



FAMILY SERVICES *of* PEEL

Since 1971

ANNUAL REPORT

2015 – 2016



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**Celebrating
45 Years**

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Family Services of Peel was established in 1971 as a non-profit, registered charitable organization to provide family and community support services for the people of Peel. As a multi-service agency, we provide professional counselling, support for victims of violence and abuse, employment support services, support for people with developmental disabilities and their families, as well as educational programs.

To ensure the highest standards of service for our clients and community, our staff are highly experienced and qualified professionals who reflect the richness of our diverse community. Our counsellors adhere to the Code of Ethics of the Counselling and Social Work profession.

Sensitive to cultural and social diversity, Family Services of Peel is a community-based agency that works to strengthen families, couples and individuals through guidance, coaching, mentoring, education and support, whether in groups, family meetings or one-to-one sessions.

Family Services of Peel is a registered charitable organization
(Business/Registration Number 10737 6279 RR0001)

Message from our Board President

On behalf of the Board of Directors, I wish to commend the tremendous work of the staff and volunteers of Family Services of Peel in 2015-2016. It is as a result of the dedication of staff and volunteers that the mission statement of Family Services of Peel is given meaning every day. Through leadership, collaborative effort and constant innovation about how best to provide support, Family Services of Peel, through its people, serves families and individuals in the Region of Peel. The ultimate goal being to transform lives for the better. This sounds like a lofty goal, but it is being done each day and every day at Family Services of Peel.

As my first year as Chair concludes, I note the impressive local, national and international collaboration between Family Services of Peel and like-minded organizations acting together with respect to violence prevention that commenced in 2014-2015, and the strong presence of Family Services of Peel within the Region as an agency committed to front-line service.

I am proud to serve the organization as Chair of the Board alongside a group of talented and committed individuals. A sincere thank you to my colleagues on the Board, Bill Cathers, Hamza Minhas, Andrei F. Smarandache, Rupika Sharma, Christine Staley and Daman Thable-Rayat. I wish also to recognize the service of Deb Bourk and Abi Olarewaju whose terms on the Board concluded this year. We all sincerely appreciate the efforts of Chuck MacLean and the executive team and look forward to another successful year ahead.



Maria Kotsopoulos
Board President



Message from the Executive Director

I would like to take this opportunity to acknowledge our volunteers, employees, and funders for their ongoing support and commitment of Family Services of Peel, which allows us to help the residents of Peel by bringing about significant changes to their lives.

The past year presented Family Services of Peel with a number of opportunities by enhancing services to our community, hosting a symposium, and developing an effective method of assessing the progress of our strategic plan.

In 2015/16, various Ministries conducted Region-wide compliance inspections to review agencies' commitment to a consistent and proactive approach by identifying, monitoring, and managing compliance with legislation, regulation and policy directives. In July 2015, the Ministry of the Attorney General reviewed our delivery of the Partner Assault Response program and in August 2015, the Ministry of Training, Colleges and Universities conducted a review of our Employment Ontario program. Both these inspections resulted in a positive outcome. In November 2015, the Ministry of Community and Social Services reviewed our developmental services programs and found us to be in compliance with Ontario Regulation 299/10 Quality Assurance Measures and Policy Directives for Service Agencies.

In 2015, we received funding from Service Canada for the Youth Opportunities Program. The goal of the program is to assist youths between the ages of 15 and 30 in developing the skills and knowledge to enhance their employability. Through the hard work and dedication of program staff, by the end of the 3rd Quarter we exceeded the funder-defined targets in the areas of employment and those attending school/training. Service Canada also renewed funding of our Ready, Willing and Able program, an employment and vocational support program for persons with disabilities, which assists them with employment opportunities, vocational options, development of work skills, and work experience.

Through a facilitated process, Family Services of Peel developed a Balanced Scorecard to highlight the ongoing measurement of our agency's strategic plan.

