

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 2008/2009

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Staff Recognition

Valerie Campbell-Elliott	5 years
Sandy Crowley	5 years

Our Funders and Donors:

- Daylight Grill and Restaurant
- Desjardins Financial Security
- Employment Ontario
- Heritage Canada
- Ministry of Community and Social Services
- Ministry of the Attorney General
- Mississauga Subaru of Canada
- Ontario Trillium Foundation
- Region of Peel
- Resolve Corporation
- Service Canada
- Subaru of Canada
- The United Way of Peel Region

Agency Accreditation:

Canadian Family Services Accreditation Program
Employee Assistance Society of North America



volunteers

Through the financial support of the Strengthening Organizational Effectiveness Fund, funded by the United Way of Peel Region and the Region of Peel, Family Services of Peel further developed its volunteer program. The Agency developed policies and procedures specifically for volunteers, as well as a volunteer recognition program.

Family Services of Peel utilizes volunteers in the Families and Schools Together (F&ST), Counselling, Family Life Education, Working To Your Full Potential and Neighbour-to-Neighbour Programs, as well as administration. The F&ST program consisted of 105 volunteers and included 25 school personnel while the Neighbour-to-Neighbour Program utilized 9 volunteers. The F&ST and Neighbour-to-Neighbour Programs are examples of services that could not exist without the dedication and efforts of volunteers.

Family Services of Peel, in accordance with the Ministry of Education Social Work Program, assists students with placement opportunities. This provides the students with the practicum hours necessary for them to fulfill their educational obligations to become accredited Social Workers.

Our Board of Directors provided invaluable support to the governance and leadership of the organization and contributed numerous hours through Board and Committee meetings.

During the course of the past year, approximately 130 volunteers contributed a total of 8,640 hours across agency programs. Our Agency's ability to serve the community is greatly enhanced by the commitment and dedication of all our volunteers.



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www.fspeel.org

A proud member of the United Way



Annual Report 2008-2009



FAMILY SERVICES of PEEL

Since 1971

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

www.fspeel.org

Inclusion, Diversity, and Access

report of the president and executive director

The economic downturn has had a dramatic impact on the people in our community. As the recession unfolds, we bear witness to the higher levels of stress and anxiety experienced by Peel residents. Increased demand for our walk-in counselling service, increased family violence and elder abuse, and a higher demand for our



employment support services are all indicators of a community under economic siege. Family Services of Peel has significantly revised its fees for the counselling program to enable more low income individuals and families to have free access to service. The free walk-in counselling program has expanded hours to accommodate increased demand. We continue to search for ways in which we can support people who feel desperate in this economic climate.

Over the course of 2008/09, organizational efforts were focused in two key areas: accreditation and access to services. With respect to accessibility, the agency considered the large geographic area of Peel and ways in which we could more effectively reach residents who were currently not accessing our programs. The outcome of this process resulted in the establishment of four new partnerships whereby Family Services of Peel now offers services onsite at our partners’ locations.

Our Place Peel is an organization which provides short-term shelter accommodation for street-involved youth. Through this partnership, Family Services of Peel provides onsite counselling, a valuable support to youth that access their services. The Knights Table offers meals and food services to those affected by poverty. Our staff are now onsite, providing information regarding community resources and connecting clients to other relevant and appropriate services. Parenting workshops facilitated by our agency, have been provided to parents of students attending the Thomas L. Kennedy Secondary School. Family Services of Peel has located a staff person at the University of Toronto – Mississauga Campus in response to their identified need for onsite counselling support for students.

We are excited that these partnerships have resulted in a broader population base being served with an extended continuum of support being offered to our partners’ clients. This initiative aligns with the agency’s strategic directions to increase responsiveness to the community and to further develop partnerships.

Another key focus this past year was accreditation, which is a review conducted by a third party that measures the agency’s compliance with specific standards that address sound service delivery, governance and administrative systems.

