

The **mission** of Family Services of Peel is to strengthen families and individuals while striving for a supportive and responsive community

Family Services of Peel gratefully acknowledges our Board of Directors 2006/2007

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Our Funders and Donors:

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Region of Peel
Service Canada/Employment Ontario
Theresa Baird, Remax Realty
United Way of Peel Region

Agency Accreditation: Family Services of
Canada, Employee Assistance Society of North America

resource development

Newly created in 2006 as a separate department of Family Services of Peel. The Resource Development Department will focus on three major areas. These areas include: Marketing and Re-branding, Public Relations and Fund Development. Our objectives will include discovering new avenues for growth and enrichment. We will explore and create new opportunities whereby innovation, sustainability and sponsorship will broaden our funding base.

Family Services of Peel now enters a new and exciting era. The future of Family Services of Peel is to learn from the past and to honour all the experiences of the past applied to the future.

The Resource Development department will reach out to create new partnerships, and "champions of the agency" in order that Family Services of Peel can continue to be accessible, vital, relevant and remain the vanguard agency in matters that relate to counselling, education, and support services in the Region of Peel.



Annual Report 2006-2007



FAMILY SERVICES *of* PEEL

Since 1971


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



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A proud member of the United Way 

Inclusion, Diversity, and Access

report of the president and executive director

In the fiscal year 2006/07, an organizational transformation initiative was launched. All of the transformation processes had a single, common goal: to improve our operations to facilitate increased response to community need.



Throughout the year, Family Services of Peel demonstrated its commitment to strengthening families and individuals. In 2006/07, the agency served over 10,720 clients. We provided family life educational workshops to 1,030 individuals, employee assistance programs to 1,094 people. Employment counselling supported 545 clients while over 5,500 people received counselling services. Our engagement of the community resulted in 90 volunteers generously contributing 5,700 hours of their time.



Partnerships are an integral component of FSP's operation. In seeking out opportunities to increase our responsiveness to community need, the agency joined the Positive Space Coalition, which works to have a community free of prejudice and accepting of all lesbian, gay, bisexual and transgendered youth and families. We also became actively involved in the Peel Elder Abuse Network and are taking a lead role in working with network providers to establish a service delivery model for Peel Region.

In discussions with Peel Senior Link regarding gaps in services for seniors, it was readily identified that on-site counselling support

would address a significant, unmet need. Over the last few months, both agencies have come together to share their expertise and skills, to cross the boundaries between health and social services, in a concerted effort to respond to the needs of a vulnerable population.

In addition to a focus on service delivery, several internal transformation initiatives were implemented. The agency had identified the importance of increasing its Human Resources capacity. A new management position was created which has resulted in improved labour relations and more effective human resources systems. Recently, the agency successfully negotiated a three-year collective agreement.

In the fall, a restructuring saw the implementation of a new management format as well as a reduction of administrative staff. In recruiting for the revised management positions, a commitment was made to search internally, before seeking external applicants. We are pleased to report that all management positions resulting from the restructuring, were filled by internal candidates, a tribute to the highly skilled staff of the organization.

Transformative change in Finance has led to improved financial reporting and internal control systems. A significant deficit was projected for 2006/07. Through restructuring, termination of the Credit Counselling Program that operated at a significant loss, and ongoing reduction of administrative costs, Family Services of Peel significantly reduced the forecasted deficit. We continue to engage in cost reduction and revenue generating strategies.



Our Mississauga office is undergoing a space re-design which will improve our space utilization and give the agency a much needed face lift. We are thankful to the United Way of Peel Region and the Ministry of Community and Social Services for supporting us in this initiative.

The newly created portfolio of Resource Development has enhanced the agency's capacity for public relations, marketing, fundraising and program development. We have commenced a process to develop our fundraising capacity and look forward to engaging the community in our fundraising efforts.

Our Board of Directors have been active in the transformation process. The establishment of board sub-committees and ongoing member training has strengthened the board's capacity to effectively fulfill its governance role. Last year, the Board of Directors conducted an extensive strategic planning process which included an environmental scan, stakeholder survey, SWOT analysis and planning day.

In closing, we would like to thank our staff, board, volunteers, funders and community partners for their support throughout the last year. To our clients, we are honoured that you have chosen us to serve you.

We look forward to continuing to serve our vibrant Peel community in 2007/08.

