2019 COMMUNITY IMPACT REPORT

CARIZON

Inspiring Hope + Wellness in Our Community

www.carizon.ca
This is Our Vision

HOPE

WELLNESS

COMMUNITY

This is Our Mission

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What a year we have had! Early in the year, Carizon’s Board of Directors approved a new four-year strategic plan, and this became our new roadmap. Everyone at Carizon was engaged in the development of the strategic plan, as were our community partners, clients and families. We believe wholeheartedly in our new directions and you can see evidence of this when you walk through any of our Carizon sites. The strategic plan is tacked onto our bulletin boards and over our desks, constantly acting as our north star for the decisions we make and the activities we undertake. We are deeply committed to “helping families thrive in their communities through strengthening their mental health and wellbeing”.

We believe in families. And we also believe in a person’s right to define who family is. We are committed to engaging families throughout our organization – we have been asking them what they need from us, building on their strengths, co-designing programs together and engaging them throughout our organization. We are also striving to wrap services of supports around an entire family.

We are committed to making sure that everyone who comes through Carizon’s doors feels welcome, valued and supported. We value the role of technology in helping us offer innovative services that can connect people how and where they want to be connected with us. We are also committed to quality; status quo is not an option here. We are always looking for new and better ways to do things and we are focused on evidence informed treatment and evaluating all that we do to ensure that our programs have impact.

The mental health and health care systems in our community are complex and changing. People often find it hard to get the help they need, and we are committed to making this process easier. We work collaboratively with our community partners, and our Board works with other Boards to ensure system efficiencies are realized to serve people better. We have made great strides this year and will continue to pursue this relentlessly.

And, finally, we are committed to our employees. Carizon employees work hard every day to directly and indirectly make a difference in the lives of people in our community. We believe in taking care of our employees’ mental health and wellbeing so they can steadfastly support others.

When I think back on this past year, I am incredibly proud of what we have accomplished. I know this would not be possible without the many funders, donors, board members and volunteers who strongly believe in the work we do. Thank you most sincerely for your support.

We hope you read this impact report with interest. Take some time. Have a coffee. Get a sense of what we believe in and what we have done this year to strengthen the mental health and wellbeing of families in our community. See our relentless pursuit for quality in the vast array of programs we offer. And know that every day we are working hard to make life just a little bit better for those who need us.

Tracy Elop
We help families thrive in their communities by strengthening their mental health and wellbeing.
All of us face difficult personal struggles at some point in our lives. Most often we can cope with these issues ourselves, but occasionally, problems can be solved better and more quickly with professional help.

Carizon helps children and youth struggling with social, emotional, or behavioural concerns through family centred intensive treatment, trauma treatment services and early intervention programs.

Carizon reaches out to the community to bring specific services to groups of people who need them the most, in locations where support is essential to family wellbeing.

97% of clients expressed satisfaction with the services they received at Carizon

93% of Carizon clients identified they are now moving in a direction that improves their circumstances.

11,785 Individuals Served Directly

97%

70+

93%

Programs offered at over 70 locations throughout Waterloo Region

Our Impact
At Carizon, we believe everyone has a right to be mentally healthy. With support from United Way Waterloo Region Communities, the Region of Waterloo and our amazing donors, we offer counselling services on a sliding fee scale depending on income. No-one is ever turned away from counselling services because of an inability to pay.

Counselling Group Topics
› Managing stress
› Mindfulness
› Healthy relationships
› Empowering seniors
› Sexual abuse
› Anger management
› Depression
› Children & Anxiety
› Dynamic Girls
› Emotional & physical assault

Free Wellness Workshops
› Managing stress
› Relationship changes
› Money Matters
› Work/Life balance
› Living with chronic pain
› Setting Goals & Making Changes
› Aging actively
› Seasonal Changes
› Supporting Someone Living with Anxiety or Depression
› Engaging with difficult people
› Supporting Family members with Chronic Pain

Walk-In Counselling
Single Sessions Delivered 825
Age Range of People Served 7-79

Clinical Counselling (includes walk-in)
Number of Clients 2982
Total Hours of Counselling 11104

Credit Counselling
Number of Clients 1766
“Carizon has been absolutely essential in my recovery from a brain injury. Thank you!”

“I really cannot emphasize enough the fact that my treatment has put my family on a path that with diligence, compassion and hard work we will have health and hope for success.”

“Carizon has been my most stable support...and is helping me to figure out that I can cope more and more. Thank you for extending the help you give to me.”

“Carizon changed my life and made me stay strong in my situation.”

