

# 2016-2017

## Annual Report



**FAMILY SERVICES of PEEL**

Since 1971

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# Message from our Board President

Congratulations to the staff and volunteers of Family Services of Peel for a successful 2016-2017.

The past year has been highlighted by ongoing recognition of the Agency's leading status in the area of violence prevention, both locally and internationally, and by its continuing successful engagement with residents of Peel Region in job placement, engaging community and family involvement in school programs, counselling and other services focused on making the lives of residents of the Region of Peel better. This year the Agency also began a process of leadership through education by releasing position papers on various pressing topics. These have been informative and a critical piece to Family Services of Peel's community mandate.

I take this opportunity to thank Daman Thable-Rayat for her thoughtful and capable leadership as a member of and Chair of the Board of Directors. Thank you, Daman! The Board has been enriched this year by the addition of our newest member, Harjit Brar. I also acknowledge and thank Bill Cathers, Hamza Minhas, Rupika Sharma, Andrei F. Smarandache, and Chrstine Staley for their able advice and contributions.

Finally, on behalf of the Board, I acknowledge the tremendous work of Chuck MacLean and the Executive Team. We look forward to doing our part to further the work of Family Services of Peel next year.



# Message from the Executive Director

Reflecting upon the past year, Family Services of Peel continued to grow and develop in meeting the needs of the residents of Peel. The following is a snapshot of some of the programs, where we provided assistance.

In our employment programs, staff in our Employment Ontario and the Youth Opportunity Program work diligently with individuals from all walks of life, who are seeking opportunities for meaningful employment or determining if further education will assist them in achieving their goals.

The team of dedicated individuals in the developmental services programs ensure the needs of the clients meet or exceed all expectations. Adult Protective Service Worker and Supported Independent Living program staff work with the extended families of their clients as well as attend case conferences with other professionals, with the ultimate goal of providing the best services possible for the clients they serve.

We're fortunate to have a team of professionals facilitating groups for clients in the Partner Assault Response program. These facilitators work in conjunction with Probation and Parole and the Courts to ensure that the court-mandated clients of this program receive relevant information and support to aid them in developing alternative methods to resolve personal life issues.

We're proud to be an active participant in the Elder Abuse Prevention Network (PEAPN). The work of PEAPN addresses the victimization of our elder residents in Peel. Working with the local Police as well as other members of the network, the goal is to eliminate all facets of elder abuse.

The Peel Institute on Violence Prevention continues in a very productive manner to address the issue of violence in all areas.

Our professionally-trained counsellors provide clinical support in a variety of situations that impact upon lives. In the Violence Against Women program, immediate support is provided to women who are or have been involved in a relationship where violence has been identified. The Men's Program has as its focus, men who have experienced early childhood abuse, Family Services of Peel is the lead for this unique program. The LGBTQ program offers clinical support to Lesbian, Gay, Bisexual, Trans and Queer individuals in a safe and supportive environment.

We're also involved in a number of shared programs with community organizations, as well as a member in a number of important committees.

The above overview barely begins to show the detail of the work of Family Services of Peel. We would not be able to offer quality services if not for the ongoing commitment of our funders, the dedication of our employees, the willingness of our volunteers to give freely of their time, and most importantly the clients we serve who have put their faith and trust in us as an organization as they negotiate their life journeys.



# Our 2014 – 2020 Strategic Plan

## Mission Statement

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

## Vision Statement

- Transforming Lives in Peel

## Values

- **R**esponsiveness
- **E**xcellence, Leadership, Innovation
- **S**ervice Accessibility and Inclusion
- **P**artnership and Collaboration
- **E**ngaging Community
- **C**lient Driven
- **T**ransparency

## Strategic Directions

- Responsiveness to the Community
- Leadership, Collaboration, Advocacy
- Accountability



# Our 2016/17 Fiscal Year in Review



## Individual, Couple and Family Counselling

During the 2016/17 fiscal year, our clients accessed counselling support services for problems relating to couple, relational, and LGBTQ issues, family conflict, parenting struggles, mental health, grief and loss, trauma, addictions, and violence.

