

## Gifts in Kind

Blakes  
 Canadian Centre for Policy Alternatives  
 Centre des services communautaires (Vanier)  
 Canadian Institute of Chartered Accountants  
 Childcare Resource and Research Unit CIBC  
 City of Toronto  
 Cora's Breakfast and Lunch (Carlton Street)  
 Daybreak Diner (Church Street)  
 First Call Coalition for Children and Youth, British Columbia  
 Food Banks Canada  
 GE Capital Real Estate (Canada)  
 Gowlings  
 Income Security Advocacy Centre  
 Loblaws (Maple Leaf Gardens)  
 Maison de Shoto – Jocelyne Tougas  
 Metro (Gould Street)  
 Needlework Guild of Canada, Toronto Branch  
 Starbucks (Church and Gerrard)  
 Techsoup Canada  
 Unifor (formerly Canadian Auto Workers)  
 University of Manitoba Faculty of Social Work

## Foundation Donations

The Lawrason Foundation  
 George Cedric Metcalf Foundation  
 Doreen/Ross Walker Foundation  
 My Tribute Gift Foundation

## 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 +)

Congregation of the Sisters of St. Joseph in Canada  
 Temple Emanu-El, Rabbi Bielfeld Discretionary Fund  
 Ontario English Catholic Teachers Association

### PIONEERS OF CHANGE (\$1000 to \$9999)

Elementary Teachers' Federation Of Ontario	UTM Sexual Education	Anonymous
Kenair Apartments Ltd.	Carrot Social Justice Fund	Eckler Ltd.
Donald R. Lindsay	CEP Humanity Fund	John E. Slinger
Anita S. Lapidus	Sisters of Charity of The Immaculate Conception	Show Kids You Care
Rabbi Arthur N. Bielfeld		

### BEACONS OF CHANGE (\$250-\$999)

Boiler Inspection and Insurance Company of Canada	Rotary Club of Toronto	Micah Zarnke
Hugh Crosthwait	University of Toronto	Gayle E. Duchene
Chartered Professional Accountants of Canada	Joseph Iannuzzi	Rony Alexander
Children's Aid Society of Toronto	Edward Broadbent	Family Service Ontario
Massey College (University of Toronto)	Hydro One	David Buchanan
Randall J. Heaton	Centre de Benevolat de la Peninsule Acadienne	Dr. Linda M. Rapson
National Committee on Youth Guidance	Kathy Glazier	

### PARTICIPANTS IN CHANGE (up to \$249)

Catharine Fleming McKenty	Andrew Szende	Anita Corriveau	William Robert Hutcheson	Jane Lindsay	Catherine Molyneux
Chih Huang	Dr. George A. Trusler	Cheryl Hamilton	Margaret Fietz	Margaret Fietz	Kerry & Teresa Comiskey
Longford Reserve Limited	Edward & Grace McFarlane	Linda M. Arbour	Mary Squires	Mary Squires	Gordon Duncan
Howard Tsao	First Call: BC Child and Youth Advocacy Coalition	Lorraine Telford	Norma Jean Lindsay	Norma Jean Lindsay	Dolores O'Reilly
Donna Schaffer Lero	John J. Gunn	Mary Lewis	Tsung Tsin Association of Ontario	Tsung Tsin Association of Ontario	Elizabeth Johnston
Sheila Walker	Kathleen Howard & Associates Inc.	Mila Huang	Audrey Gilpin	Audrey Gilpin	Pamela Lewis
Barbara R. Fleming	Helen Saravanamuttoo	Rosemary Meier	Catherine Montgomery	Catherine Montgomery	Rodney R. Branch
Helen Saravanamuttoo	Michael Goldberg	North Bay And District Labour Council	Pauline Lemieux-Dignard	Pauline Lemieux-Dignard	Mary E. Bassett
Pat & Pekka Sinervo	Al Pearlstein	Peter & Vivian Harris	Joyce Ireland	Joyce Ireland	Bernard Gurian
Dr. Raymond Heimbecker	Andrew A. Cruikshank	Rachel Tyndale	Kathleen Collins	Kathleen Collins	Nimfa Stamatelaky
William H. Abel	Harry B. Kennedy Jr.	Sivaranjani Sivapathasundaram	Nancy Cummins	Nancy Cummins	
Elizabeth J. Shields	John J. Gunn	Sue Pridham	Florence McErlain	Florence McErlain	
The Institute of Chartered Accountants of Ontario	Michael L. Schwartz	Myer Siemiatycki	Timothy Edwards	Timothy Edwards	
Adams & Miles LLP	Murray E. Blankstein				
Chartered Accountants	Paul Zarnke				