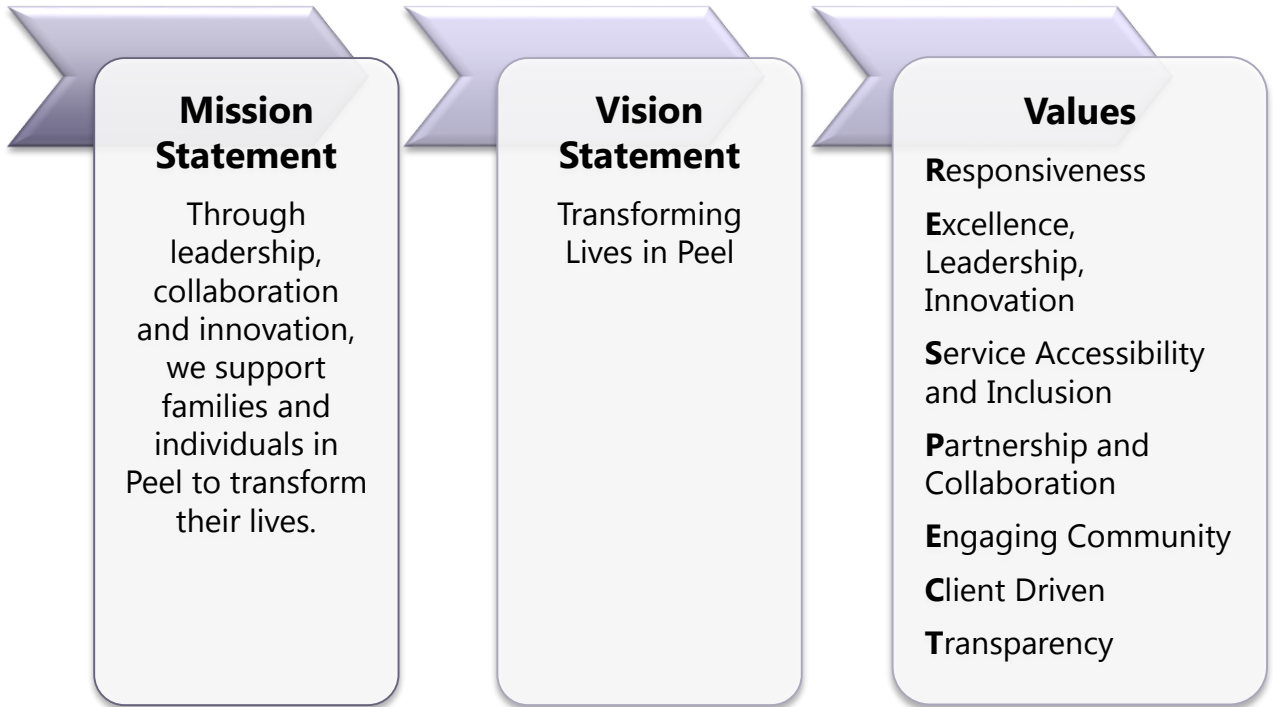
In May 2015, the Peel Institute on Violence Prevention (PIVP) hosted a Symposium on building collaboration between service providers, researchers and communities. The event was well attended and Dr. Harvey Skinner, Founding Dean, Faculty of Health, York University provided the keynote address.

Once again, a sincere thank you to all the individuals who made 2015/16 a very successful fiscal year.

