



2020-2021

Annual Report



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

Message from our Board President and Executive Director

ADJUST & ADVANCE: Steering Adversity and Building Resilience Together - "If you can't fly then run, if you can't run then walk, if you can't walk, then crawl, but whatever you do...keep moving forward." - Martin Luther King Jr.

In the life of any organization, there comes a time when it's important to evolve and change in response to new circumstances and challenges. COVID-19 certainly forced that upon us; and while it brought many challenges, both professionally and personally, it also gave us the gift of growth, opportunities, and learnings, through experimentation and new beginnings.

Changes occurred at the leadership level, as we bid farewell to Chuck MacLean, Executive Director; and welcomed the appointments of a new Executive Director (Sandra Rupnarain) and a new Board President (Christine Staley). We are both honoured to be given these opportunities and are committed to advancing the organization as we strive for excellence in meeting the needs and expectations of the clients, families and community we serve.



In the midst of the changes, we are privileged to be celebrating our GOLDEN JUBILEE. March 22, 2021 marks 50 years of service to our community. As the incoming Executive Director, I am fortunate to have a solid foundation of 50 years to build on. Armed with a new strategic plan, we are in the process of defining strategies and ensuring that our day-to-day activities align. The Balanced Scorecard will allow us to connect the dots between our big picture goals and our day-to-day actions.

By charting operational priorities and measuring progress towards achieving them, we will be better able to bring our Mission, Vision and Values to life. Basically, it is about continuous improvement and changing the way we work, such as the development of a Hybrid model, the integration of virtual services, establishment of an equity framework, utilization of social media, growing the Research Arm and the Training Academy, building brand and launching a mobile service. As we embrace change and embark on this journey, we are building on our innovation, capacities, partnerships, and past successes.

COVID-19 and Change – It's now over a year and we are still in pandemic mode. In March 2020, when we moved to lockdown, we quickly adapted and despite the constraints of the pandemic and moving to a new location, services were uninterrupted as everyone shifted to working remotely. The extraordinary circumstances of the pandemic created spaces for us to reimagine how we can best serve our communities and we are taking what we have learnt to create adaptive, innovative services that will strengthen our communities now and for years to come. We feel privileged to play a role in helping to make our organization even stronger in the years ahead.

Our staff showed remarkable adaptability under incredible stress, dealing with the urgency of clients' needs, while also coping with the impact of the pandemic on their own families and lives. Many of our clients have shared their gratitude and appreciation for the support they received during this incredibly difficult time. The stories and statistics in this report provide a glimpse into the inspiring lives of some of our clients, and the committed staff and volunteers who support them. We hope you enjoy reading about Family Services of Peel and encourage you to follow our journey through our web site, (<https://fspeel.org>) and on Facebook (facebook.com/family_services_of_peel/).

As the Executive Director and Board President of Family Services of Peel (FSP), we would like to provide a special thank you and acknowledgement to Chuck MacLean. Through his leadership, FSP has established itself as a valuable support to not only the community but as a leader nationally and internationally. We wish him the very best in his retirement.

We are grateful for the incredible team of staff members who have demonstrated outstanding commitment, flexibility and perseverance during the pandemic. Our student volunteers have also shown amazing dedication, continuing to give their time and energy to support our work, and our volunteer Board of Directors have provided governance and support as we responded to the pandemic. We thank each and every staff member, volunteer and Board member for their tireless efforts.

Finally, many thanks to you, our friends, donors, partners and funders. You sustain the work we do and ensure that we can continue supporting the community members who need us most. We hope you and your loved ones are staying safe and well and we look forward to seeing you again in person as soon as we are able to.

Christine Staley, Board President

Sandra Rupnarain, Executive Director

Our Strategic Directions

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

“Facilitators were very professional. I found the group very beneficial to both myself and my family.”
PAR Program Client

Responsiveness to the Community

Leadership, Research, Collaboration, Advocacy

Accountability

Organizational Health

Responsiveness

Conducted weekly health & wellness checks virtually and via phone.

Transitioned the in-schools F&ST Program to the virtual Families Connected Program.

Launched an Employment Services focused Facebook page.

Ran virtual mental health workshops.

Oversaw the Living Life to the Full group.

Provided weekly VAW virtual groups.

At quarterly virtual meetings, Agency staff and students learned about healthy eating, health & wellness, seniors-related topics, and Black History Month.

Leadership

Provided Trauma Screening training to community partners.

Hosted a Caregiver Compassion Fatigue workshop.

Collaborated with community partners to support DS clients.

Conducted trauma training on how to provide services to men who use violence.

Produced an Equity/Black Racism survey.

Senior Management attended an Anti-HT Technical Briefing.

