

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 2007/2008

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Staff Recognition

Peter Dominic 10 years

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Our Funders and Donors:

- Daylight Grill and Restaurant
- Employment Ontario
- Heritage Canada
- Meridian Credit Union
- Ministry of Community and Social Services
- Ministry of the Attorney General
- Mississauga Subaru of Canada
- New Horizons for Seniors
- Ontario Trillium Foundation
- PriceWaterhouseCoopers
- Region of Peel
- Rotary Club-Mississauga Chapter
- Service Canada
- The United Way of Peel Region

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

resource development

What an exciting year it has been for The Resource Development Department of Family Services of Peel. In the last year we made many new friends, and created new and exciting partnerships.

Meridian Credit Union sponsored three counseling rooms in our Mississauga Office. We thank Meridian Credit Union for their support, and recognition of the work we do at Family Services of Peel. We would like to extend an invitation to other businesses and corporations to get involved in the sponsorship of rooms.

It continues to be a pleasure working with Mississauga Subaru of Canada. Their commitment to our Families and Schools Together Program is to be applauded. We would like to thank Bill Cathers, General Manager, and his staff for their generous support and efforts to community development. Mississauga Subaru of Canada shares our vision of strengthening families and building strong and healthy relationships between parents, teachers, and community agencies. Subaru of Mississauga is an innovative leader in "championing" this cause.

Family Services of Peel was also honoured by The Rotary Club – Mississauga Chapter through a generous donation made to our agency. Their donation allows Family Services of Peel to purchase new computers and more importantly, create a rich "child-friendly" environment.

Opportunities creating friendships, creating wonderful outcomes.

Finally, The Katafigiotis Family, owners of The Daylight Grill, serve to further illustrate the power of friendships. Located in South Mississauga. The Daylight Grill is a place where people come to meet, share, and enjoy a family inspired atmosphere while enjoying a delightful and generous menu. The Katafigiotis Family embraced the values and principles of our agency and without hesitation chose to become "champions" of the agency.

Family Services of Peel would like to thank all of our friends for their support, either through their financial contributions or through their contribution of time and energy over the past year.

New friendships.
New opportunities.
New possibilities.



Annual Report 2007-2008



FAMILY SERVICES *of* PEEL

Since 1971

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

www.fspeel.org



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A proud member of the United Way



Inclusion, Diversity, and Access

report of the president and executive director

The release of the 2006 Statistics Canada Census data confirmed what we already knew. Peel is a rapidly growing, diverse region, with a multitude of needs. In keeping with the agency's strategic direction to increase responsiveness to the community, Family Services of Peel undertook a critical review of its programs and examined gaps in



services relative to the demographics of our catchment. The results clearly highlighted the need to increase supports for diverse populations, a significant percentage of which are either underserved or not served at all.

In spring of 2007, the agency targeted one of its counselling positions to support the gay, lesbian, bisexual and trans (LGBT) community. The first program of its kind in Peel region, our counselling staff provides confidential counselling to individuals and couples who are dealing with issues related to sexual orientation and the impact this has on their lives and relationships.

As a member of the Peel Elder Abuse Prevention Network, we were aware that Peel had made inroads into education and awareness related to elder abuse, however, a service delivery model had yet to be established. We are thankful to the United Way of Peel Region for their support in enabling Family Services of Peel, in partnership with the Distress Centre of Peel, to launch the first dedicated elder abuse program in our community. The Peel Elder Abuse Support Program consists of a dedicated telephone hotline whereby trained volunteers from



the Distress Centre of Peel provide telephone support. Family Services of Peel provides further support including case management, counselling, linkages to other services and ongoing telephone support. With the seniors population projected to grow rapidly, this program addresses what has been a critical gap in service.

In August, Service Canada, recognizing our expertise in employment counselling and our work with disabled clients, invested in Family Services of Peel to launch the Ready, Willing and Able program. Individuals with disabilities

work with our job coaches to prepare for employment search. Working collaboratively with corporations, positions are identified which may be suited to our clients skills. On the job training and coaching is provided to maximize the individual's opportunity for successful employment. The program has been very successful with referrals well exceeding expectations.