- Many of our clients took advantage of our free **Walk-in Counselling Service**, which is available on Wednesdays and Saturdays in Mississauga. Immediate support was provided to individuals who experienced a crisis, sought information about specific services in the community, or required advocacy and referrals.
- From May 2<sup>nd</sup> to 6<sup>th</sup>, 2016, we provided free counselling services in recognition of Mental Health Awareness Week. **61** people utilized this service.
- In 2016, we offered counselling at clients' homes for the individuals who either have physical or mental disabilities which prevent them from being able to travel to our offices.
- We extended our hours at the Malton Medical Clinic to better serve our clients in Malton.



## Seniors Programs

In partnership with Spectra Helpline, Family Services of Peel assisted clients in the **Peel Elder Abuse Support Program**, who were being exploited, abused, and were experiencing various types of challenges, struggles and crises.

- Two new group locations in the Port Credit area were added to the **South Asian Seniors Program**. Seniors socialized in the group setting, practiced yoga, and discussed topics promoting seniors' health and well-being. We're proud to report that two of the program volunteers received a Galaxy Star Award at Volunteer MBC's "The V-Oscars" – Volunteer Recognition Awards Gala.
- In the **Violence Against Women Seniors Program**, seniors utilized resources and supports, and gained knowledge, which helped them cope with their crisis.

## PROGRAM STATISTICS

### Counselling

- **4,394** people accessed services
- **602** clients were served in our Walk-in Counselling Service
- **79** clients received services offsite

### Peel Elder Abuse Support Program

- **84** new referrals
- **287** clients served
- **656** hours of service
- Education and wellness workshops provided at **11** community events/media podcasts

### South Asian Seniors

- **68** seniors accessed services
- **459** hours of service
- **54** group sessions
- **46** outreaches

### Violence Against Women Seniors

- **72** new referrals
- **310** ongoing clients
- **476** hours of service

# Our 2016/17 Fiscal Year in Review



## Abuse Prevention

In the **Men's Program**, men who experienced historical or recent sexual abuse, received support via individual or group counselling, e-counselling and/or phone counselling. Family Services of Peel partnered with fourteen organizations to ensure that counselling services are provided across the Central Ontario Region.

- The **New Beginnings Group** is held every Tuesday for women who are currently in, or have been in an abusive relationship. During 2016/17, **196** women accessed this service. Group topics included identifying safety issues, increasing knowledge about violence and control, reducing social isolation, and as a safe place, encouraging women to share their feelings and experiences.
- The **Partner Assault Response Program** is a court-mandated program for individuals who have engaged in abusive behaviours in their intimate partnerships. Through the 12-week group format, clients explored the challenges, barriers, and hindrances that create abusive patterns and behaviours.
- In partnership with Catholic Family Services of Peel-Dufferin and Peel Children's Aid Society (CAS), Family Services of Peel worked with families in the **Safer Families Program**, who were being investigated by Peel CAS. Immediate counselling support was provided to address the issue of domestic violence in the home.
- In the **Violence Against Women Program**, clients who experienced violence received support to help them manage their life, deal with every day issues, do safety planning, and learn healthier ways of coping and managing stress.

*"Last fall I made the difficult decision to leave my abusive husband. My counsellor helped me through the anxiety and depression that followed. She also encouraged me to apply to PATH, where I was approved for Victim of Family Violence priority. The road to healing is finally beginning for me and this would not have been possible without the wonderful programs and help provided through Family Services of Peel."*

## PROGRAM STATISTICS

### Men's Program

- **342** men accessed services in the Central Ontario Region
- **2,325** hours of counselling support

### Partner Assault Response

- **361** clients accessed services
- **297** partners contacted as part of the program's Partner Contact component
- **25** groups

### Safer Families

- **80** families
- **130** children
- **63** men
- **82** women

### Violence Against Women

- **596** women experienced/witnessed violence
- **11** children experienced/witnessed violence
- **46** group sessions
- **4,233** counselling hours

# Our 2016/17 Fiscal Year in Review



## Employment Programs

Family Services of Peel – Employment Services assisted clients with job search, developing a career action plan, revising résumés and cover letters, obtaining resources, and tapping into the hidden job

market. 44% of our clients reported having no source of income. By finding employment or training, this significantly improved their circumstances. **1,867** people used our centre by participating in workshops, utilizing the computer resources, and accessing all of our available self-serve resources.