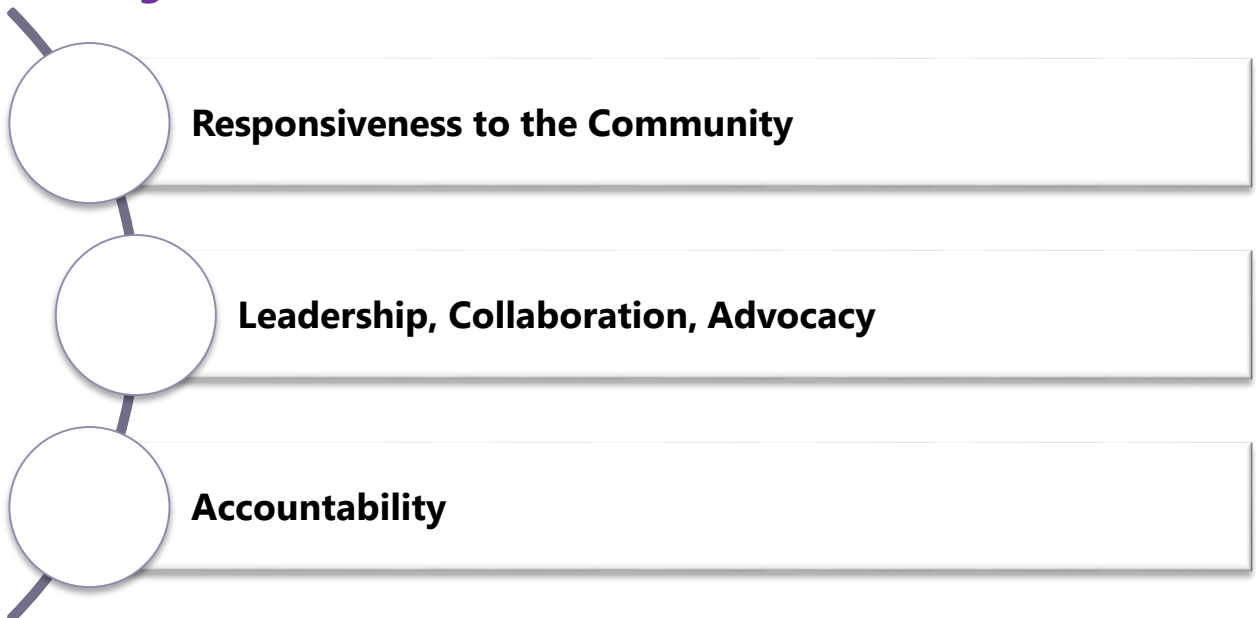


Chuck MacLean
Executive Director

Our 2014 – 2020 Strategic Plan



Strategic Directions



Our 2015/16 Fiscal Year in Review

Individual, Couple and Family Counselling

- ♦ During the 2015/16 fiscal year, **4,242** people in the Region of Peel accessed counselling support services for problems relating to couple and relational issues, family conflict, parenting struggles, mental health, grief and loss, trauma, addictions, and violence.
- ♦ Over **620** clients were served in our free **Walk-in Counselling Service**, which is available on Wednesdays and Saturdays in Mississauga. Immediate support is available for anyone experiencing a crisis, seeking information about specific services in the community, or requiring advocacy and referrals.

Seniors Programs

- ♦ In partnership with Spectra Helpline, Family Services of Peel received **74** new referrals for the **Peel Elder Abuse Support Program**. **122** clients, who reported being exploited, abused and were experiencing various types of challenges and struggles received over **640** hours of ongoing services.
- ♦ The **South Asian Seniors Program** provides clients with one-on-one and group sessions, support, referrals and advocacy. During 2015/16, **72** seniors accessed this program, which included over **650** hours of service, **50** group sessions, and **45** outreaches.
- ♦ In the **Violence Against Women Seniors Program**, services were provided to **58** new referrals and **224** ongoing clients, with approximately **550** hours of service. Seniors were able to access resources, supports and knowledge to help them cope with their crisis.



Customer Service Feedback:

Overall satisfaction with the quality of services: **91%**

Clients who would recommend the agency: **92%**

Ability to access services easily: **89%**

All of the services needed were provided by the agency: **85%**

"Our sessions feel as though I am just talking to a friend but make no mistake, every question she asks, every image she asks you to draw/visualize, every homework or book she gives you to read, every story she tells is well-calculated and tailor made just for you. She has made me aware of the many good qualities I didn't know I possessed and restored my confidence in the few that I thought I had lost. FSP has helped me navigate the changes I seek/need in my recovery process."

Our 2015/16 Fiscal Year in Review

Abuse Prevention

- ◆ During the 2015/16 fiscal year, **252** men accessed services and over **1,000** hours of counselling support were provided in the **Men's Program**. Overall, in the Central Ontario Region, over **1,600** men received **2,311** hours of service, with **2,039** one-to-one, **77** group, and **121** telephone sessions.
- ◆ The **Partner Assault Response Program** is a court-mandated program for individuals who have engaged in abusive behaviours in their intimate partnerships. This program served **358** clients, **237** partners were contacted as part of the program's Partner Contact component, and **21** groups were conducted.
- ◆ In the **Safer Families Program**, services were provided to **81** families, **133** children, **42** men, and **74** women.
- ◆ The **Violence Against Women Program** provided approximately **1,900** counselling hours to approximately **400** women and children who had experienced or witnessed violence.

Family Services of Peel is the lead agency in the Central Ontario Region for the **Men's Program**, which provides counselling services for men who have experienced childhood sexual abuse. Services include individual, group counselling, peer-to-peer and bi-weekly drop-in support groups.

Safer Families is a collaborative program between Family Services of Peel, Catholic Family Services of Peel-Dufferin and 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.

"The interaction I had with my counselling was very conducive to healing and understanding experiences, to grow and become stronger emotionally and mentally. I am very grateful and appreciative of the quality and service I received. Thank you."

"At first I felt like the victim for having to go to classes for abusing someone. Now I will be known as someone that never abused anyone after this program."

