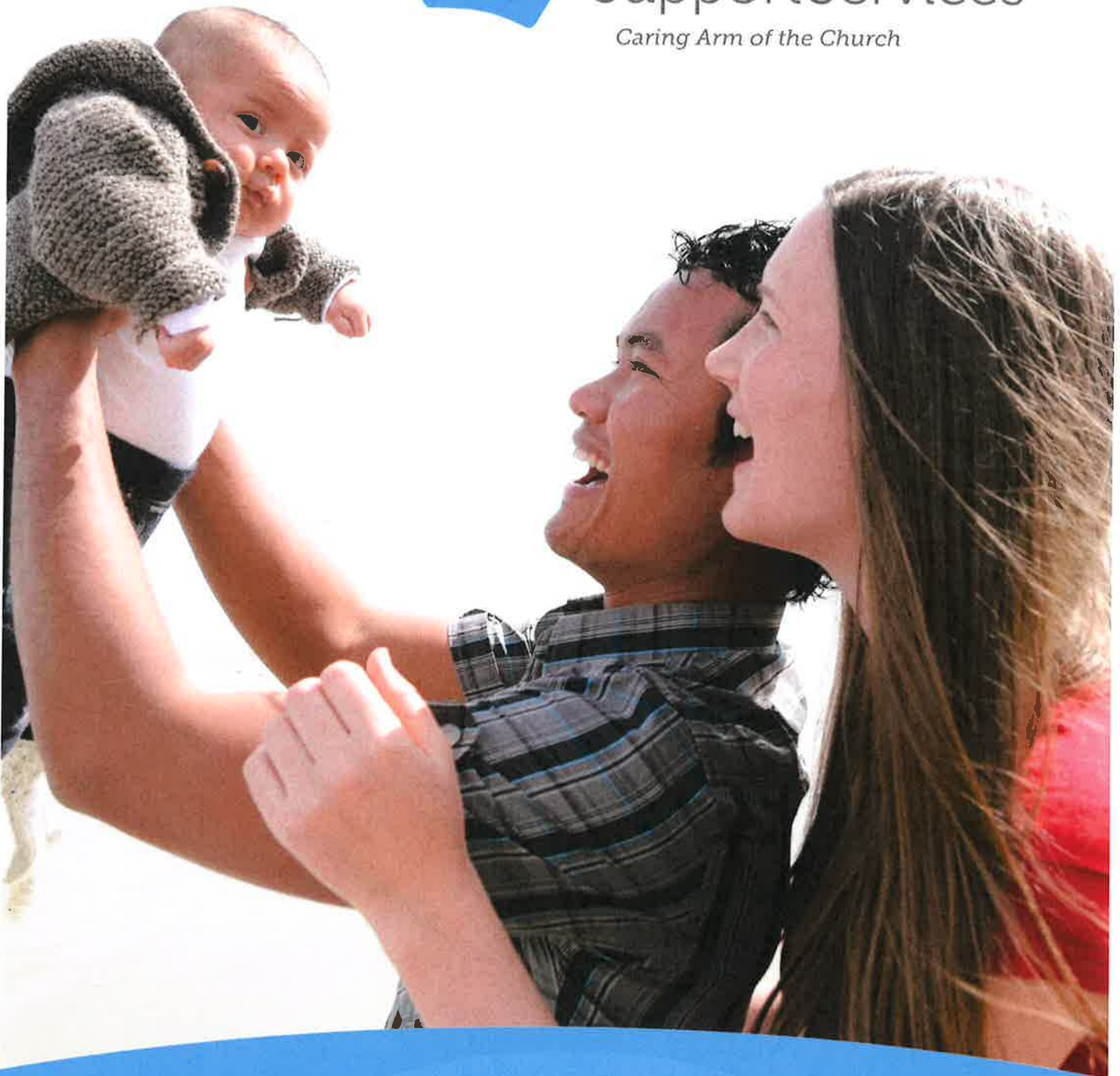




**Catholic Family
Support Services**

Caring Arm of the Church



Annual Report 2017

www.cfss.org.nz

Chairperson's Annual Report 2017

As chair I appreciated the team of CFSS led by John Kavanagh. Emphasis on training, professionalism, caring for and cooperating with team members, the WCSS Village and city wide Social Service groups has proven invaluable in equipping this organisation to work constructively with clients.