In preparation, the organization conducted a comprehensive review of its policies and procedures, making revisions as required. Numerous meetings were held with staff to inform them of the policies and to ensure that operational practice reflected compliance.

The accreditation review was conducted during the week of January 19, 2009. We are very pleased to report that Family Services of Peel was successful in its accreditation by the Canadian Family Services Accreditation Program. The agency obtained 95% of all possible marks. These results reflect the culmination of efforts made throughout the last three years to strengthen performance in service delivery, governance, finance and human resources.

It has again been a year of change and improvement, a year in which we have worked diligently to make our services more relevant and accessible. We thank our community partners for their willingness to jointly address the needs of our neighbourhood. Our funders and donors make our work possible and we are indebted to them for their support. To our board, staff and volunteers, you have again demonstrated an unwavering commitment to serving your community and we thank you for all of your efforts.

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

service statistics

Programs

Education

Counselling (Includes EAP)

Employment Support Services

Abuse Prevention

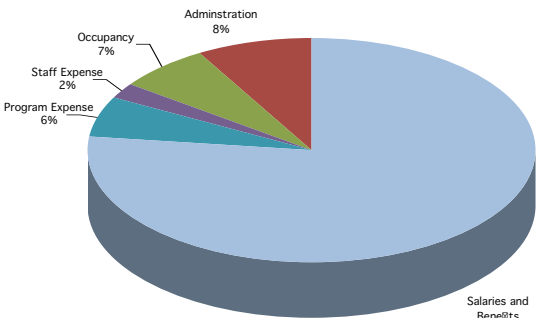
Supports for People with Developmental Disabilities

TOTAL NUMBER OF CLIENTS

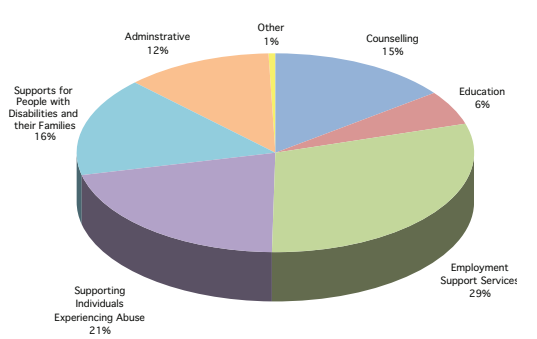


2008 - 09 financial snapshot

expenditures



revenues



2008-2009

2007-2008

1,292

1,781

6,221

5,040

1,390

628

2,101

2,076

205

193

11,209

9,718

service highlights

Education

Families and Schools Together

The Families and Schools Together (F&ST) Program continues to meet its goals by enhancing family functioning, engaging parents in the education process, reducing stress, and addressing the isolation experienced by parents and children. During the 2008/09 fiscal year, the program was offered eight times in five schools throughout Peel Region. In addition, there were eight follow-up support groups. Services were provided to over 550 individuals, including parents and children. 105 volunteers, including school personnel, parents and local high school students, offered over 3,000 hours of support to the F&ST program. The following is feedback from parents that were in the program: “When I signed up I thought it would be about getting closer as a family. However, I feel that we have grown closer as a school community.”

“This program is a wonderful idea to bridge the gap between child and parents and interacting with other cultures.”

Supports for People with Developmental Disabilities and their families

Adult Protective Service Worker

In 2008/09, the Adult Protective Service Worker (APSW) Program provided support to over 175 clients and also offered workshops on Money Management, Family Life and Healthy Sexuality. Direct support is offered to people who have a developmental disability and are living on their own in the community by formulating life plans to assist in meeting clients’ needs. We’re proud to report that more people were able to access housing and the Ontario Disability Support Program because of the support they received from the APSW program.

Supported Independent Living

The Supported Independent Living (SIL) Program currently supports 18 adults with a developmental disability. Assistance is provided to alleviate crisis situations by obtaining appropriate services and resources, such as life skills assistance, housing support and mentoring. Family Services of Peel extends its appreciation to the Ministry of Community and Social Services for increasing our capacity during this past year to serve more vulnerable adults.

