

Catholic Charities Cares

Summary of Agency Services and Activities 2018

Community / Family Services • People with Special Needs • Seniors • Children and Youth • Young Parents



Catholic Charities of the Archdiocese of Toronto provides social services, leadership and advocacy for its member agencies and the people they serve. At its core is Catholic Social Teaching that focuses on the poor and marginalized, urging us all to build a just society and safeguard the dignity of every person.





President's Message

In 2018, Catholic Charities of the Archdiocese of Toronto continued to work closely with ShareLife to support the work of our agencies and affiliated organizations.

The Catholic Charities' Allocations Process was completed with 16 member agencies in the Fall and funding levels were maintained in all cases. Two agencies joined the Employee Benefits Consortium and others are considering membership that will provide the same or better programs at reduced cost. The Employee Pension and Benefits plan is very stable and enhancements are being investigated.

ShareLife provided financial support to replace United Way funding for several GTA-based organizations. This need will increase in 2019. Catholic Charities funded the transformational agenda for the second year.

The Shared Services initiative saw expansion in Human Resources, Financial Management and Information Technology. Other shared services have been recommended to support the work of our agencies. The capacity building on program evaluations has reported overall success while making recommendations for growth and improvement.

The Board of Directors has focused on the development of a new five-year strategic plan with three main focuses: Strengthen Our Foundation; Expand Scope and Reach; Develop Engaged Leaders. Each focus has strategic objectives.

Strengthen Our Foundation will expand shared services and grow more community hubs. Both objectives have had successful introductions across the archdiocese.

Expand Scope and Reach focus will grow the Parish Outreach to Seniors program in more parishes.

Palliative Hospice Care is a new project in which Catholic Charities and the Archdiocese have launched partnerships with Catholic health organizations. This project has congruent goals in health care, education and political advocacy.

Develop Engaged Leaders will develop a new Catholic Leadership Program (CLP). The program will be delivered on a number of platforms using resources identified in the Archdiocesan Pastoral Plan. The CLP will be offered to senior management and board leaders in our agencies and associations.

"The number of people that need assistance in the area served by the Archdiocese continues to increase and the demand for existing and new services will expand in the years ahead." This quote from our Strategic Plan summarizes the focus of Catholic Charities.

We thank ShareLife for their continuing effort to help us serve the most vulnerable and marginalized in our communities. We thank all donors who have contributed directly to Catholic Charities.

Lou Rocha

President

Catholic Charities
of the Archdiocese of Toronto

Learn more about all
the member agencies
of Catholic Charities:
www.catholiccharitiestor.org

Catholic Family Services of Toronto

Counselling and guidance that led to finding inner peace and confidence

After an evening of drinking, accidentally locking herself out of the house, and calling police for help, Anna, aged 38, was reported to *Catholic Children's Aid* over concerns that she was neglecting her children, aged 3 and 5. Anna was desperate for help and terrified that she would lose access to her children.

In addition to ordering supervised access, a Catholic Children's Aid worker suggested that Anna go for evening counselling sessions at **Catholic Family Services of Toronto**, a member agency of *Catholic Charities*. Anna was grateful to have a counselling option that allowed her to attend after work so she would not have to take time off and lose earnings that she needed as a single parent.

Anna worked with her counsellor over the next three months, and learned that she could trust that the conversations would be confidential. It allowed her to open up about her personal challenges. Anna and her counsellor identified

that Anna struggled with occasional problem drinking related to depression linked to the birth of her second child and her partner, leaving her without financial support.

Anna and her counsellor began structured psychotherapy to help Anna gain insights and tools to combat negative, distorted thinking and unhelpful behaviours. After gaining confidence and hope from the counselling, Anna learned that the *Catholic Children's Aid* had agreed to grant Anna full access to her kids without supervision, based on improvements in her coping and elimination of high risk behaviour.

Anna's counsellor suggested that she continue to work on increasing self-esteem and helped Anna enroll in *The Self-Confident Woman*, a woman's wellness group of *Catholic Family Services of Toronto*. Anna said that she was looking forward to the group and meeting with other women.

"Thanks to the counselling sessions at *Catholic Family Services of Toronto*," Anna said, "I have found a sense of inner peace and also the confidence to address difficult situations in a mature manner. My coping

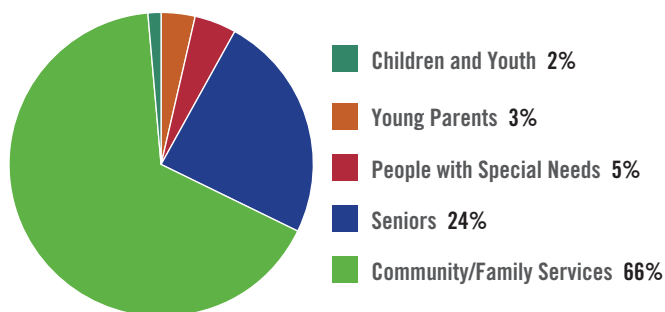
skills have dramatically improved and I feel like a stronger mother and that I am capable of making smart, healthy choices in all areas of my life."



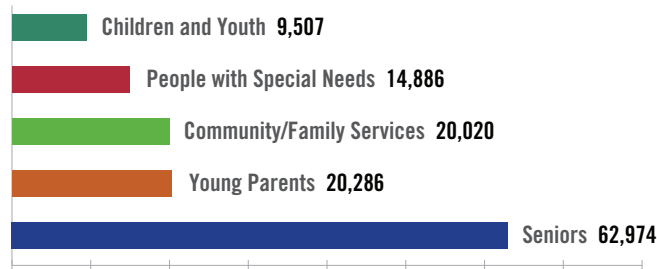
Support ShareLife and help Catholic Charities

Catholic Charities is committed to supporting many worthwhile programs, reaching vulnerable people, living in our communities. ShareLife helps us by providing many of the funds needed to sustain these important programs. That's how you help when you contribute every year to the annual ShareLife Campaign!