Bishop Steve's connectedness with our agency work, and the respect and interest he shows to all those he meets is something we treasure

Andy Ryan, a long serving Board member and Chairperson died recently, and is remembered with appreciation, respect and fondness

Alison Williams resigned from Board after serving for many years. We are appreciative of Alison's contribution and will miss her insights.

I have decided after six years as Chairperson to step down from this role, but continue on as member of the Board. Daniel Shore has been appointed as Chairperson starting 2018 and he will bring fresh insights and skills to the role of chair.

CFSS has always the challenge of managing financial and personal resources and upholding the special character of the organisation and WCSS Village.

Thank you donors - funders corporate, Government and individual, donors of a range of items including food, useful services and knitted goods, thank you to those who pray for our work, our staff and clients

Our Board appreciates you all.

Jane Prenter
Retired Chair.



Board members 2017: Greg Schmidt, Fran Connell, John Kavanagh, Jane Prenter, Daniel Shore (Absent Alison Williams)

Catholic Family Support Services

Managers Report 2017

This will be my final report, as I have decided after almost six years that the time has come for me to move on. It has been an absolute privilege for me to have had the opportunity to lead Catholic Family Support services over this time. What we offer here is very special, and very much puts into practice the leadership of Pope Francis, working alongside the poor and vulnerable in our community.

I have to give credit for this to the wonderful staff employed at Catholic Family Support Services, as it is their dedication and commitment to our values that we are who we are. Without exception, our staff go beyond the call of duty every day, and on a daily basis I see people come in who can be challenging, but who are always treated with the utmost respect.

The general approach to our work is guided by the notion of “keeping hope alive” , and this is so relevant in today’s world where so many people have little hope of a future. By seeing Christ in each and every person is the way we keep ourselves focused on their strengths, and seeing their innate goodness.

Late in 2016 we developed a Strategic Plan for the next 5 years. Our vision is “Strong Families and Whanau”.

Our strategic goals are:

- Provide best practice for high quality service by a professional team
- Maintain the financial viability through sound financial and fund management.
- Prepare for expanding our services to other locations
- Develop our profile as leaders in the field of family support
- Ensure longevity of the organisation with good succession planning of the board and management

Some of the highlights over the past year as we worked towards these goals include:

- Internal staff training (trauma informed care) to position ourselves to better deal with the complex cases referred to us.
- Continuing to develop our relationships with St Vincent de Paul, Anglican Action and Dept Corrections with whom we have projects where we are collaborating.
- We have recruited qualified staff, and our social workers are now registered social workers.
- Our Financial Mentors (Budget Advisors) have all been trained by the National body. We have an additional contract to deliver BFC+ services to complex budgeting clients
- We have also built our reserves to the extent that we are financially viable.



Katrina Williams, Genevieve Echague, Sharon Sewell, Julie-Anne O'Connor, Kristina Terrey, Dianne LeBas, Mututanga Davis, John Kavanagh (insert -Margaret Drew)

- We have continued with our expansion to Tauranga Moana, and while it would be great to expand further we have to first ensure the longevity of the Tauranga Moana expansion.
- We are generally recognized as being a quality provider of social services. Our feedback is that our work is greatly respected by the community, and our referrers, (including Oranga Tamariki) have great confidence in our ability to provide a very good service.
- We were audited by MSD this year, and passed with flying colours.

The year ahead then, looks to be one full of challenges. Getting sufficient income is always difficult, and will probably only get harder. The government has indicated that they may over this term pay a fairer rate for the work they ask us to do . However, I am not overly hopeful. We get paid around 60% of the true cost of the work we do.

