A Year Without Precedent

FST responds with record service delivery in a virtual world

Family Service Toronto connected with a record 121,000+ clients in a year marked by the global COVID-19 pandemic which closed offices, forced staff to work remotely and led to strict health and safety protocols including mandatory masking in public. Website traffic doubled as people sought help and staff conducted virtual meetings with individuals and groups and collaborated with colleagues via phone and video conferencing.

**Top Photo:** PassportONE Client Payments Manager Roshni Galani welcomes new staffer Lydia Nagrajah during an orientation session.

**Bottom Photo:** Community Network Facilitator Elizabeth Irwin is seen joining an online session with clients and colleagues for the “Keep Calm, Carry On(line) and Stay Connected” project, funded by United Way Greater Toronto and delivered by FST’s Options program. It provided several psycho-educational sessions and peer support groups for caregivers of adults and children with developmental and intellectual disabilities.
Fiscal 2020/21 will go down in FST history as the year we operated virtually for the full 12 months.

We started the 2020-21 fiscal year just days after the global COVID-19 pandemic began taking its toll on our world. As of April 1, 2020, FST was fully operational with all staff working from home. What truly amazed and inspired me was that this was just the tip of the iceberg in terms of what FST would accomplish in the coming months.

Other highlights from this remarkable year included:

- Providing same-day counselling support to more than 1,000 individuals through the virtual daily walk-in counselling clinic;
- Delivering FST’s 2021-2026 Strategic Plan – Open Hearts, Healthy Minds, Strong Communities;
- Sourcing a new electronic client record system;
- Consolidating FST's footprint at 355 Church Street resulting in real estate to create a Community Services Hub;
- Strengthening employee engagement efforts and producing results;
- Releasing Campaign 2000 child poverty report cards for the Northwest Territories and Yukon in addition to annual national and provincial cards.

Perhaps one of the best indicators that FST waits for no pandemic is the fact we onboarded 57 new staff over the year. More than half were hired in our expanding developmental services division including claims payment processing for provincial Passport agencies and their clients across the province.

None of this could have been achieved without an incredible community of committed and dedicated staff. Each one of us had our pandemic moments, but our community of colleagues were there to help pull us through the toughest of times. And, as always, we were driven by the knowledge that our community needed our services and support more than ever.

I particularly want to acknowledge the great collaboration with the leadership of OPSEU local 594. Lastly, my deep thanks to the FST management team for their fearless leadership.

The year ended with the onset of the third wave, perhaps one of the most difficult moments of the pandemic. By late Spring, the moment had changed with ample vaccine supply and infection numbers dropping significantly.

FST is both ready and eager to see where we will go next in a post-pandemic world!

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.

Chris Brillinger
May 27, 2021
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 200 different ethno-racial backgrounds. About 62 per cent earn less than $25,000 annually and 37 per cent are unemployed. The top issues for which clients seek support are mental health including stress, anxiety and depression (28%), partner abuse (26%), separation adjustment (12%) and adult relationships (10%).

Top Issues For Our Clients

- Mental Health Including Stress, Anxiety and Depression: 28%
- Partner Abuse: 26%
- Separation Adjustment: 12%
- 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 administers invoice processing and reimbursements for clients of the provincial Passport program on behalf of the Ministry of Children, Community and Social Services 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.

Lives Touched

- Social Action: 5,587
- Options & Passport: 11,254*
- Community Engagement: 4,155
- Changing Lives: 4,162
- Family Violence: 2,672
- PassportONE: 53,287

Total: 81,117

* Includes Person-Directed Planning
Programs & Services

Changing Lives Division

Counselling Services
• Counselling
• Walk-In Clinic
• Sexual Assault Initiative
• West End Sexual Assault Team
• Sponsored Program (LAMP, Rexdale)

David Kelley Services
• Therapeutic counselling for the LGBTQ+ community and people living with HIV/AIDS
• Queer and Connected youth program

Families in Transition
• Help for separating divorcing and remarrying families

Seniors and Caregiver Support Services
• Pat's Place
• Seniors' Counselling
• Individualized Senior Support Program
• Caregiver Education & Support
• Mix and Mingle
• Friendly Call Phone Support Program

Family Violence

Next Steps (Partner Abuse Program)
• Services to reduce violence in intimate relationships

Violence Against Women
• Help for women in intimate relationships
• Partner contact

Community Engagement
• Healthy Families Healthy Communities
• Seniors Community Connections
• Illahee Community Connections
• Growing Up Healthy Downtown
• New Horizons Radio Project
• Neighbours Friends and Families
• Investing In Neighbourhoods

Service Access Unit
• Call centre for information, appointment bookings and referrals

Building Inclusive Communities Division

Options (Children/Adult), Person-Directed Planning, Passport
• Planning and support for inclusive living for people with developmental disabilities

PassportONE
• Invoice processing/reimbursements for provincial Passport clients

Special Projects
• Advocates for a Better Future Group
• Keep Calm, Carry On(line) and Stay Connected

Social Action

Social Action
• Public education and policy work on behalf of marginalized communities

Campaign 2000
• Advocacy on national poverty

Ontario Campaign 2000
• Advocacy on provincial poverty
FST by Numbers

1 Mission
3 Websites
9 Service Locations
75 Generous donors and funders
55 Community programs
68 Average service calls daily *
199 Skilled and talented staff
1,047 Dedicated volunteers, trainees and students
81,117 Years of operation
58,159 Hours of service provided
121,658 Walk-in counselling sessions annually **
235,538 People served through FST programs
0 Visits to FST’s main website homepage

* Calls to FST’s Service Access Unit
** Provided through free virtual 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
Ontario Trillium Fund

Municipal
City of Toronto

Others
Congregation of The Sisters of St. Joseph
David Sands Memorial
Estate of Joseph A. Worthy
Glen Fraser – Gay Mens Abuse
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, 2020 and Mar. 31, 2021 are listed correctly.