Our 2015/16 Fiscal Year in Review

Employment Programs

- ♦ **Employment Ontario** strode into another thriving year. During 2015/16, we served **1,514** participants at our center through our computer lab and workshops. Our Employment Co-ordinators met with **371** clients and **255** clients achieved employment. We were able to serve **14** youths who had significant barriers and **37** participants moved on to school or other training opportunities. We connected with **222** employers and hosted **158** workshops.
- ♦ The **Ready, Willing and Able Program** is straddling two fiscal years because funding is effective from July 2015 to July 2016. To date we have served **53** clients with significant disabilities. Referrals into this program have increased, with **111** to date. We employed **12** individuals and **1** client has returned to school. We have served **153** individuals thus far and have engaged with about **100** employers who are open to the possibility of hiring persons with disabilities.
- ♦ Also straddling two fiscal years is the **Youth Opportunities Program** (funding is effective from August 2015 to July 2016). The program objective is to assist 40 youths to overcome multiple barriers to employment, and to develop the skills and knowledge necessary to make a successful transition to the labour market or to return to school. By the end of the 3rd Quarter of the 2015/16 fiscal year, the program exceeded its funder targets by graduating **43** participants from the Group-Based Employability Skills module. To date, **21** participants have completed the Employability Skills Through Work Experience module, **8** have completed the Work Experience module, and **1** participant has returned to school.



"I was right in my decision when I entered your office just for an inquiry during that time when I am desperately in need to go to work after the downsizing of the company I was working with. Indeed your help made a tremendous impact on my job search."

"I know it's been quite some time since we last talked but I just wanted to thank you for helping me with my cover letter and résumé. I just landed a job as a Customer Service representative at TD and they really liked my cover letter, as well as the answers I gave during my interview. I thought about all the things you taught me during my short time at the employment centre and it really helped a lot through the application process."

Our 2015/16 Fiscal Year in Review

Supports for People with Developmental Disabilities

- ♦ During 2015/16, staff provided over **3,500** hours of support to approximately **150** clients, through crisis assistance and individual and group psycho-educational sessions in the **Adult Protective Service Worker Program**.
- ♦ In the **Supported Independent Living Program**, staff provided **5,400** hours of enhanced individualized support to **24** clients living independently in the Region of Peel.

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. During 2015/16, we ran three cycles, and over **150** children, adults and seniors participated in the program. Due to inclement weather and school schedules, two of the cycles were delayed, and as a result, commenced in late March 2016.
- ♦ Family Services of Peel provided learning experiences and opportunities to **16** students through our **Internship Program**.

"When J died, I thought that I would be doing everything that needs to be done to lay someone to rest as I had no family close. These people [at Family Services of Peel] became my family during this very difficult time and I can't say enough good things about all of them. They also provided rides to and from the funeral for J's friends who didn't drive and sent beautiful flowers to honour J. The respect they showed for my cousin was amazing. We need more people like this in our world."



Volunteer Impact During 2015/16

Volunteer Impact at Family Services of Peel

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



Statement of Operations

Family Services of Peel Statement of operations

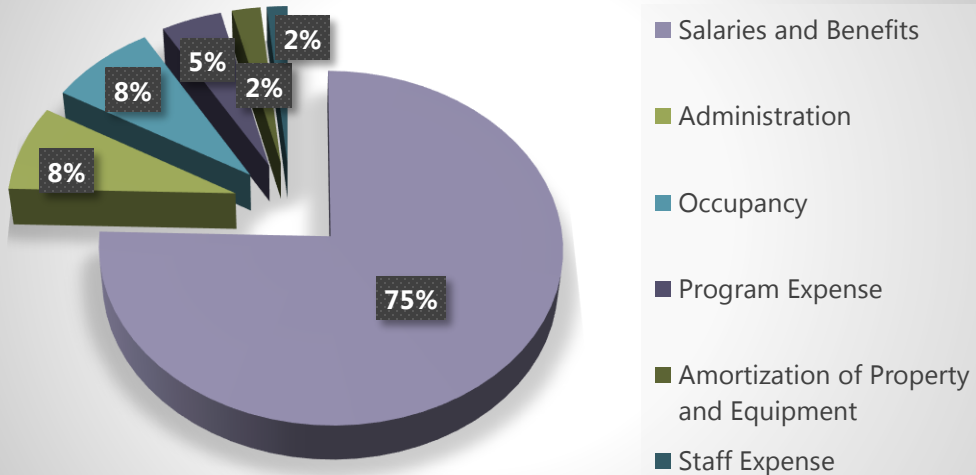
Year ended March 31	2016	2015
Revenue		
Government Funding		
Ministry of Community and Social Services	\$ 1,123,346	\$ 1,102,263
Employment Ontario	669,461	662,787
Ministry of the Attorney General	527,388	527,343
Service Canada	389,565	112,888
Region of Peel	173,689	104,010
Other	64,416	64,236
Trillium Foundation	63,750	101,862
Non-government Funding		
United Way	462,958	458,373
Catholic Family Services	121,745	121,745
Fees for service	185,328	94,258
Miscellaneous	101,079	131,409
Interest	802	4,081
	<u>3,883,527</u>	<u>3,485,255</u>
Expenditures		
Supporting individuals regarding abuse	1,448,394	1,383,362
Employment support services	1,088,088	828,154
Supporting adults with developmental disabilities	623,854	620,431
Counselling	391,142	392,240
Administration	172,033	262,918
Research and development	-	7,450
Education	91,620	105,150
	<u>3,815,131</u>	<u>3,599,705</u>
Excess (deficiency) of revenue over expenditures	\$ <u>68,396</u>	\$ <u>(114,450)</u>

