

2018-2019

Annual Report



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

Message from our Board President and Executive Director

For over 45 years, Family Services of Peel has worked diligently to bring about positive life changes for the residents in our community.



We continue to offer employment-focused services through our provincially-funded Employment Ontario program and our federally-funded Youth Opportunities Program. Both of these programs have enjoyed a high level of success because of the commitment of our staff and volunteers.

In April 2018, the Ministry of Community and Social Services approved 3-year funding for Family Services of Peel to research, develop and respond to victims of human trafficking, in a comprehensive supportive fashion, to enable them to heal. Someone once said, "Healing doesn't mean the damage never existed. It means the damage no longer controls our lives." Over the past year, Family Services of Peel – Peel Institute on Violence Prevention has worked diligently in research and data collection, in the areas of survivors of sexual assault, domestic violence, elder abuse, youth violence, and human trafficking.

The agency has also been quite effective in developing a trauma-informed practice and a trauma screening tool. In 2018, all employees received trauma-informed training and Family Services of Peel also provided training to 12 organizations across Ontario.

In response to the needs of our clients we offer Walk-In Single Session Therapy (launched in September 2018). This form of counselling is unique in its approach and provides the client with comprehensive supportive counselling within a time limited framework. The client can leave the agency with a detailed report, which entails an assessment of the session and recommendations that the client can follow, with or without the support of a qualified Family Services of Peel clinician.

Families and Schools Together (F&ST), an in-school based program, remains in high demand within the Region of Peel. In 2010, the United Nations rated the F&ST program #12 in the world, out of 150 evidence-based family skills programs.

Our developmental disabilities programs continue to provide stellar services to our clients in the Adult Protective Service Worker program and the Supported Independent Living program. Our dedicated staff and the excellent support they offer ensures that clients in both programs achieve a high level of success. In addition, our Peel Elder Abuse Support Program worker is committed to ensuring that our vulnerable elders receive the best services possible, in order to help eliminate all types of abuse that they may be experiencing.

All of the services that we provide could not be delivered without the financial support we receive from our funders and through donations, the numerous volunteer hours generously provided by the residents of Peel and beyond, and of course, our dedicated employees. We thank our clients for putting their trust and faith in Family Services of Peel.

A handwritten signature in black ink, appearing to read 'W. C. Cathers'.

William C. Cathers, Board President

A handwritten signature in blue ink, appearing to read 'Chuck MacLean'.

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

Hosted a 1st Annual Employers Breakfast.
Provided the "Rooted in the Future" workshop in Arabic.
In collaboration with Peel Crisis Capacity Network, supported "Family Connect".
Featured in Region of Peel's "About Poverty in Peel" video.
Implemented a Land Acknowledgement at all Agency events.
At quarterly meetings, Agency staff and students learned about Customer Service, Disclosure, Emotional Intelligence, Nutrition, and Thera-play.

Leadership

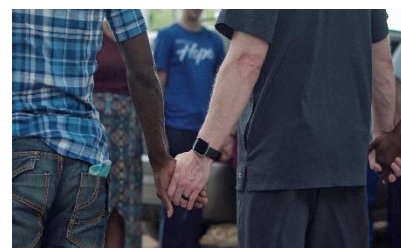
Sandra Rupnarain's quote regarding our Balanced Scorecard was featured in Grant Thornton's "Impact on Action" report.
Member of Region of Peel's Accessibility Advisory Committee.
Hosted and participated in community career fairs.
Provided Trauma Screening training to community partners.
Partnership with Polycultural Immigrant and Community Services.
Participated in United Way Greater Toronto's Speakers Bureau.
Hosted a Human Trafficking Awareness Open House.

Accountability

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.
Met and exceeded employment services' targets.
Formed a Strategic Planning Committee to commence research of our 2020 to 2025 strategic plan.
Overall low administrative cost.

Our Work

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



"... I know she wasn't always open to accepting support, so I appreciate your patience and persistence."

"Thank you very much for all the hard work you have done for me all throughout 2018."

Adult Protective Service Worker
Program Clients

HIGHLIGHTS OF OUR 2018/19 FISCAL YEAR

Programs



"Thank you for your support and guidance throughout my co-op placement. Finishing this internship, I am walking away with many new skills that will help me in my future career. Thanks again for making my internship a rewarding experience."

Youth Opportunities Program Client

"In July 2018 my family moved from Dubai to Canada. We attended a [FSP] hiring event and the Career Coaches did a wonderful job helping us tailor our résumé to Canadian standards, and helped us with understanding workplace culture. I am very pleased to say that in less than 2 weeks, we had both found our first Canadian jobs."

