



FAMILY SERVICE TORONTO

For People. For Change.

2025-2026 Annual Report



Giving Voice to Queer/Trans Mental Health

An alarming decline in the state of mental health in the Queer & Trans community emerged as a key issue over the year with the January 2026 release of the first THRIVE Toronto report card (championed by FST) on mental health. THRIVE Toronto – a multi-sector partnership of leading groups active in mental health in the city – identified the issue as a critical priority. As the year ended, FST was poised to inform the evolving dialogue building from our own community of practice including David Kelley Services & such programs as Arriving Together & 2STNB+ Connect Peer Support Group.

Photo above: FST's Community Pride Event in June 2025 featured a Craft Lounge with activities including button making, collaging and card writing.

Executive Director's Message

As always, my thanks to my FST colleagues, our Board and service volunteers & students for their work to support our vision of a Toronto in which people are resilient and thriving in more just and supportive communities.

Significant accomplishments in 2025/26 included:

- Securing City of Toronto funding to build out the 4th floor at 355 Church Street as the new home of the Toronto Community Crisis Service Training Centre.
- Developing a new 2026/31 Strategic Plan: Embracing the Unknown.
- Launching new programs, including:
 - mental health services for people with intellectual & developmental disabilities,
 - more co-ordinated & efficient case management,
 - additional support for children with intellectual & developmental disabilities & their families,
 - men's counselling link to repair relationships, heal patterns, & move forward with integrity.

Mental Health in Decline: A Crisis in Queer and Trans Mental Wellness

FST has been a partner in Thrive Toronto, a collaborative bringing together partners from municipal government, community organizations, healthcare and public health to drive meaningful action to improve the mental health of Torontonians. Thrive Toronto released the first report card on mental wellness in Toronto (thriveto.ca/our-work/mental-health-report-card), inspired by the Campaign 2000 annual report card on child and family poverty.

Queer & Trans Torontonians were among the groups noted as having distinctly different perceptions & experiences of health and wellbeing. While 56 per cent of heterosexual people reported high mental health, this number dropped to 36 per cent for people identifying as Gay, Lesbian, Bisexual or as having another sexual orientation (other than straight).

The challenge for FST is clear. We have strong program expertise through a range of Queer- & Trans-focused services, including 2SLGBTQIA+ counselling, HIV/AIDS counselling, the Queer and Connected support program, & Arriving Together groups for Queer & Trans newcomers. We must now develop the most effective upstream interventions possible to alter this trajectory and promote stronger community mental wellness.

Chris Brillinger, Executive Director



*The report card key findings were: **mental health of Torontonians is getting worse**, not everyone is equally affected, and a substantial proportion of people **have challenges accessing care and support.***

*20% fewer people identifying as 2SLGBTQIA+ reported good mental health compared to the rest of the population**
*Thrive Toronto, Mental health in decline, January 2026



Our Work



FST achieves its mission through our understanding of poverty & the harmful effects of marginalization, discrimination, & oppression. We direct our energies to support individuals & families in our core service areas – mental-health counselling, gender-based violence counselling, & developmental services. We also work to influence public policy on poverty & related issues, build knowledge and advocate for system change through our Strategy & Innovation division which includes Social Action.

Family Service Toronto's direct service work of intervention & prevention includes counselling on a wide range of issues, peer support & education programs. Our clients speak more than 78 languages. About **16%** earn less than \$25,000 annually (**74%** have not shared income data) & close to **18%** are unemployed (**57%** have not shared job status). Top presenting issues for clients are Intimate Partner Violence (**29%**), Developmental/Intellectual Disability (**29%**), & Relationship Issues (**9%**).

FST's system-level advocacy and public policy work at a national level focuses on people who are affected by poverty & 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 & child-care advocates, food banks, unions, social planning councils & many others working to end child & family poverty in every province and territory.

Our Developmental Services programs include Options, Passport & Person-Directed Planning & work in partnership with individuals with developmental disabilities & their families, friends & communities. Our Community Engagement team provides programming for newcomer families & seniors from several cultural and linguistic communities including Iranian, Afghan, Somali, Arabic, Nigerian & Spanish-speaking.

Family Service Toronto continues to administer invoice processing & reimbursements for clients of the provincial Passport program on behalf of the Ministry of Children, Community & Social Services and partner agencies through PassportONE. Clients are mostly individuals with a developmental disability, or their families, & they use the funds to purchase services to live independently & improve their quality of life. Clients also include seniors living in supportive housing & who experience a range of mental health & physical challenges.