We continue to work with some very difficult cases, and there are times when we have to ask whether we can manage some of them. We are guided by our values based on the Church's social teachings, and therefore believe everyone is worthy of at least having the opportunity of our support, but sometimes we do have to be realistic about not putting ourselves at risk. It is a sad fact that we have had to invest in tools that give at least some protection when working with people who can be challenging. Thankfully we only very rarely have to make these decisions.

The work we do is not glamorous and does not result in magical changes. But it is about making little changes which make a big difference to the people we work with.

There will be changes at Board level as Jane Prenter has decided to relinquish the role of Chair after five years. Jane has done a great job of leading the Board and supporting me in my role. Daniel Shore has taken on the role of Chair, and we look forward to working with Daniel.

We are very blessed to have the support and encouragement from Bishop Steve. The staff are so grateful for the visits he makes to the agency, for the retreats he does with us, and for his general friendliness. It makes a huge difference, especially when things are tough to be lifted in this way.

At a staff level, we have a reasonably settled team but that can change quickly as opportunities arise.

Summary of performance

(Numbers)	2017	2016 (Numbers)
Family Support	212	195
Tauranga Social Work	29	19
Budgeting/Financial Mentoring ¹	275	194
Programmes	116	88
Total	632	517

¹ Note financial mentoring is recorded in terms of number of sessions rather than number of cases now, and for 2017 we provided 919 sessions.

The next section will explain each category in more detail.

1. Family Support services (Hamilton)

This work is primarily fulfilling the contracts with the Ministry of Social Development. The two main contracts are Family Wellbeing, and Service units.

- Family Wellbeing - This is primarily social work services. Anyone can make referrals for this service. We provided services to 182 families who presented with a range of issues. There has been a trend towards seeing more families who have much more complex issues these days. In fact around 80% have issues of poverty whether that be lack of finances or poor or no housing. 17% have concerns around the safety of the children. Around 50% of our referrals are self-referrals, and 14% are from other social service agencies. Only 1% comes directly from the Church but I would suspect that many of the self-referrals were from people who heard about us through the Church.
- As part of the Family Well-being contract is the Children's Team work. One of our staff is a Lead Professional on this team (The Children's Team work is only a part of her role), and others are Children's Action Network members. This does give our agency some credibility in the community, and feedback I get is that our staff member is a very valued and esteemed member of the Children's team. She was Lead Professional for five cases, but these cases are complex, all lasting longer than four months.
- Service Unit contract - this is a contract we have with Oranga Tamariki (formerly CYFS). We were contracted by hours rather than numbers of families, but we provided services to 36 people which involved 629 hours of work. This work was for families which Oranga Tamariki had serious concerns about the family, but not to the extent that they were going to uplift the children. So the work was very intense and the issues very complex. Some of these cases involved supervised contact (see below), and some intensive social work support, visiting the families in their home. Because of the complexity of these cases, our agency purchased a safety app which was installed on staff phones, so they could alert a security company if they found themselves in a risky situation. Thankfully this has not had to be used as yet. This contract has steadily gone up over the years from around 400 hours in 2013 to 800 hours this year.
- Supervised contact - referrals were made from the Family Court and from Oranga Tamariki to provide contact for children to see a parent where it had been deemed that it was not safe to do this in an unsupervised setting. We have worked hard to provide a family friendly setting, and to provide a wraparound service. We recognized that we can play an important part in assisting the Court/Oranga Tamariki in their decision making about the child's future. Some families clearly do not have skills or ability to parent safely, but others are quite closely bonded to the child and have perhaps made unwise decisions in the past, which has seen the child removed. We have had some successful reunifications of families which is very satisfying. One such case involved a family dispute which left the daughter stuck between who parents who both loved her heaps, but who were very bitter about each other. The court asked us to work intensively with the family and to provide supervised contact. After six months of very intensive work, the family decided to put aside their differences, and now have unsupervised contact. We have provided supervised contact for 25 families, using 750 hours over the year.

