

A BRIEF HISTORY

Mosaic Counselling and Family Services is a non-profit, charitable organization that is dedicated to strengthening and supporting the quality of life for individuals, couples and families. Since opening in 1952, Mosaic has continued to express the vision, leadership and skills that have distinguished it as a community leader today.

Over the years, Mosaic has met with challenging times, but has also witnessed the strength of individuals and families overcoming even the most difficult circumstances. As The Catholic Welfare Bureau in 1952, The Kitchener-Waterloo Catholic Social Services in 1963, Catholic Family Counselling Centre in 1983, and finally, Mosaic Counselling and Family Services in 2009, this institution has remained firmly rooted in the belief that the family is the most important institution in society.



1944

Under the patronage of Bishop J.F. Ryan, The Catholic Welfare Bureau of Hamilton was launched in 1944. Father Thomas P. Brennan, a priest and social worker, was named the Director of the Bureau. Initially Father Brennan's efforts were directed towards the city of Hamilton, but during 1946 it became apparent that there was sufficient need to justify the opening of a separate office of his bureau to serve the Kitchener-Waterloo and surrounding area. However, it was not until the early fifties that funding from the Diocese and the local parishes permitted the establishment of the Catholic Welfare Bureau in Kitchener. Although sponsored by the Hamilton Diocese of the Roman Catholic Church, the Bureau was to be non-denominational, accepting clients regardless of religious belief.

1952

On May 1, 1952, The Catholic Welfare Bureau became incorporated. Father Tom Brennan, Diocesan Director of Charities and Waterloo pastor Father Gehl decided to enlist the services of a full-time nurse to work as the sole agency social worker. They approached Beatrice Hertel, who had been doing private duty nursing at a hospital for 15 years, to spearhead the new counselling agency.

In the first year of operation, in a second-floor office on King Street, Beatrice Hertel counselled 100 cases. Dealing with a wide array of problems, including marital breakdown, domestic assault, sexual assault and incest, Hertel discovered that this was no "nine to five" job. In addition, the Bureau provided many services other than family counselling, such as the furnishing of food hampers. Hertel was also responsible for arranging temporary placements for children at Notre Dame of St. Agatha Orphanage.

In 1953, John J. Wintermeyer, MPP for Waterloo North, and future leader of the Liberal Party of Ontario, was chosen President of the first Board of Directors of the Catholic Welfare Bureau. Wintermeyer and his Board established a budget of \$8,000. at the first annual meeting on March 8, 1953. On this modest budget, The Catholic Welfare Bureau struggles through its first year of operation. But within a year, the work of the Bureau was fully recognized. Funding from the local Federated Charities was generously provided, supplementing a significant part of the Bureau's budget.

1956

Father Brennan's work had convinced him that many domestic problems were related to financial difficulties. As a result, a new, innovative program was introduced by Catholic Welfare Bureau in 1956 - the *Budgeting of Pay Cheque Service*.

The work of the Catholic Welfare Bureau expanded rapidly, and with it, the need for more funding. Soon the Bureau was asking local parishioners to become members with a one dollar donation. "*The Bureau this year must employ a second social worker to handle its heavy case load.*" Parishioners responded enthusiastically, as did the parish priests, taking up collections dedicated to the work of the Bureau.

1959

While counselling was always the first priority of the Bureau, sometimes help had to take more tangible forms. Often people came into the Bureau in need of money, clothing or household items. To address this challenge, Board Member Antoinette Bauer helped to finance and direct the Marion Household Centre under the auspices of The Catholic Welfare Bureau in 1959. With Gay Lane as manager, the Centre provided used, low-cost clothing and household articles for needy persons.

1963

To avoid confusion with the government's welfare office, the name Catholic Welfare Bureau was changed in 1963 to K-W Catholic Social Services. With a new name, and a growing reputation for counselling and general assistance, the need for services expanded. By 1963, a total of five employees were on staff.

1967

In 1967, on Father Brennan's retirement, Father John Dwyer, Assistant to Father Brennan, became the new Executive Director. A graduate of the Masters of Social Work program, St. Patrick's College, University of Ottawa, Father Dwyer called for greater outreach to the larger community. Father Dwyer predicted the function of CSS would be drastically different in the years to come. "*We must be prepared to change and adjust.*"

1972

In April, 1972, the house of Dr. Louis V. Lang at 74 Weber St. W. was purchased for the offices of Catholic Social Services. As well, Beatrice Hertel was promoted to Executive Director.

