

The **mission** statement of Family Services of Peel is to work to strengthen and support families and individuals while building healthy communities.

Family Services of Peel gratefully acknowledges our Board of Directors 2009/2010

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<small>* Left the board during the 2009/2010 fiscal year.</small>	IMRAN MIAN	GITA VARGHESE
	TOM O'DOHERTY	Honourary Member STUART JOHNSON

Staff Recognition

Joyce Matier	5 years	Sanja Apostolov	10 years
Krassi Savova	5 years	Jannett Thompson	10 years

Our Funders

- Ministry of Community and Social Services
- Ministry of the Attorney General
- Ministry of Training, Colleges and Universities
- Mississauga Halton Local Health Integration Network
- Ontario Trillium Foundation
- Region of Peel
- Service Canada
- The United Way of Peel Region

Our Donors

We wish to recognize the valuable contributions of our donors.

Volunteers

We wish to thank our volunteers for their commitment, dedication and support.

	2009-2010	2008-2009
Number of Volunteers	131	130
Total Number of Volunteer Hours	8,919	8,640



FAMILY SERVICES of PEEL

Since 1971

Family Services of Peel locations

151 City Centre Drive,
Suite 501,
Mississauga, ON L5B 1M7
Phone: 905-270-2250
Fax: 905-270-2869

20 Nelson Street West,
Suite 202,
Brampton, ON L6X 2M5
Phone: 905-453-7890
Fax: 905-453-3404

30 Martha Street,
Suite 303,
Bolton, Ontario L7E 5V1
Phone: 905-951-6049
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www.fspeel.org

Annual Report 2009-2010



FAMILY SERVICES of PEEL

Since 1971

*“Strengthening Families
and Individuals through
Counselling, Education
and Support Services.”*

Inclusion, Diversity, and Access

Report of the President and Executive Director

The 2009/10 fiscal year was a challenging one for both residents of our community and for the human services sector. A significant number of social service agencies implemented layoffs in an attempt to reduce growing deficits. For Family Services of Peel, a primary goal was the maintenance of service provision to a high need community. A prudent financial management approach enabled the agency to retain front-line service delivery staffing levels, while cost cutting measures were implemented at an administrative level.

The recession continued to have a direct impact on the demand for our services, and the agency witnessed growing waitlists for some program areas, including counselling. High levels of unemployment resulted in our Mississauga employment support program serving triple the number of clients stipulated in the funder contract. In September 2009, Family Services of Peel extended its office hours in the Mississauga location to include Saturdays. This was a deliberate effort to facilitate increased access to services, including the agency's free, walk-in counselling program.

During the last two years, Employment Ontario has been preparing for a provincial transformation of employment services that streamlines the number of service providers and offers a standardized, one-stop access point for employment services. In January of this year, Family Services of Peel was pleased to learn that it had been selected by the Ministry of Training, Colleges and Universities to become one of the Employment Ontario service providers in the transformed system. The new model of service will provide the full spectrum of employment support including client service planning and coordination, resource and information, job search, job matching and placement, and job retention. Family Services of Peel is delighted to be part of this important community service and looks forward to implementing the new model in 2010/11.

As part of its strategic directions to increase responsiveness to the community, the agency has made a concerted effort to develop services for populations that are either underserved or for whom there exists a significant gap in service. During the fiscal year, we were very excited to engage in a partnership with Peel Senior Link that resulted in funding from the Mississauga Halton

Local Health Integration Network to establish a prevention program that supports South Asian seniors who are experiencing elder abuse. We were also pleased to launch the Prism Program in January. Funded by the Ontario Trillium Foundation, Prism is the only service of its kind in Peel Region that supports men who were abused in childhood.

Partnerships and collaborations are another key strategic direction. Two new partnerships were established in 2010. Recognizing that our Mississauga office is located in an area in which there is a significant Arab population, Family Services of Peel offered space to the Arab Community Centre of Toronto, to provide services at our Mississauga location for their clients. This initiative increased access to service for members of the Arab community as they are now able to receive support in close proximity to their home. A second partnership was established with the Square One Older Adult Centre, which had identified that many of their clients could benefit from our services. In response to this need, we placed one of our counselling staff onsite at the Centre, who provided free individual counselling, and established a support group, that meets on a bi-weekly basis. Both the Square One Older Adult Centre and Family Services of Peel are pleased that this partnership addresses a gap in service and has resulted in a broader continuum of support for older adults living in Peel. At the time of writing this report, Family Services of Peel is actively engaged in 49 partnerships.