@ShareLifeCan www.sharelife.org



MEMBER AGENCY VOLUNTEER HOURS



MEMBER AGENCIES SERVICES 2018

Services provided in 2018 **ONLY** refer to programs funded through Catholic Charities and the annual ShareLife campaign. They do **not** reflect all the services provided by Catholic Charities' member agencies which receive funding from other sources.

VOLUNTEER SUPPORT

Catholic Charities and its member agencies would not do much community outreach without the commitment and assistance of its dedicated volunteers who devote hundreds of hours helping member agencies. The value of these volunteer hours, based on Ontario's minimum wage, would be over **\$1.78 million** in 2018!

Our Place Community of Hope

Learning how to cope with anxiety
In a place that is welcoming

At 13, Dave was diagnosed with schizophrenia. He recalls it was a dark time in his life. For years, he bounced from group homes to hospitals, to drop-in centres to treatment programs. Now, 42, he has become a passionate advocate for changing perspectives on mental health and homelessness.

Dave is now part of **Our Place Community of Hope**, a Catholic Charities member agency. A regular DJ at the Friday night dances, he is well-liked and respected by staff, peers and volunteers.

He has also become a champion for creating positive change in the community and reducing stigma.

"I can help because I know what it's like," says Dave. "There is power in telling your story, learning from others and giving feedback on issues in the community to those who can affect change."

Everyone at *Our Place* is very proud of the contribution Dave continues to make.



Rosalie Hall

Alone and in need of nurturing,
a young mother finds help she needs

Stephanie came to **Rosalie Hall**, a Catholic Charities member agency, after living on the streets for 23 days in the late winter of 2018. She was 3 months pregnant and struggling with depression and anxiety. She was also challenged by an intellectual disability.

Stephanie had her baby in September 2018, and named her Gloria. She worked hard to learn the skills that she needed to physically care for Gloria. They both lived in the *Rosalie Hall* residence.

Stephanie had no support from her family. She had been abused by the family members she had been living with. Parenting was hard; it is difficult to nurture your baby if you have never been nurtured.

Rosalie Hall staff worked with Stephanie to transition Gloria to the on-site Early Learning and Child Care Centre (ELCC).

When both leave the *Rosalie Hall Residence* this year, Stephanie wants to find an apartment nearby to keep Gloria in ELCC until she starts kindergarten.

Rosalie Hall staff are making a positive difference in assisting Stephanie and her baby, Gloria, in their development.

Catholic Charities Member Agencies

How you can contact member agencies of Catholic Charities

COMMUNITY / FAMILY SERVICES

**Catholic Community Services
of York Region**
1-800-263-2075
www.ccsyr.org

Catholic Crosscultural Services
416-757-7010
www.cathcrosscultural.org

Catholic Family Services of Durham
1-877-282-8932
www.cfsdurham.com

Catholic Family Services Peel-Dufferin
905-450-1608
www.cfspd.com

**Catholic Family Services
of Simcoe County**
1-800-725-2503
www.cfssc.ca

Catholic Family Services of Toronto
416-921-1163
www.cfstoronto.com

FertilityCare Toronto™
416-465-2868
www.fertilitycare.ca

Natural Family Planning Association
416-481-5465
www.toronto.naturalfamilyplanning.ca

PEOPLE WITH SPECIAL NEEDS

Mary Centre
416-630-5533
www.marycentre.com

Our Place Community of Hope
416-598-2919
www.ourplacecommunityofhope.com

Saint Elizabeth Health Care
905-940-9655
www.saintelizabeth.com

St. Bernadette's Family Resource Centre
416-654-9810
www.stbernadettesfrc.org

St. Michael's Homes / Matt Talbot Houses
416-926-8267
www.stmichaelshomes.org

Silent Voice Canada
416-463-1104 TTY 416-463-3928
www.silentvoice.ca

SENIORS

Les Centres d'Accueil Héritage
416-365-3350
www.caheritage.org

LA Centre for Active Living
416-452-4875
www.loyolaarrupecentre.com

Providence Healthcare
416-285-3666
www.providence.on.ca

Society of Sharing
416-413-0380
www.societyofsharing.org

CHILDREN AND YOUTH

**Catholic Children's Aid Society
of Toronto**
416-395-1500
www.ccas.toronto.on.ca

Catholic Settlement House Day Nursery
416-977-0254
cshdn@on.aibn.com

Covenant House Toronto
1-800-435-7308
www.covenanthousetoronto.ca

Sancta Maria House
416-925-7333
www.smhtoronto.org

YOUNG PARENTS

Rosalie Hall
416-438-6880
www.rosaliehall.com

Rose of Durham
905-432-3622
www.roseofdurham.com

Rose of Sharon
905-853-5514
www.roseofsharon.com

Vita Centre
905-502-7933
www.vitamanor.org

AFFILIATED ORGANIZATIONS

**Camp Ozanam
(Society of St. Vincent de Paul)**
416-364-5577
info@ssvptoronto.ca

Good Shepherd Ministries
416-869-3619
www.goodshepherd.ca

Birtheright International
1-800-550-4900
www.birtheright.org



To learn more about
Catholic Charities:

www.catholiccharitiestor.org



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ShareLife