The early seventies also saw the CSS becoming a victim of its own success. As its client base expanded, under-funding became an ever-growing problem. Things reached such a critical stage that the CSS finally decided it could handle only those cases deemed crucial. Eventually government funding became available and in 1973, CSS was awarded an *area grant* by the Province, providing sixty percent funding for its credit counselling program.

1981

After 29 years of service, Beatrice Hertel retired in 1981. Over those three decades, Hertel had witnessed much, from the pain of domestic violence to the joy of families and individuals restored and rejuvenated. For her many years of services to the community, Hertel was honoured with the

Anna Kaljas Award as Social Worker of the Year.

Gay Lane, who had served as Manager of the Marian Household Centre since it opened in 1959, also retired in 1981. As costs were rising and the CSS focused more on providing counselling services, the decision was made at this time to close the Marion Household Centre. However, in response to several impassioned pleas, the CSS Board of Directors decided to keep the store operational for another year. In 1981, the Marion Household Centre rang in its last sale, but re-opened its doors under the banner of the St. Vincent de Paul Society.

After Hertel's retirement, Ron Dowhaniuk, the future Executive Director of Family Service Bureau South Waterloo and North Dumfries, headed the CSS for a brief period.

1983

In 1983, professional social worker, Theresa Masterman became the new Executive Director of Catholic Social Services. Under Masterman's leadership, CSS underwent enormous change and renewed focus. Innovative programs, such as *Children of Separation and Divorce*, were introduced. Women's groups for incest victims and survivors of sexual and physical abuse were established.

Theresa Masterman led the agency to the highest possible standard of professional practice, and, CSS received accreditation through two provincial associations. Family Service Ontario and the Ontario Association of Credit Counselling Services.

To reflect a renewed focus on counselling, and the underlying tenet that strong families are the foundation of a vital and vibrant community, Catholic Social Services underwent another name change and became Catholic Family Counselling Centre.

In addition, the Lang house had become increasingly inadequate, too small for this growing service and too much in need of extensive repairs. The decision was made to build a new, modern facility to house a counselling centre for the times. A fund raising campaign was announced, and George Voisin, a local lawyer, was selected to head the drive. A campaign of \$465,000 was geared to all region residents. The Centre received a capital grant of \$150,000 from the Waterloo Region Catholic Community Foundation. The City of Kitchener donated \$20,000 and the remainder came through the generosity of the Diocese of Hamilton, local Catholic parishes and the local community. The Centre was especially fortunate to receive an outstanding donation of \$150,000 from Frank W. Voisin.

1987

Shovels broke the ground to the site next to the Lang house at an official ground breaking ceremony on October 5, 1987. John Sweeney, Kitchener-Wilmot MPP and Minister of Community and Social Services, and Kitchener Mayor Dom Cardillo performed the sod turning. One year later, the ribbon was cut, officially opening the new building at 70 Weber St. W.

1992

After ten years at the helm, Theresa Masterman, who had taken the agency to new heights of credibility and professionalism, retired as Executive Director of Catholic Family Counselling Centre. Theresa and Jack Masterman continue to be staunch supporters of CFCC. Cathy Brothers, a prominent, local social worker, became the new head of the Centre. Brothers, who built the Community Services programs at St. Mary's General Hospital, brought with her a long list of professional and academic credentials, as well as years of practical involvement in the community.

In 1992, CFCC, along with all other agencies providing Credit Counselling Services, was struck a blow when informed by the Province that all government funding would be cut for this program. However, thanks to community support, and the dedication of Credit Counsellor Manager, Tom Wunder, alternate sources of funding were established, and the Credit Counselling Program at CFCC not only survived, but expanded to serve the entire Region of Waterloo.

1994

The Centre continued to adapt to the needs of the community by initiating and expanding programs related to stress management, separation and divorce, marriage enrichment and outreach to immigrant women and children who had been victims of family violence. Fiscal '94 saw a record of over 3,000 individuals and families receiving help from CFCC.