# Family Service Toronto Annual Report 2013-2014

**Email** info@familyservicetoronto.org

**Web** www.familyservicetoronto.org

**Voice** 416.595.9230

## BUILDING INCLUSIVE COMMUNITIES

### Options Program, Passport, and Person-Directed Planning Initiative

Planning and support for inclusive living for people with developmental disabilities

### Community and Neighbourhood Development

Capacity building with grassroots groups of youths, newcomers, seniors, parents and other individuals in marginalized communities and neighbourhoods including Growing Up Healthy Downtown, Neighbourhood Youth Alliance, Youth Entrepreneurship Program, Illahee Community Connections and Lawrence Heights Inter-organization Network  
 Supportive Housing Projects (partnership providing support for individuals who were homeless or hard to house): Leonard Avenue, Pears Avenue, Sudbury Street, Ossington Avenue until July 2013

## SOCIAL REFORM

### Social Action

#### Campaign 2000

Advocacy on poverty

## COMMERCIAL

### Family Services Employee Assistance Programs (FSEAP)

Wellness and behavioural health services for organizations, employees and their families  
 Integrated workplace solutions

## PROGRAMS / SERVICES

### CHANGING LIVES

#### Counselling Services

Individual, family and group

#### Connecting Families

Parent education and support

#### David Kelley Services

Supportive counselling for the LGBTQ community and people living with HIV/AIDS

#### Families in Transition

Help for separating, divorcing and remarrying families

#### Seniors and Caregivers Support Services

Support to help navigate 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

#### Pat's Place

A safe haven for older persons who experience abuse  
 West End Sexual Assault Treatment  
 Sexual Assault Initiatives



For People For Change  
**FAMILY SERVICE TORONTO**

## Our Funders

### Federal

Citizenship and Immigration Canada  
Public Health Agency of Canada  
Human Resources and Skills Development Canada

### Provincial

Ministry of Community and Social Services  
Ministry of Attorney General  
Ministry of Health and Long Term Care  
Toronto Central Local Health Integration Network  
Ministry of Education  
Ministry of Economic Development, Trade and Employment

### Municipal

City of Toronto

### Agencies

Asthma Society of Canada  
The Canadian Education and Research Institute for Counselling (CERIC)  
Children's Aid Society  
Family Services of Peel  
Griffin Centre  
JVS Toronto  
Neighbourhood Information Centre Inc.  
Rotary Club of Toronto  
Sisters of St. Joseph  
St. Clare's Multi-Faith Housing Society  
Stonegate Community Health Centre  
Etobicoke Children's Centre  
Toronto Central Community Care Access Centre  
Malvern Family Resource Centre – Women's Place  
Woodgreen Community Services  
United Way Toronto

### Foundations

Canada Post Foundation  
Counseling Foundation of Canada  
Toronto Community Foundation

## OUR FINANCES

For the period ending March 31, 2014

Audited financial statements are available online.

### SOURCES OF REVENUE\*

	Fiscal 2013 - 2014		Fiscal 2012 - 2013	
	Amount in dollars	Percentage	Amount in dollars	Percentage
Government Revenues for Community Programs	5,806,602	42.3%	5,921,073	41.2%
United Way	3,791,906	27.6%	3,786,710	26.3%
Earned Income 95% Employee Assistance Programs & Integrated Workplace Solutions; 5% individual client fees	3,544,481	25.8%	3,840,576	26.7%
Donations and Non-Government Revenues	486,128	3.5%	655,856	4.6%
Investment Income and Other Income	100,395	0.7%	166,618	1.2%
<b>TOTAL</b>	<b>13,729,512</b>	<b>100%</b>	<b>14,370,833</b>	<b>100%</b>

