

Healthy Children  
Healthy Families  
Healthy Communities

—  
2011 Annual Report



**Norwood**  
CHILD + FAMILY RESOURCE CENTRE



## Maie Kellerman, Board of Directors

It is a privilege for me to be part of the NCFRC team. Under the visionary leadership of Executive Director, Bev Parks, the staff have once again demonstrated their dedication, agility and innovation in adopting the “Working Differently” initiative, which will ensure that the Centre maintains its child and family focus. This initiative is just one of the ways in which Norwood has adapted to Edmonton’s ever changing – and ever challenging – economic and social environment to continue pursuing the Centre’s vision of “Healthy Children, Healthy Families, Healthy Communities”. We salute the talent and hard work of all staff members.

On behalf of my engaged and committed fellow Board Members, I would like to thank all who have contributed this past year – volunteering, partnering, funding and giving of your personal time, talent and treasure. Your help makes the Centre what it is!





## Jessica Rutten, Chair of Parent Advisory Committee

A letter to Norwood Child & Family Resource Centre Staff,

I have wanted to express my gratitude for the time spent working together to make the Parent Advisory Committee a success for the 2008-2011 years.

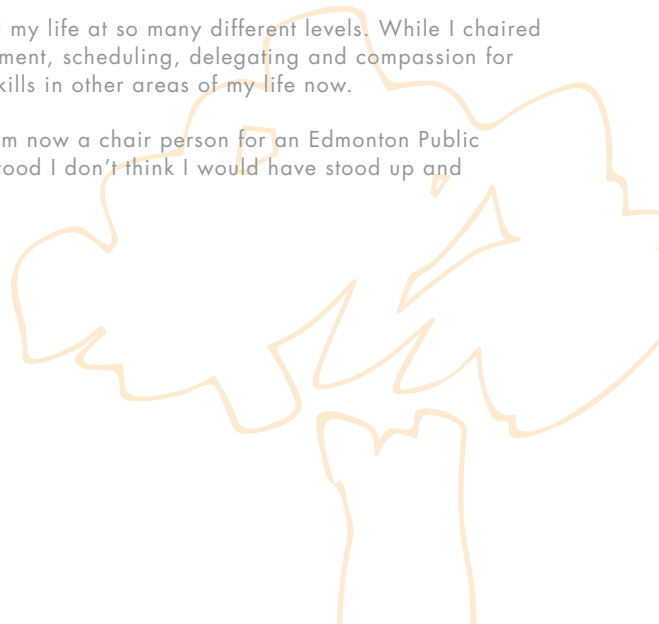
Success can be measured in so many different ways. This is how I feel we were a success; parents brought their skills to the table every month, we made decisions together that would positively impact the NCFRC families and the community, we connected with the community at the many events that NCFRC held and last but not least we learned how to work as a team. There were friendships made within those walls that will impact me for my entire life and I am so grateful for that.

I think there is real value in that group and it enriched my life at so many different levels. While I chaired that group I learned more about people, time management, scheduling, delegating and compassion for families and have been able to apply many of those skills in other areas of my life now.

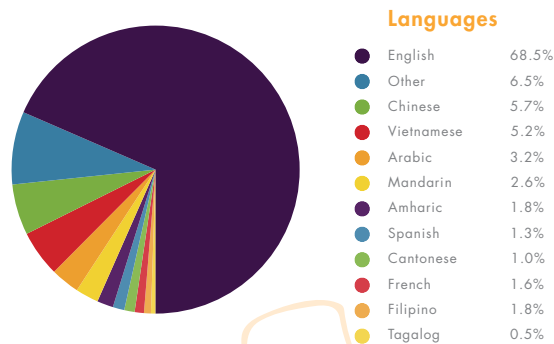
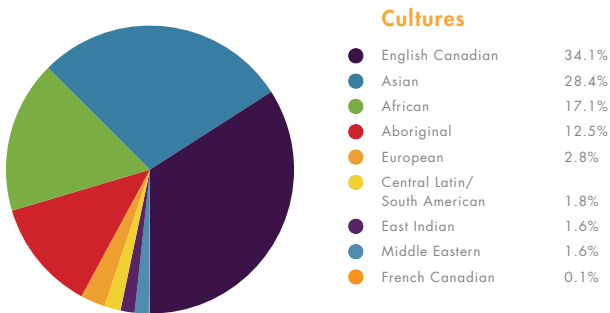
I have the confidence to manage my own business; I am now a chair person for an Edmonton Public School Parent group and without that support at Norwood I don't think I would have stood up and accepted that role.