- We received additional funding from the Ministry of Advanced Education and Skills Development for the **Youth Job Link** program. Our funder target was to serve 12 youths who had never been employed by assisting them with résumé and job search strategies, and we are pleased to report that we surpassed the target and assisted **38** individuals.
- In March 2017, we hosted a Job/Information Fair at the Carmen Corbasson Community Centre and over 200 individuals and 20 employers attended. Attendees rated the event as highly successful and 100% were satisfied with the outcome.
- The **Ready, Willing and Able Program** contract straddled two fiscal years (July 2015 to July 2016). Employment and vocational support was provided to people with disabilities.
- Funding for the **Youth Opportunities Program** also straddles two fiscal years. We received a six-month extension for the contract that initially ran from August 2015 to July 2016, and we surpassed the funder targets. At the end of December 2016, we received funding for an additional contract (December 2016 to October 2017). So far, as of March 2017, **22** participants have graduated from the Group-Based Employability Skills (GBES) module and **11** clients completed the Employability Skills Through Work Experience (ESWE) module.

*"I was feeling lost after graduation, then you reached out to me. YOP has proven to be a valuable experience so far, and I only have you to thank – I feel much more hopeful now with the prospect of meaningful employment. Thank you."*

## PROGRAM STATISTICS

### Employment Services

- **371** clients
- **261** clients achieved employment
- **58** clients moved to school/training opportunities
- **42** individuals with a disability found employment
- Assisted **90** newcomers
- Connected with **267** employers
- **171** workshops
- **1,496** workshop participants

### Ready, Willing and Able

- **53** clients accessed services
- **132** referrals
- **21** individuals employed
- **3** clients returned to school
- **100** employers contacted

### Youth Opportunities Program (2015-2016)

- **53** participants graduated GBES
- **36** clients completed ESWE
- **35** clients completed WE
- **5** participants returned to school



# Our 2016/17 Fiscal Year in Review



## Supports for People with Developmental Disabilities

The **Adult Protective Service Worker Program** supports people with developmental disabilities, who are

living independently in the community and require individualized supports and long-term care management services. During the fiscal year, client needs included aging and changing necessities, poverty, homelessness, lack of services and resources for people with dual diagnosis, accessibility to community resources, and isolation and community disconnection.

- In the **Supported Independent Living Program**, support services are provided to individuals (over the age of 18) who have a developmental disability diagnosis. During 2016/17, the areas of assistance included development of independent daily living skills, budgeting, and parenting skills.



## Education Programs

The **Families and Schools Together (F&ST) Program** is offered in elementary schools and the goal of the 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. The 2016/17 fiscal year was quite successful. We enlisted many new schools as a result of ongoing outreach, various schools ran a second cycle, and principals promoted the program to other schools in the Region of Peel.

- In the **Internship Program**, placements increase students' knowledge of the industry or sector, enabling them to make more informed decisions about their future career directions. Family Services of Peel has benefited from the program through the injection of new energy, ideas and knowledge into the workplace. In addition, having interns on board helps to tackle some special projects and get caught up on backlog. It's also a great way to spot talent in terms of future employees.

## PROGRAM STATISTICS

### Adult Protective Service Worker

- **184** clients served
- **2,519** hours of support

### Supported Independent Living

- **23** clients
- **250** days support provided in-person
- **5,230** hours of support

### Families and Schools Together

- **10** cycles
- **113** families
- **402** children, adults, and seniors participated in the program

### Internship Program

- **40** students
- Academic relationship with **12** colleges/universities

*"Thank you for bringing the F&ST program to our school. Your ongoing support and perseverance are greatly appreciated by all of us at Olive Grove School. The F&ST program has been a tremendous success for our school and families."*

# Our 2016/17 Fiscal Year in Review



## Peel Institute on Violence Prevention

The Peel Institute on Violence Prevention (PIVP) was established to be a central, region-wide initiative focusing on the prevention of all forms of violence in Peel. Operating under an anti-oppression, anti-racism framework, the Institute is a central point for data-driven, evidence-informed practice, which will improve the organization of community services, combining the perspective of the diverse population served, academia, and community service providers.

