

Report of the President and Executive Director

Family Services of Peel experienced some changes to its programs and funding in the 2013/2014 fiscal year. In April 2013 the United Way of Peel Region reduced the agency's core funding (which is utilized for rent payments, hydro bills, etc.) by approximately 37% or \$270,000.00. Also around the same timeframe, the Region of Peel introduced their Community Investment Program for the purpose of providing grants to non-profit agencies, in order to help build the capacity of the sector to better deliver human and social services in Peel Region. Family Services of Peel applied for "Sustainability Funds" to offset the loss of core funding and was granted \$63,000.00, which was approximately ¼ of the originally requested amount. Therefore, due to the substantial reduction in core funding, the organization researched many cost saving measures. Ultimately, the Board of Directors and senior management determined that closing the Brampton office and renting a much smaller space would be the best option. In addition, the reduction in rent would enable the agency to pursue the possibility of renting an office in an underserved Caledon area.

Also in the 2013/2014 fiscal year, the Family Life Education program, funded by the United Way of Peel Region, was not renewed. This program provided groups/workshops in a multitude of topics, such as poverty, helping children reach their potential, parenting, holistic health, etc. In an effort to continue to meet the needs of our clients and community partners, the agency enhanced services to provide groups/workshops in the counselling, abuse prevention and employment programs.

In an employment program, Ontario Works referred individuals to Family Services of Peel for counselling and workshops. This Region of Peel funding ended in April 2013. To increase efficiencies and provide a wider range of services for individuals seeking employment, the Ministry of Training, Colleges and Universities established the Employment Ontario program, which is one of the

agency's funded programs. Funded by the Government of Canada through Citizenship and Immigration Canada, the Labour Market Access Program for Newcomers with Disabilities was a two year contract which filled a niche in the Region of Peel for newcomers to Canada whose special needs were not being met elsewhere. The contract ended in March 2013.

In spite of these significant financial changes, Family Services of Peel did not deter from its commitment to provide quality services to the residents of Peel Region. During the past fiscal year, over 22,000 people received services through the agency's diverse programs.

The agency also worked diligently to focus on the needs of clients and to fill gaps in service. Family Services of Peel acquired additional partners across the Central Ontario Region to broaden the scope of providing services to men who have experienced childhood abuse.

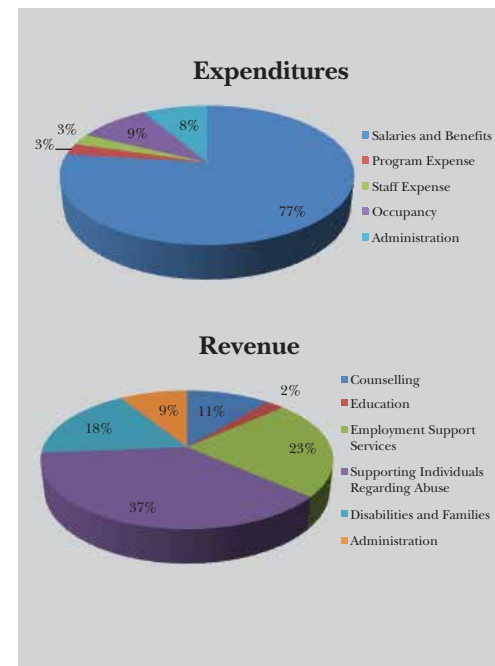
Services in the Employment Ontario program expanded to include youths seeking employment. Also, employment services are now provided in two additional underserved areas within Peel Region. The establishment of the Institute for Excellence on Violence aims to mobilize and collaborate with experts and violence survivors in the Region of Peel for the purpose of improving violence prevention and intervention. Family Services of Peel is the lead for this three-year program, which is funded by the Ontario Trillium Foundation. The agency is the sole provider of the Partner Assault Response (PAR) program in Mississauga, as directed by the Ministry of the Attorney General. The PAR program, which was a 16 week program, was reduced in the 2014/15 fiscal year to 12 weeks to ensure that the men and women in this program are receiving services and supports in an efficient manner.

Family Services of Peel's Board of Directors, in conjunction with senior staff, updated the agency's

strategic plan. In the 2013/2014 fiscal year, Family Services of Peel dialogued with funders, partner agencies, stakeholders and staff to review and refresh the strategic pillars, mission statement, vision statement and values. This process created enthusiasm and excitement across the agency.

We are honoured to be the agency of choice to all the individuals and organizations that accessed our programs and services during the 2013/2014 fiscal year. This could not have been accomplished without the commitment of our dedicated staff, our Board of Directors, our volunteers, and support from our funders.

Daman Thable-Rayat – President, Board of Directors
 Chuck MacLean – Executive Director



being abusive. During the 2013/2014 fiscal year, 94 seniors received over 850 hours of service and elder abuse presentations were delivered to agencies in Peel Region. One of the organizations included Caledon Meals on Wheels, for the purpose of providing information on elder abuse to the residents of Bolton and Caledon. PEASP continues to work closely with the Peel Elder Abuse Prevention Network and Elder Abuse Ontario.

