

FAMILY SERVICE TORONTO
For People. For Change.

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Executive Director's Message



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.

Values

We are committed to:

- grounding our work in the lived expertise of people and the community.
- working from a strengths-based and trauma-informed approach.
- celebrating diversity, pursuing equity and practicing inclusion.
- being accountable through measurement and outcome reporting.
- striving for excellence in all that we do.

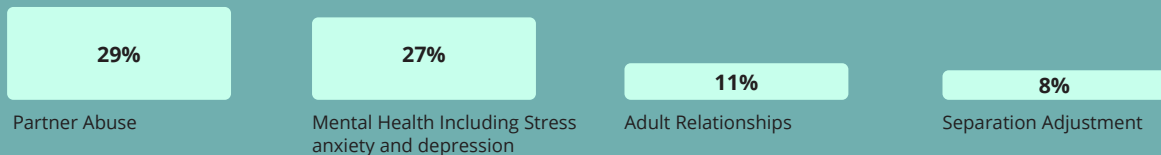
Our Work



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%).*

Top Issues For Our Clients

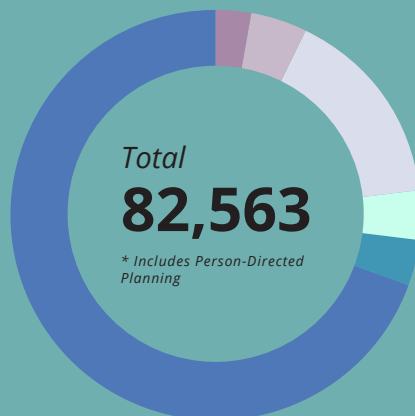
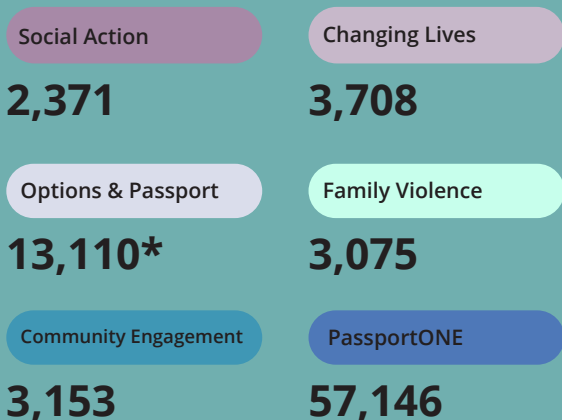
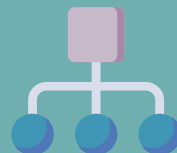


Our system-level advocacy work at a national level focuses on people who are affected by poverty and live in precarious socio-economic circumstances. Our Social Action unit works with a wide range of partner organizations representing low-income people, faith communities, health, housing and child-care 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

Lives Touched



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



Mission

1



Websites

3



Service Locations

Closed during 2021-22

9



Languages of service

31



Community programs

35



Average service calls daily *

111



Generous donors and funders

62



Dedicated volunteers, trainees and students

194



Years of operation

108



Skilled and talented staff

220



Walk-in counselling sessions annually **

1,239



People served through FST programs

82,563



Hours of service provided

49,424



Service contacts with clients

127,154



Visits to FST's main website homepage

117,405

* 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

Ontario English Catholic Teachers' Association

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

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

Sisters of St. Joseph of Toronto
Boiler Inspection and Insurance Company of Canada
Ursuline Religious of The Diocese of London in Ontario

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

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

Doreen Walker
Doug Saunders
Pace Consulting Benefits
Rony Alexander
Woman ACT

Participants in Change (up to \$249)

Janet O'Grady
Kathy Glazier
Margaret Hancock
Edward Broadbent
Donna Schaffer Lero
Ramt 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

	Fiscal 2021-22		Fiscal 2020-21**	
Government Revenues for Community Programs	\$ 15,229,830	74.3%	13,768,885	74.1%
United Way	3,245,338	15.8%	3,397,056	18.3%
Earned Income	91,406	0.4%	62,868	0.3%
Donations and Non-Government	346,766	1.7%	196,063	1.1%
Investment Income and Other Income	1,593,756	7.8%	1,163,274	6.3%
TOTAL	\$ 20,507,096	100%	18,588,146	100%

EXPENSES

	Fiscal 2021-22		Fiscal 2020-21**	
Individual, Family and Community Programs & Services	\$ 18,033,307	87.2%	16,472,412	87.9%
Corporate Services (includes IT, Finance, HR, ED, Facilities and Communications)	2,643,968	12.8%	2,269,787	12.1%
TOTAL	\$ 20,677,275	100%	18,742,199	100%

CLIENT PURCHASE OF SERVICE*

	Fiscal 2021-22	Fiscal 2020-21**
Government and Partner Agency Revenues	\$ 369,349,772	320,038,868
Payments	369,349,772	320,038,868

* 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

Kevin Forrest
Building Inclusive Communities

Maria Huijbregts
Knowledge Building

Lisa Manuel
Changing Lives & Family Violence

Brian Porter
Technology, Communications & Facilities

Leila Sarangi
Social Action, Campaign 2000 (National Director)

Andrey Timofeev
Finance (Resigned March 2022)

Charissa Tucker
Human Resources and Volunteers

Shawn West
Finance (Effective March 2022)

Anna Zhang
Associate Director, PassportONE

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