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

Ontario English Catholic Teachers’ Association

**Pioneers of Change ($1000 to $9999)**

- Lumira Ventures
- Canada Gives
- Anonymous
- Accent Boyz2 Prod., Inc.
- Ontario Secondary School Teachers’ Federation
- Congregation of Notre Dame-Visitation Province Inc.
- Picton Mahoney Asset Management
- Sisters of Providence of St. Vincent de Paul
- Boiler Inspection and Insurance Company of Canada

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

- Benevity Community Impact Fund
- Ruth Mesbur
- North York Elder Abuse Network
- Aida Wahid
- Kerry Pond
- Maran Ravindran
- Patricia Israel
- Janet Murphy
- Benjamin Rovinski
- Doug Saunders
- Helen Halbert
- Arthur Galloway
- Rony Alexander
- Pace Consulting Benefits
- CUPE Local 2316

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

- Dr. Shahrzad Hashemi
- Tatjana Petkovic
- Kathy Glazier
- Taproot Faith Community
- Vincent J. Lero Jr.
- Ramit Nagyal
- Philip Conlon
- Charities Aid Foundation
- Judith Doan
- Laura Meli
- Peter Kinch
- Rodney Branch
- Mary Lewis
- Patricia Hart
- Donna Able
- Harry Edmundson-Cornell
- Miriam Diamond
- Sanaa Seifeddine
- Laura Watts
- Muhammed Nanaa
- North Bay and District Labour Council
- Richard Seto
- Dana Morrison
- Marianne Saavedra
- Hiram Mwaura
- Bernard Gurian
- CanadaHelps.org Fund
- Margo David
## REVENUE

<table>
<thead>
<tr>
<th>Description</th>
<th>Fiscal 2020-21</th>
<th>Fiscal 2019-20**</th>
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<tbody>
<tr>
<td>Government Revenues for Community Programs</td>
<td>$13,768,885</td>
<td>12,463,404</td>
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<tr>
<td>United Way</td>
<td>3,397,056</td>
<td>3,464,380</td>
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<tr>
<td>Earned Income</td>
<td>62,868</td>
<td>138,745</td>
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<td>Donations and Non-Government Revenues</td>
<td>196,063</td>
<td>315,342</td>
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<td>Investment Income and Other Income</td>
<td>1,163,274</td>
<td>1,136,409</td>
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<td><strong>TOTAL</strong></td>
<td>$18,588,146</td>
<td>17,518,280</td>
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** 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.

** Amounts restated to conform with the new format

## EXPENSES

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<thead>
<tr>
<th>Description</th>
<th>Fiscal 2020-21</th>
<th>Fiscal 2019-20**</th>
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<tbody>
<tr>
<td>Individual, Family and Community Programs &amp; Services</td>
<td>$15,186,639</td>
<td>14,033,380</td>
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<td>Corporate Services (includes IT, Finance, HR, ED, and Communications)</td>
<td>3,543,561</td>
<td>3,300,506</td>
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<td><strong>TOTAL</strong></td>
<td>$18,742,200</td>
<td>17,333,886</td>
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## CLIENT PURCHASE OF SERVICE*

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<tr>
<th>Description</th>
<th>Fiscal 2020-21</th>
<th>Fiscal 2019-20**</th>
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<tr>
<td>Government and Partner Agency Revenues</td>
<td>$320,038,868</td>
<td>346,781,193</td>
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<tr>
<td>Payments</td>
<td>320,038,868</td>
<td>346,781,193</td>
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</tbody>
</table>

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** Amounts restated to conform with the new format
Leadership & Connections

Board Members
Terrie Tucker | President
Amanda Bartley | Vice-President
Max Ascenzi | Treasurer
Chris Brilllinger | Secretary
Erin Houl | Ex - Officio
George Armstrong
Silvie Crawford
Mahmoud Ghazzaoui
Cindy Kou
Jaemar Ivey
Andrew Thomson
Aida Wahid
Ian Wintrip

Staff Directors
Chris Brillinger
Executive Director
Lisa Manuel
Changing Lives & Family Violence
Andrey Timofeev
Finance
Kevin Forrest
Building Inclusive Communities
Brian Porter
Technology, Communications & Facilities
Charissa Tucker
Human Resources and Volunteers
Maria Huijbregts
Knowledge Building
Leila Sarangi
Social Action
Anna Zhang
PassportONE (Associate Director)

Websites
familyservicetoronto.org
campaign2000.ca
ontariocampaign2000.ca

Socials
f /FamilyServiceToronto
@FamilyServiceTO
familyservicestoronto
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