LEADING CHANGE IN THE COUNSELLING COLLABORATIVE

The Counselling Collaborative of Waterloo Region consists of six family service counselling agencies and the Region of Waterloo. Having worked together in various ways over the years, the group embarked on a joint planning process this year to explore the potential for even greater coordination to drive system change, and provide person-centred and effective support to the community.

We share a vision where referrals to counselling are smooth, straight forward, and available to everyone. We are already beginning to see the impact of this collaborative effort in how we work together. We will soon be implementing a common scheduling and intake system across all agencies. Thank you to the Waterloo Wellington Local Health Integration Network and the KW Community Foundation for supporting this work.
ENCOMPASS LEARNING

Encompass Learning, in partnership with the Waterloo Region Catholic School Board, offers four therapeutic classrooms to elementary aged children with significant mental health, emotional and behavioural challenges, and combines academic instruction and treatment. A program review by a dedicated team of parents and professionals this year led to 6 recommendations to strengthen our child and family assessments, treatment services and transitions, both into the program, and back to children’s community schools. Recognizing the impact of complex developmental and intergenerational trauma on the children and families we serve, we are investing in the implementation of the Attachment, Regulation and Competency (ARC) Model Framework in the year ahead. After a long legacy of delivering our day treatment services from our St. Agatha location, we are also moving! It will be an exciting year as we settle into our new location at 3601 Sandhills Road in Baden. 2019 has been a year of exploration and preparation for exciting opportunities ahead!

IN PARTNERSHIP WITH LUTHERWOOD, OUR ZERO2SIX PROGRAM SUPPORTS FAMILIES WITH CHILDREN, AGES 0-6, STRUGGLING WITH SOCIAL, EMOTIONAL AND BEHAVIOURAL CHALLENGES.

FROM A PARENT:
I want to start by telling you my son is a beautiful, caring and loving little boy. But, early on, new and unfamiliar situations were hard for him. We started having challenges and felt we didn’t recognize him. We were experiencing daily struggles with anger and frustration when he couldn’t do something as well as he wanted. He started reacting with screaming fits, peeing himself, hitting himself and calling himself stupid. My husband and I were beside ourselves and realized the frequency and intensity of the episodes were taking a toll on all of us.

We spoke with the childcare, family, our doctor, and started researching resources to help. We learned of the Early Years Centres and how we could book a meeting with a Zero2Six worker. We met with Karen who was the first person that really listened to our concerns and wanted to find a way to help. I will not forget when she said, “your son has big beautiful emotions on one side, and he has those same big emotions on the other side too.”

The Zero2Six program was critical for our family; I believe by helping our son recognize his feelings and articulate his needs to us, we are better able to handle situations. We still have struggles and outbursts but the frequency and intensity are manageable. We are not the same family we were a year ago and we are very appreciative for everything we learned and the people we met along the way. I believe learning ways to help my son from a young age will help us all be more mindful in the future.

Zero2Six

IN PARTNERSHIP WITH LUTHERWOOD, OUR ZERO2SIX PROGRAM SUPPORTS FAMILIES WITH CHILDREN, AGES 0-6, STRUGGLING WITH SOCIAL, EMOTIONAL AND BEHAVIOURAL CHALLENGES.
At Front Door, we continue to focus on making it easier for families to access our services. Together with our partners at Lutherwood, we implemented the Screener+ assessment tool, as part of our adoption of the InterRAI Child and Youth Mental Health Suite of tools. Screener+ helps us triage and prioritize children and youth entering the mental health system more quickly and efficiently, resulting in a better service experience. We also launched 4 new Quick Access locations, increasing families’ options from 7 to 11 locations across the Region. Families can access walk-in or scheduled appointments at a location and day of the week that best fits into their busy lives.
COMMUNITY DEVELOPMENT

Carizon’s Community Development initiatives are designed to serve and work with neighbours and other agencies in the Erb West and Paulander neighbourhoods to build capacity and foster knowledge and connection.

OUR PAULANDER AND ERB WEST COMMUNITY CENTRES SEE AN AVERAGE OF 40 DROP-IN VISITS PER SITE EACH WEEK.

What I appreciated was...

“Talking through things and finding ways to help my daughter. I couldn’t ask for a better outcome. Things get tough. It’s good to get a different perspective.”

“This conversation today was fantastic. I felt heard, understood and supported. Carizon is willing to look into next steps for me to take, and find resources that I need. Carizon is looking into connections that I am hoping to find. I am very thankful for the service provided today.”

“We are getting help finally, before it’s too late. Resources of where we can go. Easy to talk to. I felt heard.”

COMMUNITY RESOURCE PROGRAM
Supporting the community in so many ways...