I thank you from the bottom of my heart!

**Jessica Rutten**



# 2011 Socio-Demographics



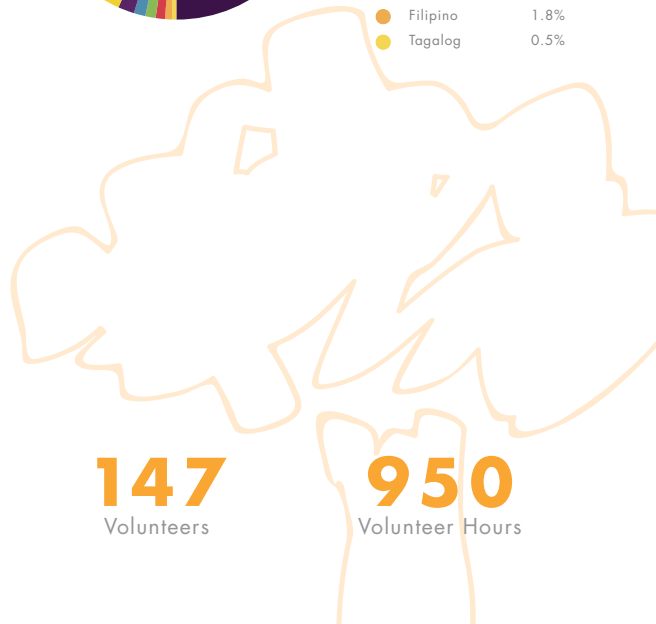
Program	Total Children	Total Adults
Healthy Families	104 0-5 years	112
	2 6-12 years	
Early Start	165	56
Head Start	61	65
Child and Youth	64 0-5 years	36
	6 6-13 years	
	<b>Total 402</b>	<b>Total 269</b>

## Volunteerism

Volunteers are an important part of Norwood's success. Thank you to all of those who supported us in 2011

**147**  
Volunteers

**950**  
Volunteer Hours





# 2011 Partnership Highlights

Including but not limited to:

## **Father's Initiative**

NCFRC is working in collaboration with the Norlien Foundation, in partnership with The Family Centre, to provide a supportive father involvement program at the centre. We have seen uncles, grandfathers and family friends attend and participate in activities specifically developed based on the input of the men involved.

## **The Family Centre**

We now have a part time therapist at our location who is available to provide one on one counseling to participants as well as group facilitation and also is available to provide consultation and education to our staff at the centre.

## **KARA Family Resource Centre**

NCFRC has developed a partnership with KARA Family Resource Centre to offer a coordinated approach to group facilitation. Both agencies promote these groups in their organization's newsletters and posters. This partnership has allowed us to expand our reach and strengthen our services.

## **Edmonton Human Resource Cluster**

Five agencies collaborated by investing monies to hire an HR specialist which has provided cost savings through shared training, professional development and recruitment. The agencies involved are:

