FST prepared to welcome clients and the public to beautiful spaces for confidential counselling, peer support, knowledge sharing and community building at its new office podium on Church Street in May 2018.

Cover Image: Supplied by Tridel Corp Inc.
### Changemakers ($10,000 +)

- Congregation of the Sisters of St. Joseph in Canada
- Ontario English Catholic Teachers’ Association

### Pioneers of Change ($1000 to $9999)

- Ontario Secondary School Teachers’ Federation
- Sisters of St. Joseph of Toronto
- Elementary Teachers’ Federation of Ontario
- Margaret Mitchell
- Congregation of Notre Dame-Visitation Province Inc.
- Canadian Union of Public Employees
- TPS LGBTQ-ISH
- Wendy Wright
- Sisters of Providence of St. Vincent de Paul
- Boiler Inspection and Insurance Company of Canada
- UNIFOR
- Anonymous

### Beacons of Change ($250-$999)

- Hugh Crosthwait
- Maran Ravindran
- Sisters of St. Joseph of Sault Ste. Marie
- Rony Alexander
- Joseph A. Iannuzzi
- Janet Murphy
- Edward Broadbent
- Julian Kitchen
- Centre De Benevolat De La Peninsule Acadienne Inc
- Anonymous (x2)

### Participants in Change (up to $249)

- Elizabeth J. Shields
- Donna Schaffer Lero
- Kathy Glazier
- Margo David
- Tom Engelhart
- Ruth Budd
- John J. Gunn
- Paul F. Zarnke
- Cheryl Hamilton
- Mary Lewis
- Rodney Branch
- Al Pearlstein
- Andrew A. Cruikshank
- Maria Conlon
- Joe Gunn
- Edward & Grace McFarlane
- Alexander Best
- John W. Billes Estate
- Sidney & Victoria Frankel
- North Bay and District Labour Council
- Michael Good
- Betsy Anderson
- Celia Denov
- Sue Lam
- Bernard Gurian
- Paypal Charitable Giving Fund
- Nandy Heule
- Anonymous
## Financials

### Revenue

<table>
<thead>
<tr>
<th>Revenue Category</th>
<th>Fiscal 2017-18</th>
<th>Fiscal 2016-17</th>
</tr>
</thead>
<tbody>
<tr>
<td>Government Revenues for Community Programs</td>
<td>$6,175,232</td>
<td>6,224,851</td>
</tr>
<tr>
<td>United Way</td>
<td>3,798,604</td>
<td>3,858,342</td>
</tr>
<tr>
<td>Earned Income (77% Integrated Workplace Solutions; 23% individual client fees)</td>
<td>706,876</td>
<td>723,552</td>
</tr>
<tr>
<td>Donations &amp; Non-Government Revenues</td>
<td>252,124</td>
<td>249,241</td>
</tr>
<tr>
<td>Investment Income &amp; Other Income</td>
<td>153,914</td>
<td>84,341</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$11,086,750</strong></td>
<td><strong>11,140,327</strong></td>
</tr>
</tbody>
</table>

### Expenses

<table>
<thead>
<tr>
<th>Expense Category</th>
<th>Fiscal 2017-18</th>
<th>Fiscal 2016-17</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individual, Family &amp; Community Programs &amp; Services</td>
<td>$8,381,501</td>
<td>8,399,814</td>
</tr>
<tr>
<td>Integrated Workplace Solutions</td>
<td>544,439</td>
<td>529,921</td>
</tr>
<tr>
<td>Organizational Resources (includes IT, Finance, HR, ED, &amp; Communications)</td>
<td>2,160,810</td>
<td>2,211,073</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$11,086,750</strong></td>
<td><strong>11,140,808</strong></td>
</tr>
</tbody>
</table>

### Client Purchase of Service*

<table>
<thead>
<tr>
<th>Revenue Category</th>
<th>Fiscal 2017-18</th>
<th>Fiscal 2016-17</th>
</tr>
</thead>
<tbody>
<tr>
<td>Government &amp; Partner Agency Revenues</td>
<td>$35,499,379</td>
<td>30,761,981</td>
</tr>
<tr>
<td>Reimbursements</td>
<td>35,499,379</td>
<td>30,761,981</td>
</tr>
</tbody>
</table>

* 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.
Family Service Toronto’s direct service work of intervention and prevention includes counselling on a wide range of issues, peer support and education programs. Our clients speak more than 32 languages and represent more than 175 different ethno-racial backgrounds. About 56 per cent earn less than $25,000 annually and 35 per cent are unemployed. The top issues for which clients seek support are partner abuse (34%), mental health including stress, anxiety and depression (24%), 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 operated as a social enterprise division until 2018. It offered a Substance Abuse Professional Services Program and assisted organizations and unions mitigate growing challenges and costs associated with high-risk behaviours.

