

# 2017-2018

## Annual Report



**Family Services of Peel**  
<https://fspeel.org>



## Message from our Board President and Executive Director

Family Services of Peel continues to work in a diligent fashion to ensure that the needs of our community are being met. With over fifteen programs being offered in Peel Region, the agency has endeavoured to continue to enrich and transform the lives and needs of the diverse community that we are proud to call home.



Our employment service programs have expanded to include the Youth Opportunities Program, providing numerous services to youth in our community to support them in their pursuit of employment. Through workshops, job coaching, and ongoing interaction with fantastic employers who recognize the value of the program, but more importantly see the value of investing in the youth of today to support them on their employment journey, we have witnessed successful outcomes from the program.

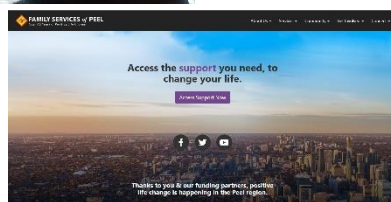


An unfortunate reality that impacts upon all communities is Human Trafficking, by the exploitation of vulnerable women and men. Family Services of Peel recently received funding for three years to address this heinous crime. We have been conducting research and literature reviews to assist in developing a solid knowledge base as we work to address this international issue. We were invited to appear as witnesses by the House of Commons' Standing Committee on Justice and Human Rights to discuss our work thus far in this area of Human Trafficking.



We recognize and sincerely appreciate our dedicated volunteers, our staff, and our funders, whom without their support, we would not be able to serve the diverse community of Peel.

William C. Cathers, Board President  
Chuck MacLean, Executive Director



# Our Strategic Directions

**"Access the support you need to change your life."**



Responsiveness  
to the  
Community

Leadership,  
Collaboration,  
Advocacy

Accountability

## Responsiveness

Supported 7 additional people in SIL Program.  
Provided intensive support to people with developmental disabilities in the shelter system via the Paths2Support project.  
Through partnerships with Peel Youth Village and Eclipse Youth Centre, employment workshops and services were provided to marginalized youth.  
Provided a full-service employment program on Wednesdays at The Compass Foodbank.  
Hosted a seniors program and surpassed our funder target.  
Received funding for research and needs assessment of Syrian refugee women.

## Leadership

Provided elder abuse protocol and training to PEAPN.  
Participated in community career fairs at 2nd Annual Youth Employment Expo, Erin Mills Youth Centre, triOS College Annual Career Fair, etc.  
All agency staff received trauma training in late 2017.  
Provided trauma-informed training to various organizations and sectors in Peel Region.  
Participated in United Way of Peel Region's Speakers Bureau.  
Received Ministry funding to lead research on Human Trafficking.

## Accountability

Effective December 2017, **Greenspace** (evidence based tools to improve mental health treatment outcomes) was integrated into our Counselling Program and by the end of the fiscal year, 89 clients were enrolled, with a 93% therapeutic alliance.  
In compliance with Ontario Regulation 299/10 of Quality Assurance Measures applicable to MCSS-funded services/ supports for adults with developmental disabilities.  
In compliance with AODA standards and requirements.  
Administrative cost is 5%!

## Our Work

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



"If it wasn't for you taking my case on, I would still be in the abusive situation. Thanks again for checking in with me."

Peel Elder Abuse Support Program Client

# HIGHLIGHTS OF OUR 2017/18 FISCAL YEAR

## Programs



"[As a result of the group] I am much more calm and I tend to try to diffuse the situation and understand my partner's thoughts and issues. I would rather actually solve the problem than just try to make them feel bad about what they have done."

Partner Assault Response (PAR) Client

"The assistance and support you offer is amazing. Your workshops are invaluable. Not just in finding employment but in regaining confidence and learning new skills. And your personal help with résumés and coaching, also invaluable. Overall, the programs at Employment Ontario are the best and I highly recommend them."

Employment Ontario Client



### Counselling

- **4,625** people accessed services
- **976** clients served in our Walk-in Counselling Service
- **42** clients received services offsite
- **132** people utilized our free counselling service during Mental Health Awareness Month (May)

### Developmental Disabilities

- **207** clients served
- **256** days of support
- **8,733** hours of support
- Customer satisfaction rate:
  - ✓ **80%** in Adult Protective Service Worker Program
  - ✓ **97%** in Supported Independent Living Program

### Education

- **8** F&ST cycles
- **90** families served
- **332** children, adults, and seniors participated in F&ST
- **40** students in Internship Program
- Academic relationship with **15** colleges/universities and schools

"Having the opportunity to work in a new and challenging environment is an opportunity I'm not sure I would've been able to have if I wasn't getting help from you. I'm very thankful."

