

# 2022 - 2023 ANNUAL REPORT



**FAMILY SERVICE TORONTO**  
For People. For Change



**CITYWIDE COMMONS**  
*Connect . Belong . Thrive*

## *Welcome Desk*

### **Welcome Back**

After more than two years of pandemic operations, FST staff returned to offices in 2022-23 via an evolving hybrid work model. This paved the way for development of a new Welcome Desk at 355 Church Street as we prepared to open the doors to clients and visitors across our primary sites in the Spring of 2023. The year also saw the launch of the Citywide Commons, a client-focused partnership with non-profit agencies sharing our Church Street space and committed to collaboration on service provision and promotion of a diverse, equitable and inclusive culture. Pictured from left are Flavia Kibuuka Naluyima, Gagandeep Kaur and Rosemarie Smalling.



# Executive Director's Message



While responding to external factors and adjusting our services/programs accordingly, Family Service Toronto continued to be mostly internally focused during the third year of pandemic. In anticipation of a Covid-19 fadeout, we prepared to welcome Toronto back to our offices across the city. The most significant work included:

- **Making an organizational shift from equity, diversity and inclusion to decolonizing practice/confronting white supremacy.** The ramifications of this shift are fundamental. And while something may be the right thing to do, it is often not an easy thing to do. Case in point: Working with United Way (UWGT), FST understands it is particularly privileged in having the largest UWGT allocation (three times that of the next largest). UWGT and FST worked together to set a reduction schedule over three years that will see \$680,000 made available to fund new agencies in equity-deserving communities across the Greater Toronto Area. FST also asked UWGT to direct the funding where possible to community-based mental health programs targeted to increase access for racialized people and other groups experiencing service barriers.
- **Continuing to build our workplace culture with development of staff-led recognition and health and wellness programs.** We also focused on internal communication, providing more opportunities for staff to “be in the know, good and bad.”
- **Completing an organizational review and beginning implementation of a new organizational structure.** This structure will strengthen our client-centred focus, create a more integrated approach to service delivery, and not only create a sustainable future but build one to position FST to take a stronger leadership role and drive change within the Developmental Services, Gender-Based Violence, Community Mental Health, and Public Policy/Anti Poverty sectors.
- **Growing and deepening inter-agency relationships with our Citywide Commons colleague agencies** including: Madison Community Services, Bereaved Families of Ontario (Toronto), Teresa Group, Newcomer Women's Services Toronto, and Hard Feelings Mental Health. It is a rare gift for NGOs to have an opportunity to build partnership and create community, not because they have to, but because they choose to. I look forward to seeing how the Citywide Commons will evolve and create its own future pathway.
- **Chairing the Ontario Passport Agency Network (OPAN).** FST worked with our 10 colleague agencies and the Ministry of Children, Community and Social Services to hone the Passport program operating model. This work resulted in program delivery efficiencies and improved client experience for over 60,000 Ontarians with a developmental disability.
- **Externally, FST hosted a hybrid, but mostly in-person national summit on poverty eradication** that sparked renewed conversations and movement building utilizing the United Nations Sustainable Development Goals framework.



*“With three years of inward focus ending, FST is ready and raring to invite Torontonians in and for us to get back out in the community where we belong!”*

*Chris Brillinger*

## 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 75 languages. Many earn less than \$25,000 annually and more than 25 per cent are unemployed. Top presenting issues for clients are income support program (27%), intimate partner violence (13%), and relationship issues (12%).

FST's system-level advocacy and public policy work at a national level focuses on people who are affected by poverty and live in precarious socio-economic circumstances. Our Social Action unit leads Campaign 2000, a pan-Canadian movement with over 120 partners representing low-income people, faith communities, health, housing and child-care advocates, food banks, unions, social planning councils and many others working to end child and family poverty in every province and territory. In February, Campaign 2000 released its annual report card on child and family poverty, *Pandemic Lessons: Ending Child and Family Poverty is Possible*. The report showed that during a global pandemic, rates of child poverty in Canada were reduced by a record 40% – the largest drop since the federal government promised to end child poverty in 1989, and mostly a result of temporary pandemic benefits. It still left nearly one million children living in poverty.

With federal funding, Social Action also began leading the Localizing Canada's Commitment to the Sustainable Development Goals (SDGs) Project in 2022-23. The project is developing a community-driven indicator framework for the federal government to measure progress towards achieving several of the SDGs, including Goal #1: No Poverty. Community conversations were held in Ontario, New Brunswick, Manitoba, Newfoundland and the Yukon with more planned for 2023-24.

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



Changing Lives

**3,380**

Options and Passport

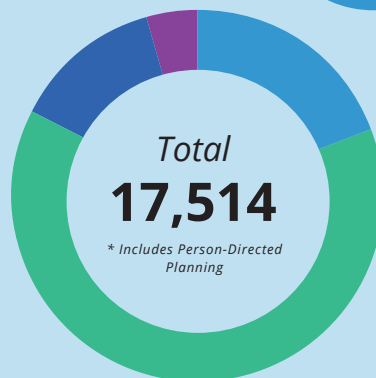
**11,090\***

Family Violence

**2,281**

Community Engagement

**763**



# Programs & Services



## Changing Lives Division

### *Counselling Services*

- Counselling
- Walk-In Program
- Sexual Assault Initiative
- West End Sexual Assault Team
- Male Survivors of Sexual Abuse

### *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
- Friendly Call Phone Support Program

## Family Violence

### *Next Steps (Partner Assault Program)*

- Services to reduce violence in intimate relationships

### *Violence Against Women*

- Counselling for women in abusive relationships
- Transitional Housing and Support Program
- Partner Contact
- Single Session Support