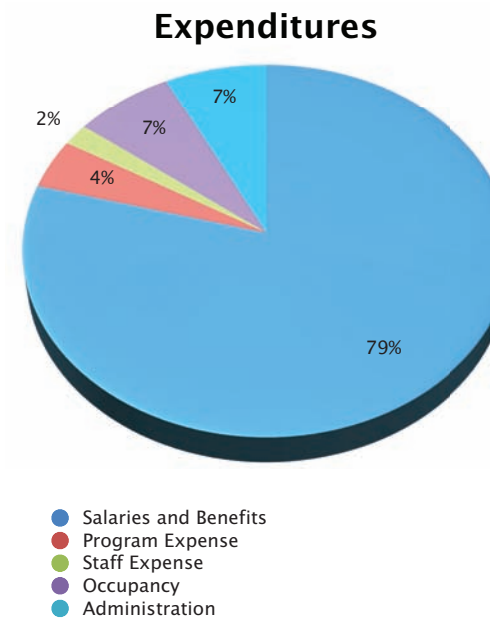
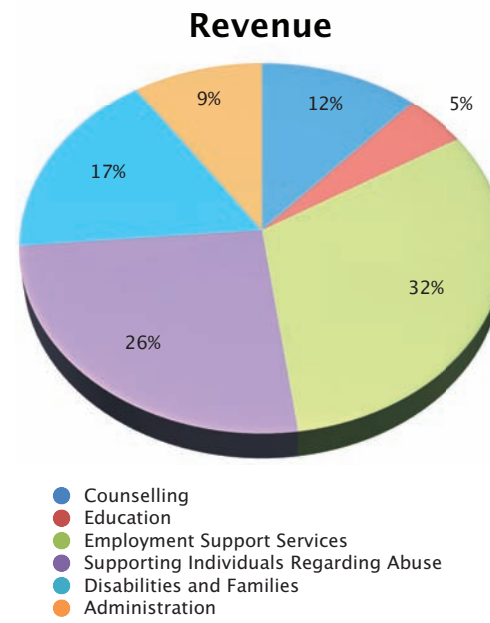
The agency has worked diligently in the past year to respond to the needs of our community and to develop services where there have been significant gaps. The success of these initiatives is entirely the result of teamwork, whose membership includes funders, community partners, staff, board and volunteers. We thank all of you for your ongoing support and commitment to improving the lives of people of our vibrant Peel community.

Andrew Proctor – President, Board of Directors

Paddy Ramsingh – Executive Director

ive/educational group program that was offered through the Lesbian, Gay, Bisexual, Transsexual, and Questioning (LGBTQ) Program. Participants reported that they felt a sense of belonging and connectedness. They also indicated that they had gained important information from the topics that were presented in the groups. Both the Counselling and Family Life Education programs are funded by the United Way of Peel Region.

The violence prevention programs for women served over 1,900 women and children, dealing with abusive situations. Our counselling staff provided counselling, arranged for shelter accommodation and transportation to the shelter, and linked the women to other appropriate services and community resources. Counselling staff filed priority housing applications that resulted in subsidized housing being secured to provide safe homes for the women and their children. Many of our clients expressed their gratitude



Service Highlights (Continued)

During the fiscal year, we launched the Prism Program, which supports men who are survivors of childhood abuse. The only program of its kind in Peel Region, this service offers a vehicle for men to obtain support and to address the impact that abuse has had on their lives.

We are thankful to our funders who provided financial support to our abuse related services. These funders include the Ministry of the Attorney General, the Ministry of Children and Youth Services, the Ministry of Community and Social Services, the Ministry of Health, The Ontario Trillium Foundation and the United Way of Peel Region.

In partnership with the Toronto Star and the Brampton Guardian, as well as through community outreach, over 95 families were provided with food hampers, gifts and toys during the holiday season.

Partnerships with the University of Toronto, Our Place Peel, Malton Clinic, Square One Older Adult Centre and the Distress Centre Peel reflect Family Services of Peel's commitment to collaboratively address community need.

EMPLOYMENT SUPPORT SERVICES

Ready, Willing and Able Program

The Ready, Willing and Able Program provided employment support to over 44 individuals with disabilities. Many of our clients have developed skills through previous work or volunteer experiences which can be applied to current employment opportunities. Clients may not have access to a computer at home and find it difficult to navigate job search engines to search and apply for jobs.

Through the Ready, Willing and Able Program, funded by Service Canada, clients were able to attend workshops and work individually with a Job Coach. With the help of a Job Coach, these individuals created suitable employment-related goals for themselves. On-the-job support and coaching were provided to facilitate integration and work success. Job coaching support included assisting an individual in identifying their strengths and barriers to securing and maintaining employment, resume writing, job search and interview skills, as well as social and life skills. Unique work opportunities were created in collaboration with employers that allowed people with disabilities opportunities previously not available through traditional employment programs.