In addition to addressing significant gaps in service, several initiatives were implemented to remove barriers to service. Free walk-in counselling services were established in both our Brampton and Mississauga locations, providing individuals the opportunity to speak with a counsellor without having to schedule an appointment. A satellite office was opened in Bolton to better serve residents of Caledon and Bolton. The agency significantly revised its counselling fees to enable low income families to access free services. Our website has been translated into French, Polish, Portuguese, Mandarin and Punjabi. Improved access to service will continue to guide our efforts in 2008/09.

Family Services of Peel has had a successful year, the result of a dedicated board of directors, committed staff and volunteers. We are appreciative of our funders, donors and community partners whose support has enabled us to strengthen families and individuals.

Maria Robinson – President, Board of Directors
Paddy Ramsingh – Executive Director

facts and figures

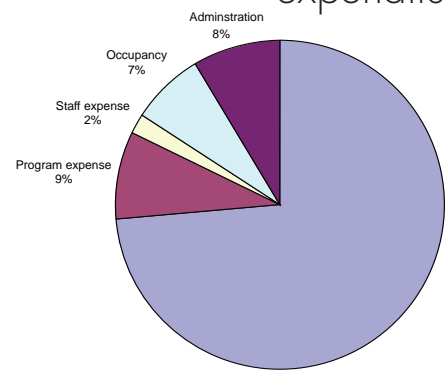
Programs

Programs	2007-2008	2006-2007
Education	1781	1466
Counselling (includes EAP)	5040	5865
Employment Support Services	628	545
Abuse	2076	732
Supports for People with Developmental Disabilities	193	149
TOTAL	9718	8757

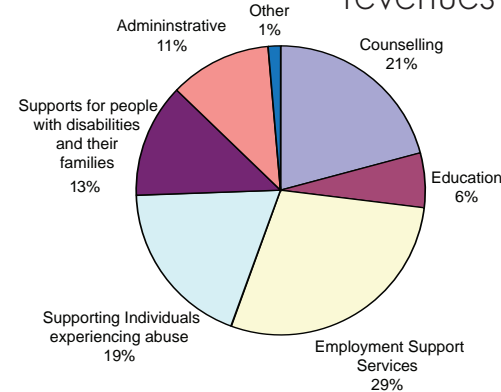


2007-08 financial snapshot

expenditures



revenues



service highlights

Education

Families and Schools Together

The program is an innovative and collaborative prevention and parent involvement program for school-aged children. Children and their families gather and participate in specific fun activities designed to strengthen bonds within the family, school and community. During 2007/08, Families and Schools Together ran seven cycles of F&ST and six cycles of F&STWORKS. We provided support to 113 families; over 80 high school students totalling 2,348 hours of volunteer time and over 30 school personnel took part in F&ST.

Family Life Education

In 2007-2008, there were 1,201 individuals who participated in our workshops. We offered over 75 Family Life Education workshops. 95% of participants reported that the workshops were beneficial and provided invaluable information and skills for everyday living. 80% of parents involved with the parenting workshops indicated that they felt more confident as a result of the workshops.

Supports for People with Developmental Disabilities and their families

Adult Protective Service Worker

We changed the name of our Independent Community Living program to Adult Protective Service Worker. During 2007-2008, support was provided to over 170 people with developmental disabilities. We supported more clients in maintaining their independence in their own homes. Fewer cases of violence against women have occurred as a result of increased knowledge on street safety. Facilitating relationships, community membership and integration are priority goals for the program.

Supported Independent Living

In the 2007-2008 fiscal year, the Supported Independent Living program expanded from supporting 13 to 18 clients. We provided over 360 hours of volunteer mentoring and volunteer coaching to the people we served. The additional supports helped individuals learn new skills, develop positive self esteem, and greater self confidence.

We helped to facilitate and plan with two of our consumers a holiday outside the province to visit their family.

We thank The Ministry of Community and Social Services and The Peel Planning Group for allowing us to increase our capacity to serve people with developmental disabilities.

