

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 2010/2011

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* Left the board during the 2010/2011 fiscal year.

Staff Recognition

5 Years	10 Years	20 Years
Sheila Anderson Calin Ciobanu Salisha Khan Josepha Martyres	Sunanda Mohanty Mira Ozimek Marjorie Turgott Jim Turner	Shelley Fotos Tryna Christie Tom Triantafillou

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
- Region of Peel
- Service Canada
- The Ontario Trillium Foundation
- The United Way of Peel Region

Our Donors

We wish to recognize the valuable contributions of our donors.



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

640 Eglinton Avenue West,
Suite 201,
Mississauga ON, L5R 3V2
Phone: 905-366-0322

7700 Hurontario Street,
Suite 601, Unit 6,
Brampton ON, L6Y 4M3
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33 King Street West,
Bolton ON, L7E 1C7
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www.fspeel.org

Annual Report 2010-2011



FAMILY SERVICES of PEEL

Since 1971

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

Volunteers

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

	2010-2011	2009-2010
Number of Volunteers	178	131
Total Number of Volunteer Hours	9,221	8,919



Inclusion, Diversity, and Access

Report of the President and Executive Director

Family Services of Peel experienced many changes during the 2010/2011 fiscal year. The former Executive Director, Paddy Ramsingh, retired in June 2010 and Chuck MacLean was subsequently hired as the new Executive Director. Prior to his appointment, Chuck was the Director of Client Services at Family Services of Peel.

In accordance with the provincial transformation of employment services, the agency implemented the new Employment Ontario model in August 2010. This program provides a full range of services which include client service planning and coordination, resource and information, job search and job matching, job placement and job retention. The program office was temporarily housed at our Mississauga office until the permanent site, located at Mavis/Eglinton, became operational in mid-February 2011.

The agency is a proud member of the Community Door network and in early March 2011, our Brampton office moved into the new Community Door complex. In addition to Family Services of Peel's wide range of services, the agency also provides clients with access to services located within the facility. Both of these new locations ensure that top quality services continue to be delivered to the residents of Peel.

In October 2010, Service Canada provided Family Services of Peel with the opportunity to introduce a new employment program for youths. The Youth Skills Link Program provided paid opportunities for participants to attend workshops, which focused on employment related information. In addition, our Job Coach worked with each participant and potential employer to secure opportunities, with the goal of ongoing employment. At the end of the fiscal year, over 60 individuals participated in the program.

Service Highlights

COUNSELLING AND ABUSE PREVENTION

In 2010/11, 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 2,000 individuals attended 254 educational workshops offered through the Counselling and Family Life Education programs. 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 supportive/educational group program that was offered through the Lesbian, Gay, Bisexual, Transsexual, and Questioning (LGBTQ) Program. Participants were provided opportunities to share experiences and gain new and relevant important information to help in their daily living. 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 2,000 women and children, dealing with abusive situations. Our counselling staff provided counselling, arranged for shelter accommodation and

In response to the needs of our community and to further develop important partnerships, Family Services of Peel is providing space to Rapport Youth & Family Services at our Mississauga office, to facilitate access for their clients. We continue to work diligently to ensure that services are being developed in the community for populations that are either underserved or for whom there exists a significant gap in service. At the time of writing this report, Family Services of Peel is actively engaged in over 55 partnerships.

During the fiscal year, the agency had witnessed a significant increase in requests for services in the Peel Elder Abuse Prevention Program and the Lesbian, Gay, Bisexual, Transsexual, Questioning Program. To address this issue, we increased the number of workshops being offered in the community. In addition, a new *Trans In Peel* drop-in group for Trans men and women was implemented.

Family Services of Peel successfully negotiated a three year collective agreement with its unionized employees. As we enter into our second year of the collective agreement there are no labour issues or grievances. The relationship between the agency and the union continues to be positive.

The important work that we do could not be accomplished without the tremendous support of our community partners, our funders and donors, our board, staff and volunteers. We thank everyone on behalf of the clients that we serve.

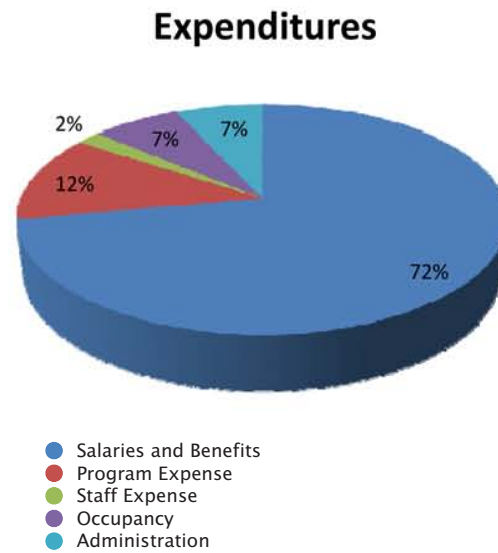
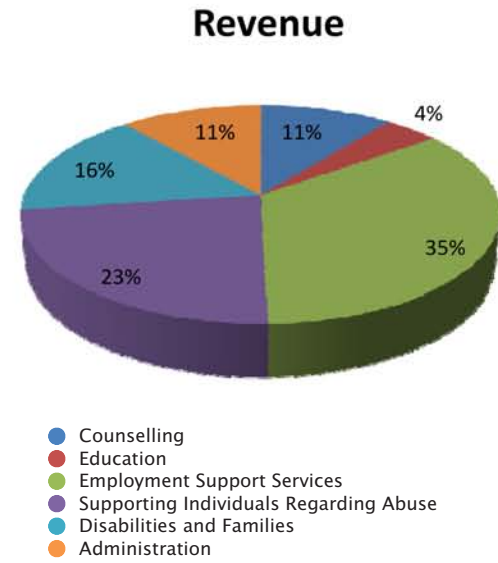
Andrew Proctor – President, Board of Directors