Lives Touched



Mental Health Counselling

1,433



Community Engagement

569



*Options, Passport, PDP**

11,813



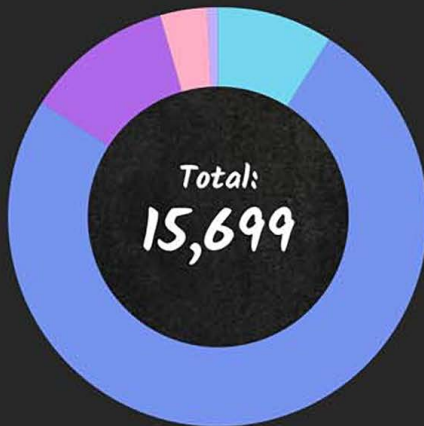
*Integrated Programming***

103



Gender-Based Violence Counselling

1,781



* Includes Person-Directed Planning

** Includes evolving programs such as Male Survivors of Sexual Abuse, Pathways to Counselling, Newcomer Women programs

Programs & Services

Developmental Supports & Services

- Case Management, Adults
- Case Management, Children
- Co-ordinated Service Planning, Person Directed Planning, Community Network Facilitation
- Pathways to Counselling
- Passport
- Urgent Response Services (including Ontario Autism Program Urgent Response)

Gender Based Violence & Support Services

Educational Services

- Partner Assault Response Program (Next Steps)
- Preventing Gender-Based Violence Program

Female Identified Services

- Transitional Housing and Support Program
- Violence Against Women (VAW) Counselling

Public Policy & Service System Supports

- Campaign 2000: End Child and Family Poverty
 - Ontario Campaign 2000
- Citywide Commons
- PassportONE
- Public Policy Research & Community Engagement
- Social Action

Mental Wellness Supports & Services

2SLGBTQIA+ (David Kelley) Services

- 2SLGBTQIA+ Counselling
- 2STNB+ Groups (Arriving Together, Queer & Connected)
- HIV/AIDs Counselling

Community Programs & Services

- Growing up Healthy Downtown
- Healthy Families, Healthy Communities

General Counselling Services

- Counselling
- Single Session Walk-In Counselling

Male Identified Services

- Male Survivors of Sexual Abuse
- Men's Counselling Program

Seniors & Caregiver Support Services

- Caregiver Education and Support
- Friendly Call Support Program
- Individualized Senior Support Program
- Pat's Place
- Seniors/Illahee Community Connections
- Seniors' Counselling

"For me it was perfect. They helped me get Rent-Geared-to-Income in six months after leaving an abusive relationship, and because of the help I received today, I'm doing so much better!"

Violence Against Women

"The social workers are all excellent. I have experienced trauma & abuse from my partner & the services have helped me heal."

Counselling Service

"My therapist saved my life. I have recommended FST to many people. I am so thankful."

Violence Against Women

FST By Numbers

 1	Mission	 4	Websites	 9	Service locations
 41	Languages of service	 44	Community programs	 97	Average service calls daily *
 45	Generous donors & funders	 54	Dedicated volunteers, trainees & students	 112	Years of operation
 259	Skilled & talented staff	 414	Walk-in counselling clients annually **	 90,010	Unique individuals served via FST programs ***
 826,798	PassportONE claims processed	 40,884	Service contacts with clients	 291,312	Page visits to FST's main website

* Calls to FST's Service Access Unit

** Provided free in-person & virtual

*** Includes 74,311 PassportONE clients

Vision

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

Mission

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

We achieve this through our understanding of poverty and the harmful effects of colonization, marginalization, discrimination & oppression. We direct our energies to support individuals & families in our core service areas – community counselling & mental health, gender-based violence & developmental disabilities. At the same time, we work to influence policy, build knowledge, strengthen communities & 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 & the community
- working from a strengths-based and trauma-informed approach
- celebrating diversity, pursuing equity, practicing inclusion and utilizing
- decolonization concepts
- being accountable through measurement & outcome reporting.
- striving for excellence in all that we do

Financials

REVENUE

	Fiscal 2025-26			Fiscal 2024-25		
Government Revenues for Community Programs	\$	17,531,799	77.8%	\$	17,275,290	76.8%
United Way		2,502,417	11.1%		2,700,416	12.0%
Earned Income		195,706	0.9%		154,858	0.7%
Donations & Non-Government		717,888	3.2%		500,062	2.2%
Investment Income & Other Income		1,589,069	7.1%		1,871,358	8.3%
Total	\$	22,536,879	100%	\$	22,501,984	100%

EXPENSES

	Fiscal 2025-26			Fiscal 2024-25		
Individual, Family & Community Programs & Services	\$	19,639,824	85.9%	\$	19,818,096	86.9%
Corporate Services (Includes IT, Finance, HR, ED, Facilities)		3,222,577	14.1%		2,995,562	13.1%
Total	\$	22,862,402	100%	\$	22,813,658	100%

CLIENT PURCHASE OF SERVICE*

	Fiscal 2025-26			Fiscal 2024-25		
Government & Partner Agency Revenues	\$	575,862,278		\$	540,143,642	
Payments	\$	575,862,278		\$	540,143,642	

* FST administers these funds for provincial clients on behalf of the Government of Ontario & 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 & improve their quality of life. Clients also include seniors living in supportive housing and who experience a range of mental health and physical challenges.

