



FAMILY SERVICE TORONTO

For People. For Change

2016 - 2017

ANNUAL REPORT

BUILDING FOR THE FUTURE

Looking to 2018

FST will return to its downtown Church Street site to occupy its office podium below Tridel's stunning new Alter condominium tower.



EXECUTIVE MESSAGE

Our theory of change shapes focus for the future

Without exception, change, evolution and innovation are alive in every part of FST. Whether we are responding to externally-driven change or internal motivation for growth and improvement, every person is engaged in this dynamic period at FST.

Framing everything, our Strategy and Impact 2020 work, approved by the Board of Directors in June 2016, is taking hold as teams begin the creative process of operationalizing our theory of change.

We can feel the traction already as teams think about and shape their work to achieve our intended impact – that individuals and families in Toronto, destabilized by precarious mental health and/or socio-economic circumstances, will have achieved greater stability and resilience in more just and supportive communities. You will see stories about the tremendous impact of our many services and programs in this report.

In this pivotal year, we are literally strengthening foundations and building new platforms for our work and for the sector. We are pleased and proud to have been chosen as one of 62 anchor agencies by the United Way Toronto and York Region. We continue to be strong partners in many networks and planning tables across the city, provincially and nationally. Through our ongoing work with the Ontario Nonprofit Network and our emerging work to create and grow the fledgling Toronto Nonprofit Network, we are part of creating a stronger environment for all our work.

At the national level, the decades-long work of Campaign 2000 has seen once-in-a-lifetime results. The new Canada Child Benefit (CCB), modeled by C2000 several years ago, came into effect on July 1, 2016 and is projected to lift 300,000 children out of poverty. The C2000 team worked for months on media, partner strategizing and mobilizing and social media/web initiatives to create a very successful “No Clawback to CCB” campaign. As a result of our leadership in advocacy and mobilizing work at the national level, all provincial/territorial governments committed not to claw back any part of the newly-implemented CCB from families on social assistance.

FST was on the move again in 2016 as our seniors and VAW programs relocated to the Victoria Park Hub. There is great excitement about the potential for collaboration with other services and agencies there as the hub is a magnet for the community.

Our strategic investments in 355 Church, 128 Sterling Road and Integrated Workplace Solutions (Substance Abuse Program) are starting to bear fruit and will strengthen our organizational foundation. The new building at 355 Church is already many floors above ground and our space is taking shape. We have begun to develop plans for the café at 355 Church. We are excited by our collaboration with Common Ground Co-operative to consider how to work with people with developmental disabilities in the café.

“FST is a valuable resource that has saved my life!”

We are building new platforms for our organizational work which will strengthen our foundations and support our theory of change too.

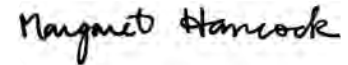
We combined information technology with communications and marketing to create a new technology and communications unit and enhanced our digital capacity with a new website in 2016. We reimagined our Research, Evaluation and Planning work to be captured as Knowledge Building. Our Director of Finance now also leads the development of processes to improve our business technology. We are already beginning to see the benefits of these new collaborations which are intended to make us fit for the future.

Our drive for future success would not be possible without the dedicated staff, committed board members, generous funders and donors and the volunteers and students who give of their time and talents to help FST make a difference in the lives of so many.

Thank you for sharing our vision and joining with us as we continue to strive to make our work as vibrant and effective as it can be.



Ted Betts
President



Margaret Hancock
Executive Director



ADVERSITY TO ADVOCACY

When Brenda moved to Toronto from Calgary in 2015, the situation was far from ideal.

Her rented apartment flooded, leaving her living in a room for rent with mould and mice, and later with a verbally abusive housemate. To make matters worse, she couldn't find permanent work.

"I had a lot of things coming at me that I didn't know what to do with. When I heard about Family Service Toronto's Wednesday night drop-in counselling service, I decided to go," she says.

"I felt like I was in a safe space to talk about things that I couldn't tell my family and friends. When I got a full-time FST counsellor a few months later, it was a godsend. I wanted to dig deeper into the issues I was dealing with and they were such a phenomenal help."

