

# 2019 - 2020 ANNUAL REPORT



**FAMILY SERVICE TORONTO**

For People. For Change

## Making **real connections** in a virtual world

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.



# Executive Director's Message

## We'd like to introduce ourselves, again

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.

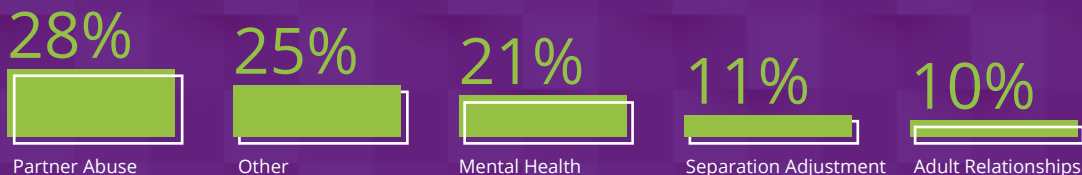
We achieve this through our direct service work of intervention and prevention which includes counselling, peer support and education; knowledge building and exchanging activities; and system-level work including social action, advocacy, community building and working with partners to strengthen the sector.



# 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 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%**).

## Top Issues For Our Clients



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

### Social Action and Community Building

3,298

### Changing Lives

4,065

### Options & Passport

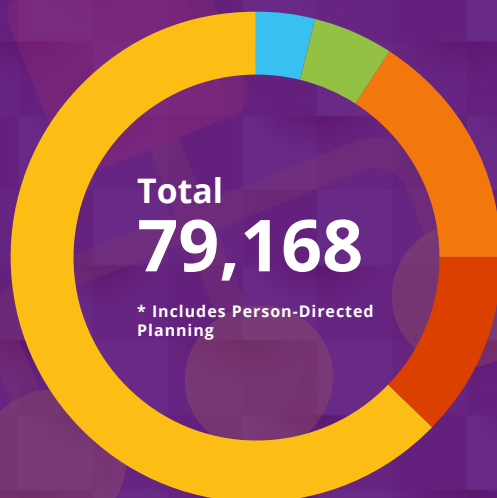
12,442\*

### Family Violence

9,749

### PassportONE

49,614





# Programs & 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 Division

### Social Action

#### Campaign 2000

- Advocacy on national poverty

#### Ontario Campaign 2000

- Advocacy on provincial poverty

#### 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







# FST by Numbers

★  
1

Mission

🌐  
3

Websites

📍  
9

Service Locations

💬  
30

Languages of service

📌  
29

Community programs

☎️  
44

Average service calls daily \*

❤️  
69

Generous donors and funders

👤  
100

Dedicated volunteers, trainees and students

📅  
106

Years of operation

👥  
175

Skilled and talented staff

🚶  
350

Walk-in counselling sessions annually \*\*

😊

79,168

People served through FST programs

🕒

55,133

Hours of service provided

✓

101,921

Service contacts with clients

📱

115,464

Visits to FST's main website homepage

\* 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

Congregation of Notre Dame-Visitation Province Inc.

Maran Ravindran

Children's Aid Society of Toronto

Anonymous

Anita Lapidus

Boiler Inspection and Insurance Company of Canada

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

Elizabeth J. Shields

Amer Rashid

Rony Alexander

Process Fusion Inc.

Helen Halbert

Joseph A. Iannuzzi

Centre De Benevolat De La Peninsule Acadienne Inc

Laurel Rothman

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

Heather Macdonald

Kathy Glazier

Ruth Mesbur

Donna Schaffer Lero

Margo David

Doug Saunders

Ramit 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

Rodney Branch

Richard Gallagher

Anita Tyber

Bernard Gurian

Eddie Tweneboa

Maiesha Zarin

Harry Edmunson-Cornell





# Financials

## REVENUE\*

	<i>Fiscal 2019-20</i>		<i>Fiscal 2018-19</i>	
Government Revenues for Community Programs	\$ 12,463,404	74.5%	10,324,443	69.5%
United Way	3,464,378	20.7%	3,667,438	24.7%
Earned Income	138,745	0.8%	349,086	2.3%
Donations & Non-Government Revenues	315,342	1.9%	317,886	2.1%
Investment Income & Other Income	349,121	2.1%	195,890	1.3%
<b>TOTAL</b>	<b>\$ 16,730,991</b>	<b>100%</b>	<b>14,854,743</b>	<b>100%</b>

## EXPENSES\*

	<i>Fiscal 2019-20</i>		<i>Fiscal 2018-19</i>	
Individual, Family and Community Programs & Services	\$ 14,033,381	87.1%	12,410,858	83.6%
Integrated Workplace Solutions **		0.0%	187,024	1.3%
Corporate Services (includes IT, Finance, HR, ED, & Communications)	2,078,762	12.9%	2,256,307	15.2%
<b>TOTAL</b>	<b>\$ 16,112,144</b>	<b>100%</b>	<b>14,854,189</b>	<b>100%</b>

## CLIENT PURCHASE OF SERVICE\*

	<i>Fiscal 2019-20</i>	<i>Fiscal 2018-19</i>
Government and Partner Agency Revenues (99% from Government and 1% through other agencies)	\$ 346,781,193	133,657,513
Payments	346,781,193	133,657,513

\* 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	George Armstrong	Anna Lippman
Amanda Bartley	Vice-President	Max Ascenzi	Andrew Thomson
Ian Wintrip	Treasurer	Silvie Crawford	Aida Wahid
Chris Brillinger	Secretary	Mahmoud Ghazzaoui	Andrea Westbrook
		Cindy Kou	
Erin Hoult	Ex - Officio		
Ted Betts	Ex - Officio		

## Staff Directors

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

## Websites

familyserVICetoronto.org  
campaign2000.ca  
ontariocampaign2000.ca

## Socials

f /FamilyServiceToronto  
t @FamilyServiceTO  
@ familyserVICetoronto  
v FamilyServiceToronto  
in 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

