

2019-2020

Annual Report



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

Message from our Board President and Executive Director

Our current strategic plan was designed to take us into 2020 and we knew at the close of our 2019 Annual General Meeting that the development of a new strategic plan needed to be addressed.



A strategic plan provides a course that guides the organization into the future, and we will introduce the new 2020-2025 plan at our 49th Annual General Meeting. This was a long and detailed process and we greatly appreciate the input of our funders, key stakeholders, and Agency staff members – together they helped shape and clarify our future strategies.



Our programs are on solid ground and we are committed to bringing to the forefront issues that need to be addressed at a global level; and our Human Trafficking and Trauma Conference reflected that commitment.



During the 2019/20 fiscal year, we continued to address the service gaps in Peel Region, and modified and modernized our programs to respond to these needs. We also responded to issues that were not bound by geographical borders; violence against men who experienced early childhood abuse and violence against women and children are but two examples.

Our employment programs worked with youth and individuals who were underemployed, unemployed or seeking other opportunities for employment. Our counselling programs worked diligently with individuals from all walks of life who were seeking support in dealing with issues that often become overwhelming.



Our team of dedicated professionals ensured that the support needed for individuals in our developmental services programs were delivered in a respectful, caring manner to enable our clients to continue to reach their goals and maintain their independence.

The partnerships that we developed with other like-minded organizations enhanced all the programs we offer and most importantly, provided our clients with a full range of options to access the supports they need.

We couldn't have completed another successful year without the continued support of our funders, community partners, volunteers, dedicated employees, and most importantly, those who trusted us to join them on their transformative journey.

A handwritten signature in blue ink, which appears to read "W. C. Cathers".

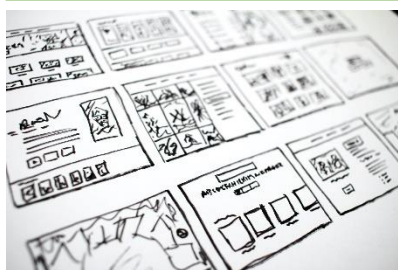
William C. Cathers, Board President

A handwritten signature in blue ink, which appears 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

Ran an employment services infomercial on 1060AM radio, Voces Latinas segment.

Conducted an interview on 960AM radio, Sauga News Peel Matters segment.

Human Trafficking & Trauma event (Feb. 2020) and our keynote speaker were featured on a CTV News segment.

Conducted client health & wellness telephone checks and delivered online workshops.

At quarterly meetings, Agency staff and students learned about BCMS Services, Elder Abuse Prevention Ontario, Hoarding, SWOT analysis, and various programs.

Leadership

Provided Trauma Screening training to various Ontario organizations, and trauma-informed training to the Board of Directors.

Held a therapeutic support group for women who have experienced abuse.

Hosted and participated in community career fairs.

Chair of Region of Peel Income Security & Economic Development Implementation Committee.

Provided training to CAS and VAW staff on how to engage men.

Accountability

In compliance with Ontario Regulation 299/10 of Quality Assurance Measures applicable to MCCSS-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 research and develop our 2020 to 2025 strategic plan.

Ensured that there is a protocol in place for managing cybersecurity risk.

Overall low administrative cost.

Our Work

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



"It was difficult to walk in and see Intake. It took several months before I did. The Intake person was great and understanding. I felt like the weight was lifted off my shoulders."

Counselling Program Client

HIGHLIGHTS OF OUR 2019/20 FISCAL YEAR

Programs



"You worked behind the scenes to get me the job. The way you supported me right from day one when my self-esteem was so low; encouraged me to attend all the workshops, seminars and job fairs, and prepared my résumé... that was just incredible!"

Employment Ontario Client

"...Angry at my parents, my abuser and most importantly myself. I beat myself up because I felt I did nothing to stop my abuser. Thankfully, I found a strong support system through the Men's group and individual counselling. I now understand that I could not stop something I didn't know needed to be stopped."