1995

In October 1995, the new provincial government announced the decision to slash funding for counselling of persons on social assistance, reducing CFCC's operating budget by \$30,000. Funding was also reduced for programs for women trying to overcome the effects of violence and abuse.

1996

Paul and Robert Kuntz of Kuntz Electroplating Inc. presented Catholic Family Counselling Centre with a fantastic gift of modern computer technology which enabled the Centre to make great strides in improving efficiency and effectiveness. Kuntz Electroplating provided five pentium computers, a systems server, and computer cabling throughout the Centre. In addition, Carl Kuntz and the Information Systems staff of Kuntz Electroplating installed new software programs and worked with agency staff to get the new computer systems up and running smoothly.

1997

Catholic Family Counselling Centre helped more than 6,000 individuals and families during 1997. The client-driven Outcomes Evaluation Project developed by Catholic Family Counselling Centre in 1995, demonstrated the remarkable changes taking place in the lives of individuals and families who received help at CFCC. Catholic Family Counselling Centre's Outcomes Project became so widely respected across the country that CFCC entered into a partnership with Family Service Canada. The Outcomes Evaluation Project, developed at Catholic Family Counselling Centre to measure our impact and ensure accountability, is now in place in Family Service agencies across Canada.

For the first time, in 1997 revenues exceeded \$1,000,000.

1998

By 1998, the agency was serving more than 8500 clients. In recognition of the Centre's leadership and inspiration, Catholic Family Counselling Centre was awarded the 1998 Leadership Award for Family Service agencies across Canada.

With demand for service on the increase and space at a premium, Catholic Family Counselling Centre could no longer accommodate the growing number of children, families and individuals seeking help. Once again, the Centre launched a campaign to raise funds for a new building. An ambitious capital campaign, ultimately raising \$2.5 million, was headed by Campaign Chair Dr. Jack Sehl. Several fundraising events were organized under the direction of Tim Fitzpatrick that featured The Honourable Ernie Eves, The Honourable Paul Martin and Wayne Samuelson as Guest Speakers.

1999

A piece of land was purchased at 400 Queen St. in Kitchener and local architect Bob Dyck and Van Del Construction were contracted to design and build a new Centre that would not only meet the needs of an expanding service, but also would address the changing needs of a growing and diverse community. With the tireless effort of Dr. Jack Sehl and his Fundraising Committee, the dream became a reality.

2000

In August of 2000, Catholic Family Counselling Centre moved into their new home that included 40 counselling offices, five group rooms, the Father Bernie Hayes Teaching Centre, and The Dr. Jack and Mary Sehl Community Centre.

That October, the agency held a Grand Opening celebration to recognize and thank all the donors who made the building of the Centre possible. The Centre honoured the outstanding contributions of The Kitchener Westmount Rotary Club, Bob and Mary Kuntz, Steve and Sue Scherer, Barney Strassburger Jr., the Voisin Family, The Sisters of St. Joseph and Tim Fitzpatrick. The Centre also took great delight in announcing their reference to their new home as "The House That Jack Built".

With the acquisition of this new space, Catholic Family Counselling Centre continued to develop and expand partnerships, outreach, and community development programs. The Families and Schools Together (F&ST) program in partnership with the Waterloo Catholic District School Board was widened to include additional schools. Building Community Through Recreation created linkages to support impoverished children and families. The Seniors Outreach Program expanded, and the Seniors and Medication Program (SAM) came on board. The Community Action Program for Children (CAPC), sponsored by Catholic Family Counselling Centre and funded by Health Canada, now had space to house their services to address the needs of at-risk children ages 0 - 6. Group programs at the agency flourished – groups like Girl Power, Ten Days to Self Esteem and Men Making Connections added to the wide-array of services provided by the agency. Multicultural Services expanded to meet the needs of the growing immigrant and refugee population in Kitchener-Waterloo and included a parenting program for new Canadians who face raising their teenagers in the context of two cultures. Credit Counselling more than doubled and introduced services in Elmira, New Hamburg and Cambridge. And, the agency was able to resume their role as a teaching center in partnership with Wilfrid Laurier University.