Employment Ontario Client



Counselling

- **5,031** people accessed services
- **1,001** clients served in our Walk-in Counselling Service
- **52** clients received services offsite
- **134** people utilized our free counselling service during Mental Health Awareness Month (May)

Developmental Disabilities

- **212** clients served
- **250** days of in-person support
- **8,643** hours of support
- **9%** increase in the clients we serve (Supported Independent Living Program)

Education

- **8** F&ST cycles
- **86** families served
- **268** children, adults, and seniors participated in F&ST
- Over **45** students in Co-op and Internship Programs, who contributed over **6,900** hours
- Academic relationship with **17** colleges/universities and schools

"I will continue to work towards changing my abusive behaviour. I will express how I feel, communicate clearly to my partner, and stop withdrawing from confrontation."

Partner Assault Response Program Client



Employment

- **1,674** clients served
- **14,945** hours of service
- **302** clients employed
- **57** clients returned to school
- Hosted over **200** workshops (EO Program)
- Customer satisfaction rate:
 - ✓ **100%** in Employment Ontario Program
 - ✓ **95%** in Youth Opportunities Program

Trauma Intervention

- **1,699** men, women and children accessed services
- Over **7,300** hours of counselling support
- **215** group sessions
- **345** partners contacted (PAR Program)

HIGHLIGHTS OF OUR 2018/19 FISCAL YEAR

Research and Development / Milestones

April 2018

- Multicultural Community Capacity Grant Program Funding

May

- Presented to House of Commons re: Human Trafficking
- Launched Walk-In Counselling Service Model

June

- Launched free Women's Employment and Empowerment Series

July

- Presented at 56th Congreso Internacional de Americanistas Conference in Spain

September

- Featured in Grant Thornton's "Impact on Action" Report
- Launched Walk-In Single-Session Therapy

October

- Funding for Joint Project with Polycultural Immigrant and Community Services re: Syrian Refugees

February 2019

- Presented at Sheridan College's Diverse Perspectives on Human Trafficking Conference

March

- Capturing Life's Captivating Moments and Creating Memories Project Funding



Partnerships

- BCCL
- CCS
- CFSPD
- CLM
- Eclipse Youth Ctr.
- EO/YJL Employers
- HEAL USA
- Paths2Support
- PCCN
- Peel District School Board
- PEAPN
- Peel CAS
- Peel Reg. Police
- Region of Peel - Shelters
- Salvation Army
- SAVIS of Halton
- Spectra Helpline
- The Centre (to End Human Trafficking)
- UACS
- YOP Employers



Presentations

- 56th Congreso Internacional de Americanistas (Spain)
- House of Commons' Standing Committee on Justice and Human Rights
- Human Rights Conference (Brazil)
- Peel Poverty Reduction Strategy Committee
- Region of Peel Council
- UN Sustainable Development Goals (New York)



Projects

- Greenspace Family Service Ontario Demo Project for Ontario
- Trauma Screening Training in Peel (OTF)
- Survivor Centered Approach to Build Capacity to Address Human Trafficking in Peel (MCSS)
- Women Helping Women and Newcomers and Mental Health (TakingITGlobal, the Government of Canada, and Canada Service Corps)



Publications

- Joblessness carries \$1B price tag for Peel, Halton regions (Toronto Star article featured an EO client)
- Human Sex Trafficking Needs Assessment
- Peel strategy to help victims of human trafficking (Brampton Guardian and Mississauga News article featured an excerpt from Sandra Rupnarain's presentation)
- Sex Exploitation in Peel (Tough Times, Jul/Aug 2018 issue)

HIGHLIGHTS OF OUR 2018/19 FISCAL YEAR

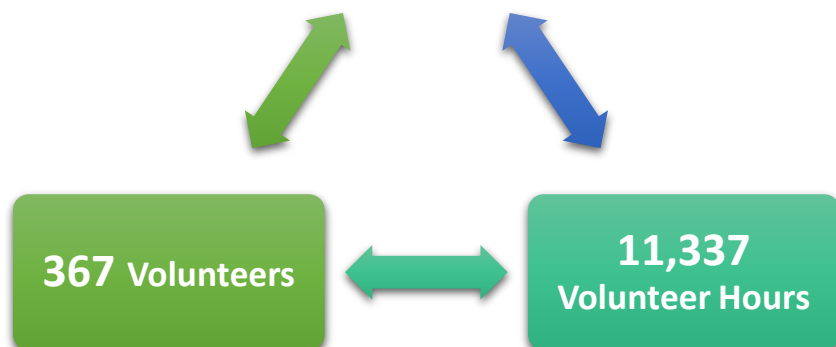
Community Engagement and Special Recognition



Highlights

- In 2018/19, over **200** people accessed our free Community Income Tax Clinic sessions.
- **366** clients received services from Legal Aid Ontario/Duty Counsel.
- F&ST cycles were run at **8** schools, of which 1 graduation was publicized by OMNI Television.
- MP Omar Alghabra awarded Sandra Rupnarain a **Certificate of Recognition** for her outstanding efforts in making our community a better place.
- During the fiscal year, Family Services of Peel shared its meeting rooms/offices with the following organizations:
 - ✓ Catholic Crosscultural Services (met with clients)
 - ✓ Huntington Society – Peel Chapter (held support group meetings)
 - ✓ Rapport Youth & Family Services (met with clients)
 - ✓ Toastmasters Club (delivered adult educational programs)
 - ✓ United Food and Commercial Workers (held members' meetings)
- Thank you to:
 - ★ **People Store Staffing Solutions** for sponsoring our Annual SIL Holiday Lunch in 2018.
 - ★ **Port Credit Hockey Association** for their generous Christmas donations to a family in need.