Facilitated virtual workshops, in recognition of Mental Health Awareness Month and Seniors Month.

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.

Hired a H/R Consulting Company to help streamline H/R policies and procedures.

Implemented our 2020 to 2025 strategic plan.

Developed Working From Home policies.

The Youth Opportunities Program ended (September 2020) and all deliverables were met.

Overall low administrative cost.

Health

Effectively transitioned services to a virtual platform.

Conducted a 5-day virtual holiday celebration for staff.

Continued Health & Safety Committee meetings.

Hired a new Employment Services Manager (December 2020).

Staff participated in virtual activities during March 2021, in celebration of FSP's 50th Anniversary.

Implemented Pandemic processes to ensure health & safety of clients and staff.

Conducted diversity related activities.

Ongoing self-care for staff (virtual exercises).

HIGHLIGHTS OF OUR 2020/21 FISCAL YEAR

Programs



"I would like to extend my hearty congratulations to Family Services of Peel, its staff, and stakeholders for the remarkable journey of 50 golden years. I feel proud to be a part of this grand organization and wish to thank FSP and its members for providing a space to do my placement in this wonderful place."

Placement Student

"I would like to take this opportunity to thank Family Services of Peel for all the guidance and support provided, to help me settle into the job market. The webinars and workshops were so relevant and vital for someone stepping into the job market for the first time."

Employment Ontario Client



Counselling

- **5,464** people accessed services
- **850** clients served in our Walk-in Counselling Service
- **2,055** wellness checks within first 2 months of pandemic
 - Common issues (anxiety, fatigue, financial difficulties, frustration, grief, health, stress)
- Transitioned to virtual counselling platform (May)

Developmental Disabilities

- **219** clients served
- **5,945** hours of support
- Weekly health & wellness checks
- Tablets provided to clients without a device, to connect virtually (Courtesy of MCCSS funding)
- Established a weekly virtual drop-in group for DS clients

Education

- F&ST Program transitioned to Families Connected Program
- **2** cycles
- **7** families served
- **48** children, adults, and seniors participated in FC
- **13** students in Co-op and Internship Programs, who contributed over **4,000** hours
- Academic relationship with **7** colleges/universities/schools

"I am so happy with my new Worker. She is so nice and helps me a lot. She really cares and I want her to be my Worker forever."

Adult Protective Service Worker Client



Employment

- New integrated service delivery model
- **782** clients served
- **307** clients employed
- **102** clients returned to school
- Over **200** employers served
- Hosted over **115** workshops
- **98%** Customer satisfaction rate (Employment Ontario)

Trauma Intervention

- **1,401** men, women and children accessed services
- Over **5,769** hours of counselling support
- **141** group sessions
- **308** partners contacted (PAR Program)
- Moved group delivery to a virtual platform

HIGHLIGHTS OF OUR 2020/21 FISCAL YEAR

Milestones / Research and Development



Partnerships

- CAMH
- CFSPD
- DBNC
- EO Employers
- Learning Place
- Men's Program
- Mississauga Furniture Bank
- Ontario Works
- PASS
- PCCN
- PEAPN
- Peel CAS
- Peel Halton WDG
- Peel Police
- PFSN
- PPG
- Roots CS
- Ryerson University
- Spectra Helpline
- VPI
- York University



Presentations

- Training provided to service providers across Ontario, on how to work with men who are displaying signs of at-risk behaviour
- Trauma Screening Training
- VAW with Disabilities in the Region of Peel seminar



Projects

- Engaging Men Program
- Equity Community of Practices
- Gender, Migration, and Identity Study
- HT in Peel
- PIVP Policy/ Procedures Manual of Research and Training
- Social Table for Seniors
- Trauma Screening and Assessment Training
- Violence Against Women in Peel



Publications

- Engaging Men Pre/Post Training Analysis Report
- Impact Evaluation for HT Initiatives
- Male Pathway to Services
- Peer-to-Peer Support Toolkit
- PIVP Quarterly Newsletters
- Trauma Resources Guide for Peel Region
- Trauma Screening Trainers Manual
- Trauma Specific Treatment Model for HT Survivors
- VAW with Disabilities Literature Review and Final Report

HIGHLIGHTS OF OUR 2020/21 FISCAL YEAR

Community Engagement and Special Recognition

Volunteer Impact

4,183 Volunteer Hours

81 Volunteers

Board of Directors

•Christine Staley, President | Kirat Klair, Vice President | Harjit Brar, Secretary/Treasurer | William C. Cathers, Past President | Mustafa AlAusaje | Naaimah Ali | Scott Armstrong | Prabhjit K. Banga | Katie Fong | Hannah Kazman | Patricia Krale | 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 | WCG Canada