Lives Touched

<table>
<thead>
<tr>
<th>Changing Lives</th>
<th>Social Action and Community Building</th>
<th>Family Violence</th>
<th>Options &amp; Passport</th>
<th>Integrated Workplace Solutions</th>
</tr>
</thead>
<tbody>
<tr>
<td>8,970</td>
<td>4,159</td>
<td>6,249</td>
<td>6,704</td>
<td>505</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>TOTAL =</td>
<td>26,082</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Vision

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

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.

Values

We are committed to:

- grounding our work in the lived experience of clients and the community
- celebrating diversity, pursuing equity and practising inclusion
- excellence.

Primary Locations

128A Sterling Road
700 Lawrence Avenue West (until June 2018)
1527 Victoria Park Avenue
355 Church Street (as of May 2018)

Co-locations

519 Church Street
Bathurst-Finch Hub
LAMP Community Health Centre
Leonard Avenue
Pears Avenue
Rexdale Community Health Centre
Stonegate Community Health Centre (until Oct. 2017)
Sudbury Street
**FST by Numbers**

1. **Mission**
2. **Languages of service**
3. **Generous donors and funders**
4. **Skilled and talented staff**
5. **Hours of service provided**
6. **Websites**
7. **Community programs**
8. **Dedicated volunteers, trainees and students**
9. **Walk-in counselling sessions annually**
10. **Service contacts with clients registered in counselling programs**
11. **Service Locations**
12. **Average service calls daily**
13. **Years of operation**
14. **People served through FST programs**
15. **Visits to FST’s main website**

*Provided through free Wednesday Walk-In counselling program*

**Calls to FST’s Service Access Unit**

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**Funders**

**Federal**
- Immigration, Refugees & Citizenship Canada
- Public Health Agency of Canada
- Employment & Social Development Canada

**Provincial**
- Ministry of Community & Social Services
- Ministry of Attorney General
- Ministry of Health & Long Term Care
- Toronto Central Local Health Integration Network
- Ministry of Citizenship, Immigration & International Trade
- Ministry of Seniors Affairs
- Ministry of Status of Women

**Municipal**
- City of Toronto

**Other**
- Shore Consulting Group

**Agencies**
- Aisling Discoveries Child and Family Centre
- Congregation of The Sisters of St. Joseph
- 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
- Central Community Care Access Centre
- United Way Toronto & York Region
- Women’s College Hospital

**Royalties**
- Oxford University Press

**Foundations**
- Chimp Charitable Foundation
- The Law Foundation of Ontario
- The Lawrason Foundation
### Programs & 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 and people living with HIV/AIDS

**Families in Transition**
- Help for separating, divorcing and remarrying families

**Healthy Families, Healthy Communities**
- Youth programs in newcomer communities

**Seniors and Caregivers Support Services**
- Support to help navigate the process of getting older

**Violence Against Women & Partner Contact**
- Support for women in abusive relationships

**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 and Trauma**

#### Social Action & Community Building Division

**Campaign 2000**
- Advocacy on poverty

**Tower Neighbourhood Renewal Initiative**
- Pilot project in Bathurst-Finch neighbourhood

**Growing Up Healthy Downtown**
- Partnership of community agencies delivering services to young children and their families

**Lawrence Heights Inter-Organizational Network**
- Coalition of groups and service providers delivering programs and services to Lawrence Heights communities

#### Building Inclusive Communities Division

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

#### Commercial Unit

**Integrated Workplace Solutions**
- Substance Abuse Professional Services program
- Structured Relapse Prevention program
Board of Directors

**President**
Ted Betts

**Treasurer**
Ian Wintrip

**Board Members**
Amanda Bartley
Almerinda Rebelo
Terrie Tucker

*Resigned*

**Vice-President**
Danny Anackle

**Ex – Officio**
Erin Hoult

**Secretary**
Margaret Hancock

**Staff Directors**
Margaret Hancock
*Executive Director*

Anita Khanna
*Social Action & Community Building*

Vani Visva
*Finance & Business Technology*

Maria Huijbregts
*Knowledge Building*

Lisa Manuel
*Changing Lives & Family Violence*

Erin Kelly
*Building Inclusive Communities*

Brian Porter
*Technology & Communications*

**Websites**
familyservicetoronto.org
campaign2000.ca
ontariocampaign2000.ca
i-workplacesolutions.com

**Social Media**
Facebook: /FamilyServiceToronto
Twitter: @FamilyServiceTO

familyservicetoronto
FamilyServiceToronto

**Contact Us**
Email: info@familyservicetoronto.org
Voice: 416.595.9618 – *Intake and Service*
416.595.9230 – *Administration*

FAMILY SERVICE TORONTO
For People. For Change

United Way
Greater Toronto

*Design and Production: Floating-Point*
*Cover Image: Supplied by Tridel Corp Inc.*