Working To Your Full Potential Program

Funded by the Ministry of Training, Colleges and Universities and the Region of Peel-Ontario Works, the Working to Your Full Potential (WTYFP) Program provided counselling and psycho-educational workshops to individuals in Peel Region who were unemployed or underemployed. During the fiscal year, over four thousand hours of direct service were provided.

Often when clients enter the program, they are in a state of despair. However, they soon discover that they are in a safe place where they can express their frustrations and feelings of helplessness in their job search. Over 300 psycho-educational workshops were offered to over 2000 people in our Brampton and Mississauga offices in 2009/10. Through participation in the workshops, these individuals discovered that they were not alone in dealing with the frustration and anxiety they felt in looking for employment. They were able to form supportive relationships with the other workshop participants which assisted in reducing their sense of social isolation. Workshop content covered a range of topics including how to deal with emotions, effective communication, resume writing, and inter-

viewing skills. With the help of a counsellor, clients learned techniques to deal with anxiety and to overcome fear of failure. After 16 weeks of attending workshops and individual counselling, people reported feeling more confident. They regained motivation and hope in securing meaningful employment. Feedback from the WTYFP clients indicates that their satisfaction with the program is consistently rated as excellent or very good.

SUPPORTS FOR PEOPLE WITH DEVELOPMENTAL DISABILITIES

Adult Protective Service Worker Program

Funded by the Ministry of Community and Social Services, the Adult Protective Service Worker Program provided one-on-one and family support to over 240 individuals who have a developmental disability and who are living on their own in the community. Our staff provided support to enable these individuals to function as independently as possible in the community. Services offered included assistance with activities of daily living, organizing medical appointments, grocery shopping, linkages to community resources, as well as advocacy. Through these supports, adults with a developmental disability were integrated into community life and were able to maintain their independence.

During the fiscal year, we continued our partnership with Regeneration Outreach Community as well as the Knights Table soup kitchen, where we offered support to individuals who find themselves homeless or about to become homeless.

Supported Independent Living Program

The Supported Independent Living (SIL) Program supported 19 individuals who are developmentally delayed. Often the clients in the SIL program were dealing with anxiety and stress because they were concerned about maintaining their independence. Through this program, funded by the Ministry of Community and Social Services, staff provided individualized support to facilitate increased independence. Similar to the Adult Protective Service Worker Program, activities included a wide range from linkages to services to assistance with legal/court issues. Participation in a support group enabled clients to meet people and to feel more connected and less isolated.

EDUCATION

Families and Schools Together Program

The goal of the Families and School Together (F&ST) Program is to enhance family functioning, engage parents in the education process and reduce the isolation parents and children may experience within their school community. The F&ST program is delivered within the child's school with school personnel, parents, and local high school students volunteering their time.

This year, over 280 children and their families benefited from the F&ST program. There were 74 volunteers providing a total of 2,442 hours of support to four schools in the community. The F&ST program consists of the following components:

- Eight-week family strengthening program
- Two-year Phase II support group with monthly activities for the families
- Assessment and referral
- Information and presentations on substance abuse and bullying issues
- Support groups for parents
- Fun activities for children
- Strengthening of community relations

One family had this to say after participating in the program:

"My husband and I had challenges with our 8 year old son's behaviour at home. His teacher has also reported that he had some inappropriate behaviours at school. We were asked to take part in the 8 week F&ST program. Around week 6 we noticed a dramatic improvement in our son's behaviour. We started to spend more time together as a family, and our son's reports from school were positive and his behaviour at home had improved tremendously. We love the F&ST program. We have also developed some new relationships with other families in our school community. We recommend this program to other families and schools."

Service Highlights

COUNSELLING AND ABUSE PREVENTION

In 2009/10, over 7,000 people accessed counselling services to address issues related to divorce and custody, separation, abuse, parenting, relationships, as well as addictions and behavioural challenges. Our clients told us that the support, encouragement and safe environment created by our counselling staff enabled them to heal some of the pain that they had been dealing with and enabled them to move forward. Over 500 clients attended our free walk-in counselling service. Free family law support was also offered concurrent with the Wednesday evening walk-in at our Mississauga location. Over 1,200 individuals attended educational workshops offered through the Family Life Education Program. The workshops were designed to address the needs of families who call Peel home and covered topics as diverse as parenting to dealing with finances. The 'New Generations Group' is a support-

Programs	2009-2010	2008-2009
Education	1,484	1,292
Counselling (Includes EAP)	7,998	6,221
Employment Support Services	1,258	1,390
Abuse Prevention	2,769	2,101
Supports for People with Developmental Disabilities	267	205
Total Number of Clients	13,776	11,209