Men's Program Client



Counselling

- **5,079** people accessed services
- **1,019** clients served in our Walk-in Counselling Service
- **96** clients received services offsite
- **152** people utilized our free counselling service during Mental Health Awareness Month (May)

Developmental Disabilities

- **222** clients served
- **8,769** hours of support
- **9%** increase in the clients we serve (Supported Independent Living Program)
- **35** attendees at Supported Independent Living picnic (July 11, 2019)
- **34** participants at Supported Independent Living holiday lunch (December 13, 2019)

Education

- **3** F&ST cycles
- **27** families served
- **84** children, adults, and seniors participated in F&ST
- **48** students in Co-op and Internship Programs, who contributed over **6,900** hours
- Academic relationship with **14** colleges/universities and schools

"[Our FSP Facilitator] was very efficient, effective and always dealt with my brother with the greatest respect and kindness. She goes way beyond the job description, and we truly appreciate all her efforts."

Supported Independent Living Client



Employment

- **2,954** clients served
- Over **15,000** hours of service
- **312** clients employed
- **56** clients returned to school
- Hosted over **245** workshops (EO Program)
- Customer satisfaction rate:
 - ✓ **98%** in Employment Ontario Program
 - ✓ **90%** in Youth Opportunities Program

Trauma Intervention

- **1,718** men, women and children accessed services
- Over **8,000** hours of counselling support
- **221** group sessions
- **243** partners contacted (PAR Program)
- Due to an increase in court-mandated cases, we ran an additional PAR Program group to offset the waitlist.

HIGHLIGHTS OF OUR 2019/20 FISCAL YEAR

Research and Development / Milestones

April 2019

- 3-year Collective Agreement successfully ratified



May

- Free workshops provided in recognition of Mental Health Awareness Month



June

- Hosted a Global Conference on Human Trafficking & Trauma: A Public Health Response



June

- Received approval for 6 students in the Canada Summer Jobs Program

October

- Selected as Lead Agency for the Peel Elder Abuse Prevention Network (PEAPN)



February 2020

- Selected as one of the United Way Greater Toronto Anchor Agencies in Peel Region



February

- Hosted a Human Trafficking & Trauma: Social Awareness & Enrichment event



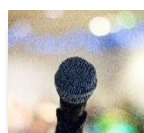
March

- Adjusted service delivery to be in compliance with COVID-19 health guidelines



Partnerships

- BCCL
- CCS
- CFSPD
- CLM
- CNCS
- Coalition for Persons with Disabilities
- EO Employers
- HEAL Trafficking
- Men's Program
- Mississauga Furniture Bank
- Paths2Support
- PCCN
- PEAPN
- Peel CAS
- Polycultural Immigrant C.S.
- Salvation Army
- SAVIS of Halton
- Spectra Helpline
- YOP Employers



Presentations

- Caledon Mayor/ Town Council (10-year Plan on Strategic Poverty Reduction)
- CMHA Crisis Bootcamp
- Conference on Maternal Health at York University (Poster Presentation on Trauma)
- OCHA RAO Conference (Trauma Screening for HT)
- Social Innovation Event at UTM (To Raise Awareness of HT)



Projects

- Anti-oppression & Anti-racism Framework
- Capturing Life's Moments Program (3 Cs)
- Developmental Services HT Awareness
- Peer-to-Peer Support Toolkit for HT Survivors
- Syrian Newcomers Multiculturalism Project
- Trauma Screening and Assessment Training Model



Publications

- Human Trafficking & Trauma Conference Report
- Human Sex Trafficking Needs Assessment
- Human Trafficking Rates Alarming High in Peel Region (Agency featured in inBrampton article)
- PIVP Quarterly Newsletters
- Study Reveals Human Trafficking Rates Alarming High in Mississauga (Agency featured in inSauga article)

HIGHLIGHTS OF OUR 2019/20 FISCAL YEAR

Community Engagement and Special Recognition



Highlights

- In 2019/20, **88** people accessed our free Community Income Tax Clinic sessions.
- In 2019, Legal Aid Ontario was unable to continue to provide family law counsel due to funding cuts. **Mississauga Law Chambers** graciously accepted this volunteer opportunity and provided services to **236** clients.
- F&ST cycles were run at **3** schools. Unfortunately further cycles were put on hold due to school board issues.
- In November, **Maria Kotsopoulos'** status changed from Board of Director to Honorary Board Member!
- In December, the Agency sponsored **4** families through **Vita Centre**. Staff purchased much-needed items on the families' wish lists.
- 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 an adult educational program)
 - ✓ United Food and Commercial Workers (held members' meetings)