We're proud to report that the audited statements indicate that Family Services of Peel has a **5%** administrative/overhead cost.

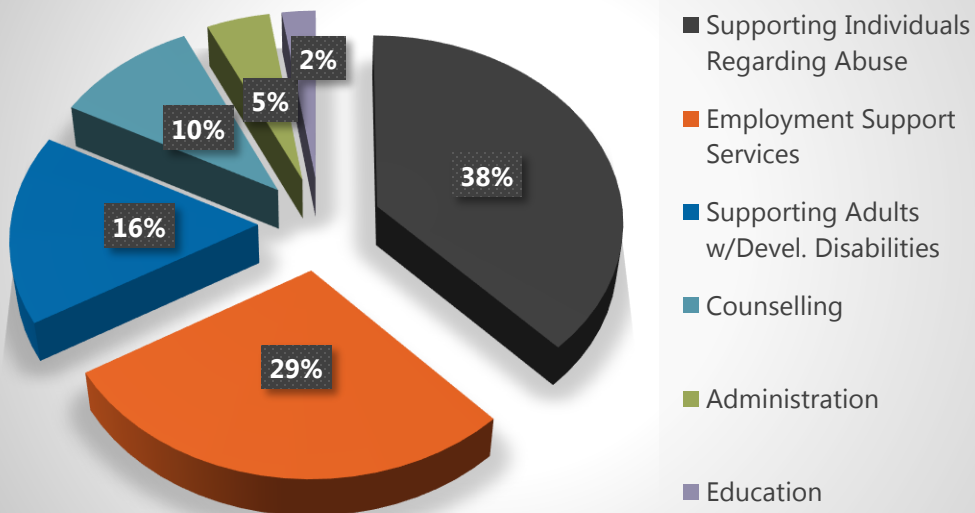
Family Services of Peel's financial statements for fiscal year ending March 31st, 2016 were audited by Grant Thornton LLP.

Financial Overview

Expenditures by Type



Expenditures by Program



Community Impact

- ◆ For over 15 years, Family Services of Peel and **Legal Aid Ontario** (LAO) have worked together to provide individuals, couples and families information relating to child support, separation, divorce, child custody, etc. Family Law consultations are available every Wednesday evening at our Mississauga office, on a first-come, first-served basis. During the 2015/16 fiscal year, **336** clients received services from LAO/Duty Counsel.
- ◆ Three partner organizations rent space at Family Services of Peel's Mississauga office. During 2015/16, **268** clients received settlement services from **Catholic Crosscultural Services**, over **150** people were provided support by **Rapport Youth & Family Services**, and **Volunteer MBC** interviewed over **300** people for potential volunteer positions in Mississauga.
- ◆ Through the Ready, Willing and Able (RWA) Program, we work closely with the **Canadian Mental Health Association** (CMHA). On a weekly basis we provide workshops for RWA participants, and CMHA clients have access to our computer lab and resources. With the support of staff from CMHA, approximately **15** individuals with severe mental health issues are being provided with the opportunity to become job ready and engage more fully in their communities.
- ◆ Another partner of both the Employment Ontario and RWA Programs is the **Coalition for Persons with a Disability**. Participants of this program can access our "Second Career" program, workshops, as well as referrals.
- ◆ We continue our partnership with **The Compass Food Bank** and provide a full-service employment program on Wednesdays.