ABUSE PREVENTION

During the 2013/2014 fiscal year, four of the agency's programs focused on abuse prevention. The Violence Against Women Program, funded by the Ministry of Community and Social Services, provided over 4,250 counselling hours to women and children who had experienced or witnessed violence, and 289 women attended over 40 group sessions. Through verbal and written feedback, women within the program reported on having an increased knowledge and awareness about the dynamics of violence and abuse and the impact on themselves and their children, as well as an opportunity to explore available resources and

Service Highlights (Continued)

supports, and knowledge on how to be safe.

Partner Assault Response is a court-mandated program funded by the Ministry of the Attorney General for individuals who have used violence in their partner relationships. This program served 324 clients and 268 partners. Group participants and their partners reported on improved relationships and better conflict resolution skills.

218 men accessed services in the Men's Program. Funded by the Ministry of the Attorney General, this program is for men who have experienced childhood sexual abuse. Services include individual, group counselling, peer-to-peer and a bi-weekly drop in support group. In the 2013/2014 fiscal year, 111 participants attended 30 group sessions. Family Services of Peel is the lead agency for the Central Ontario Region.

Safer Families is a collaborative program between Family Services of Peel, Catholic Family Services of Peel-Dufferin and the Peel Children's Aid Society. The goal of the program is to provide a brief early intervention to increase safety for families, increase skill building, reduce isolation, and provide holistic service delivery for the entire family. During the 2013/2014 fiscal year, services were provided to 300 families, which consisted of 390 children, 280 women and 146 men.

SUPPORTS FOR PEOPLE WITH DEVELOPMENTAL DISABILITIES

The Adult Protective Service Worker Program (APSW) is funded by the Ministry of Community and Social Services and is a short-term crisis and long-term case management program committed to enhancing the quality of life for individuals accessing services and needing support. The engagement of community partners is crucial to the quality of services provided and effective case management. During 2013/2014, the APSW Program accepted 38 new referrals through our centralized intake service system. Staff provided over 3,044 hours of support to approximately 153 clients through 1,200 individual and group psycho-educational sessions. Ongoing trends are targeted in this program, such as the lack of housing options, an increase in the number of people and the number of days individuals are spending in temporary shelter housing and/or on the street, complex and multiple challenges clients' experience, and families stressed beyond their capacities, who have no access to services necessary to support their family member(s) in need.

The Supported Independent Living Program provides services and support to 23 clients living independently in the Region of Peel. Funded by the Ministry of Community and Social Services (MCSS), individualized support plans are developed co-jointly with clients and staff and are used as a guide to promote safe and meaningful independent living. During the 2013/2014 fiscal year, staff provided 6,013 hours of support and 1,700 sessions. In October 2013, MCSS completed a compliance evaluation visit and the agency scored a positive outcome, with excellent feedback that is now incorporated for ongoing service delivery.

Through ongoing research, isolation and loneliness were identified as two major deterrents to social

inclusion for individuals with developmental delays. To meet this challenge, Family Services of Peel implemented drop-in groups, aimed at providing opportunities for socialization and education. Educational topics included rights and responsibilities, abuse, personal safety, and healthy relationships.

EMPLOYMENT PROGRAMS

The 2013/2014 fiscal year was transformative for the Employment Ontario Program... a new manager, a re-configured team, construction to create a more welcoming and efficient space and a new way of doing business with improved staff teamwork contributing to achieve outcomes. The program supported 271 clients in one-to-one capacity, 3,017 people in workshop and information sessions, hosted 231 sessions and connected with 416 potential businesses. Two new partnerships with the Port Credit Library and The COMPASS food bank provided over 100 individual sessions to people in that area. A third new partnership with Catholic Family Services of Peel-Dufferin and Peel Youth Village for youths at risk enabled 7 youths to register for the first cohort of the program. These individuals will be trained in pre-culinary skills and life skills, and will receive a four month paid placement.

The following is a success story of one of our clients:

Piyali and Suman Chukrabarti arrived in Canada in February 2013. In April 2013, they contacted our employment services office and were provided assistance with resumé and cover letter revisions and job interview skills practice. They attended interviewing techniques workshops and received encouragement to network and apply online for entry level positions within the financial industry. Through this program, they received a \$700 clothing subsidy to attend job interviews. As a result, Piyali got a part-time CSR/sales job with MasterCard at Wal-Mart through her networking connections, two to three weeks after accessing our program. She also assisted her husband with networking and he got a Senior Accountant job. Piyali was hired in a full-time position with a financial institution the same week as her husband. A few days after they started working full-time, Suman received news from India regarding the death of his father, so he had to leave the country to attend the funeral. With support from Employment Ontario Services (EOS) staff, Piyali and Suman were able to negotiate with their employers a leave of absence.

Furthermore, Suman received a one week paid leave out of his three week leave of absence. Presently, Piyali and Suman are still employed and are grateful for the services EOS provided, which helped their transition as new immigrants to Canada.

The Ready, Willing and Able (RWA) Program, funded by Service Canada, supported 60 individuals with self-identified disabilities, to overcome barriers to becoming employed. Job Coaches assess clients to identify the unique challenges and barriers that are preventing them from entering the workforce. Skill enhancing workshops and one-to-one support helps clients to achieve their employment goals.