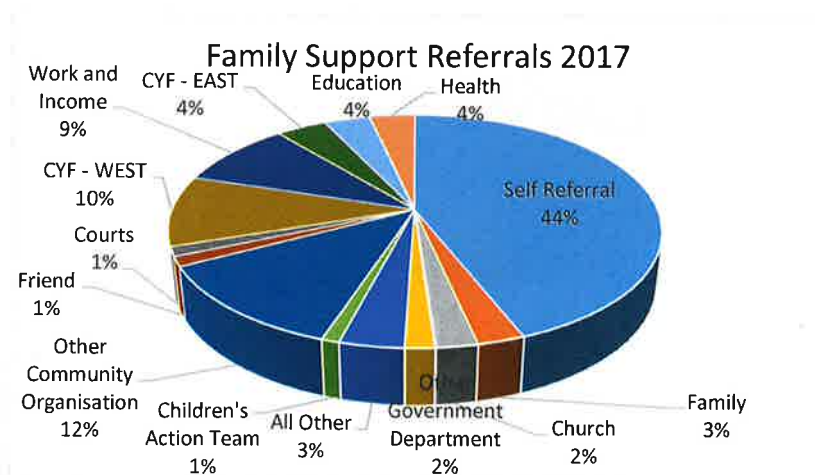
2. Tauranga Moana

We were able to complete our second full year providing a small, one person service to Tauranga Moana. We operate with a different model in the area, with no Government Contracts, and our worker is parish based. Because of this, she is part of the parish team and is able to contribute in a way that we cannot in Hamilton. On the downside, she is only one person and so is limited in what can be provided. As a comparison, Dunedin which is a smaller city, has eight staff. To maximise our impact we have decided to extend our service by operating a volunteer programme (LINK). To date we have six volunteers appointed and are regularly appointing new volunteers each month. A lot of work has gone into developing this scheme, as we wanted to ensure that it is well set up and supported. Our worker is spending at least one day a week supporting the volunteers -both in meeting and assessing the needs of the prospective client, and in supporting the volunteers, through training, supervision, and being available for phone consultations as and when it is required. Currently we have not advertised the programme, but have six families being supported. Referrals are mainly through our service but one has come from a community group.



Sharon Roil

In addition to the volunteer programme, our worker still has a small caseload of 29 people, who have quite complex issues. Some of these cases can last for six months or more. She also has run a seasons for Growth Group which is a nine week grief and loss group for children. We have a local advisory group whose role it is to provide us with local feedback and make suggestions. This group meets approximately every 3 months and it has been an invaluable part of our service development.



3. Financial mentoring.

This is a Hamilton only service. We used to call this service Budgeting, but have changed to Financial Mentoring in line with the wording in our MSD contract. We prefer the term mentoring as it implies a more collaborative approach with the client receiving the service. We have signed a new contract with MSD to provide services for people who are difficult to engage with, or who have special needs that requires a different approach. To do this, we have developed a collaboration with the Dept. of Corrections where one of our staff delivers our service from their office for half a day a week to see clients referred by Probation Officers. This has been very successful, and we receive regular new referrals. I

am thrilled with this, as the clients of Corrections are often people who are on the margins of our society, and who often do not have an understanding of how to appropriately manage their finances. We are contracted to provide services for 250 sessions over the year till June 2018. We have had 45 sessions for the year to date, but we only commenced this contract in October.

For our other Financial Mentoring contract we have provided 871 sessions. We are contracted for 870 for the full year, so we met our contracted targets. We provide this service both from our office in Morrinsville Rd and at St Vincent de Paul's in Frankton. We have provided this service at Vinnies for around five years now and it works well. We saw 129 clients over this period at Vinnies. We can provide services for people who cannot get to our Morrinsville Rd service, and Vinnies have an on-site service they can refer to. The Financial Mentoring service mainly is working with people in poverty. Nearly every client, lives on a low income, and in order to survive, or make some emergency payment, or perhaps in some cases makes an unwise decision, they have resorted to borrowing money. The unfortunate thing is that the only lenders who will lend to people on low incomes, is the high interest money lenders. Once people borrow at these high rates they quickly become trapped in a cycle of poverty. The interest on their loan inflates their level of debt, and often means they have to rely on charity to survive. We do have concerns about the high did not attend rate, which is around 45% in Hamilton and a bit higher for Vinnies (60%). We have tried to develop processes to lower this rate with very little success. Part of the problem seems to me that others decide that people should receive Financial mentoring (such as Work and Income, Foodbank etc) but the client themselves does not see it as a priority and hence does not attend.



