FST celebrated a historic moment in June 2018 with an official ribbon-cutting ceremony at its new four-storey downtown office podium (355 Church Street) developed in partnership with Tridel.

From left are Heather Rolleston (Architect); Araceli Navarrete (Adult Community Resource Facilitator, FST Options program); Dino Carmel (Deltera President/CEO); Margaret Hancock (FST Executive Director 2007-19); Anita Lapidus (FST Board President 2006-08) with scissors; Andrea DelZotto (Tridel Director and Executive Vice President); Harlan Schonfeld (FST Board President 2008-10) and Ted Betts (FST Board President 2014-18).
PROGRAMS AND SERVICES

Changing Lives Division

Counselling Services
• Individual, family, group and walk-in
• Parent education and support

David Kelley Services
• Therapeutic 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

Seniors and Caregivers Support Services
• Counselling, service navigation, group work and educational workshops for seniors and caregivers

Violence Against Women & 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 and Trauma

Social Action and Community Building Division

Social Action

Campaign 2000
• Advocacy on poverty

Youth Engagement

Lawrence Heights Inter-Organizational Network (Active until Dec. 2018)
• Coalition of groups and service providers delivering programs and 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

PassportONE
• Invoice processing/reimbursements for provincial Passport clients

Sexual Assault Initiative
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 55 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 (29%), 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 all of Toronto's neighbourhood improvement areas 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 Building Inclusive Communities programs, including Options, Passport, PassportONE and Person-Directed Planning, work in partnership with individuals with developmental disabilities and their families, friends and communities. Family Service Toronto was selected in 2017 by the Ministry of Children, Community and Social Services (MCCSS) to administer invoice processing and reimbursements for all Passport clients across the province beginning in 2018. FST developed and branded this consolidated approach to Passport payment processing as PassportONE. All 11 provincial Passport agencies were successfully launched and processing client invoices through PassportONE by early Spring 2019.

LIVES TOUCHED

<table>
<thead>
<tr>
<th>Changing Lives</th>
<th>Social Action and Community Building</th>
</tr>
</thead>
<tbody>
<tr>
<td>4,173</td>
<td>3,943</td>
</tr>
<tr>
<td>Family Violence</td>
<td>Options &amp; Passport</td>
</tr>
<tr>
<td>12,291</td>
<td>11,023*</td>
</tr>
<tr>
<td>PassportONE</td>
<td>TOTAL = 58,411</td>
</tr>
<tr>
<td>26,981</td>
<td>* Includes Person-Directed Planning</td>
</tr>
</tbody>
</table>
Primary Locations

355 Church Street
700 Lawrence Avenue West (until June 2018)

128A Sterling Road
1527 Victoria Park Avenue

Service Co-locations

Bathurst-Finch Hub
LAMP Community Health Centre
Leonard Avenue

Pears Avenue
Rexdale Community Health Centre
Sudbury Street

Vision

Family Service Toronto envisions a city in which individuals, families and communities are resilient & 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.
FST BY THE NUMBERS

Mission: 1
Languages of service: 29
Generous donors and funders: 75
Skilled and talented staff: 169
Hours of service provided: 57,879
Websites: 3
Community programs: 29
Dedicated volunteers, trainees and students: 93
Walk-in counselling sessions annually: 397
Service contacts with clients: 92,007
Service locations: 10
Average service calls daily: 43
Years of operation: 105
People served through FST programs: 58,411
Visits to FST’s main website homepage: 114,697

* Calls to FST’s Service Access Unit
** Provided through free Wednesday Walk-In counselling

FUNDERS

Federal
Immigration, Refugees and Citizenship Canada
Public Health Agency of Canada
Employment and Social Development Canada

Provincial
Ministry of Children, Community and Social Services
Ministry of Attorney General
Ministry of Health and Long Term Care
Ministry of Citizenship and Immigration
Ministry of Seniors Affairs
Ministry of Status of Women
Toronto Central Local Health Integration Network

Agencies
Aisling Discoveries Child and Family Centre
Congregation of The Sisters of St. Joseph
Griffin Centre
Family Services of Peel
Stonegate Community Health Centre
The Etobicoke Children’s Centre
Toronto Central Community Care Access Centre
Central Community Care Access Centre
United Way Greater Toronto
Women’s College Hospital

Foundations
Bell Foundation
The Law Foundation of Ontario
The Lawrason Foundation

Royalties
Oxford University Press
OUR GENEROUS DONORS

Every donation to Family Service Toronto has a lasting and positive impact. All efforts have been made to ensure that donors who gave between Apr. 1, 2018 and Mar. 31, 2019 are listed correctly.