Highlights of PIVP's achievements during the 2016/17 fiscal year:

- **Conference:** The Global Symposium on Violence Prevention was held from June 22<sup>nd</sup> to 24<sup>th</sup>, 2016, at the University of Toronto – Mississauga Campus, with over 100 participants in attendance. The Symposium offered a unique opportunity to discuss and learn from participants' (survivors, service providers, and researchers) collective experience and insights.
- **Mapping:** To identify the agencies serving women who have experienced violence, gaps in services, location and types of services for planning and improving coordination.
- **Presentations:** PIVP management staff were invited to present at the Diversity in Organization, Community, and Nation Knowledge Community Conference in Granada, Spain (July 2016), and Human Rights and Violence Against Women Conference, organized by the State University of Brazil (UNESP in Spanish), in São Paulo (November 2016).
- **Publications:** "Framework Anti-racism, Anti-oppression, and Equity" article, selected for publication by the Common Group Research Network, University of Illinois. "Peel Institute on Violence Prevention – the development of a community – academia research organization" book's chapter "Women, Education and Violence" published in Brazil. "In the Quest for Equity: Violence against Women and Conscientization through dialogue from a paternalistic to a symbiotic relation with government" became a chapter in a book called "Echos de Freire feminist thoughts: Dialogues and Dialogue and Interpretations. Three newsletters published.
- **Reports:** Community Leadership: Building Human, Social and Community Capacity (March 2016), and Global Symposium on Violence Prevention Final Report (June 2016).
- **Students and Volunteers:** During 2016/17, the Institute provided student placements for graduate and undergraduate students from Sheridan College, Ryerson University, and York University. Over 20 individuals assisted the Institute and we supported these volunteers by providing reference letters as they attempted to enroll in higher education, and we're delighted to report that several of them have secured a position in government and academia.
- **Trauma Training:** Trauma screening tool developed, trained staff at Elizabeth Fry and Supportive Housing in Peel using the Kirkpatrick model of evaluation.



# Volunteer Impact During 2016/17

## Volunteer Impact at Family Services of Peel

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



Why volunteer? Giving of your time and talent enables you to connect to your community and make it a better place by offering vital help to worthwhile causes.

# Statement of Operations

## Family Services of Peel Statement of operations

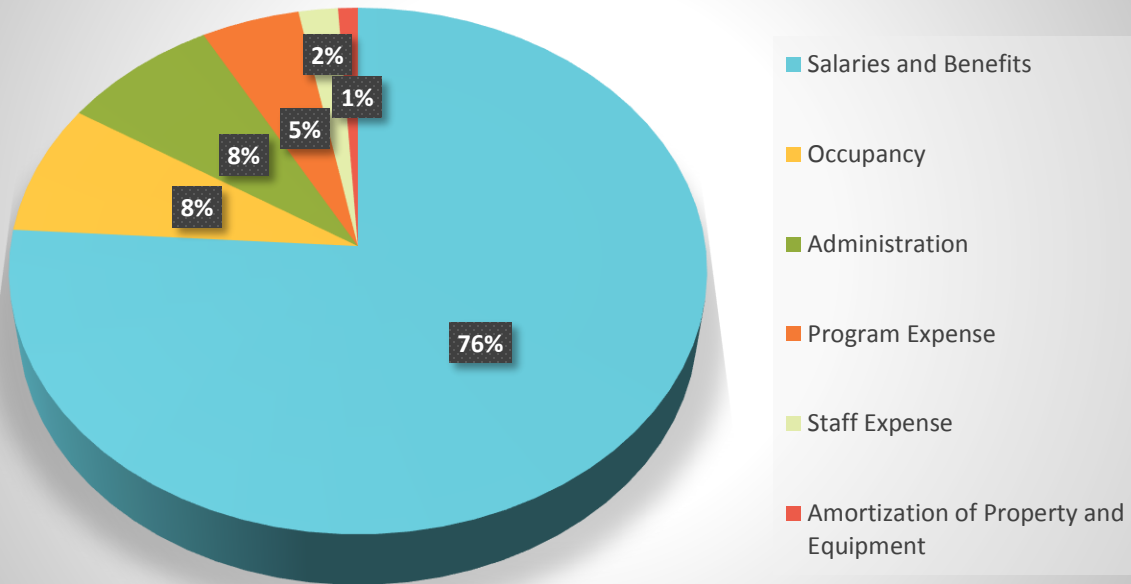
Year ended March 31	2017	2016
Revenue		
Government Funding		
Ministry of Community and Social Services	\$ 1,139,914	\$1,123,346
Employment Ontario	679,845	669,461
Ministry of the Attorney General	515,492	527,388
Service Canada	448,931	389,565
Region of Peel	164,290	173,689
Other	108,959	64,416
Trillium Foundation	28,444	63,750
Non-government Funding		
United Way	471,089	462,958
Catholic Family Services	137,371	121,745
Fees for service	162,161	185,328
Miscellaneous	61,940	101,079
Interest	2,109	802
	<b>3,920,545</b>	<b>3,883,527</b>
Expenditures		
Supporting individuals regarding abuse	1,356,899	1,448,394
Employment support services	1,128,810	1,088,088
Supporting adults with developmental disabilities	642,982	623,854
Counselling	392,526	391,142
Administration	192,209	172,033
Education	178,983	91,620
	<b>3,892,409</b>	<b>3,815,131</b>
Excess of revenue over expenditures	<b>\$ 28,136</b>	<b>\$ 68,396</b>