This pilot program in the Victoria Hills and Centreville Chicopee neighbourhoods applies scalable elements of the Pathways to Education model to youth entering High School who have significant barriers to success. It implements a model of support that focuses on community connections and a whole family focused approach.

Supporting children, youth and families who struggle with verbally sharing their stories. Families receiving EFT at Carizon noticed a reduction in stress and family conflict and a strengthening of family relationships.

Supporting vulnerable neighborhoods by hosting community spaces in two neighborhood townhouse units. Our community development initiatives help build capacity and a sense of belonging and create opportunities for neighbours.

A collaboration with local school boards to improve early intervention mental health supports for JK to grade 8 students and their families. We work with families to understand their needs and connect them to services or enroll them in early intervention groups, workshops and individual consultations.

Providing youth who live in the Chandler Mowat and Kingsdale neighbourhoods with academic, mentoring, financial and social supports to help them successfully graduate from high school.

A collaboration with the Waterloo Region District School Board that supports youth over 18 who are disengaged from school and need innovative, alternative approaches to graduate, including mental health supports.

Provides support and fosters a sense of community to isolated and vulnerable families in the prenatal and early years and builds their capacity to create and sustain healthy relationships. Our CAPC program celebrated 25 years of service this year! Carizon recognized this significant milestone by hosting a community event for the families we serve.

Engages with newcomers, settlement partners, and the broader community to support the mental health and wellbeing of refugees as they work through the emotional aspects of resettlement.

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= A TOTAL OF 5671 INDIVIDUALS SERVED DIRECTLY
PATHWAYS TO EDUCATION

Pathways Kitchener celebrated 10 years of service this year!
We continue to strive to provide innovative, accessible and meaningful ways to build and foster supportive relationships with youth and their families. We assist them in developing skills that will help position them to graduate high school, have a strong sense of community and have meaningful employment in the future.

Neighbourhood graduation rates over the past 10 years have increased from 37% to 78% and 891 students have graduated from high school and gone on to post-secondary education or employment!

PROMISE OF PARTNERSHIP

This is a joint project between Carizon and Reception House Waterloo Region with the goal to provide mental health supports to government assisted and privately sponsored refugees. Our programs help to increase newcomers’ sense of belonging, work to de-stigmatize mental health, and provide an increased understanding of mental health and wellbeing and the resources available for support in our community.

This year, 647 Newcomers participated in mental health education sessions, with 98% reporting to have learned something new about mental health and wellbeing.

The Promise of Partnership project also served 28 participants through this year’s pilot Peer Support Service. Many were isolated moms with young children. We helped them develop informal connections with other women in their community and coached them on how to have conversations with medical and other professionals in the community in order to address important needs for their families.
At Carizon we have a relentless pursuit for a better tomorrow. That’s why we used our collective brain power, drawing on the expertise of our front-line teams, as we implemented 25 Continuous Quality Improvement (CQI) initiatives across the organization.

Our CQI initiatives provide the opportunity to look at our programs, departments and entire organization to measure where we are in comparison to where we want to be. Then we design a practical plan to progress towards our goals and improve the quality of our work, while also helping to advance Carizon’s strategic plan.

Driven by a simple CQI guide, each initiative prompted regular team conversations and the formulation of achievable next steps to make improvements. We record our learnings to share with others who may be interested in making similar changes. Here are a few of our key initiatives this year.

A commitment to improving quality and the customer experience meant we wanted to better understand the “why” and “how” for the design of our work and for our outcomes. Each community service program developed a Theory of Change that provides focus and direction moving forward.
OBJECTIVE
The Promise of Partnership (POP) team aimed to better hear newcomers’ voices by collaborating with them to ensure that we were responding to their specific needs and delivering the mental health supports they identified as most beneficial for them.

OUTCOME
We gathered valuable feedback from newcomers through focus groups, workshops, informal conversations, surveys, and collaboration with other service providers and community partners. The POP team will use the feedback received through this CQI for designing their mental health support groups.

CQI 3

CQI 4

OBJECTIVE
Carizon’s Youth Engagement Committee aimed to create a Youth Hub in each of the two communities Pathways to Education serves. This was proposed as a way to increase students’ program engagement and also create greater opportunity for staff to engage with youth.

OUTCOME
Students accessed multiple supports and opportunities from the Youth Hub at an earlier time, which resulted in increased program attendance and student engagement. Students had more access to their school social worker and all other workers from that community. Finally, Youth Hub increased external partner facilitation and engagement through collaborative events.