### EXPENSES\*

	Fiscal 2013 - 2014		Fiscal 2012 - 2013	
	Amount in dollars	Percentage	Amount in dollars	Percentage
Individual, Family and Community Programs & Services	8,402,574	61.2%	8,752,135	61.1%
Employee Assistance Programs /Integrated Workplace Solutions	3,368,719	24.5%	3,609,496	25.2%
Organizational Resources Includes IT, Finance, HR, ED, and Communications	1,958,175	14.3%	1,969,827	13.7%
<b>TOTAL</b>	<b>13,729,468</b>	<b>100%</b>	<b>14,331,458</b>	<b>100%</b>

### CLIENT PURCHASE OF SERVICE\*\*

	Amount in dollars	Amount in dollars
Government and Partner Agency Revenues 99% from Government and 1% through other agencies	17,282,841	17,014,925
Payments	17,282,841	17,014,925
<b>TOTAL</b>	<b>-</b>	<b>-</b>

\*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.

\*\* FST administers these funds for clients on behalf of the Government of Ontario and Partner Agencies. Clients are mostly individuals with a developmental disability, or their families, and they use the funds to purchase services to live independently and improve their quality of life. Clients also include seniors living in supportive housing and who experience a range of mental health and physical challenges.

## LIVES TOUCHED

# 61,654

32,227  
FSEAP

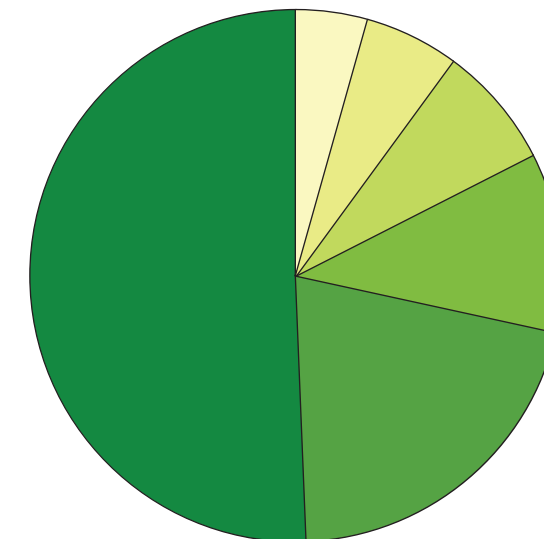
12,501  
Community and Neighbourhood Development

6,338  
Changing Lives

4,683  
Options and Passport

3,707  
Family Violence Programs

2,198  
Social Reform



## The 2013-14 List

- 1 Mission
- 4 Websites
- 13 Service locations
- 21 Languages of service
- 30 Community programs
- 100 Years of operation
- 147 Generous donors and funders
- 151 Average service calls daily \*
- 183 Skilled and talented staff
- 256 Dedicated volunteers, trainees and students
- 29,427 People served through Family Service Toronto (FST) programs
- 32,227 People served by Family Services Employee Assistance Programs (FSEAP)
- 103,160 Hours of service provided
- 105,261 Service contacts with clients
- 176,161 Visitors to FST's main website

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

## OUR WORK

Family Service Toronto clients who come for counselling and education programs speak more than 31 languages and represent more than 174 different ethno-racial backgrounds. About 37 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%).

Participants in our community and neighbourhood development activities come from every one of Toronto's 13 priority neighbourhoods and represent youth, newcomers, young families, seniors, alternative affordable housing residents and individuals from every ethno-racial background in the city. In our developmental services programs, including Options, Passport and Person-Directed Planning, we

work in partnership with individuals with developmental disabilities and their families, friends and communities.

Social reform activities involve a wide range of partner organizations representing low-income people, faith communities, health, housing and child-care advocates, food banks, unions, social planning councils and many others across Ontario and the rest of Canada.

Family Services Employee Assistance Programs (FSEAP) partners with business clients to provide a broad range of services for supporting employee health and productivity. The majority of clients face challenges that are addressed through short-term counselling. FSEAP also reaches employees through work-life, wellness and training programs and other workplace interventions.