Youth Opportunities Program Client



### Employment

- **698** clients served
- **976** hours of service
- **333** clients employed
- **132** clients returned to school
- Hosted **178** workshops (EO Program)
- Customer satisfaction rate:
  - ✓ **97%** in Employment Ontario programs
  - ✓ **95%** in Youth Opportunities Program

### Trauma Intervention

- **1,542** men, women and children accessed services
- Over **7,500** hours of counselling support
- **272** group sessions
- **360** partners contacted (PAR Program)



# HIGHLIGHTS OF OUR 2017/18 FISCAL YEAR

## Research and Development / Milestones

### April 2017

- Published Hand-drawn Synopsis of the Community Resource Mapping Workshop

### June

- Trauma Screening Training in Peel Funding

### July

- Voices of Refugee Women Funding

### August

- All Staff Received Trauma Training
- Introduced Youth Employment Boot Camp

### November

- Human Trafficking in Peel Funding

### December

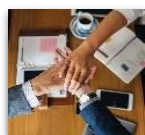
- Greenspace Integrated into Counselling Program

### February 2018

- Attended Queen's Park Launch of HT in Ontario Event
- Launch of FSP's New Interactive Website

### March

- Hosted Free Community Income Tax Clinic Sessions
- Participated in Halifax, NY, and London ON Events



### Partnerships

- Brampton Caledon Community Living
- Community Living Mississauga
- Eclipse Youth Centre
- EO/YJL Employers
- Paths2Support
- Peel Crisis Capacity Network
- Peel Elder Abuse Prevention Network
- Peel Regional Police
- Peel Youth Village
- Region of Peel - Shelters
- Salvation Army
- Spectra Helpline
- The Compass Foodbank
- YOP Employers



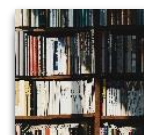
### Presentations

- Freedom from Slavery: A Survivor Centered Approach to Eradicate Human Trafficking in Peel
- Longevity Strategy for Later Life Engagement: The Impact of the Determinants of Health
- Middle Eastern Refugee Women: A Pathway to Violence Prevention



### Projects

- Trauma Screening Training in Peel (OTF)
- Voices of Refugee Women from the Middle East: Strategies for Violence Prevention (CWF)
- Survivor Centered Approach to Build Capacity to Address Human Trafficking in Peel (MCSS)
- Single Session Counselling



### Publications

- Human Trafficking Project Poster
- In the Quest for Equity: Violence Against Women and Conscientization through dialogue from a paternalistic to a symbiotic relation with government
- New Road to Anti-Racism, Anti-Oppression, and Equity Services for Survivors of Violence - Significance of Determinants of Health

# HIGHLIGHTS OF OUR 2017/18 FISCAL YEAR

## Community Engagement and Special Recognition



### Highlights

- In partnership with Peel Health, the **Prenatal Fathering** initiative prepares expectant fathers for their new role as parents, and assists new parents in their transition from couple to family. During the fiscal year, **561** people (dads, moms, and supporting persons) attended **42** classes in Brampton, Meadowvale, and Mississauga.
- A Prenatal Fathering facilitator was also provided to Peel Health's Supper Club, which serves teen mothers-to-be.
- **378** clients received services from Legal Aid Ontario/Duty Counsel.
- F&ST cycles were run at **8** schools, of which 4 were new to the program.
- During the fiscal year, Family Services of Peel shared its meeting rooms/offices to the following organizations:
  - ✓ Catholic Crosscultural Services (met with clients)
  - ✓ Huntington Society – Peel Chapter (held support group meetings)
  - ✓ My French Club (delivered adult French language classes)
  - ✓ Rapport Youth & Family Services (met with clients)
  - ✓ Toastmasters Club (delivered adult educational programs)
  - ✓ United Food and Commercial Workers (held members' meetings)
  - ✓ Volunteer MBC (met with clients)

### Board of Directors

• William C. Cathers, President | Maria Kotsopoulos, Vice President | Harjit Brar, Secretary/Treasurer | Kirat Cheema | Satinder Kaur Johal | Hannah Kazman | Hamza Minhas | Rupika Sharma | Christine Staley | Stuart Johnson, Honourary Member

### Staff Recognition

• **5 Year:** Pratima Pathak | Priyanka Sheth  
 • **10 Year:** Kevin Leet | Chuck MacLean | Michael Skynner | Janet Tymoshyk | Franca Vettese

### 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 | United Way Greater Toronto

### Our Donors

• We wish to thank our donors for their valuable contributions.  
 • Thank you to Subaru of Mississauga for their ongoing donations in support of the Families and Schools Together Program.