Team Lead: Mohamed Bille Hassan
Team Members: Rana Korouic, Sonya Petrella, Patrick Nkuna & George Mastrapa

CQI 5

OBJECTIVE
As a way to improve our Pathways to Education registration process, we used a value stream mapping process to identify gaps in registration and opportunities to leverage technology.

OUTCOME
Our CQI team developed a script for registration phone calls and used technology for student sign-in during information sessions. The process mapping brought more efficiency and accountability to the registration process, which resulted in 100 new registration completed by June 30th.

Team Lead: Jessica Their
Team Members: Melissa Strachan, Julio Realegeno & Nicole Mahood
THANK YOU to Our Donors!

FISCAL YEAR ENDING MARCH 31, 2019

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The Waterloo Potter’s Workshop
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CARIZON WISHES TO EXPRESS A SINCERE THANK-YOU TO ALL OF OUR DONORS! Our supporters are highly valued and deeply appreciated friends whose assistance, goodwill and encouragement allow us to ensure that individuals and families find hope and solutions during difficult times!

Every dollar makes a difference. So we acknowledge our donors for the fiscal year ending March 31, 2019 in our Impact Report. If we didn’t have express consent from you, we listed you in our anonymous donations. Please contact us if you would like to be acknowledged and we missed you.

We also wish to thank the hundreds of donors who also donated to us through the Ride for Refuge, our biggest fundraiser of the year which raised $60,000 for our organization!

A SPECIAL THANKS TO OUR EVENT SPONSORS
FISCAL YEAR ENDING MARCH 31, 2019

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Rae Lipskie
RBC
Running Brook Financial
Sorbara LLP
TD Bank
Toyota Motor Manufacturing Canada
Zehr Group/Momentum

Thank you Social Venture Partners Waterloo Region!

Carizon was thrilled to be chosen as Social Venture Partner’s (“SVP’s”) 2018 investee. This means, for the next three years, Carizon will receive unrestricted financial donations from the partnership and will also have access to donated time, talent and expertise of more than 85 SVP partners. This invaluable support has already assisted Carizon with six key projects that are critical to the implementation of our strategic plan. Thank you to SVP for selecting Carizon, to Lina Caputo and Elly Yach (our SVP Lead Partners) for coordinating our projects and to the many SVP Partners who have given so freely of their time and expertise to strengthen Carizon and make lasting social impact in the not-for-profit sector!
MANY THANKS TO OUR FUNDERS WHO SHARE OUR VISION!

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City of Waterloo
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Immigration, Refugees and Citizenship Canada
Kitchener Waterloo Community Foundation
Libro Credit Union
Lyle S. Hallman Foundation
Ministry of Children, Community and Social Services
Ministry of Health
Ontario Centre of Excellence for Child and Youth Mental Health
Ontario Trillium Foundation
Pathways to Education Canada
Public Health Agency of Canada
Region of Waterloo
United Way Waterloo Region Communities
Waterloo Region District School Board
Waterloo Region Housing Employment and Social Development Canada
Waterloo Wellington Local Health Integration Network

Special Thanks to the Lyle S. Hallman Foundation!

In late 2018, the Lyle S. Hallman Foundation decided to pilot a granting program that supports general operating expenses. This is innovative in the granting world – it comes with no restrictions and no specific deliverables. Carizon was delighted to be one of the three organizations selected for this pilot program! Over the next three years, we plan to use this funding to enhance our quality and effectiveness, update our aging capital and technical infrastructures, and provide additional administrative support to build our capacity to better serve our community and achieve our strategic plan. Thank you for choosing Carizon!
## FISCAL YEAR ENDING MARCH 31, 2019

### Federal, Provincial and Municipal Government
- **$6,475,445** (61%)

### Pathways to Education
- **Canada**
  - **$2,076,921** (19%)

### Grants
- **$805,566** (8%)

### Fees for Service
- **$478,032** (4%)

### United Way Waterloo Region Communities
- **$318,330** (3%)

### Annual Donations
- **$268,136** (3%)

### Other
- **$249,736** (2%)

### Total Revenues
- **$10,672,166** (100%)

**$4,148,600** invested in prevention

- **5%** Neighbourhood Support
- **7%** Newcomers Support
- **35%** Family Support
- **53%** Education Support

**41%** Community Services

**41%** Children's Mental Health

**18%** Counselling
www.carizon.ca

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519-743-6333

ADDITIONAL OFFICES
1770 King Street East | Kitchener, ON N2G 2P1
645 Westmount Road East | Kitchener, ON N2E 3W3
3601 Sandhills Road | Baden, ON N3A 3B9
Langs, 1145 Concession Road | Cambridge, ON N3H 4L5

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