Changemakers ($10,000 +)
Ontario English Catholic Teachers’ Association

Pioneers of Change ($1000 to $9999)
Ontario Secondary School Teachers' Federation
Elementary Teachers’ Federation of Ontario
Canadian Union of Public Employees
Congregation of Notre Dame-Visitation Province Inc.
Ursuline Rel. of The Diocese of London in Ont.
TPS LGBTQ-ISP

Beacons of Change ($250-$999)
The Benevity Community Impact
Children's Aid Society of Toronto
Janet Murphy
Rony Alexander
J. Mesbur
Joseph A. Iannuzzi

Participants in Change (up to $249)
Ruth Budd
Balasubramaniyam Vellupillai
Dr. Kamala Senth
Hugh Crosthwait
Kathy Glazier
Edward Broadbent
Elizabeth J. Shields
Process Fusion Inc.
Donna Schaffer Lero
Helen Halbert
Margo David
Bob Luker
D. Helsby
Edward & Grace McFarlane
Andrew A. Cruikshank

Maran Ravindran
Flowers & Twigs Ltd.
Citizens For Public Justice Corp.
Sisters of Providence of St. Vincent de Paul
Boiler Inspection and Insurance Company of Canada

Laurel Rothman
Centre De Benevolat De La Peninsule Acadienne Inc
Julian Kitchen
Rogers Communications Canada Inc.
Cheryl Hamilton
Peter Kinch

Trinity - St. Paul’s United Church
Paul F. Zarnke
North Bay and District Labour Council
R. Nagyal
Rodney Branch
Serge Dignard
Anita Tyber
S. Edwards
IBM Canada
Bernard Gurian
Myrna Brown
**FINANCIALS**

### REVENUE

<table>
<thead>
<tr>
<th>Description</th>
<th>Fiscal 2018-19</th>
<th>Fiscal 2017-18</th>
</tr>
</thead>
<tbody>
<tr>
<td>Government Revenues for Community Programs</td>
<td>$10,324,443</td>
<td>$6,175,232</td>
</tr>
<tr>
<td>United Way</td>
<td>3,667,438</td>
<td>3,798,604</td>
</tr>
<tr>
<td>Earned Income (54% Integrated Workplace Solutions **; 46% individual client fees)</td>
<td>349,086</td>
<td>706,876</td>
</tr>
<tr>
<td>Donations &amp; Non-Government Revenues</td>
<td>317,886</td>
<td>252,124</td>
</tr>
<tr>
<td>Investment Income &amp; Other Income</td>
<td>195,890</td>
<td>153,914</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td>$14,854,743</td>
<td>$11,086,750</td>
</tr>
</tbody>
</table>

### EXPENSES*

<table>
<thead>
<tr>
<th>Description</th>
<th>Fiscal 2018-19</th>
<th>Fiscal 2017-18</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individual, Family &amp; Community Programs &amp; Services</td>
<td>$12,410,858</td>
<td>$8,381,501</td>
</tr>
<tr>
<td>Integrated Workplace Solutions **</td>
<td>187,024</td>
<td>544,439</td>
</tr>
<tr>
<td>Organizational Resources (includes IT, Finance, HR, ED, &amp; Communications)</td>
<td>2,256,307</td>
<td>2,160,810</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td>$14,854,189</td>
<td>$11,086,750</td>
</tr>
</tbody>
</table>

### CLIENT PURCHASE OF SERVICE*

<table>
<thead>
<tr>
<th>Description</th>
<th>Fiscal 2018-19</th>
<th>Fiscal 2017-18</th>
</tr>
</thead>
<tbody>
<tr>
<td>Government &amp; Partner Agency Revenues</td>
<td>$133,657,513</td>
<td>$35,499,379</td>
</tr>
<tr>
<td>Reimbursements</td>
<td>133,657,513</td>
<td>35,499,379</td>
</tr>
</tbody>
</table>

* FST administers these funds for provincial clients on behalf of the Government of Ontario and Partner Agencies through PassportONE. 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.

** Integrated Workplace Solutions operated as a social enterprise until the June 2018 decision to wind it down due to the inability to maintain viable business operations.
BOARD OF DIRECTORS

Terrie Tucker | President
Danny Anckle | Vice-President
Ian Wintrip | Treasurer
Erin Hoult | Ex - Officio
Margaret Hancock | Secretary

Board Members
Amanda Bartley
Ted Betts
Mahmoud Ghazzaoui

Anna Lippman
Almerinda Rebelo
Thomas Rigby

Andrew Thomson
Aida Wahid
Andrea Westbrook

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

Kevin Forrest (Interim)
Building Inclusive Communities
Brian Porter
Technology, Communications & Facilities

Websites
familyservicetoronto.org
campaign2000.ca
ontariocampaign2000.ca

Social Media
Facebook: /FamilyServiceToronto
Twitter: @FamilyServiceTO
Instagram: familyservicetoronto
YouTube: FamilyServiceToronto
LinkedIn: family-service-toronto

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

Cover Image: Miguel Hortiguela, Photography by Miguel | Additional Images: Ligia Hendry | Design and Production: Floating-Point