Employment Support Services

The Working To Your Full Potential (WTYFP) Program is funded by the Ministry of Training, Colleges and Universities and the Region of Peel – Ontario Works. Counselling and psycho-educational workshops are provided to individuals in Bolton, Brampton and Mississauga who

are either between jobs or underemployed, with the focus on anxiety, depression, frustration and hopelessness.

During the 2008/09 fiscal year, there were 478 new clients (17% above target) and due to the present financial crisis, the number of new referrals has been steadily increasing. In addition, a higher percentage of men, foreign trained professionals, and white collar workers are being referred to the WTYFP program. To accommodate the higher volume of clients, more workshops have been added. Over 260 workshops were conducted this fiscal year, which clients consistently rated as either excellent or very good.

The “Ready, Willing and Able” (RWA) Program, sponsored by Service Canada, provides innovative employment and vocational support for people with disabilities. Clients include adults who have a disability and are currently unemployed and seeking employment opportunities, as well as individuals who are exploring vocational options and who are developing and broadening work skills and work experience.

Since its inception in October 2007, 54 individuals have been referred to the RWA program. These individuals receive one-to-one support from Job Coaches who assist them in creating a suitable match with the abilities that they have, and the skills that employers are seeking. Clients have indicated a 90% satisfaction and approval rating for the program when asked whether the program allowed them to achieve their goals or have a positive impact upon their quality of life.

Counselling and Abuse Prevention

A focus on increased accessibility resulted in a significantly reduced fee schedule that enabled more low income families and individuals to access free counselling services. The free Walk-in Counselling Program expanded its hours to 12pm to 8pm every Wednesday to accommodate increased demand for service. The free Family Law Counsel program continues to be a connection to resources and services.

Accessibility was further increased by moving services into the community. Since October 2008, Counsellors have been onsite two days a week at the University of Toronto – Mississauga Campus, where over 110 counselling sessions have been provided to university students. Counselling is also now provided at Our Place Peel, a short-term shelter accommodation for street-involved youth. We were pleased to support our partners, including schools and community agencies, with over 20 presentations on abuse, violence, LGBTQ, seniors’ and parenting issues. Through collaboration with The Toronto

Star and The Brampton Guardian, we were able to provide over 80 children with gifts for the Holiday Season.

Our Peel Elder Abuse Support Program served 81 seniors, with 10 community linkages since April 2008. The Neighbour-to-Neighbour Program for Muslim Seniors has resulted in 9 trained and active Muslim senior volunteers who engage the Muslim community regarding access to services. This vibrant group of volunteers have developed and coordinated community activities, workshops, and training for seniors. Through this service, links have also been made with the Islamic Society of North America Canada to provide counselling and support on an as-needed basis.

The Lesbian Gay Bisexual Transsexual Questioning (LGBTQ) Program has had an increase of clients with 16 clients currently accessing services. The Violence Against Women Program provides a number of support groups for women, including senior women. Over 1,000 women and children were served in this program.

sharing an experience

Clients have told us...

“Thanks again for EVERYTHING. Things went uphill for me the day I stepped into Family Services of Peel. I’ve referred a lot of women to Family Services on numerous occasions... that’s because I had great first-hand experience and it helped to change my life.”

“The counselling sessions and the workshops together helped me rebuild my courage and confidence so that I was able to return to the workforce. Most of all, however, it was your kindness and consideration towards me that made the workshops such a positive and strengthening influence in my life.”

“One of the best things that have happened in my life was to be a participant in many workshops of the “Working To Your Full Potential Program” offered by Family Services of Peel. Great changes took place within my being. I feel more confident and assertive in all actions I come across in my day to day life. The way you [counsellor] connect to people is worth admiring. You put your heart in what you do and that is the main component of your success. It would be wonderful if many more people could benefit from the program the same way I benefitted from it.”