One of those issues was employment. Brenda found precarious work through a temporary agency which continues to employ her, but her hours are capped and she isn't entitled to health benefits. "With my situation, the cost of counselling was a big fear... to be able to afford FST's payment arrangement made me very happy."

FST charges fees on a sliding scale, based on total household income before tax and family size.

In February 2017, FST arranged for Brenda to speak out about the plight of people with precarious employment. "I know I'm not the only one going through this situation. Precarious employment means you can't afford to get sick or take a break."

"I want the Province to make employers accountable for a decent wage and coverage for health care and other incidents that affect people's lives," she told CBC's Metro Morning listeners.

Brenda is feeling better about her future, thanks in part to her growing self-confidence. "I am starting to feel that optimism coming back."

"...what an amazing difference FST has made in my life. The two therapists I've had were so comforting and competent. I am so thankful for this service."

JOURNEY TO PEER LEADERSHIP

Abdulahi came to Canada in 2016 from Somalia the hard way—as a refugee, travelling to Brazil and literally walking north through the Americas

"When I arrived, I didn't know a lot of people or things about Canada," says Abdulahi. So when he was approached to join Family Service Toronto's Healthy Families Healthy Communities (HFHC) program, he was interested.

Funded by Immigration, Refugee & Citizenship Canada, the HFHC program runs for seven weeks and is geared towards newcomers. It combines educational workshops with peer-led support groups for participants to learn about Canadian healthcare, immigration and education systems, and to explore such complex emotional issues as trauma in a safe space.

"The topics were meaningful to me," says Abdulahi. "Plus, I got a community and I understood the culture and what Canada has to offer. It changed my life."

Abdulahi credits the program with helping him feel a sense of belonging, which is why he decided to become a program peer leader in 2017. "One thing I really like is that it's a knowledge exchange," he says.

He notes the elders in Somalia often sat in similar circles passing a cane to speak and be heard. "Everyone has something to give and listens, which is fundamental to the peer model. It validates the speaker and makes them feel important."

As a poet, he uses his art to engage the young adults in his groups. "We talk about 'Who are you? Where do you fit in society?' It helps you understand more about yourself and how to deal in the community. And when you have control of yourself, the rest is easy."



"Home" is a powerful force for each of us, so it takes great strength to leave it behind for a new life in an unknown country.

SEXUAL ASSAULT

A new focus on the most vulnerable

Experiencing sexual assault is a devastating occurrence. Navigating the emotional consequences can be a long and complex journey, especially for intellectually or developmentally disabled women who are among the most vulnerable groups to experience gender-based violence.



"Most of the women I see aren't in romantic relationships," says Vania Sukola, who has counselled women with intellectual disabilities in FST's Violence Against Women (VAW) program for a decade.

"The violence tends to come from family members and other people in their community. It is often sexual, emotional and financial. The victim therefore can't turn to family for support, and they often don't have close friends and peers to turn to either."

To deepen its VAW work with women with intellectual and developmental disabilities, FST applied for a Women's Xchange grant from Women's College Hospital. The grant, awarded to FST in April 2017, will support a peer counselling program intended to address a woman's trauma while building her personal peer network.

"We are looking to connect the women with peer mentors – other women who have also experienced violence but are further along in their recovery," says Vania, who will lead the program. "The program will also support the peers, providing an honorarium and training on how to help participants understand their rights and how to heal."

Participants and peers will be exposed to a variety of tools, including mindfulness, expressive art therapy and narrative therapy.

"Our prior work has shown that one aspect of post-trauma resilience is giving back to the community. Peer mentors will have this opportunity. And the initiative will build a sense of connection and community for the women who have experienced trauma, so they don't always have to rely on counsellors or paid supports," says Vania. "We want each of these women to feel resiliency."

View additional stories at: <http://bit.ly/FST-AR-Stories>

VISION, MISSION, VALUES

OUR VISION

Family Service Toronto envisions a city in which individuals, families and communities are resilient and thriving.

OUR MISSION

Family Service Toronto works with individuals and families in Toronto, destabilized by precarious mental health and/or socioeconomic circumstances, to achieve greater resilience and stability in more just and supportive communities.

