



For People For Change

FAMILY SERVICE TORONTO

2017 - 2018 ANNUAL REPORT

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.

Donors

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-ISN

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

	<i>Fiscal 2017-18</i>		<i>Fiscal 2016-17</i>	
Government Revenues for Community Programs	\$ 6,175,232	55.7%	6,224,851	55.9%
United Way	3,798,604	34.3%	3,858,342	34.6%
Earned Income (77% Integrated Workplace Solutions; 23% individual client fees)	706,876	6.5%	723,552	6.5%
Donations & Non-Government Revenues	252,124	2.3%	249,241	2.2%
Investment Income & Other Income	153,914	1.4%	84,341	0.8%
TOTAL	\$ 11,086,750	100.0%	11,140,327	100.0%

EXPENSES

	<i>Fiscal 2017-18</i>		<i>Fiscal 2016-17</i>	
Individual, Family & Community Programs & Services	\$ 8,381,501	75.6%	8,399,814	75.4%
Integrated Workplace Solutions	544,439	4.9%	529,921	4.8%
Organizational Resources (includes IT, Finance, HR, ED, & Communications)	2,160,810	19.5%	2,211,073	19.8%
TOTAL	\$ 11,086,750	100.0%	11,140,808	100.0%

CLIENT PURCHASE OF SERVICE*

	<i>Fiscal 2017-18</i>	<i>Fiscal 2016-17</i>
Government & Partner Agency Revenues	\$ 35,499,379	30,761,981
Reimbursements	35,499,379	30,761,981

* 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.

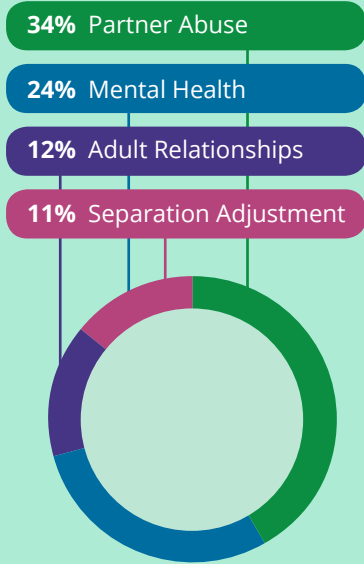
Our Work

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

Changing Lives

8,970

Social Action and Community Building

4,159

Family Violence

6,249

Options & Passport

6,704

Integrated Workplace Solutions

505

TOTAL = 26,082

Vision, Mission & Values

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



* Provided through free Wednesday Walk-In counselling program

** Calls to FST's Service Access Unit

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

Sexual Assault Initiative

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

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Vice-President

Danny Anckle

Secretary

Margaret Hancock

Treasurer

Ian Wintrip

Ex – Officio

Erin Hoult

Board Members

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Almerinda Rebelo
Terrie Tucker

Mei Chen *
Thomas Rigby

Anna Lippman
Andrew Thomson

*Resigned **

Staff Directors

Margaret Hancock
Executive Director

Maria Huijbregts
Knowledge Building

Erin Kelly
Building Inclusive Communities

Anita Khanna
Social Action & Community Building

Lisa Manuel
Changing Lives & Family Violence

Brian Porter
Technology & Communications

Vani Visva
Finance & Business Technology

Websites

familyserVICEToronto.org
campaign2000.ca
ontariocampaign2000.ca
i-workplacesolutions.com

Social Media

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 FamilyServiceToronto
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416.595.9230 – *Administration*



FAMILY SERVICE TORONTO
For People. For Change



United Way
Greater Toronto