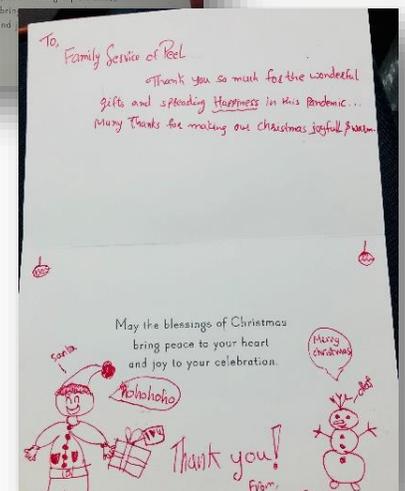
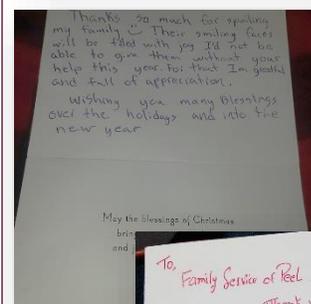
Our Donors

•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

- **6** students conducted a placement with Family Services of Peel through the Canada Summer Jobs Program.
- **4** members joined the Board of Directors in January 2021.
- Congratulations to three of our South Asian Seniors Program volunteers, who were recognized by the 2020 Ontario Volunteer Service Awards!
- Launched new FSP logo and branding in 2020.
- In December, the Agency sponsored **2** families through Vita Centre.



HIGHLIGHTS OF OUR 2020/21 FISCAL YEAR

Financial Overview

Family Services of Peel Statement of operations

Year ended March 31,	2021	2020
Revenue		
Government funding		
Ministry of Community and Social Services (MCSS) (Note 6)	\$ 1,478,683	\$ 2,041,418
Employment Ontario	573,504	625,552
Ministry of the Attorney General (Note 7)	485,984	487,992
Service Canada	146,935	599,612
Region of Peel	122,274	89,151
Other	76,997	86,418
Trillium Foundation	53,900	71,353
MCSS – Human trafficking department	-	157,560
Non-government funding		
United Way (Note 8)	507,402	462,957
Catholic Family Services of Peel-Dufferin	121,745	124,733
Fees-for-service	112,572	162,024
Institute of Abuse	25,000	-
Brampton Caledon	-	99,340
Miscellaneous	107,890	100,089
Interest	2,341	12,154
	<u>3,815,427</u>	<u>5,120,353</u>
Expenditures (Note 9)		
Supporting individuals regarding abuse	1,420,135	1,361,354
Supporting adults with developmental disabilities	938,440	1,569,374
Employment support services	744,553	1,244,249
Counselling	392,687	460,014
Administration	243,153	178,538
Education	71,358	71,160
MCSS temporary wage enhancement	19,185	-
Retired teachers new horizon social table	15,149	-
Human trafficking	-	158,132
Poverty reduction	-	99,840
	<u>3,844,660</u>	<u>5,142,661</u>
Deficiency of revenue over expenditures	\$ (29,233)	\$ (22,308)

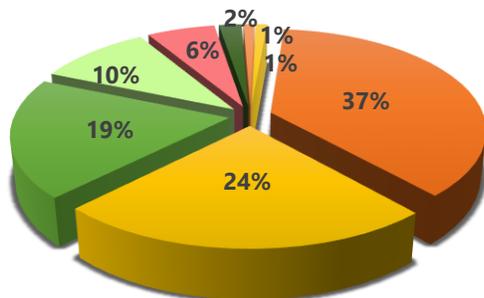


“Although I feel I can benefit from individual counselling, the group sessions were a great guidance tool. It gave me practical information and understanding on how to gradually build on new strengths to empower my current circumstances.”

Living Life to the Full Group Participant

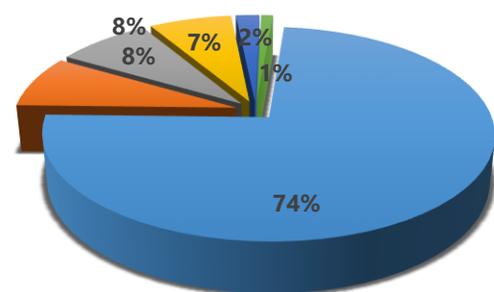
Family Services of Peel’s financial statements for fiscal year ending March 31st, 2021, were audited by Grant Thornton LLP. (The full financial statements are available on request.)

Expenditures by Program



- Support Individuals Regarding Abuse
- Supporting Adults w/Devel. Disabilities
- Employment Support Services
- Counselling
- Administration
- Education
- MCCSS Temporary Wage Enhancement
- Retired Teachers New Horizon Social Table

Expenditures by Type



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



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