Family Services of Peel (FSP) is currently a member of the **Syrian Settlement Support Working Group**, co-chaired by the Region of Peel and the United Way of Peel Region. Only 8 agencies in Peel provide trauma counselling services in Arabic and FSP has been identified as one of these agencies. The Mental Health Commission of Canada released a report in January 2016 titled *"Supporting the Mental Health of Refugees to Canada"*, which mentions the higher rates of PTSD and depression inclusion and mental health promotion. Family Services of Peel is equipped to handle the training and service delivery and has been attending the meetings to ensure that this aspect of the need is being addressed in a timely manner.

Community Impact

Professional Development

Throughout the 2015/16 fiscal year, staff attended workshops to keep their skills up-to-date. Training included:

- ♦ B-Safer
- ♦ Gaining Ground: Women and Harm Reduction
- ♦ Internet Child Exploitation
- ♦ Mental Health First Aid
- ♦ Ontario HIV and Substance Use
- ♦ Ontario Human Rights
- ♦ Ontario Seniors Secretariat
- ♦ Post-Traumatic Stress Disorder
- ♦ Social Determinants of Health
- ♦ Stop the Abuse Conference
- ♦ VAW/French Language Services

Outreach, Public Relations and Speaking Engagements

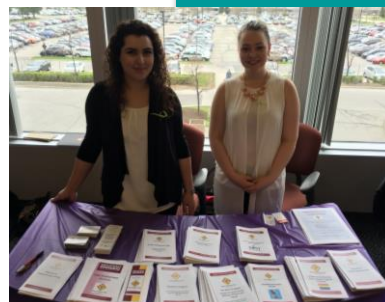
During 2015/16, our staff were invited to participate at various events, which included:

- ♦ Brampton Probation Staff Meeting
- ♦ Children's Aid Society Staff Resource Fair
- ♦ Circle of Friends
- ♦ Healthy Living Seniors Expo
- ♦ Learning in our Neighbourhood (LION) Program Open House
- ♦ Ministry of the Attorney General Regional Consultation Session
- ♦ Older Adult Centre of Peel
- ♦ PCAWA International Women's Day Event
- ♦ Peel Elder Abuse Protocol Training
- ♦ PRIDE Picnic (Mississauga)

Peel Institute on

Violence Prevention is an interdisciplinary and inter-sectorial collaborative initiative among agencies in the Region of Peel, working toward the eradication of all forms of violence.

During the 2015/16 fiscal year, the Institute focused its work on continuing to develop the Institute infrastructure and raise the Institute profile in the community, developing a training workshop in Peel for frontline workers who work with survivors of trauma, mental health and addiction, organizing the Global Symposium on Violence Prevention (which will be held from June 22nd to 24th, 2016), and transferring the knowledge obtained through presentation and publications.



Special Recognition

Family Services of Peel gratefully acknowledges our 2015/2016 Board of Directors

- ♦ Maria Kotsopoulos, President
- ♦ Andrei F. Smarandache, Vice President
- ♦ William C. Cathers, Secretary/Treasurer
- ♦ Daman Thable-Rayatt, Past President
- ♦ Deb Bourk
- ♦ Hamza Minhas
- ♦ Abi Olarewaju
- ♦ Rupika Sharma
- ♦ Christine Staley
- ♦ Stuart Johnson, Honourary Member



This beautiful (and delicious) cake was baked by one of our clients.

Staff Recognition

- ♦ 5 Years: Deon Ambersley, Halyna Spagnolo
- ♦ 10 Years: Sunanda Mohanty
- ♦ 15 Years: Shelley Fotos

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
- ♦ New Horizons for Seniors Program
- ♦ 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.



FAMILY SERVICES *of* PEEL

Since 1971

Main Office

151 City Centre Drive, Suite 501
Mississauga , ON L5B 1M7

Employment Services Office

640 Eglinton Avenue West, Unit 201
Mississauga, ON L5R 3V2

Brampton Office (By Appointment Only)

60 West Drive, Suite 204
Brampton, ON L6T 3T6

Malton Office (By Appointment Only)

6870 Goreway Drive, Unit 201
(Medical Malton Group)
Mississauga, ON L4V 1P1

www.fspeel.org



139 Likes



877 Followers



699 Followers