4. Programmes Seasons for Growth

In Hamilton we have four trained companions and in Tauranga Moana, one trained companion who is supported by two volunteer Companions. In Hamilton we ran one SFG group (at which 8 children attended) last year. This was less than planned, but because our staff were so busy, we did not promote the group as much as we would have liked. In Tauranga Moana we also ran the one group at which 8 children attended. Although each group only takes one hour, it is usually at least half a day's work by the time preparation is taken into account. Each group consists of 9 sessions so it is a big commitment for our service. But it is a good programme and we will be continuing to run it into the future

Money Management

We ran 13 Money Mates/Money management groups over the year at which 100 people attended. These groups were aimed at people who might benefit from learning about how to handle money better in a group setting. It is a proactive group which aims to inform people before they get into trouble.

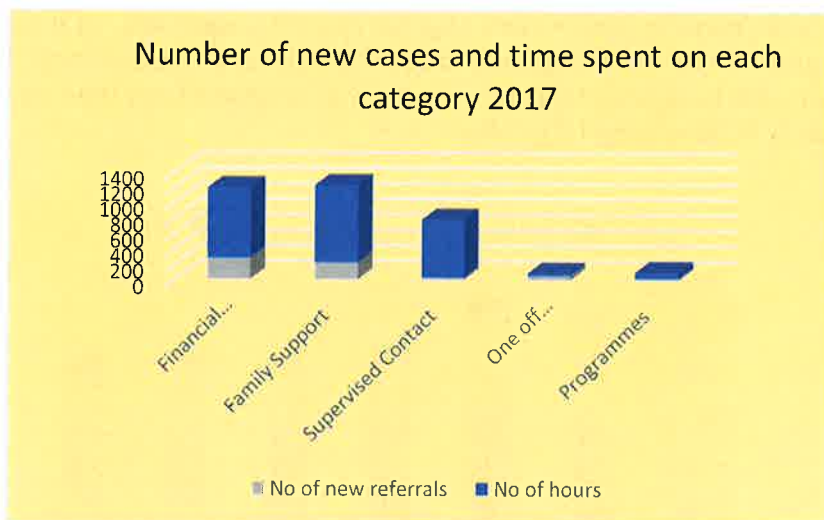
5. Providing material support for people in poverty.

Included in our numbers is the significant number of people who receive material help from us, while being supported with either Family Support or financial mentoring services. Over the past year we helped 655 people with food parcels, and 135 people and families for other items where there was no other avenue of support.

In Hamilton we have been truly blessed to have the support of the Greenlea Foundation. This Foundation gives us a grant each year which is tagged to support people in need. Items such as holiday programmes and camp fees for children, car registrations, car repairs, school uniforms and stationery, school fees, are but some of the ways we have been able to help people. Over the past year we assisted 90 people from this grant.

We also belong to the Hamilton Combined Christian Foodbank so are able to access food parcels for people in need. We also have a number of very kind supporters who drop off items of clothing and blankets which we distribute free of charge to people who need them. Finally we are always grateful to the Vinnies team who help out with other goods, and household items such as crockery and furniture.

We have also been blessed in Tauranga Moana in having a donation which we can use to support people who are struggling. This has enabled us to support a number of people who would otherwise have not been able to have their needs met. We also work closely with St Vincent de Paul and are so grateful for their support.