We're proud to report that the audited statements indicate that Family Services of Peel has an **8%** administrative/overhead cost.

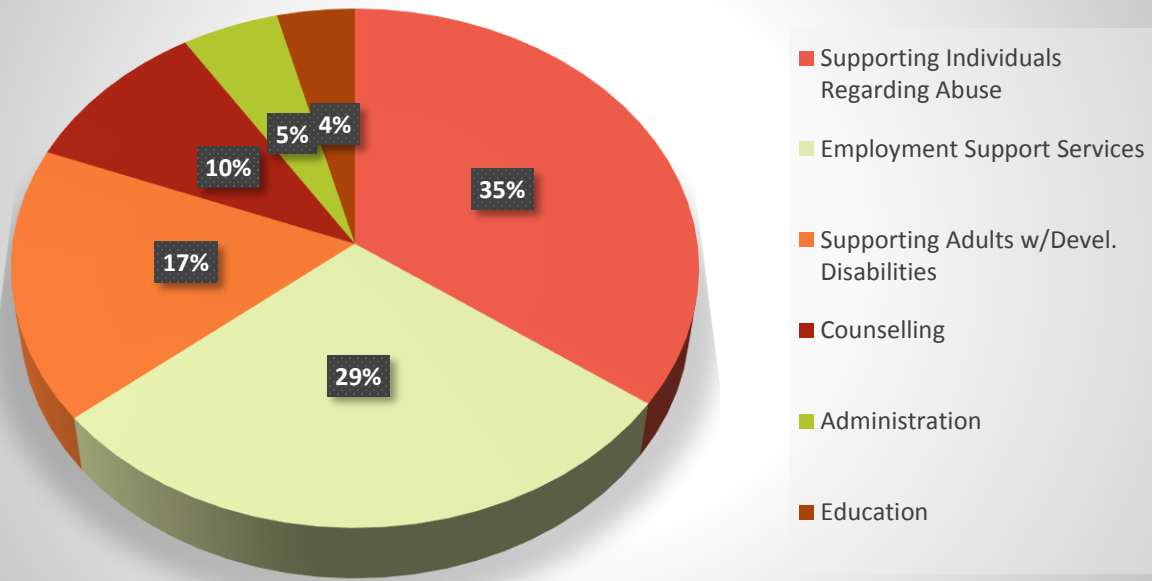
Family Services of Peel's financial statements for fiscal year ending March 31<sup>st</sup>, 2017 were audited by Grant Thornton LLP.

# Financial Overview

## Expenditures by Type



## Expenditures by Program





# Community Impact



Family Services of Peel and Legal Aid Ontario (LAO) have had a

partnership for over 15 years and work together to provide individuals 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-serve basis.