One of our past clients contacted us recently to give us an update on his employment situation. Omar was a foreign trained professional who faced multiple barriers, including anxiety and past substance abuse. His professional regulating body had this information on his record and this made it difficult for him to obtain an interview. When Omar accessed the RWA Program, he identified a large downtown institution as where he wanted to work. Through advocacy, coaching and support, Omar was able to find employment in his preferred profession, where he is still employed.

EDUCATION PROGRAMS

The goal of the Families and Schools Together Program is to enhance family functioning, engage parents in the education process and reduce the isolation process children and parents may experience within the school community. In the 2013/2014 fiscal year, 64 families (a total of 207 clients) accessed the program. 124 volunteers supported the delivery of the program with 2,235 hours of service.

In the 2013/2014 fiscal year, Family Services of Peel provided learning experiences and opportunities to 30 students through our internship program. Academic relationships with colleges and universities were further developed with institutions such as George Brown College, Ryerson University, Seneca College, Sheridan College, The University of Toronto, and Wilfrid Laurier University, as well as the Bridge Training Program with The Mennonite New Life Centre of Toronto, for foreign trained professionals. Placement students were involved in administrative work, counselling, group facilitation, advocacy, violence prevention services and community education.

Service Highlights

INDIVIDUAL, COUPLE AND FAMILY COUNSELLING

In the 2013/2014 fiscal year, 4,683 people accessed counselling support services for problems relating to parenting, couple and relational issues, family conflict, mental health, addictions and violence. 476 clients received counselling services by Family Services of Peel staff at various community organizations, which included the University of Toronto – Mississauga Campus, Our Place Peel, Square One Older Adult Centre and the Healthy Start and Teen Prenatal Supper Club Program (a Region of Peel Public Health Program). Over 1,255 clients were served in the Walk-in Counselling Service, which is available on Wednesdays in Brampton and Mississauga and Saturdays in Mississauga. Over 200 clients received services from Legal Aid Ontario at the agency's Mississauga office. Family Law consultations are available every Wednesday evening on a first come first served basis. 191 clients received settlement services from Catholic Crosscultural Services at Family Services of Peel's Mississauga office, and this service continues to be available.

Seniors Program

Family Services of Peel provided services to the older adult population, through three programs. The Diverse Seniors Program provides opportunities for seniors to socialize, practice yoga and discuss topics relevant to seniors' health. Also offered are home visits, one-on-one sessions, support, referrals and advocacy. During the 2013/2014 fiscal year, 268 clients accessed this program, which included over 652 hours of services, 52 group sessions and 59 outreaches.

In the Violence against Women Seniors Program, services were provided to over 80 women, with 480 hours of service and 55 community events. Seniors were able to access resources, supports and knowledge to help them cope with their crisis.

In partnership with Spectra Community Support Services and funded by the United Way of Peel Region, the Peel Elder Abuse Support Program (PEASP) provides case management, referrals and support to seniors experiencing mistreatment and abuse, as well as supports to individuals and caregivers experiencing burnouts, and at risk of

Programs	2013-2014	2012-2013
Counselling	7,695	5,953
Abuse Prevention	4,466	4,289
Supports for People with Developmental Disabilities	1,298	846
Employment Support Services	8,528	5,645
Education	207	2,156
Total Number of Clients	22,194	18,889

Mission Statement Values

Through leadership, collaboration and innovation, we support families and individuals in Peel to transform their lives.

Responsiveness
 Excellence, Leadership, Innovation
 Service Accessibility and Inclusion
 Partnership and Collaboration
 Engaging Community
 Client Driven
 Transparency

Vision Statement

Transforming Lives in Peel

Family Services of Peel gratefully acknowledges our 2013/2014 Board of Directors

DAMAN THABLE-RAYAT, President
 DEB BOURK, Vice-President
 RUPIKA SHARMA, Secretary/Treasurer
 TOM O'DOHERTY, Past President
 STUART JOHNSON, Honorary Member

MARIA KOTSOPOULOS
 FARIDA MERCHANT
 FEMIDA MOOSAJEE
 ABI OLAREWAJU
 ANDREI F. SMARANDACHE

Staff Recognition

5 Years
 Aida Carlos

Our Funders

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

Our Donors

We wish to thank our donors for their valuable contributions.

Volunteers

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

	2013-2014	2012-2013
Number of Volunteers	389	379
Total Number of Volunteer Hours	18,285	11,235



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,
 Unit 201,
 Mississauga ON, L5R 3V2
 Phone: 905-366-0322

7700 Hurontario Street,
 Suite 601,
 Brampton ON, L6Y 4M3
 Phone: 905-453-7890

6870 Goreway Drive,
 Unit 201
 (Malton Medical Group)
 Mississauga ON, L4V 1P1
 Phone: 905-453-5775

www.fspeel.org



Annual Report 2013-2014



FAMILY SERVICES of PEEL

Since 1971

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

Inclusion, Diversity, and Access