We achieve this through our direct service work of intervention and prevention which includes counselling, peer support and education; knowledge building and exchanging activities; and system-level work including social action, advocacy, community building and working with partners to strengthen the sector.

OUR VALUES

We are committed to:

- ✿ Grounding our work in the lived experience of clients & the community.
- ✿ Celebrating diversity, pursuing equity & practising inclusion .
- ✿ Excellence.

CLIENT SATISFACTION

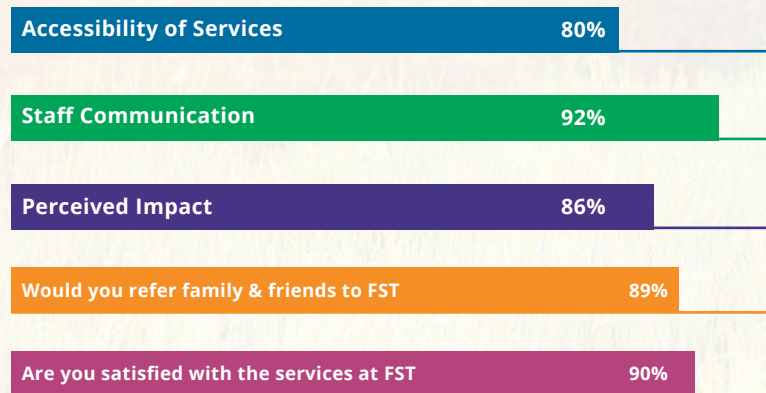
A majority of clients provided positive feedback about their FST experience through a survey conducted in the spring of 2016.

About 500 clients from several programs in our Changing Lives and Family Violence division participated in the survey which evaluated service accessibility, staff communication, quality, impact, and overall satisfaction.

The survey showed high satisfaction with service, counsellor relationships and FST's welcoming environment.

FST evaluates services every three years. Programs involved in the 2016 survey were David Kelley Services, Families in Transition, Next Steps, Seniors and Caregivers Support Services, Violence Against Women, Counselling Services and Walk-In.

Survey Percentages:



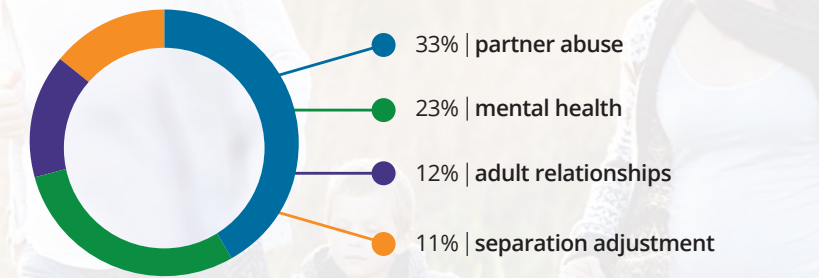
OUR WORK

Family Service Toronto clients come for counselling on a wide range of issues, help with abusive relationships and education programs. They speak more than 32 languages and represent more than 175 different ethno-racial backgrounds. About 35 per cent earn less than \$25,000 annually and 25 per cent are unemployed. The top issues for which clients seek support are partner abuse (33%), mental health including stress, anxiety and depression (23%), adult relationships (12%) and separation adjustment (11%).

Participants in our social action and community building programs come from every one of Toronto's 13 priority neighbourhoods and represent youth, newcomers, young families, seniors and individuals from every ethno-racial background in the city. The unit works with 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.

Our developmental services programs, including Options, Passport and Person-Directed Planning, work in partnership with individuals with developmental disabilities and their families, friends and communities.

Integrated Workplace Solutions, our social enterprise, is Canada's leading Substance Abuse Professional Services Program. It provides high impact interventions to help people stay safe, live and work at their best. It assists organizations and unions mitigate growing challenges and costs associated with high-risk behaviours.



