A Year of Holding Our Breath

Fiscal 2021/22, in many ways, was a year of introspection for Family Service Toronto.

A second full year of pandemic required staff to work mostly from home as offices remained closed and we continued virtual service delivery to our many clients, program participants and provincial Passport funding recipients.

Incredibly, our work touched the lives of more than 82,500 people in another year marked by remote work, separation and isolation.

It was also a year of COVID-19 vaccinations and booster shots and weekly reminders to staff to mask up, observe social distancing, stay connected and most of all to keep well.

Pandemic circumstances forced limits to much of the work we would have liked to undertake. As a result, we used the year to focus on our foundations in the context of FST’s 2021-2026 Strategic Plan – *Open Hearts, Healthy Minds, Strong Communities*.

Highlights from another remarkable year included:

- Purchasing and deploying a new electronic client record system;
- Building the community of colleague agencies that now make up the Citywide Commons – our community services hub at 355 Church Street;
- Preparing for June 2022 accreditation which included a deep review of all agency policy, procedures and practices;
- Creating a PassportONE business intelligence unit, resulting in significantly-enhanced data analysis and reporting capability;
- Initiating the Sustainable Development Goals project, a federally-funded initiative to identify local measures of poverty to augment the current federal poverty measurement regime.

As we closed the fiscal at the end of March 2022, we were preparing to initiate a cautious and phased return to office work as COVID-19 case counts declined and pandemic restrictions loosened.

The dawn of a new year offered hope and the promise of new beginnings. It was time for a collective sigh of relief and the end of holding our breath.

Vision

Family Service Toronto envisions a city in which people are resilient and thriving in more just and supportive communities.

Mission

We work with individuals, families and communities destabilized by precarious mental health and/or socioeconomic circumstances, to achieve greater resilience, stability and equity.

We achieve this through our understanding of poverty and the harmful effects of marginalization, discrimination and oppression. We direct our energies to support individuals and families in our core service areas – community counselling and mental health, gender-based violence and developmental disabilities. At the same time, we work to influence policy, build knowledge, strengthen communities and advocate for system change.

Our Definition of Family

Our name begins with “family” and we understand it to mean:

Two or more people, whether living together or apart, related by blood, marriage, adoption or commitment to care for one another.
FST achieves its mission through our understanding of poverty and the harmful effects of marginalization, discrimination and oppression. We direct our energies to support individuals and families in our core service areas – community counselling and mental health, gender-based violence and developmental disabilities. At the same time, we work to influence policy, build knowledge, strengthen communities and advocate for system change.

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. About 63 per cent earn less than $25,000 annually and 39 per cent are unemployed. The top issues for which clients seek support are partner abuse (29%), mental health including stress, anxiety and depression (27%), adult relationships (11%) and separation adjustment (8%).*

Our system-level advocacy work at a national level focuses on people who are affected by poverty and live in precarious socio-economic circumstances. Our Social Action 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.

* Percentages reflect data collected between April & November 2021

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**Top Issues For Our Clients**

- **29%** Partner Abuse
- **27%** Mental Health Including Stress, anxiety and depression
- **11%** Adult Relationships
- **8%** Separation Adjustment

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**Lives Touched**

- **Social Action**
  - 2,371

- **Options & Passport**
  - 13,110*

- **Community Engagement**
  - 3,153

- **PassportONE**
  - 57,146

- **Changing Lives**
  - 3,708

- **Family Violence**
  - 3,075

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**Total**

- 82,563

* Includes Person-Directed Planning
Programs & Services

Changing Lives

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

Families in Transition
• Help for separating divorcing and remarrying families

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

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, 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

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

<table>
<thead>
<tr>
<th>Category</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mission</td>
<td>1</td>
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<tr>
<td>Languages of service</td>
<td>31</td>
</tr>
<tr>
<td>Generous donors and funders</td>
<td>62</td>
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<tr>
<td>Skilled and talented staff</td>
<td>220</td>
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<tr>
<td>Hours of service provided</td>
<td>49,424</td>
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<tr>
<td>Websites</td>
<td>3</td>
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<tr>
<td>Community programs</td>
<td>35</td>
</tr>
<tr>
<td>Dedicated volunteers, trainees and students</td>
<td>194</td>
</tr>
<tr>
<td>Walk-in counselling sessions annually **</td>
<td>1,239</td>
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<tr>
<td>Service contacts with clients</td>
<td>127,154</td>
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<tr>
<td>Service Locations</td>
<td>9</td>
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<tr>
<td>Average service calls daily *</td>
<td>111</td>
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<tr>
<td>Years of operation</td>
<td>108</td>
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<tr>
<td>People served through FST programs</td>
<td>82,563</td>
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<tr>
<td>Visits to FST’s main website homepage</td>
<td>117,405</td>
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* 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
- Social Sciences and Humanities Research Council of Canada

### Provincial
- Ministry of Attorney General
- Ministry of Children, Community and Social Services
- Ministry of Health and Long-Term Care
- Ministry for Seniors and Accessibility
- Ontario Health
- Ontario Trillium Fund

### Municipal
- City of Toronto

### Foundations
- Lawrason Foundation
- RAP Foundation
- Canadian Women’s Foundation

### Others
- Surrey Place
- Findhelp
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, 2021 and Mar. 31, 2022 are listed correctly.

