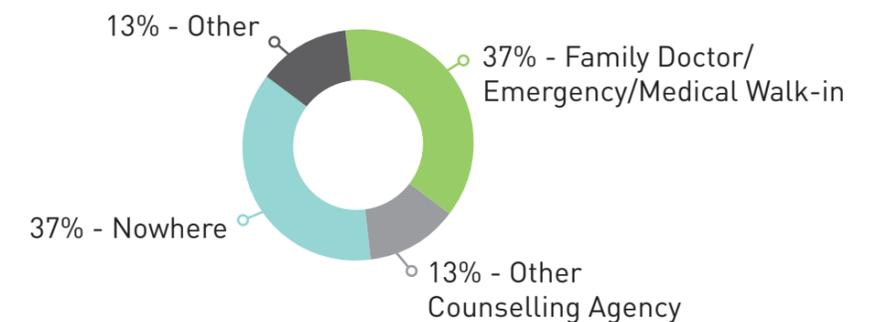
Clients reported high-quality service delivery and positive experiences at our walk-in counselling clinics with an average satisfaction of 95%. (1 – 5 scale)



## CHANGING LIVES

### Community Impact

To help us measure the impact our walk-in counselling clinic is having in the community, we ask the question: "Where would you have gone for help if you had not come to the walk-in clinic today?"



Shelby  
Psychotherapy Client

**Cognitive Behaviour Therapy (CBT) is a structured, time-limited and goal-orientated form of psychotherapy that focuses on the relationship between our thoughts, feelings, and behaviours. CBT is provided through our Individual, Couple and Family Counselling program.**

*"CFSSC has made a positive impact on my life. I'm taking the things I've learned from the CBT workshops I took and my counselling sessions and using all those new skills to manage my anxiety.*

*In order to help yourself, you have to start somewhere. I have nothing but great things to say about Catholic Family Services. I recommend it to everyone."*