



FAMILY SERVICE TORONTO
For People. For Change

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.



2020 - 2021

ANNUAL REPORT

Executive Director's Message



A Year Like No Other

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.

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 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%).

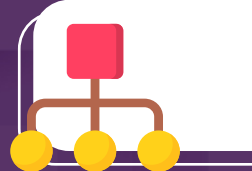
Top Issues For Our Clients



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

Changing Lives

4,162

Options & Passport

11,254*

Family Violence

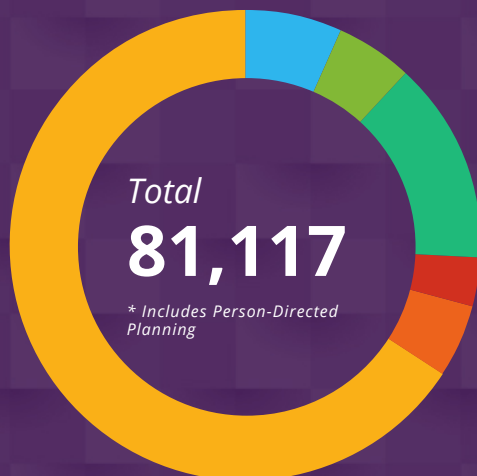
2,672

Community Engagement

4,155

PassportONE

53,287



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



Mission



Websites



Service Locations

Closed during 2020 - 21



Languages of service



Community programs



Average service calls daily *



Generous donors and funders



Dedicated volunteers, trainees and students



Years of operation



Skilled and talented staff



Walk-in counselling sessions annually **



People served through FST programs



Hours of service provided



Service contacts with clients



Visits to FST's main website homepage

58,159

121,658

235,538

* 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

Financials



REVENUE

	<i>Fiscal 2020-21</i>		<i>Fiscal 2019-20**</i>	
Government Revenues for Community Programs	\$ 13,768,885	74.1%	12,463,404	71.1%
United Way	3,397,056	18.3%	3,464,380	19.8%
Earned Income	62,868	0.3%	138,745	0.8%
Donations and Non-Government Revenues	196,063	1.1%	315,342	1.8%
Investment Income and Other Income	1,163,274	6.3%	1,136,409	6.5%
TOTAL	\$ 18,588,146	100%	17,518,280	100%

EXPENSES

	<i>Fiscal 2020-21</i>		<i>Fiscal 2019-20</i>	
Individual, Family and Community Programs & Services	\$ 15,198,639	81.1%	14,033,380	81.0%
Corporate Services (includes IT, Finance, HR, ED, and Communications)	3,543,561	18.9%	3,300,506	19.0%
TOTAL	\$ 18,742,200	100%	17,333,886	100%

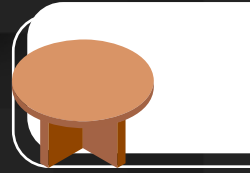
CLIENT PURCHASE OF SERVICE*

	<i>Fiscal 2020-21</i>	<i>Fiscal 2019-20</i>
Government and Partner Agency Revenues (99% from Government and 1% through other agencies)	\$ 320,038,868	346,781,193
Payments	320,038,868	346,781,193

* 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

Leadership & Connections



Board Members

Terrie Tucker | *President*
Amanda Bartley | *Vice-President*
Max Ascenzi | *Treasurer*
Chris Brillinger | *Secretary*
Erin Hoult | *Ex - Officio*

George Armstrong
Silvie Crawford
Mahmoud Ghazzaoui
Cindy Kou

Jaemar Ivey
Andrew Thomson
Aida Wahid
Ian Wintrip

Staff Directors

Chris Brillinger
Executive Director

Kevin Forrest
Building Inclusive Communities

Maria Huijbregts
Knowledge Building

Lisa Manuel
Changing Lives & Family Violence

Brian Porter
Technology, Communications & Facilities

Leila Sarangi
Social Action

Andrey Timofeev
Finance

Charissa Tucker
Human Resources and Volunteers

Anna Zhang
PassportONE (Associate Director)

Websites

familyserVICetoronto.org
campaign2000.ca
ontariocampaign2000.ca

Socials

f /FamilyServiceToronto
t @FamilyServiceTO
@ familyserVICetoronto
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