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

Estate of George Thomas Stewart
The Benevity Community Fund

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

Congregation of Notre Dame-Visititation Province Inc.
Grey Sisters of The Immaculate Conception
Sisters of Providence of St. Vincent de Paul

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

Anonymous
Ruth Mesbur
Carol Moore
Janet Murphy
Picton Mahoney Asset Management
David Picton

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

Janet O’Grady
Kathy Glazier
Margaret Hancock
Edward Broadbent
Donna Schaffer Lero
Ramit Nagyal
Austin McKnight
Paul Zarnke
Rodney Branch
Bob Luker
Maria Christina Conlon
Michael Lynds
Andrew A. Cruikshank

Cheryl Hamilton
Mary Lewis
Peter Kinch
Sam Acton
Stikeman Elliott
Kevin Sambirsky
Melanie Lowe
Karen Chen
Emma Chignall
Ryan Friedman
Bernard Gurian
Tatjana Petkovic
Tomer Sasson
# Financials

## Revenue

<table>
<thead>
<tr>
<th>Source</th>
<th>Fiscal 2021-22</th>
<th>Fiscal 2020-21**</th>
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</thead>
<tbody>
<tr>
<td>Government Revenues for Community Programs</td>
<td>$15,229,830</td>
<td>$13,768,885</td>
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<tr>
<td>United Way</td>
<td>3,245,338</td>
<td>3,397,056</td>
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<tr>
<td>Earned Income</td>
<td>91,406</td>
<td>62,868</td>
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<tr>
<td>Donations and Non-Government</td>
<td>346,766</td>
<td>196,063</td>
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<tr>
<td>Investment Income and Other Income</td>
<td>1,593,756</td>
<td>1,163,274</td>
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<tr>
<td><strong>Total</strong></td>
<td>$20,507,096</td>
<td>18,588,146</td>
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**Amounts restated to conform with the new format**

## Expenses

<table>
<thead>
<tr>
<th>Source</th>
<th>Fiscal 2021-22</th>
<th>Fiscal 2020-21**</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individual, Family and Community Programs &amp; Services</td>
<td>$18,033,307</td>
<td>16,472,412</td>
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<tr>
<td>Corporate Services (includes IT, Finance, HR, ED, Facilities and Communications)</td>
<td>2,643,968</td>
<td>2,269,787</td>
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<tr>
<td><strong>Total</strong></td>
<td>$20,677,275</td>
<td>18,742,199</td>
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## Client Purchase of Service*

<table>
<thead>
<tr>
<th>Source</th>
<th>Fiscal 2021-22</th>
<th>Fiscal 2020-21**</th>
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</thead>
<tbody>
<tr>
<td>Government and Partner Agency Revenues</td>
<td>$369,349,772</td>
<td>320,038,868</td>
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<tr>
<td>Payments</td>
<td>369,349,772</td>
<td>320,038,868</td>
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</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.

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

Board Members
Andrew Thomson | President
Amanda Bartley | Vice-President
Max Ascenzi | Treasurer
Chris Brillinger | Secretary
Patrick Gordon | Ex - Officio
George Armstrong
Olympia Baldrich
Esi Codjoe
Silvie Crawford
Mahmoud Ghazzaoui
Jaemar Ivey
Janet O’Grady
Amrutha Rao
Terrie Tucker
Aida Wahid

Staff Directors
Chris Brillinger
Executive Director
Lisa Manuel
Changing Lives & Family Violence
Andrey Timofeev
Finance (Resigned March 2022)
Anna Zhang
Associate Director, PassportONE

Staff Directors
Kevin Forrest
Building Inclusive Communities
Brian Porter
Technology, Communications & Facilities
Charissa Tucker
Human Resources and Volunteers
Maria Huijbregts
Knowledge Building
Leila Sarangi
Social Action, Campaign 2000 (National Director)
Shawn West
Finance (Effective March 2022)

Websites
familyservicetoronto.org
campaign2000.ca
ontariocampaign2000.ca

Socials
facebook /FamilyServiceToronto
twitter @FamilyServiceTO
google familyservicestoronto
youtube FamilyServiceToronto
linkedin 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

Cover Images: Ligia Hendry | Design and Production: Floating-Point