FST quickly adapted to new ways of working in March 2020 when the COVID-19 pandemic forced office closures and the rise of virtual meetings through video conferencing and other technology solutions for collaborating remotely.

For PassportONE staff seen in this screenshot of a Zoom conferencing call, this was particularly important as the unit closed its first full year of successfully processing client invoices for 11 provincial Passport agencies across the province.
Since our beginnings in 1914, Family Service Toronto has been known for re-inventing itself. When you have been around for more than 100 years, you become adept at transformation.

2019/20 marked the conclusion of the transition to our new Church street location, a significant and highly successful social purpose real estate initiative. It was also a year of taking stock, including:

- Undertaking a strategic planning process resulting in Open Hearts, Healthy Minds, Strong Communities, FST’s Strategic Plan 2021-26;
- Reaching steady-state operations in the PassportONE program serving 50,000 clients province-wide;
- Implementing an employee engagement survey that clearly indicated we had work to do to evolve and grow our workplace culture;
- Assessing our space usage at the Church street office and securing additional space at our Sterling road office.

The year ended with FST doing something it had not done for 102 years ... providing service to Torontonians during a global pandemic. In 1918, Family Service Toronto (then the Neighbourhood Workers Association) was a key organizing centre for relief work during the Spanish Flu pandemic. In the COVID world of 2020, we ably demonstrated our ability to shift to virtual service provision. This was done in a 24-hour turnaround period for core operations and full virtual service delivery was achieved within a couple of weeks. I am extremely proud to have been a part of a team that stepped up and delivered superbly. I want to acknowledge the dedication and hard work of all my FST colleagues.

We developed new program models, adopted new tools and built stronger connections both within and outside the organization. Make no mistake. Like the people we serve, we quickly grew weary of living in a pandemic world.

We closed 2019/20 with the realization that the world had changed and that we would enter a different landscape post-pandemic.

Family Service Toronto was prepared to re-invent itself once again!

Chris Brillinger - Executive Director

**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.

**Values**

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

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.
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 30 languages and represent more than 175 different ethno-racial backgrounds. About 57 per cent earn less than $25,000 annually and 33 per cent are unemployed. The top issues for which clients seek support are partner abuse (28%), mental health including stress, anxiety and depression (21%), separation adjustment (11%) and adult relationships (10%).

Participants in our social action programs come from 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 Spring 2019.

**Lives Touched**

<table>
<thead>
<tr>
<th>Category</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Social Action and Community Building</td>
<td>3,298</td>
</tr>
<tr>
<td>Options &amp; Passport</td>
<td>12,442*</td>
</tr>
<tr>
<td>PassportONE</td>
<td>49,614</td>
</tr>
<tr>
<td>Changing Lives</td>
<td>4,065</td>
</tr>
<tr>
<td>Family Violence</td>
<td>9,749</td>
</tr>
<tr>
<td>Total</td>
<td>79,168</td>
</tr>
<tr>
<td>Programs &amp; Services</td>
<td></td>
</tr>
<tr>
<td>---------------------</td>
<td>-----------------</td>
</tr>
<tr>
<td><strong>Changing Lives Division</strong></td>
<td><strong>Social Action Division</strong></td>
</tr>
<tr>
<td><strong>Counselling Services</strong></td>
<td><strong>Social Action</strong></td>
</tr>
<tr>
<td>• Individual, family, group and walk-in</td>
<td><strong>Campaign 2000</strong></td>
</tr>
<tr>
<td>• Parent education and support</td>
<td>• Advocacy on national poverty</td>
</tr>
<tr>
<td><strong>David Kelley Services</strong></td>
<td><strong>Ontario Campaign 2000</strong></td>
</tr>
<tr>
<td>• Therapeutic counselling for the LGBTQ+ (Lesbian, Gay, Bisexual Transgender, Queer) community and people living with HIV/AIDS</td>
<td>• Advocacy on provincial poverty</td>
</tr>
<tr>
<td><strong>Families in Transition</strong></td>
<td><strong>Growing Up Healthy Downtown</strong></td>
</tr>
<tr>
<td>• Help for separating, divorcing and remarrying families</td>
<td>• Partnership of community agencies delivering services to young children and their families</td>
</tr>
<tr>
<td><strong>Seniors and Caregivers Support Services</strong></td>
<td><strong>Building Inclusive Communities Division</strong></td>
</tr>
<tr>
<td>• Counselling, service navigation, group work and educational workshops for seniors and caregivers</td>
<td><strong>Options, Passport, and Person-Directed Planning Initiative</strong></td>
</tr>
<tr>
<td><strong>Violence Against Women &amp; Partner Contact</strong></td>
<td>• Planning and support for inclusive living for people with developmental disabilities</td>
</tr>
<tr>
<td>• Help for women in abusive relationships</td>
<td><strong>PassportONE</strong></td>
</tr>
<tr>
<td><strong>Healthy Families, Healthy Communities</strong></td>
<td>• Invoice processing/reimbursements for provincial Passport clients</td>
</tr>
<tr>
<td>• Youth programs in newcomer communities</td>
<td><strong>Seniors Community Connections</strong></td>
</tr>
<tr>
<td>• Seniors programs for Iranian, Tamil, Afghan, Somali and Spanish-speaking communities</td>
<td><strong>Next Steps/Partner Abuse Response Program</strong></td>
</tr>
<tr>
<td>• Services to reduce violence in intimate relationships</td>
<td>• Services to reduce violence in intimate relationships</td>
</tr>
<tr>
<td><strong>Pat’s Place</strong></td>
<td><strong>Sexual Assault Initiative</strong></td>
</tr>
<tr>
<td>• A safe haven for older persons who experience abuse</td>
<td></td>
</tr>
</tbody>
</table>
## FST by Numbers