### *Community Engagement*

- Healthy Families, Healthy Communities
- Seniors Community Connections
- Illahee Community Connections
- Growing Up Healthy Downtown
- Preventing Gender-Based Violence
- Investing In Neighbourhoods

## Service Access Unit

- Call centre for information, appointment bookings, referrals
- Service navigation project

## Building Inclusive Communities Division

### *Options (Children/Adult), Person-Directed Planning, Passport*

- Planning and support for inclusive living for people with developmental disabilities

### *PassportONE*

- Claims Invoice processing/reimbursements for provincial Passport clients

### *Advocates for a Better Future Group-Community Activity*

## Social Action

### *Social Action*

- Public education and policy work on behalf of marginalized communities
- Sustainable Development Goals Project

### *Campaign 2000*

- Advocacy on national poverty

### *Ontario Campaign 2000*

- Advocacy on provincial poverty



# FST By Numbers



Mission

1



Websites

4



Service Locations

*(Closed during 2022-23)*

9



Languages of service

50



Community programs

39



Average service calls daily \*

121



Generous donors and funders

61



Dedicated volunteers, trainees and students

57



Years of operation

109



Skilled and talented staff

294



Walk-in counselling sessions annually \*\*

1,144



Unique individuals served via FST programs

17,514



PassportONE claims processed

532,197



Service contacts with clients

71,026



Visits to FST's main website homepage

163,299

\* 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 Agency of 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  
Ministry of Status of Women  
Ontario Health

### Municipal

City of Toronto

### Foundations

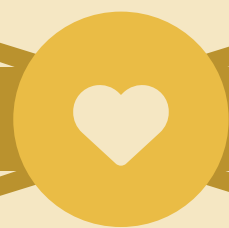
Canadian Women's Foundation  
Lawrason Foundation  
RAP Foundation  
Ontario Trillium Foundation

### Other

Community Living Toronto  
Gerstein Crisis Centre  
Surrey Place



# 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, 2022 and Mar. 31, 2023 are listed correctly.

## Changemakers (\$10,000 +)

Sisters of St. Martha

Ontario English Catholic Teachers' Association

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

Centraide of Greater Montreal

Calgary Foundation

Congregation of Notre Dame-Visitation Province Inc.

Sisters of St. Joseph of Toronto

MacFeeters Family Fund

Oxfam Canada

Boiler Inspection and Insurance Company of Canada

Thomas Granofsky

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

Ruth Mesbur

University of Victoria

Anonymous

CAF Canada

Canada Gives

Krysta Siuda

Doug Saunders

PACE Consulting

Paul Zarnke

Rony Alexander

Kenyan Canadian Association

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

Donna Schaffer Lero

Edward Broadbent

Kathy Glazier

Janet O'Grady

Philip Conlon

Andrew A. Cruikshank

Bob Luker

Charities Aid Foundation Canada

Cheryl Hamilton

Danny S. K. Ho

Esi Codjoe

Eva De Gosztonyi

Mary Lewis

Rodney R. Branch

Frontstream Inc.

Daniel Abramson

Milan Nguyen

Bernard Gurian

Peeranut Visetsuth

Unite for Change – Cause Fund

Canada Helps.org – Toronto Fund



# Financials 2022-2023



## REVENUE

	<b>Fiscal 2022-23</b>		<b>Fiscal 2021-22</b>	
<b>Government Revenues for Community Programs</b>	\$ 16,792,665	75.7%	15,299,830	74.3%
<b>United Way</b>	3,181,199	14.3%	3,245,338	16.1%
<b>Earned Income</b>	102,570	0.5%	91,406	0.4%
<b>Donations and Non-Government</b>	512,490	2.3%	346,766	1.4%
<b>Investment Income and Other Income</b>	1,600,574	7.2%	1,593,756	7.8%
<b>TOTAL</b>	<b>\$ 22,189,498</b>	<b>100%</b>	<b>20,507,096</b>	<b>100%</b>

## EXPENSES

	<b>Fiscal 2022-23</b>		<b>Fiscal 2021-22</b>	
<b>Individual, Family and Community Programs &amp; Services</b>	\$ 19,127,311	87.7%	18,033,307	79.7%
<b>Corporate Services</b> (includes IT, Finance, HR, ED, Facilities and Communications)	2,692,692	12.3%	2,643,968	20.3%
<b>TOTAL</b>	<b>\$ 21,820,003</b>	<b>100%</b>	<b>20,677,275</b>	<b>100%</b>

## CLIENT PURCHASE OF SERVICE\*

	<b>Fiscal 2022-23</b>		<b>Fiscal 2021-22</b>	
<b>Government and Partner Agency Revenues</b>	\$ 440,140,420		369,349,772	
<b>Payments</b>	\$ 440,140,420		369,349,772	

\* 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.

# Leadership & Connections



## Board Members

Andrew Thomson	<i>President</i>	George Armstrong	Janet O'Grady
Amanda Bartley	<i>Vice-President</i>	Olympia Baldrich	Jasmine Ramze Rezaee
Aida Wahid	<i>Treasurer</i>	Giuliana Carbone	Amrutha Rao
Chris Brillinger	<i>Secretary</i>	Esi Codjoe	Sophia Saeed
Patrick Gordon	<i>Ex - Officio</i>	Mahmoud Ghazzaoui	

## Staff Directors

<b>Chris Brillinger</b> <i>Executive Director</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, Campaign 2000 (National Director)</i>
<b>Charissa Tucker</b> <i>Human Resources and Volunteers</i>	<b>Shawn West</b> <i>Finance</i>	<b>Anna Zhang</b> <i>Associate Director, PassportONE</i>

## Websites

familyserVICetoronto.org  
campaign2000.ca  
ontariocampaign2000.ca  
sdg.campaign2000.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