Volunteer Impact



Board of Directors

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

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 | 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 generous donations in support of the Families and Schools Together Program.

HIGHLIGHTS OF OUR 2018/19 FISCAL YEAR

Financial Overview

Family Services of Peel Statement of operations

Year ended March 31,

2019

2018

Revenue

Government Funding		
Ministry of Community and Social Services (Note 7)	\$ 1,899,734	\$ 1,319,392
Employment Ontario	689,353	648,798
Ministry of the Attorney General (Note 8)	515,407	515,492
Service Canada	464,727	321,492
Trillium Foundation	85,597	74,600
Other	65,269	76,480
Ministry of Community and Social Services – Human trafficking department	71,320	84,000
Region of Peel	5,091	96,600
Non-government funding		
United Way (Note 9)	462,957	462,958
Fees-for-service	171,214	161,264
Catholic Family Services of Peel-Dufferin	121,745	123,698
Brampton Caledon	100,340	98,020
Miscellaneous	85,125	81,831
Interest	6,019	6,356
	<u>4,743,898</u>	<u>4,070,981</u>

Expenditures (Note 10)

Supporting adults with developmental disabilities	1,398,514	824,386
Supporting individuals regarding abuse	1,396,028	1,373,064
Employment support services	1,154,400	985,772
Counselling	394,528	397,302
Administration	145,814	212,220
Poverty reduction	98,013	98,019
Education	92,090	121,660
Human trafficking	72,427	84,000
	<u>4,751,814</u>	<u>4,096,423</u>

Deficiency of revenue over expenditures

\$ (7,916) \$ (25,442)

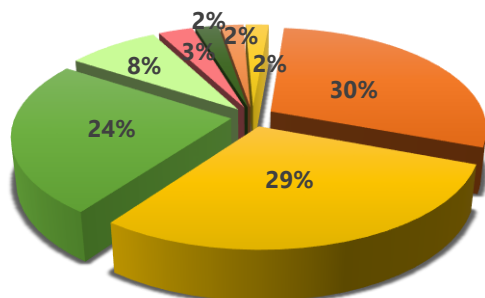


"Thank you so much to everyone for your support during my foundational placement. My experience at [FSP] was incredible. It exceeded all of my placement expectations and enriched my understanding and skills as a clinical social worker. It is a warm, encouraging and inviting environment to work in."

Student Practicum Program

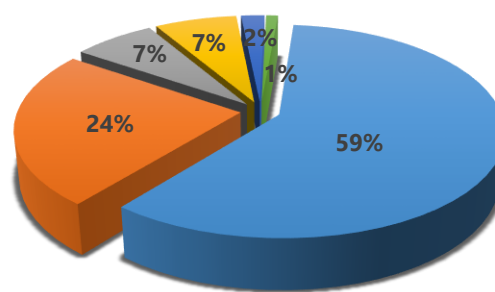
Family Services of Peel's financial statements for fiscal year ending March 31st, 2019, were audited by Grant Thornton LLP.

Expenditures by Program

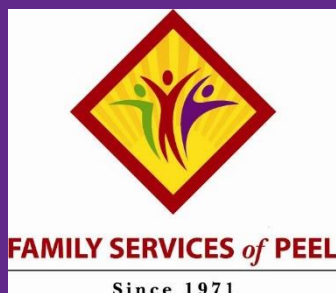


- Supporting Adults w/Devel. Disabilities
- Supporting Individuals Regarding Abuse
- Employment Support Services
- Counselling
- Administration
- Poverty Reduction
- Education
- Human Trafficking

Expenditures by Type



- Salaries and Benefits
- Program Expense
- Occupancy
- Administration
- Staff Training and Travel
- Depreciation of Property and Equipment



CONTACT US

Main Office

151 City Centre Drive,
Suite 501
Mississauga, ON L5B 1M7
905-270-2250 | fsp@fspeel.org

Employment Services Office

640 Eglinton Avenue West,
Unit 201
Mississauga, ON L5R 3V2
905-366-0322 | 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

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



LinkedIn

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



Twitter

- **1,145 Followers**
- <https://twitter.com/fspeelca>

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