Our Funders

United Way Greater Toronto

Federal

- Employment & Social Development Canada
- Public Health Agency of Canada
- Immigration Refugee & Citizenship Canada

Provincial

- Ministry for Seniors & Accessibility
- Ministry of Attorney General
- Ministry of Children, Community & Social Services
- Ministry of Health
- Ontario Health
- Office of Women's Social & Economic Opportunity

Municipal

- City of Toronto

Foundations

- Lawrason Foundation

Other

- Assaulted Women's Helpline
- Surrey Place
- Community Living Toronto
- Gerstein Crisis Centre
- Family Services of Peel
- Newcomer Women's Services Toronto
- Lumenus Community Services
- Barbara Schlifer Commemorative Clinic
- Covenant House Toronto
- Family Service of Ontario
- Rainbow Railroad
- The Denise House

Our Generous Donors



“Every donation to Family Service Toronto has a lasting & positive impact.”

All efforts have been made to ensure that donors who gave between Apr. 1, 2025, and Mar. 31, 2026, are listed correctly.

Changemakers (\$10,000 +)

Chris Brillinger (Toronto Police Service Board stipend)

Ontario English Catholic Teachers' Association

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

Congregation of Notre Dame-Visitation Province Inc.

Charities Aid Foundation Canada

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

Elementary Teachers' Federation of Ontario

Ebenezer Magcalas

Ruth Mesbur

Thais Laborde

Anonymous

Doug Saunders

Participants in Change (up to \$249)

Bob Luker

Emilly Renaud

Margaret Hancock

Herb & Connie Karasik

Malvern Family Resource

Jacqueline Mills

Krista Milliste

Anonymous

Donna Schaffer Lero.

Kathy Glazier

Janet O'Grady

Shaima Shaikh

Andrew A. Cruikshank

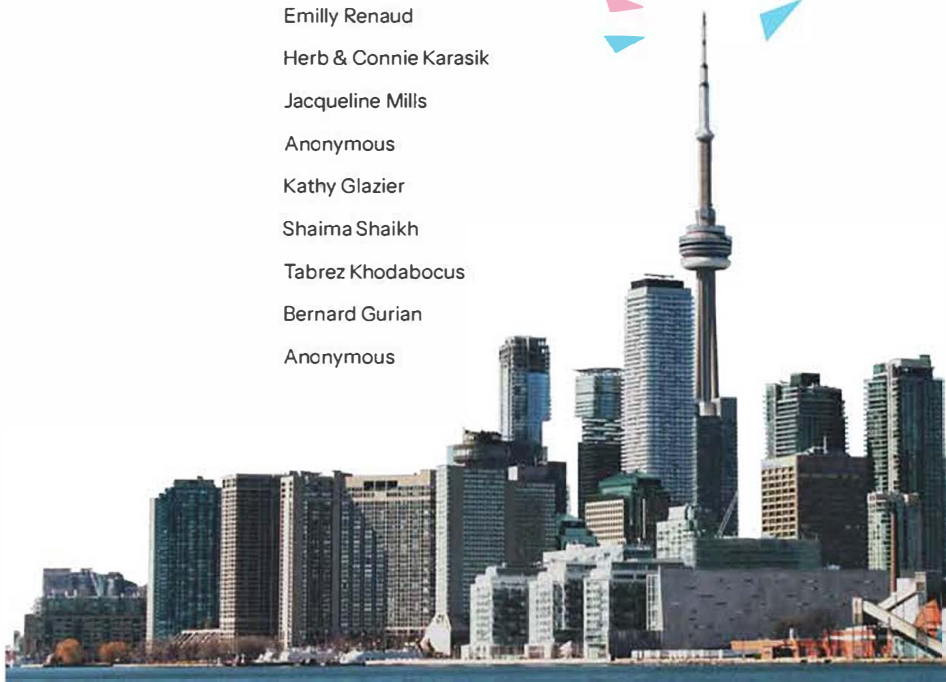
Tabrez Khodabocus

Mary Lewis

Bernard Gurian

Rodney Branch

Anonymous



Leadership & Connections

Board of Directors 2025-2026

Olympia Baldrich | President
Amrutha Rao | Vice-President
Sharon McMillan | Treasurer
Chris Brillinger | Secretary
Patrick Gordon | Ex - Officio
Janet O'Grady | Ex - Officio

Sarah Blackstock
Giuliana Carbone
Kathryn Edgett-Emirzian
Aaron Hewitt
Elise Meertens

Shesha Miranda
Bonita Rubin
Fiona Teape
Adam Wheeler

Senior Leadership Team

Chris Brillinger
Executive Director

Leila Sarangi
Senior Director, Strategy & Innovation

Kevin Forrest
Chief Operating Officer

Sojie Tate
Senior Director, People & Culture

Anna Zhang
Chief Administrative Officer

Websites

familyservicetoronto.org
campaign2000.ca
ontariocampaign2000.ca
sdg.campaign2000.ca

Social

f /FamilyServiceOntario
X @FamilyServiceTO
@ familyservicetoronto
▶ FamilyServiceToronto
in family-service-toronto

Contacts

Email
info@familyservicetoronto.org

Voice
416.595.9618 Intake & 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