LIVES TOUCHED



* Includes Person-Directed Planning

PROGRAMS AND SERVICES

Changing Lives Division	
Counselling Services	Individual, family, group and walk-in
Connecting Families	Parent education and support
David Kelley Services	Supportive counselling for the LGBTQ+ (Lesbian, Gay, Bisexual Transgender, Queer) community & 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 and Partner Contact	Help for women in abusive relationships
Healthy Families Healthy Communities	Youth programs in newcomer communities
Seniors Community Connections	Seniors programs (for Iranian, Tamil, Afghan, Somali and Spanish-speaking communities)
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 Services for Abuse & Trauma	Counselling services
Sexual Assault Initiative	Counselling services

Social Action & Community Building Division	
Campaign 2000	Advocacy on poverty
Tower Neighbourhood Renewal Initiative	Pilot project in Bathurst-Finch neighbourhood
Lawrence Heights Inter-Organizational Network	Coalition of groups and service providers delivering programs & services to Lawrence Heights communities
Growing Up Healthy Downtown	Partnership of community agencies delivering services to young children and their families

Building Inclusive Communities Division	
Options, Passport, and Person-Directed Planning Initiative	Planning and support for inclusive living for people with developmental disabilities

Commercial Division	
Integrated Workplace Solutions	Canada's leading Substance Abuse Professional Services program & Structured Relapse Prevention program

OUR FUNDERS

Federal

Immigration, Refugees and Citizenship Canada
Public Health Agency of 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 Citizenship, Immigration and International Trade

Municipal

City of Toronto

Agencies

Aisling Discoveries Child and Family Centre
Griffin Centre
Family Services of Peel
Malvern Family Resource Centre
Stonegate Community Health Centre
The Etobicoke Children's Centre
Toronto Central Community Care Access Centre
United Way Toronto & York Region
University of Manitoba

Foundations

Atkinson Charitable Foundation
Friends of the Greenbelt Foundation
Harrison-Walker Family Foundation
Laidlaw Foundation
The Lawson Foundation
The Lawrason Foundation
Sisters of St. Joseph of The Diocese of London Foundation

Royalties

Oxford University Press

View our Donors online at: <http://bit.ly/FST-AR-Donors>

GIFTS IN KIND

Alan Meisner (QUANTACAN)
Art Gallery of Ontario
Blake, Cassels & Graydon LLP
Canadian Centre for Policy Alternatives
Canadian Federation of Students Ontario
Childcare Resource and Research Unit
Children's Aid Society (Toronto)
City of Toronto
Citizens for Public Justice
Flowers & Twigs Ltd.
Food Banks Canada
Gowling WLG
HolidayHelpers.org

Income Security Advocacy Centre
La Maison de Shoto Inc. - Jocelyne Tougas
Maran Ravindran
Royal Ontario Museum
shoeboproject.com
Social Planning Toronto
The Church of St. John the Evangelist, Ottawa
Timbercreek Communities
Unifor
Unison Health and Community Services
University of Manitoba, Faculty of Social Work
Wellesley Institute

FINANCIALS

REVENUE

	Fiscal 2016-17		Fiscal 2015-16	
Government Revenues for Community Programs	\$ 6,224,851	55.9%	6,301,625	51.7%
United Way	3,858,342	34.6%	3,850,462	31.6%
Earned Income	723,552	6.5%	1,648,192	13.5%
Donations & Non-Government Revenues	249,241	2.2%	302,888	2.5%
Investment Income & Other Income	84,341	0.8%	94,840	0.8%
TOTAL	\$ 11,140,327	100.0%	12,198,007	100.0%

EXPENSES

	Fiscal 2016-17		Fiscal 2015-16	
Individual, Family & Community Programs & Services	\$ 8,399,814	75.4%	8,404,057	68.9%
Employee Assistance Programs /Integrated Workplace Solutions	529,921	4.8%	1,507,405	12.4%
Organizational Resources (includes IT, Finance, HR, ED, & Communications)	2,211,073	19.8%	2,277,837	18.7%
TOTAL	\$ 11,140,808	100%	12,189,299	100%

CLIENT PURCHASE OF SERVICE*

	Fiscal 2016-17	Fiscal 2015-16
Government & Partner Agency Revenues (99% from Government & 1% through other agencies)	\$ 30,761,981	28,112,007
Payments	30,761,981	28,112,007
TOTAL	—	—

* 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.

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United Way
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