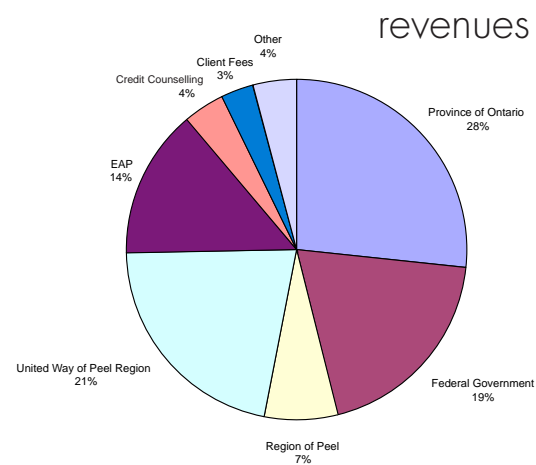
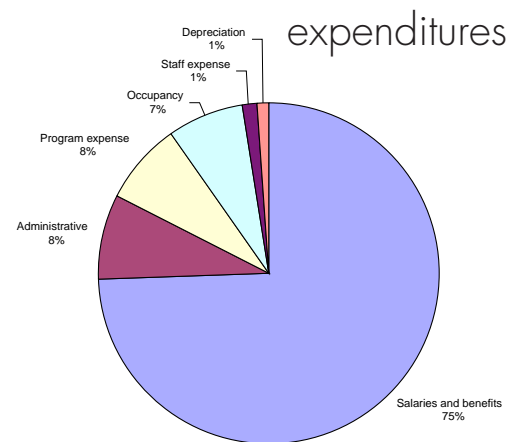


facts and figures

Family Services of Peel was honoured to have provided 23,785 hours of direct service to 10,722 people in 2006/07.

Credit Counselling	1965
Working to Your Full Potential	545
Family Life Education	1030
Families and Schools Together	436
Employee Assistance Program	1094
Supported Independent Living	14
Independent Community Living	135
Counselling	5,503

2006-07 financial snapshot



service highlights

The Working to Your Full Potential Program

Operating since 1997, this program supports individuals through the personal challenges they experience that can impact their ability to obtain or maintain employment. Coaching and support was provided through one-to-one counselling and workshops. In January 1, 2007 this program was transferred from the federal to the provincial government and is now sponsored by Employment Ontario, as well as The Region of Peel (Ontario Works).

The Counselling Program

The Counselling Program offered a continuum of services for families and individuals. Focused on supporting everyday people who deal with everyday life issues. Our highly skilled staff worked with individuals to develop tailor-made strategies and solutions that promoted hope, resiliency and wellness. We provided individual and group support services.

Independent Community Living

Supporting adults with a developmental disability who are (and wish to) live independently in the community. We provided support and coaching in areas of daily independent living skills. Our services are person centred and individualized. We believe that all people, irrespective of handicaps, enjoy a quality of life, and contribute their talents in their community.

Supported Independent Living

The Supported Independent Living Program provided support services to 14 individuals with a developmental disability. We provided an enriched level of support and coaching to the individuals in this program. Our enriched support allowed 14 individuals to remain independent, productive and full members of their communities.

Employee Assistance Program

FSEAP is a national network of agencies which provides innovative counselling and consultation services to organizations. Family Services of Peel is proud to be part of this network which offers assessment, intervention and referral services to companies, their employees and their families.

Family Life Education

Family Services of Peel continued to contribute to the community by offering Family Life Education workshops for individuals to work on personal development, marriage and family, and effective communication areas. Most recently, we've added Managing Your Money to our list of workshops. We will continue to offer a broad variety of workshops to meet the needs of families and individuals in our diverse community.

Families and Schools Together (F&ST)

The program is an innovative and collaborative prevention and parent involvement program for school-aged children. Children and their families gathered and participated in specific fun, research-based activities designed to strengthen bonds within the family, school and community. Schools, parents and non-profit human service agencies came together to address and prevent major problems that have had a negative impact on families, such as: alcohol and substance abuse, juvenile delinquency, and school failure.

a bouquet from the community

"Thank you so much for all the support received and for really helping me to keep it together when I thought I couldn't do anymore. I think Family Services of Peel is a must. I have come such a long way since the beginning and it is because of your help."

"I think you are doing incredible work that makes a difference in the lives of those for whom you provide guidance. I feel content and confident and I will never forget your help."

"The faith my counselor had in me gave me hope and the courage to take the steps to move from a crackhouse to this quiet rooming house."