

## Executive Director's Annual Report June 16, 2014

Catholic Family Services has provided professional counselling, in home support services, short and long term planning for children in need of protection and group programming to 2,338 individuals in the fiscal year of 2013 – 2014. This is an increase of 744 individuals, or 32%. Although we have seen a decrease in counselling clients, in office, there have been increases in School Plus, Children Exposed To Violence, group programming and special events.

We continue to partner with the Ministry of Social Services in the provision of the services to families through the following programs: Family Support Services, Transition Skills Training, Family Conferencing and Family Preservation. With the exception of the Transition Skills Training Program, we have seen a significant increase in the number of individuals served in all of these programs. Based on these increases, as well as, the number of families that have had to wait for service, we have requested additional resources from the Ministry of Social Services.

Although we finished the 2013 – 2014 fiscal year with a deficit in our Ministry funded programs, we are still working with them to address the shortage. Effective, November 1, 2013, Catholic Family Services began to offer Visitation, Supervision and Transportation to families based on a fee for service agreement, also with the Ministry of Social Services. We have physical space on a temporary bases and have hired casual staff. When appropriate, we will submit an Expression of Interest and apply for block funding. We see this program as an extension of the Family Support Services program which we are currently offering.

Back in 2007, we worked with the Ministry of Social Services and the provincial group of Family Support Services Programs to establish a provincial salary grid. We then established salary grids within our agency *based* on that grid. We worked very hard to standardize salaries for all positions, ensuring appropriate compensation to coordinators and managers, in relation to the staff and programs they were responsible for. In 2013, in an attempt to address issues of recruitment and retention, the Ministry of Social Services made additional salary dollars available, but **only** to front line workers. Within our agency, this created issues of wage compression. As a result, recruitment and retention of front line staff may have improved, but it simultaneously threatened the retention of coordinators and managers. As an agency, we were faced with the choice to disrupt the equity we had worked so hard to establish or extend ourselves into a deficit, in order to give the same increase to all staff. We recognized and supported the need for increases to salaries for our front line staff. It was equally important that we uphold our commitment to the fair and equitable treatment of **all** our staff, **including** coordinators, managers and support staff. As a result, an overall increase was approved for all staff.

We value our longstanding partnership with the Ministry of Social Services and appreciate the increase provided for front line staff, as well as, their ongoing commitment to address shortages in leadership positions, as a part of their CBO Sustainability Plan.

Our counselling team have made great improvements in service delivery, documentation standards and the use of evidence based therapeutic tools. The standards of practice have been raised back up to the level that is required of our profession. BATC Community Development Corporation continues to be a strong financial supporter of our core counselling services. The Battlefords United Way is no longer providing funding which, in the past, was designated to these services as well.

We have secured new contracts in this reporting period with the Department of Transportation, to provide substance abuse assessment and referral, and with WPD Ambulance to provide critical incident debriefing.

The Family Violence Outreach and Children Exposed To Violence Programs are offered in partnership with the Ministry of Justice and Attorney General Salaries continue to be significantly underfunded in both programs. We have identified this repeatedly, as the main concern, when reporting on financial pressures.

Based on overall community need and the availability of resources, we see our partnership with the Light of Christ Catholic School Division as very important. We have shared goals and together, are better able to provide services to students who are experiencing difficulties that interfere with their ability to learn and experience school in a positive manner. We appreciate all the teachers, principles and administrators who support our School Plus Counsellors on a daily basis. We are grateful for the financial support we receive from the Diocese of P.A. and the Knights of Columbus Charitable Foundation and the Catholic Community, which doubles out capacity to provide service in this program.

Historically, recruitment and retention has been a common issue in the non profit sector. As an agency, we have made significant progress by offering competitive salaries and employee benefits, as well as, a healthy work environment where staff morale is high. In this reporting period, our management team has made our work environment a priority. In addition to initiatives already being taken, we have had outside facilitators provide training with regard to emotional intelligence in the workplace, team building and employee satisfaction. As the Executive Director, I have also started meeting individually with all employees in an effort to identify the strengths of the agency and the areas we need to work on. To date, this has proven to be a very good thing.

In the fiscal year of 2013 – 2014, we have hired eight new employees, one temporary, as a maternity leave replacement. We have had three resignations, one a retirement and four were mutually agreed upon, based on performance, or the position not being the right fit for the individual.

Out of 23 permanent staff at the end of this reporting period, 11 of them or 48% have been promoted within the agency during their tenure with us.

Staffing changes for the year are as follows:

a) Promotions:

|                    |                                      |
|--------------------|--------------------------------------|
| Erin Woytiuk       | Family Preservation Program Manager  |
| Mariet Miedema     | Family Conferencing Program Manager  |
| Michelle Zidkovich | Children Exposed To Violence Program |
| Marg Tipton        | FSSP Assistant                       |
| Renee Whyte        | FSSP Assistant                       |

b) Resignations:

Karen Cimmer (Retired)  
Taylor Willsey  
Laura Hicks

c) New Employees

|                                  |                           |
|----------------------------------|---------------------------|
| Erin Woytiuk – FPP               | Michelle Zidkovich - FSSP |
| Donnelda Kavalench – FVO         | Rikki LaRose - FSSP       |
| Liz Ziegler – FCR                | Taylor Willsey - FSSP     |
| Kelley Hunter – Counselling Team | Mary Morin - FSSP         |
| Breanne Howrie (Casual) – VST    |                           |

d) Maternity Leave

Marieta Miedema – Return Date June 3, 2013  
Tina Hugo – School Plus

e) Practicum Students

Murielle Rousseau Faculty of Social Work University of Regina

Staff years of service recognized in this reporting period include: Carmelle Coward (15 years) and myself, Karen Richard (20 years).

We have completed our agency promotional package, partially funded by W. Brett Wilson and family. In addition, we have been advertising our services in digital format, in the emergency department waiting room at the Battlefords Union Hospital.

Family Service Saskatchewan, of which we are a member, is a provincial network that supports organizations whose goal is to enhance healthy individuals families and community life. We continue to be actively involved in Family Service Canada, the Saskatchewan Network of Non Profit Organizations and with the provincial government. In my role as Executive Director, FSS provides support that is vital to the work I do and the presence of our agency at a provincial level.

As a community based organization, our partners and supporters are necessary for stability and growth. Our ability to provide service to the families of the Battlefords and area is directly connected them and we acknowledge their contributions. On behalf of Catholic Family I extend thanks to the Ministries of Social Services and Justice, the Light of Christ Catholic School Division, the Diocese of Prince Albert, the Knights of Columbus Charitable Foundation and the Catholic community, the Pfiefer family, BATC

Community Development Corporation, W. Brett Wilson and family, the businesses of the Battlefords and area, individual donors and the community at large.

As a result of an unexpected medical leave, some of the larger projects in the agency have been delayed. Two of them being the Operations Manual and our website. These will both be prioritized in the upcoming year.

I want to commend the staff of Catholic Family Services. I respect your professionalism and admire your commitment to the families we serve. I appreciate the support you provided to me while on leave and to Bryce and Florence, acting on my behalf during my absence.

I also want to thank the Board of Directors for your support, through what has been a challenging year for me. As we move into the new fiscal year, I anticipate agency growth, increased numbers of families served and a potential shift in traditional funding models.

All of these things are uncertain, but the one thing I am certain of, is that Catholic Family Services of the Battlefords will continue to provide meaningful employment and be available to those who need us.

Respectfully submitted,

Karen Richard BA, BSW, RSW (SK)  
Executive Director

KR/cm