Acknowledgements

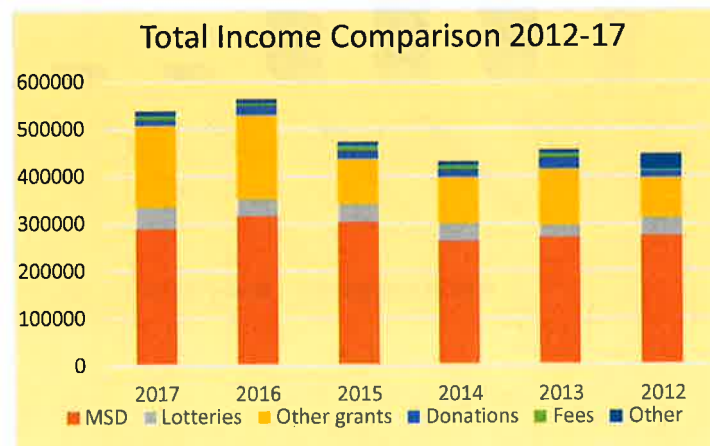
Special thanks to all those who have contributed to Catholic Family Support services over the past year. Once again I wish to especially thank the Greenlea Foundation for the wonderful grant they give us to help people in need. I also wish to thank those generous members of Club 1000 for their ongoing support and to those many individuals who drop off clothing and the like which makes such a difference to our families.

Our heartfelt thanks also goes out to the following organisations and trusts for their support during 2017

Acorn Trust	Legacy Trust-Grant for Western Bays
Bay Trust	Lion Foundation
Catholic Care Foundation	Page Trust (Public Trust Hamilton)
COGS Grant	Pub Charities
COGS Grant re Western Bays	Sir John Logan Campbell Trust
DV Bryant Trust	Society of Mary's Trust Board
First Sovereign	TTECT Hub
Grassroots	The Norah Howell Charitable Trust
Greenlea	Tidd Foundation
Holzer Charitable Trust	Trillian Trust
Hamilton City Council	Trust Waikato
Len Reynolds Trust	WEL Energy Trust

Financial

In terms of our financial performance, we ended the year in reasonable shape with only a small deficit. This was aided by the fact that we received a new contract with MSD to provide an additional Financial mentoring service for the more difficult to engage with clients. This contract only started towards the end of the year. We also received an increase in our service unit contract for increased volumes. It is to be hoped that over the next couple of years the Government does fully fund our contracts, as it has been around 10 years since we last had an increase in base funding for these contracts. It is becoming harder each year to raise sufficient funding by way of grants from the community, to pay for the deficit in Government funding.



Statement of Financial Performance for the Financial Year 2017

	2017	2016
	\$	\$
Revenue		
Donations, fundraising and other similar revenue	230,514	232,486
Fees, subscriptions and other revenue from members	7,911	4,895
Revenue from providing goods or services	288,609	316,165
Interest, dividends and other investment revenue	7,324	6,191
Other revenue	2,733	2,781
Total Revenue	537,091	562,518
Expenses		
Volunteer and employee related costs	440,715	402,768
Costs related to providing goods or services	82,838	80,792
Other expenses	16,349	11,777
Total Expenses	539,902	495,337
 Surplus for the Year	(2,811)	67,181

Statement Of Financial Position For The Financial Year 2017

	2017	2016
	\$	\$
Assets		
Current Assets		
Bank accounts and cash	405,488	452,600
Debtors and prepayments	16,363	1,160
Total Current Assets	421,851	453,760
Non-Current Assets		
Property, plant and equipment	53,042	29,341
Total Non-Current Assets	53,042	29,341
Total Assets	474,893	483,101
Liabilities		
Employee costs payable	39,720	36,836
Unused donations and grants with conditions	209,758	222,768
Total Current Liabilities	302,869	313,162
Total Liabilities	302,869	313,162
Net Assets	172,024	169,939
Accumulated Funds		
Accumulated surpluses	145,358	148,169
Reserves	26,666	21,770
Total Accumulated Funds	172,024	169,939