<table>
<thead>
<tr>
<th>Category</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mission</td>
<td>1</td>
</tr>
<tr>
<td>Languages of service</td>
<td>30</td>
</tr>
<tr>
<td>Generous donors and funders</td>
<td>69</td>
</tr>
<tr>
<td>Skilled and talented staff</td>
<td>175</td>
</tr>
<tr>
<td>Hours of service provided</td>
<td>55,133</td>
</tr>
<tr>
<td>Websites</td>
<td>3</td>
</tr>
<tr>
<td>Community programs</td>
<td>29</td>
</tr>
<tr>
<td>Dedicated volunteers, trainees and students</td>
<td>100</td>
</tr>
<tr>
<td>Walk-in counselling sessions annually **</td>
<td>350</td>
</tr>
<tr>
<td>Service locations</td>
<td>9</td>
</tr>
<tr>
<td>Average service calls daily *</td>
<td>44</td>
</tr>
<tr>
<td>Years of operation</td>
<td>106</td>
</tr>
<tr>
<td>People served through FST programs</td>
<td>79,168</td>
</tr>
<tr>
<td>Visits to FST’s main website homepage</td>
<td>115,464</td>
</tr>
</tbody>
</table>

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

---

### Our Funders

#### United Way Greater Toronto

#### Federal
- Employment and Social Development Canada
- Immigration, Refugees and Citizenship Canada
- Public Health Canada

#### Provincial
- Ministry of Attorney General
- Ministry of Children, Community and Social Services
- Ministry of Citizenship and Immigration
- Ministry of Health and Long-Term Care
- Ministry of Seniors Affairs
- Ministry of Status of Women

#### Municipal
- City of Toronto

#### Other
- Congregation of The Sisters of St. Joseph
- David Sands Memorial
- Estate of Joseph A. Worthy
- Glen Fraser
- Graham Campbell Estate
- Rosemarie Popham Award Fund
- Women’s College Hospital
- York University Staff Association

#### Foundations
- Bell Foundation
- The Law Foundation of Ontario
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, 2019 and Mar. 31, 2020 are listed correctly.

**Changemakers ($10,000 +)**

Sally Goodings
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
National Union of Public & General Employees
Public Service Alliance of Canada
Congregation of The Sisters of St. Joseph in Canada

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

Elizabeth J. Shields
Amer Rashid
Rony Alexander
Process Fusion Inc.