**ABC Head Start**

**Terra Centre**

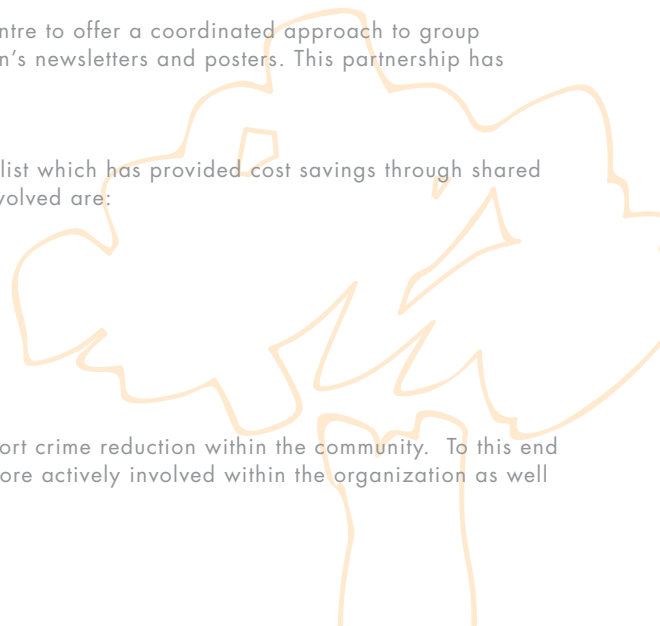
**Boyle Street Community Services**

**Edmonton John Howard Society**

**Norwood Child and Family Resource Centre**

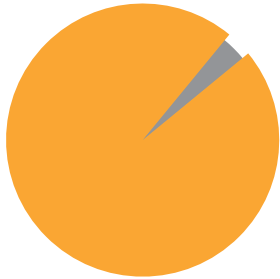
## **Edmonton Police Service**

NCFRC has been actively involved in collaboration with EPS to support crime reduction within the community. To this end we have increased access for the Community Liaison Officer to be more actively involved within the organization as well as each program area.

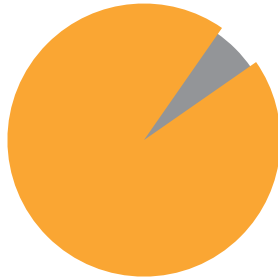




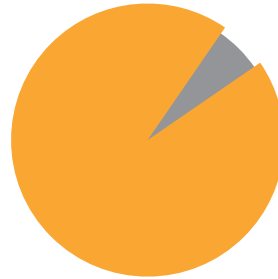
## 2011 outcomes



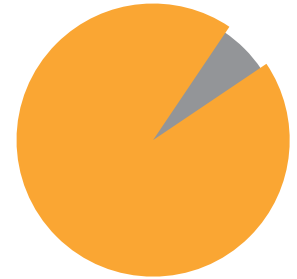
**Over 97%** of families feel supported by being involved in the program



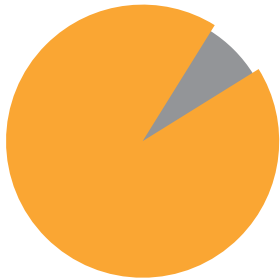
**95%** of parents believe their child has benefited from being involved in program



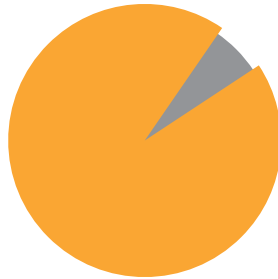
**93%** of parents have an increased knowledge of child development



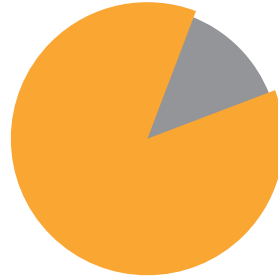
**92%** of parents say they are less stressed



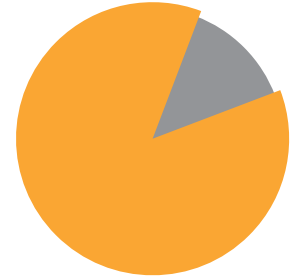
**91%** of parents have reported reduced isolation



**90%** of parents say the Child and Youth Program has improved the self esteem and confidence of their children



**86%** of parents believe the Child and Youth program has increased the personal and social skills of their children



**84%** of parents have increased skills in positive parenting practices

**93%** of parents have increased knowledge of community resources and social services

# Report of the independent auditor on the summary financial statements



To the Members of  
**Norwood Child & Family Resource Centre**

The accompanying summary financial statements, which comprise the summary statement of financial position as at December 31, 2011 and the summary statement of revenue and expenditures for the year then ended, are derived from the audited financial statements of Norwood Child & Family Resource Centre as at December 31, 2011. We expressed an unmodified audit opinion on those financial statements in our report dated February 29, 2012.