Chuck MacLean – Executive Director

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 for the support that they received. They feel that they have a fresh start not only for themselves, but also for their children. The 'New Beginnings Group', an educational skill building therapeutic group for female survivors of abuse, has not only provided a sense of belonging and connectedness, it has also provided a safe environment for women to share their stories, help reduce isolation, gain self empowerment and build self-esteem.

Through the Peel Elder Abuse Support Program, the South Asian Seniors Program and the Violence Against Women Seniors Program, over 350 seniors experiencing violence and/or abuse were supported. One-to-one counselling, case management, referral to appropriate services, assistance with housing and advocacy were provided to older adults. In partnership with Peel Senior Link, Family Services of Peel conducted groups for South Asian seniors. Group activities included yoga, sharing of a meal, discussions on aging, as well as information about financial safety and services available in the community for the aged. The group members expressed that the group felt like a family and they looked forward to the meetings. Others considered it the highlight of their week.

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



The Prism Program, which was renamed the Men's Link Peel Program, is the only program of its kind in Peel Region which supports men who are survivors of childhood abuse. 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 120 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 of Peel reflect Family Services of Peel's ongoing commitment to collaboratively address community need.

Service Highlights (Continued)

EMPLOYMENT SUPPORT SERVICES

Ready, Willing and Able Program

The Ready, Willing and Able Program provided employment support to over 78 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 look and apply for jobs.

Through the Ready, Willing and Able Program, funded by Service Canada, over 70 clients attended workshops and worked 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 over 100 individuals in Peel Region who are unemployed or underemployed.

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. 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 interviewing skills. With the help of a counsellor, clients learned techniques to deal with anxiety and to overcome fear of failure.

The WTYFP Program came to an end on July 31st, 2010 and a new employment services program, funded by Employment Ontario, began on August 1st, 2010.

Employment Ontario

Since its implementation on August 1st, 2010, the Employment Ontario Program has provided planning and individualized job search assistance to 192 job seekers. Over 1,675 clients have accessed the Resource and Information services, 312 clients have attended 48 Second Career workshops and 277 potential employers have been contacted. In February 2011, the program office moved to its permanent location in the Mavis/Eglinton area.

Youth Skills Link Program

Funded by Service Canada, the Youth Skills Link Program provided employment services to youths, aged 16 to 30, who did not complete high school. According to David, a former gang member, his participation in the program not only helped him find employment, it also helped him develop a positive outlook on life. Based on Group Based Employability Skills (GB-ES) and Employability Skills through Work Experience (ES-WE), 128 youths accessed the program, 43 obtained employment experience and 7 returned to school.

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 over 30 clients 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. Over 18 individuals attended workshops on Healthy Sexuality and Relationships.

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 285 children and their families benefited from the F&ST program. There were 92 volunteers providing a total of 2,664 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 teacher had this to say about the program:

"In order for our teachers here at Hewson [Public School] to have the best impact on children, we know we need to connect with the child's first and most important teachers – his or her family. Research has proven time and again that when families get involved with the school, students are more successful. The F&ST Program has been a wonderful way for us to complete the triangle of success - where the school, the child and the family are the 3 corners. It has been particularly satisfying, due to our new community. Together we are building good neighbours within this great neighbourhood. I have watched the F&ST Program bring not only our families together, but also our staff. Debbie and Gurjinder have been amazing parent partners this year. Both of these single moms were struggling to raise their children a year ago when they joined the program as F&ST families. This year both have shown leadership and community spirit through the program. They have also formed a great friendship. Their children helped with the program, and were obviously proud of their moms' important roles. The parents and children that make up our F&ST families come from so many backgrounds, and have different family configurations. Their common bond is the desire to be a good family. The community that is being built here at Hewson would not be possible without F&ST."

Service Statistics

Programs	2010-2011	2009-2010
Education	2,055	1,484
Counselling	7,488	7,998
Employment Support Services	2,162	1,258
Abuse Prevention	2,681	2,769
Supports for People with Developmental Disabilities	207	267
Total Number of Clients	14,593	13,776