2002

In light of all the advancements at the agency, the Board at Catholic Family Counselling Centre revised the Centre's Mission Statement. As of the Spring of 2002, the mission read:

Catholic Family Counselling Centre (Region of Waterloo) is a not for profit, professional counselling agency whose team of passionately committed staff and volunteers sees their work as an expression of Christian charity by promoting well-being for individuals, families and the community.

The Community Action Program for Children, sponsored by CFCC, initiated an Early Years Pilot Project for the Families and Schools Together program.

2004

CFCC's growth continued to skyrocket, serving more than 18,000 individuals and families per year. In order to stay relevant and reflect the Centre's deeply held beliefs, the Board, once again, revised CFCC's mission statement to read:

CFCC exists so that people find the strength, skills and confidence to deal with life's challenges and opportunities.

2005

CFCC launched a new comprehensive, web-based computer management system called AIM (Accountable Information Management). In partnership with IBM Canada and Family Services Association of Toronto, CFCC spent two years developing this project resulting in enhanced aspects of CFCC's day-to-day operations, including client schedules, client records, activity in community programs and complex billing, invoicing and reporting.

CFCC began a new community-based poverty-prevention program designed to support vulnerable youth to stay in school. The Youth Education for Success (YES) program provided educational, social and financial support to youth, ages 13 – 19, living in the Mill-Courtland neighbourhood.

2006

In January 2006, CFCC became the first community-based organization to launch a “one-stop” approach to helping victims of domestic violence. To ensure that victims are surrounded by a holistic, respectful and collaborative response that is client-driven, a number of partners formed “The Family Violence Project” and co-located under one roof at CFCC. The initial partner organizations included Region of Waterloo Catholic Family Counselling Centre, the Waterloo Regional Police Service Domestic Violence Investigations Branch, Waterloo Region Sexual Assault/Domestic Violence Treatment Centre, CFCC Credit Counselling, Elder Abuse Response Team (Community Care Access Centre and WRPS), Victim Services Counselling (WRPS), Women's Crisis Services of Waterloo Region, Community Action Program for Children and Family and Children Services. Continuing to expand the depth of wrap-around services, later that year the FVP was joined by the Crown Attorney's Office and the Victim/Witness Assistance Program.

Building on CFCC's Youth Education for Success Program, CFCC adopted the Pathways to Education Program, an award-winning model from Regent Park in Toronto. *Pathways* is structured with four pillars of support: academic, social, financial and advocacy. In its first year of operation, Pathways in Kitchener provided services to 100 Grade nine students with the promise of adding a grade level each consecutive year.

Growing at a phenomenal rate in programs offered and clients served, as well as being the hub of the Family Violence Project, CFCC embarked on a capital campaign to fund a building expansion of 5,000 square feet. To launch the campaign, on November 8, 2006, CFCC held its most ambitious fundraiser to date. Former President Bill Clinton, 42nd President of the U.S. was guest speaker at CFCC's “Peace Starts at Home” Luncheon. President Clinton addressed an audience of 1000, delivering a wide ranging speech that included a reflection on the global impact of domestic violence. CFCC was also honoured to have Stephen Lewis, then United Nations Special Envoy, join President Clinton on stage during the question and answer period.

In August 2007, CFCC broke ground on the 5,000 square foot building expansion with a forecasted completion date of January 2008.

2008

In February 2008, CFCC completed its 5,000 square foot addition and both CFCC and FVP staff and support services settled into their new office space.

In an effort to broaden community services available in Cambridge, CFCC partnered with Langs Farm Village Association and took up residence at 887 Langs Drive. CFCC Cambridge offices offered a wide range of services, including individual counselling, credit counselling, group programs, family violence services and community services.

Funded by the Ontario Government, CFCC and the Family Violence Project hosted the Province's second conference on domestic violence. In February 2008, more than 1000 delegates gathered in K-W to explore leading edge approaches to prevent and eliminate violence against women. One of the conference highlights was an address and visit to the agency by Her Excellency the Right Honourable Michaëlle Jean, Governor General of Canada.

2009

After a long and sincere discernment process, involving many stakeholders, CFCC chose a new name to convey the dynamic, diverse, multi-faceted and all-inclusive nature of the agency's programs and services and people served. The new name "Mosaic Counselling and Family Services" was unanimously accepted by the Board of Directors, approved by the General Membership and adopted at a launch ceremony on October 6, 2009.