The summary financial statements do not contain all the disclosures required by Canadian Generally Accepted Accounting Principles. Reading the summary financial statements, therefore, is not a substitute for reading the audited financial statements of Norwood Child & Family Resource Centre.

## **Management's Responsibility for the Summary Financial Statements**

Management is responsible for the preparation of a summary of the audited financial statements in accordance with Canadian Generally Accepted Accounting Principles.

## **Auditor's Responsibility**

Our responsibility is to express an opinion on the summary financial statements based on our procedures, which were conducted in accordance with Canadian Auditing Standard (CAS) 810, "Engagements to Report on Summary Financial Statements."

## **Opinion**

In our opinion, the summary financial statements derived from the audited financial statements of Norwood Child & Family Resource Centre for the year ended December 31, 2011, are a fair summary of those financial statements, in accordance with Canadian Generally Accepted Accounting Principles.

A handwritten signature in blue ink that reads 'Coyle &amp; Company'.

**Coyle & Company**  
**Chartered Accountants**

February 29, 2012  
Edmonton, Alberta



**NORWOOD CHILD & FAMILY RESOURCE CENTRE**Summary Statement of Financial Position  
December 31, 2011

	2010	2011
<b>ASSETS</b>		
Cash	\$ 257,734	\$ 27,460
Accounts receivable	151,488	102,584
Externally restricted cash	42	66,614
	<hr/> 409,264	<hr/> 196,658
<b>LONG TERM INVESTMENTS</b>	331,560	520,622
<b>CAPITAL ASSETS</b>	-	6,085
	<hr/> \$ 740,824	<hr/> \$ 723,365
<b>LIABILITIES AND NET ASSETS</b>		
Accounts payable	\$ 172,876	\$ 173,669
Deferred revenue	397,681	384,702
	<hr/> 570,557	<hr/> 558,371
<b>NET ASSETS</b>		
Unrestricted	66,797	61,524
Internally restricted	103,470	103,470
	<hr/> 170,267	<hr/> 164,994
	<hr/> \$ 740,824	<hr/> \$ 723,365

**NORWOOD CHILD & FAMILY RESOURCE CENTRE**Summary Statement of Revenues and Expenditures  
Year Ended December 31, 2011

	2011	2010
<b>REVENUE</b>		
Private and public grants	\$ 1,816,863	\$ 1,560,568
City of Edmonton FCSS allocation	554,756	537,756
Other income	122,870	82,437
Donations and fundraising	42,996	1,346
Interest income	7,639	425
	<hr/> 2,545,124	<hr/> 2,192,532
<b>EXPENSES</b>	1,697,326	1,527,236
Salaries and wages	304,078	286,115
Employee benefits	101,767	36,402
Professional services	85,849	41,652
Consulting fees	66,521	71,468
Program expense	53,554	22,755
Office supplies	52,928	74,471
Repairs and maintenance	40,942	43,000
Transportation costs	38,049	40,042
Telephone and utilities	37,316	36,051
Conferences, seminars, staff development	25,156	7,652
Equipment purchases	22,477	23,118
Travel	13,816	14,643
Professional fees	8,355	7,933
Volunteer expenses	7,139	7,283
Insurance	680	-
Amortization	-	-
	<hr/> 2,555,953	<hr/> 2,239,821
<b>DEFICIENCY OF REVENUE OVER EXPENSES FROM OPERATIONS</b>	(10,829)	(47,289)
<b>OTHER INCOME</b>		
Net casino revenue	5,556	47,289
	<hr/> \$ (5,273)	<hr/> \$ -
<b>DEFICIENCY OF REVENUE OVER EXPENSES FOR THE YEAR</b>	<hr/> \$ (5,273)	<hr/> \$ -