# HIGHLIGHTS OF OUR 2017/18 FISCAL YEAR

## Financial Overview

### Family Services of Peel Statement of operations

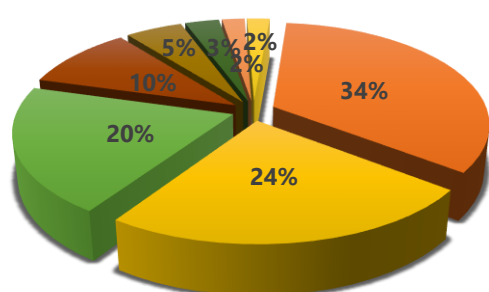
Year ended March 31,	2018	2017
<b>Revenue</b>		
Government Funding		
Ministry of Community and Social Services	\$ 1,319,392	\$ 1,139,914
Employment Ontario	648,798	679,845
Ministry of the Attorney General	515,492	515,492
Service Canada	321,492	448,931
Region of Peel	96,600	164,290
Ministry of Community and Social Services – Human trafficking department	84,000	-
Other	76,480	108,959
Trillium Foundation	74,600	28,444
Non-government Funding		
United Way	462,958	471,089
Catholic Family Services	123,698	137,371
Brampton Caledon	98,020	-
Fees-for-service	161,264	162,161
Miscellaneous	81,831	61,940
Interest	6,356	2,109
	<u>4,070,981</u>	<u>3,920,545</u>
<b>Expenditures</b>		
Supporting individuals regarding abuse	1,373,064	1,356,899
Employment support services	985,772	1,128,810
Supporting adults with developmental disabilities	824,386	642,982
Counselling	397,302	392,526
Administration	212,220	192,209
Education	121,660	178,983
Poverty reduction	98,019	-
Human trafficking	84,000	-
	<u>4,096,423</u>	<u>3,892,409</u>
(Deficiency)/excess of revenue over expenditures	\$ <u>(25,442)</u>	\$ <u>28,136</u>



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

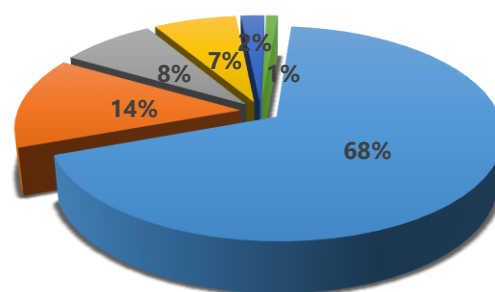
Family Services of Peel's financial statements for fiscal year ending March 31<sup>st</sup>, 2018, were audited by Grant Thornton LLP.

### Expenditures by Program

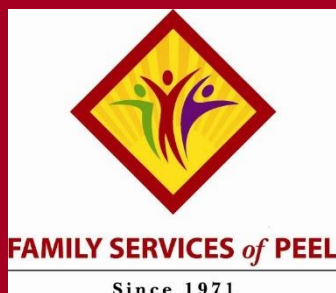


- Supporting Individuals Regarding Abuse
- Employment Support Services
- Supporting Adults w/Devel. Disabilities
- Counselling
- Administration
- Education
- Poverty Reduction
- Human Trafficking

### Expenditures by Type



- Salaries and Benefits
- Program Expense
- Occupancy
- Administration
- Staff Expense
- Amortization of Property and Equipment



# CONTACT US

## Main Office

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905-270-2250 | [fsp@fspeel.org](mailto:fsp@fspeel.org)

## Employment Services Office

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Unit 201  
Mississauga, ON L5R 3V2  
905-366-0322 | [eos@fspeel.org](mailto:eos@fspeel.org)

## Brampton Office

60 West Drive,  
Suite 209  
Brampton, ON L6T 3T6  
905-453-5775 (By Appointment Only)

## Malton Office

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



Facebook

• **216 Likes**  
• <https://www.facebook.com/Family-Services-of-Peel-163434633676036/>



LinkedIn

• **951 Followers**  
• <http://www.linkedin.com/company/family-services-of-peel>



Twitter

• **1,019 Followers**  
• <https://twitter.com/fspeelca>

**Family Services of Peel**  
<https://fspeel.org>