- Three partner organizations rent space at our Mississauga office. During 2016/17, Catholic Crosscultural Services (CCS) delivered settlement services, which included housing, employment, social assistance, education, and government services. Rapport Youth & Family Services provided clients with counselling support. Volunteer MBC (VMBC) interviewed people for potential volunteer positions in Mississauga.
- During the fiscal year, we formed a partnership with Eclipse Youth Services and offer their clients employment-related workshops on networking, professionalism, resources for finding work and other significant employment-related opportunities. These workshops are hosted by our placement students and continue to be a great success, with a 100% satisfaction rating.
- In 2016/17, we continued to serve our employment services participants at The Compass Food Bank in Port Credit, and based on the completed surveys at the food bank, 100% find our service extremely helpful.
- Family Services of Peel provided boardrooms to three organizations that required space for their meetings. During the fiscal year, Leaders' Corner Toastmasters Club delivered educational programs, My French Club provided adult French language classes, and United Food and Commercial Workers (UFCW) Local 1006A held Union members' meetings.
- To meet the need in the community, staff received training throughout the fiscal year to keep their skills current. Subjects included Trauma Informed Practice, Guidelines for the Therapeutic Relationship, Dual Diagnosis, and Aging and Developmental Disabilities.
- In 2016/17, staff participated in various community events, which included Peel Seniors' Summit, Pride Toronto, United Way of Peel Region Speakers Bureau, and presentations at high schools, colleges, and onsite at community organizations.

## COMMUNITY SUPPORT STATISTICS

### Legal Aid Ontario

- **338** clients received services from LAO/Duty Counsel

### Community Partners Renting an Office at our Mississauga Location

- **237** clients received services from CCS
- Over **150** clients were provided support by Rapport
- VMBC interviewed over **150** individuals

# Special Recognition

## Family Services of Peel gratefully acknowledges our 2016/17 Board of Directors

- Maria Kotsopoulos, President
- Andrei F. Smarandache, Vice President
- William C. Cathers, Secretary/Treasurer
- Daman Thable-Ray, Past President
- Harjit Brar
- Hamza Minhas
- Rupika Sharma
- Christine Staley
- Stuart Johnson, Honourary Member

## Staff Recognition

- 5 Years: Greg Coulter, Jayashri Kothavale, Yammie Leung, Maddy Scrbic, Lisa Tackore
- 10 Years: Jack Britstone, Darryl Foote, Salisha Khan, Josepha Martyres, Sandra Rupnarain, Marjorie Turgott-Murray
- 15 Years: Barbara Dennis
- 20 Years: Pauline Mathew

## Our Funders

- Ministry of Advanced Education and Skills Development
- Ministry of Community and Social Services
- Ministry of the Attorney General
- 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 thank our donors for their valuable contributions.



We're thrilled to report that Family Services of Peel was awarded the **Best Community Support Services Centre – Mississauga.**

In October 2016, we were contacted by Global Health & Pharma (GHP) in the United Kingdom regarding the **2017 Social Care Awards**, sponsored by the Australian Healthcare & Hospitals Association, and we subsequently received a nomination. According to GHP, the 2017 Social Care Awards have been designed to give recognition to the individuals, teams and companies responsible for showing the highest level of care, compassion and courage in one of the most important, yet challenging industries.



**FAMILY SERVICES of PEEL**

Since 1971

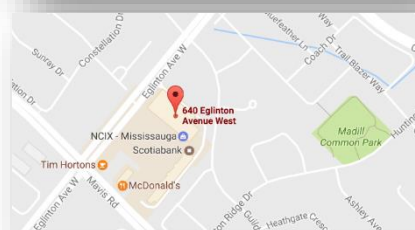
### Main Office

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



### Employment Services Office

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



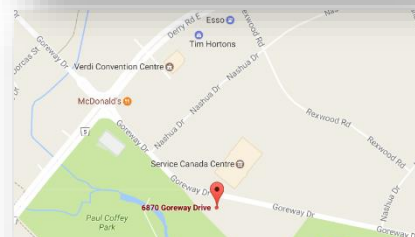
### Brampton Office (By Appointment Only)

60 West Drive,  
Suite 209  
Brampton, ON L6T 3T6



### Malton Office (By Appointment Only)

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



162 Likes



923 Followers



835 Followers