THANK YOU TO OUR GENEROUS DONORS

Every donation to FST has a lasting and positive impact. All efforts have been made to ensure that donors who gave between Apr. 1, 2013 and Mar. 31, 2014 are listed correctly. We invite you to contact us with any concerns or questions.

CHANGEMAKERS ($10,000+)

Consortium of the Sisters of St. Joseph of Toronto Temple Emmanuel & Rabbi Bat-Hashem Discretionary Fund Ontario English Catholic Teachers Association

PIONEERS OF CHANGE ($1,000 to $9,999)

Elementary Teachers’ Federation Of Ontario
Karen Ayepan Ltd.
Donald R. Lindsay
Frits J. Laplante
Rabbi Arthur N. Bielfeld

UTM Sexual Education
Carnet Social Action Fund
CFP Humanity Fund
Safes of Charity of The Incomparable Creation
Anonymous
Edibles Ltd.
John E. Singer
Show Kids You Care

BEACONS OF CHANGE ($250-$999)

Boiler Inspection and Company of Canada Hugh Clowes
Chartered Professional Accountants Of Canada children’s Aid Society of Ontario
Massey College, University of Toronto
Randal J. Heath
National Committee on Youth Guidance

Rotary Club of Toronto
University of Toronto
Joseph and Charity
Edward Broadbent
Hydro-ONE
Centre de Bénévolat de l’Académie Katara Galiy

Mishia Zambie
Gayle C. O’Connell
Roy Alexander
Family Service
OCEAN
David Buchanan
Dr. Linda M. Rapson

PARTICIPANTS IN CHANGE (up to $249)

Calming Partnership
Chih Huang
Lourdes DePalo
Howard Tiss
Gema Sevilla
Sarah Feder
Tina H. Peng
Heida Magnusson
Dina Acosta
Dr. Raymond Heimbecker
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Harry B. Kennedy Jr.
Dr. George A. Trusler
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Cherokee/Cherokee
Lorraine D. Adwoe
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Mary Lowes
Mel Meehan
Rosanne Nowell
North Bay and District United Church
Peter F. Taylor
Peter W. Hahn
Ike Thomas
Sharon Fensong
Sharon Charleen
Milo Siemiatycki

Wilburn Robert
M. Hoffman
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Brock & Son’s Benefit
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Elizabeth Johnston
Dolores O’Reilly
Kerry & Teresa
Gordon Buchanan
Larry Enkin
K. McMillan
Daphne Payne
Brian & Joyce Westlake
Norma Jean Lindsay
Mary Squires
Margaret Fietz

Pat’s Place
Next Steps/Partner Abuse Response Program
Help for separating, divorcing and remarrying families
Seniors and Caregivers Support Services
Support to help individuals plan the process of getting older
Violence Against Women
Help for women in abusive relationships
Next Steps/Partner Abuse Response Program
Services to reduce violence in intimate relationships
Partners in Change
A safe haven for older persons who experience abuse
Families in Transition
Help for separating, divorcing and remarrying families
Seniors and Caregivers Support Services
Support to help individuals plan the process of getting older
Violence Against Women
Help for women in abusive relationships
Next Steps/Partner Abuse Response Program
Services to reduce violence in intimate relationships
Partners in Change
A safe haven for older persons who experience abuse
Sexual Assault Initiatives

PROGRAMS / SERVICES

Family Service Toronto

Annual Report 2013-2014

Email info@familyservicetoronto.org
Web www.familyservicetoronto.org
Voice 416-595-9220

BUILDING INCLUSIVE COMMUNITIES

Options Program, Passport, and Person-Directed Planning Initiative
Planning and support for people living with physical or developmental disabilities

Community and Neighbourhood Development
Capacity building with communities groups, newcomers, seniors, parents and other individuals and marginalized communities and neighbourhoods including Groups (Un)Healthy Downtowns,
Neighbourhood Youth Alliance, Youth Entrepreneurship Program,Innovation and Community Connections, and Lawrence’s Sighthouse organization NetworkSupportive Housing Projects (partnership providing support for individuals who have homeless or hard to house)
Leonard Avenue, Pears Avenue, Sudbury Street, Victorian Avenue (until July 2013)

SOCIAL REFORM

Social Action
Campaign 2000
Advocacy on poverty

COMMERCIAL

Family Services Employee Assistance Programs (FSEAP)
Wellness and behavioral health services for organizations, employers and their families
Integrated workplace solutions

Foundation Donations

The foundation of
The Foundation
The Foundation
The Foundation
The Foundation
The Foundation
The Foundation
The Foundation
The Foundation
OUR FINANCES

For the period ending March 31, 2014.

Audited financial statements are available online.

SOURCES OF REVENUE*

<table>
<thead>
<tr>
<th>Description</th>
<th>2013 Fiscal Year</th>
<th>2012 Fiscal Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Government Revenues for Community Programs</td>
<td>5,806,502</td>
<td>5,921,703</td>
</tr>
<tr>
<td>United Way</td>
<td>3,971,999</td>
<td>3,766,719</td>
</tr>
<tr>
<td>Earned Income</td>
<td>5,544,461</td>
<td>3,865,176</td>
</tr>
<tr>
<td>Employee Assistance Programs &amp; Integrated Workplace Solutions</td>
<td>405,128</td>
<td>495,856</td>
</tr>
<tr>
<td>Investment Income and Other Income</td>
<td>103,090</td>
<td>106,018</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>13,729,512</td>
<td>13,470,833</td>
</tr>
</tbody>
</table>

* The above revenues and expenses are from regular FST operations. The expenses do not include the one-time defined benefit pension deferred costs write-off in the fiscal year 2013-2014.

EXPENSES*

<table>
<thead>
<tr>
<th>Description</th>
<th>2013 Fiscal Year</th>
<th>2012 Fiscal Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employees</td>
<td>8,402,574</td>
<td>8,752,135</td>
</tr>
<tr>
<td>Employee Assistance Programs</td>
<td>3,368,719</td>
<td>3,501,875</td>
</tr>
<tr>
<td>Organizational Resources</td>
<td>1,958,175</td>
<td>1,909,827</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>13,729,458</td>
<td>13,453,437</td>
</tr>
</tbody>
</table>

* Calls to FST’s Service Access Unit and FSEAP’s Call Centre

CLIENT PURCHASE OF SERVICE*

<table>
<thead>
<tr>
<th>Description</th>
<th>2013 Fiscal Year</th>
<th>2012 Fiscal Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Government and Partner Agency Revenues</td>
<td>17,282,841</td>
<td>17,314,925</td>
</tr>
<tr>
<td>Payments</td>
<td>17,282,841</td>
<td>17,314,925</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>

The 2013-14 List

32,227 FSEAP
12,501 Community and Neighbourhood Development
6,338 Changing Lives
4,683 Options and Passport
3,707 Family Violence Programs
2,198 Social Reform

OUR WORK

Family Service Toronto clients who come for counselling and education programs speak more than 31 languages and represent more than 13 different ethnic backgrounds. About 10 per cent earn less than $25,000 annually and 28 per cent are not working for wages. They come to us with issues of partner abuse (32%), mental health (18%), adult relationships (14%) and separation adjustment (12%).

32% – Partner abuse
18% – Mental health issues
14% – Adult relationships
12% – Separation adjustment