Volunteer Impact



Board of Directors

• William C. Cathers, President | Christine Staley, Vice President | Harjit Brar, Secretary/Treasurer | Scott Armstrong | Katie Fong | Hannah Kazman | Kirat Klair | Hamza Minhas | Stuart Johnson, Honorary Member | Maria Kotsopoulos, Honorary Member

Our Funders

• Ministry of Children, 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 and The Frank Fowler Foundation for their ongoing generous donations.

HIGHLIGHTS OF OUR 2019/20 FISCAL YEAR

Financial Overview

Family Services of Peel Statement of operations

Year ended March 31, 2020 2019

Revenue

Government Funding		
Ministry of Community and Social Services (Note 7)	\$ 2,041,418	\$ 1,899,734
Employment Ontario	625,552	689,353
Service Canada	599,612	464,727
Ministry of the Attorney General (Note 8)	487,992	515,407
Ministry of Community and Social Services – Human trafficking department	157,560	71,320
Region of Peel	89,151	5,091
Other	86,418	65,269
Trillium Foundation	71,353	85,597
Non-government funding		
United Way (Note 9)	462,957	462,957
Fees-for-service	162,024	171,214
Catholic Family Services of Peel-Dufferin	124,733	121,745
Brampton Caledon	99,340	100,340
Miscellaneous	100,089	85,125
Interest	12,154	6,019
	<u>5,120,353</u>	<u>4,743,898</u>

Expenditures (Note 10)

Supporting adults with developmental disabilities	1,569,374	1,398,514
Supporting individuals regarding abuse	1,361,353	1,396,028
Employment support services	1,244,248	1,154,400
Counselling	460,014	394,528
Administration	178,538	145,814
Human trafficking	158,132	72,427
Poverty reduction	99,840	98,013
Education	71,160	92,090
	<u>5,142,661</u>	<u>4,751,814</u>

Deficiency of revenue over expenditures \$ (22,308) \$ (7,916)

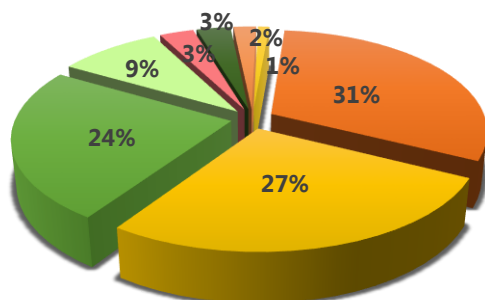


“It was a great experience working with FSP. Thank you so much for guiding and supporting me all through these 2 semesters. You helped me a lot by teaching and guiding me during my practice. I will be completing the last semester of my program next week and the entire FSP team supported me a lot in achieving this success.”

Student Practicum Program

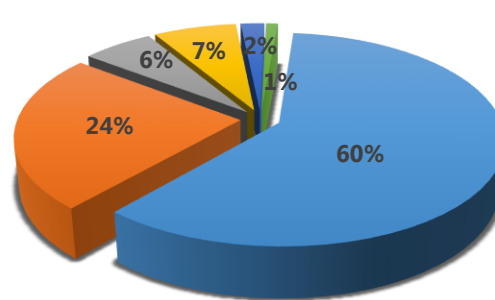
Family Services of Peel's financial statements for fiscal year ending March 31st, 2020, were audited by Grant Thornton LLP. (The full financial statements are available on request.)

Expenditures by Program



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

Expenditures by Type



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



FAMILY SERVICES of PEEL

Since 1971

CONTACT US

Main Office

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905-366-0322 | eos@fspeel.org

Brampton Office

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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

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



LinkedIn

• **1,097** Followers
• <http://www.linkedin.com/company/family-services-of-peel>



Twitter

• **1,286** Followers
• <https://twitter.com/fspeelca>

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