

# 2018 - 2019 ANNUAL REPORT



## FAMILY SERVICE TORONTO

For People. For Change

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

### Sexual Assault Initiative

## 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



# 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

### Changing Lives

4,173

### Social Action and Community Building

3,943

### Family Violence

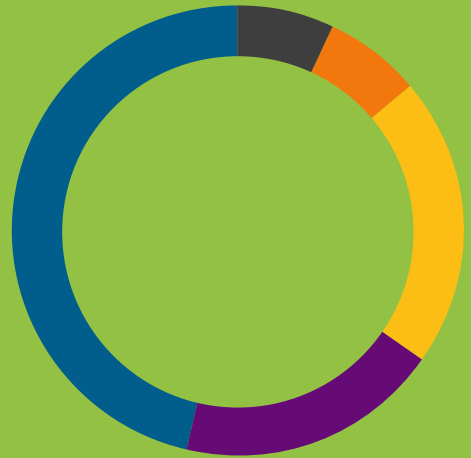
12,291

### Options & Passport

11,023\*

### PassportONE

26,981



# TOTAL = 58,411

\* Includes Person-Directed Planning

# VISION, MISSION & VALUES

## 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.

## 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

# FST BY THE NUMBERS



1

Mission



3

Websites



10

Service Locations



29

Languages of service



29

Community programs



43

Average service calls daily \*



75

Generous donors and funders



93

Dedicated volunteers, trainees and students



105

Years of operation



169

Skilled and talented staff



397

Walk-in counselling sessions annually \*\*



58,411

People served through FST programs



57,879

Hours of service provided



92,007

Service contacts with clients



114,697

Visits to FST's main website homepage

\* 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

### Municipal

City of Toronto

### 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-ISN

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

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

The Benevity Community Impact  
Children's Aid Society of Toronto  
Janet Murphy  
Rony Alexander  
J. Mesbur  
Joseph A. Iannuzzi

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

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

Ruth Budd  
Balasubramaniam Vellupillai  
Dr. Kamala Senthil  
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

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

	<i>Fiscal 2018-19</i>		<i>Fiscal 2017-18</i>	
Government Revenues for Community Programs	\$ 10,324,443	69.5%	6,175,232	55.7%
United Way	3,667,438	24.7%	3,798,604	34.3%
Earned Income (54% Integrated Workplace Solutions **; 46% individual client fees)	349,086	2.3%	706,876	6.4%
Donations & Non-Government Revenues	317,886	2.1%	252,124	2.3%
Investment Income & Other Income	195,890	1.3%	153,914	1.4%
<b>TOTAL</b>	<b>\$ 14,854,743</b>	<b>100.0%</b>	<b>11,086,750</b>	<b>100.0%</b>

## EXPENSES\*

	<i>Fiscal 2018-19</i>		<i>Fiscal 2017-18</i>	
Individual, Family & Community Programs & Services	\$ 12,410,858	83.6%	8,381,501	75.6%
Integrated Workplace Solutions **	187,024	1.3%	544,439	4.9%
Organizational Resources (includes IT, Finance, HR, ED, & Communications)	2,256,307	15.2%	2,160,810	19.5%
<b>TOTAL</b>	<b>\$ 14,854,189</b>	<b>100.0%</b>	<b>11,086,750</b>	<b>100.0%</b>


## CLIENT PURCHASE OF SERVICE\*

	<i>Fiscal 2018-19</i>	<i>Fiscal 2017-18</i>
Government & Partner Agency Revenues	\$ 133,657,513	35,499,379
Reimbursements	133,657,513	35,499,379

\* 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      Anna Lippman      Andrew Thomson  
Ted Betts      Almerinda Rebelo      Aida Wahid  
Mahmoud Ghazzaoui      Thomas Rigby      Andrea Westbrook

## Staff Directors

**Margaret Hancock**  
*Executive Director*

**Maria Huijbregts**  
*Knowledge Building*

**Kevin Forrest (Interim)**  
*Building Inclusive Communities*

**Anita Khanna**  
*Social Action & Community Building*

**Lisa Manuel**  
*Changing Lives & Family Violence*

**Brian Porter**  
*Technology, Communications & Facilities*

**Vani Visva**  
*Finance & Business Technology*

## Websites

[familyservicetoronto.org](http://familyservicetoronto.org)  
[campaign2000.ca](http://campaign2000.ca)  
[ontariocampaign2000.ca](http://ontariocampaign2000.ca)

## Social Media

**f** /FamilyServiceToronto  
**t** @FamilyServiceTO  
**@** familyservicetoronto  
**▶** FamilyServiceToronto  
**in** family-service-toronto

## Contact Us

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**Voice:**  
416.595.9618 – *Intake and Service*  
416.595.9230 – *Administration*



**FAMILY SERVICE TORONTO**  
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**United Way**  
Greater Toronto