Employment Support Services

Family Services of Peel's "Working To Your Full Potential (WTYFP)" Program offers individual and group support to people who are either unemployed or underemployed. In 2008 a total

of 248 workshop sessions were provided to a 1547 participants. The WTYFP Program provided 3160 individual sessions during the course of the year. We are pleased to indicate that over 500 people were seen in the program. The "WTYFP" Program is preparing to serve clients at our new Bolton location. Program feedback from clients and community partners has been positive. Addressing barriers to employment for foreign trained professionals, and adapting to economic change are salient continuing issues.

The Ready, Willing, and Able (RWA) Program, funded by Service Canada, exemplifies an innovative employment support program for people with disabilities. The demand for the service has been so great that annual referral targets were met within 6 months of operation. There is currently a waiting list for the program. Clients have been assisted in job placement and job coaching, resulting in positive work experiences. Feedback has been positive (over 80% of individuals have indicated high satisfaction with the program). The private sector has responded favourably and has worked in partnership with our program to provide applicants with employment and work experience opportunities. The program has enriched the lives of 37 individuals from our community by helping them gain valuable experience through a network of community and employer partnerships. As a result of the direct and personal one-on-one services offered, 13 clients have realized their career goals to date.

Supporting Individuals Who Are Experiencing Violence

In order to end abuse, the H.E.A.L (Helping To End Abuse for Life) Program has groups for women and children. This Lunch Group Program works with children in their school setting who have experienced/witnessed abuse. The children have a healthy lunch and an interactive program on abuse.

The Safer Families Program, a collaboration of Family Services of Peel, Peel Children's Aid Society and Catholic Family Services Peel-Dufferin, works with families who have experienced violence. This program has served over 325 families, 766 individuals and over 160 fathers. When surveyed, 88% of women said that "Life as a family is better".

The Partner Assault Response program is a 16 week court mandated group program for men, resulting from domestic violence charges. The Partner Assault Program served 640 individuals and provided 103 sessions in the past year in our Brampton and Mississauga locations. When the men are in group, the partners are contacted to check on the partner's safety, make referrals, suggest resources and provide advocacy.

The Violence Against Women Program supports women of all ages who have experienced any sort of violence and our emergency support service allows access within 24 hours.

The Peel Elder Abuse Support Program (PEASP) also works with any issues of violence seniors are experiencing.

Counselling

Since its launch in November 2007, The free Walk In Counselling Service has been meeting the needs of individuals in crisis and providing entry points for access and connection to resources and services both internally and externally. 121 individuals have accessed this service since its launch and we expect these numbers to grow in 2008-2009.

The Seniors Program is growing since its inception in November of the Peel Elder Abuse Support Program. It has gained momentum with the addition of a Counsellor focused on violence against senior women. Our recent grant from New Horizons for the "Neighbour 2 Neighbour" Seniors Program will help support seniors, including links to other services as well as provide advocacy.

The LGBT Program is unique in that it provides a much needed service to the underserved gay population. Individuals questioning their sexual identity, same sex parents and family members of individuals who are LGBT have accessed our service for counselling, support and advocacy.

Our new affiliation with Brampton-Caledon Community Living to provide counselling in Bolton-Caledon is another highlight that reflects our commitment to increase access to services for the residents of Peel.

bouquets from the community

"I would like to express my heartfelt thank you for all your supports to me. I really appreciate your patience in listening to all my heartache and pain at that moment. I know thank you is not even enough for you but honestly I want you to know that you really help me a lot. I really love talking to you because I can see and feel that time I was engaged with you that you are not just doing your job by profession but with sincerity in your heart to help me. Indeed, that makes you an effective counsellor to me and you are one of a kind."

"There is no denying the counsellor's total commitment and genuine caring and respect toward me as a client. These ingredients were the most therapeutic of all. After our short term counselling, I feel better and able to move on unhindered by the burdensome heaviness in my heart that needed only the caring and skilled listener...I hold her in the highest regard, am ever so grateful and skilled listener..."

"As an immigrant who has been struggling to adjust to a new society, language and civil state for the last five years, I did not have high expectations regarding future job or myself. But at the program (Family Services of Peel), I met someone who, for the first time since I came to Canada, was ready to listen to me and my problems, to care about me and tell me what is working for me and my family."