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

Heather Macdonald
Kathy Glazier
Ruth Mesbur
Donna Schaffer Lero
Margo David
Doug Saunders
Ramil Nagyal
Carol Nordholt
Maria Christina Conlon
Susan Conway
Tatjana Petkovic Design
Andrew A. Cruikshank
John J. Gunn
Mary Lewis
Paul F. Zarnke
Ruth Budd
Leandro Younis
Anonymous
CIBC
Nadine Arnew

Elizabeth J. Shields
Amer Rashid
Rony Alexander
Process Fusion Inc.

Heather Macdonald
Kathy Glazier
Ruth Mesbur
Donna Schaffer Lero
Margo David
Doug Saunders
Ramil Nagyal
Carol Nordholt
Maria Christina Conlon
Susan Conway
Tatjana Petkovic Design
Andrew A. Cruikshank
John J. Gunn
Mary Lewis
Paul F. Zarnke
Ruth Budd
Leandro Younis
Anonymous
CIBC
Nadine Arnew
Financials

**REVENUE***

<table>
<thead>
<tr>
<th>Description</th>
<th>Fiscal 2019-20</th>
<th>Fiscal 2018-19</th>
</tr>
</thead>
<tbody>
<tr>
<td>Government Revenues for Community Programs</td>
<td>$12,463,404</td>
<td>$10,324,443</td>
</tr>
<tr>
<td>United Way</td>
<td>3,464,378</td>
<td>3,667,438</td>
</tr>
<tr>
<td>Earned Income</td>
<td>138,745</td>
<td>349,086</td>
</tr>
<tr>
<td>Donations &amp; Non-Government Revenues</td>
<td>315,342</td>
<td>317,886</td>
</tr>
<tr>
<td>Investment Income &amp; Other Income</td>
<td>349,121</td>
<td>195,890</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td>$16,730,991</td>
<td>$14,854,743</td>
</tr>
</tbody>
</table>

**EXPENSES***

<table>
<thead>
<tr>
<th>Description</th>
<th>Fiscal 2019-20</th>
<th>Fiscal 2018-19</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individual, Family and Community Programs &amp; Services</td>
<td>$14,033,381</td>
<td>$12,410,858</td>
</tr>
<tr>
<td>Integrated Workplace Solutions **</td>
<td>0.0%</td>
<td>187,024</td>
</tr>
<tr>
<td>Corporate Services (includes IT, Finance, HR, ED, &amp; Communications)</td>
<td>2,078,762</td>
<td>2,256,307</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td>$16,112,144</td>
<td>$14,854,189</td>
</tr>
</tbody>
</table>

**CLIENT PURCHASE OF SERVICE***

<table>
<thead>
<tr>
<th>Description</th>
<th>Fiscal 2019-20</th>
<th>Fiscal 2018-19</th>
</tr>
</thead>
<tbody>
<tr>
<td>Government and Partner Agency Revenues (99% from Government and 1% through other agencies)</td>
<td>$346,781,193</td>
<td>133,657,513</td>
</tr>
<tr>
<td>Payments</td>
<td>346,781,193</td>
<td>133,657,513</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.
Leadership & Connections

Board Members
Terrie Tucker | President
Amanda Bartley | Vice-President
Ian Wintrip | Treasurer
Chris Brillinger | Secretary
Erin Houl | Ex - Officio
Ted Betts | Ex - Officio
George Armstrong
Max Ascenzi
Silvie Crawford
Mahmoud Ghazzaoui
Cindy Kou
Anna Lippman
Andrew Thomson
Aida Wahid
Andrea Westbrook

Staff Directors
Chris Brillinger
Executive Director (as of August 2019)
Maria Huijbregts
Knowledge Building
Leila Sarangi
Social Action & Community Building
Margaret Hancock
Executive Director (until July 2019)
Lisa Manuel
Changing Lives & Family Violence
Andrey Timofeev
Finance
Kevin Forrest
Building Inclusive Communities
Brian Porter
Technology, Communications & Facilities

Websites
familyservicetoronto.org
campaign2000.ca
ontariocampaign2000.ca

Socials
f /FamilyServiceToronto
@FamilyServiceTO
familyservicetoronto
FamilyServiceToronto
family-service-toronto

Contacts
Email:
info@familyservicetoronto.org
Voice:
416.595.9618 – Intake and Service Access
416.595.9230 – Administration

Primary Locations
355 Church Street
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