



# 2021-2022

## Annual Report



# Message from our Board President and Executive Director

The theme we have selected for our 51<sup>st</sup> Annual General Meeting is Legacy. Why Legacy? I respond with a quote, **"Yesterday is history, tomorrow is a mystery, today is a gift of God, which is why we call it the present. Life can only be understood backwards, but it must be lived forwards."** *Bill Keane*

A legacy usually refers to leaving a lasting impact on the world. It is usually a gift that is passed down through generations, such as money, property, or even stories. It can also be a business – or the profits from a business, set-up in a foundation or charity. Leaving a legacy means dreaming big and changing the world for the better. Such is the legacy of Family Services of Peel (FSP).

FSP was birthed maybe on a need but soon became a big dream and many have contributed to the building of an organization that has been a source of hope and support for many. We stand on the shoulders of those who were passionate about people and we continue to build upon that Legacy of the people we serve.

FSP has weathered many storms, from many funding cuts to relocation challenges to labor strikes and program loss, but it continues to move forward. We continue to build resiliency and grit into the organizational structure and health.

FSP has pivoted and adjusted as changes around us continue to push us to evolve and through a willingness to change and grow we have been able to realign priorities and plans to grow with the changing times. We continue to be open to changes and pivot accordingly, not missing a beat in service delivery. We will continue to build upon adaptability and flexibility to accommodate and adjust as needed to continue building the Legacy.

A year has finished since I stepped into this role and together we have moved the needle forward. Apart from improving best practices in service delivery, we have embraced new programs and opportunities and continue to look beyond the current horizon. From the launching of a Mobile Service for Human Trafficking Victims to the development of an evidenced-based Hybrid Model and Anti-Black Racism and Wellness and Inclusion Committee, to increasing our research partnerships with academic institutions, FSP continues to walk the talk. We recently launched an Apprenticeship Program and the Research Institute continues to engage in innovative research, training, and evaluation projects. While COVID-19 created setbacks it also created opportunities that we will leverage for growth and development in all areas. Thanks to the staff and Management Team we have weathered the relocation and pandemic storm and the lessons learned will be integrated into our strategic thrust for the year ahead.

New partnerships and collaborations have enhanced our services as we incorporate evidence-based and intersectional thinking into program planning and design. We have embarked on building long-term financial stability through a donor strategy, addressing growing challenges of vulnerable populations by increasing staff funding for our developmental services and partnering for collective impact by stepping into leadership roles in the community. Team building activities and the adoption of an Agency Mascot reflect the desire of FSP to work towards meeting our mandates and upholding the mission and vision of the organization. Thanks to the Board, Staff, Funders, and Community for all your support as we continue to build a legacy of quality services that is available and accessible and meets the needs of those we serve, as we honor the legacy of the past and continue building for the growing Legacy. I close with the last sentence of Keane's statement. **"Life can only be understood backward, but it must be lived forwards."**

An essential part of planning for the future is considering the past. FSP's history is long and successful. Changing to meet the challenges of the residents we serve and the reality of each passing year, FSP has continued to evolve to help support our neighbours.


While the last two years serve as real examples of how quickly change has happened, they also remind us that change is constant and that to be successful, FSP will have to remain flexible and forward thinking.

On behalf of the Board, I am grateful for all of the hard work that has been accomplished over the last 50 years. It serves as a constant reminder that we are charged with oversight of a valuable and essential service that helps our region, our neighbours, and our friends.

Thank you to my fellow Board members for their continued commitment. Thank you to FSP's leadership, management and front line staff for your service, dedication, and willingness to offer a helping hand to everyone in need of assistance.



Sandra Rupnarain, Executive Director



Scott Armstrong, Board President

# Our Strategic Directions

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



## Responsiveness to the Community

Organized a focus group with THP youth and caregivers around the pandemic.

Participation - Pointer's podcast discussion on Human Trafficking (HT) in Peel.

"Stop Asian Hate in Canada" and HT Press Release.

Members of DS Collaborative for Housing Advocacy.

Members of the Community Safety and Wellbeing Table/Family Violence Committee.

The Agency is ranked 93% in Peel for achieving its employment results.

## Leadership, Research, Collaboration, Advocacy

Provided 5 Seniors Wellness Workshops through PEAPN.

Partnership with CMHA Peel for a mobile clinic.

Hosted free workshops and counselling during Mental Health Awareness Month.

Partnership with UTM for Social Innovation Project.

Contracted by Indus Community Services - Evaluation aspect of the HT project.

Presented training to Elder Abuse Prevention Ontario members on Strategic Planning basics.

Panelist on Ontario Municipal Social Services Association on Trauma.

## Accountability

Board of Directors received training on Diversity, Equity, and Inclusion.

The Agency is French Language Service (FLS) compliant.

Implemented new Staff Performance Appraisal model.

In compliance with Ontario Regulation 299/10 of Quality Assurance Measures applicable to MCCSS-funded services and supports for adults with developmental disabilities.

In compliance with AODA standards and requirements.

## Organizational Health

FSP welcomes a new Board President: Scott Armstrong.

Hired a new Director of Client Services.

Development of a Hybrid Model.

Developing and implementing a donor and fundraising strategy.

Management Team took part in the Organizational Culture Assessment Instrument (OCAI).

Continued to meet health and safety guidelines, as they relate to COVID-19.

Additional funding received to support DS clients at FSP.

Adoption of an Agency Mascot - Building Teams.

**Thank You!**

*"Thank you for your hard work and patience with me. You helped me more than others would ... You're a real hard-working professional in the community service field. There is a big need for professionals like yourself."*

- Message from DS Client

# HIGHLIGHTS OF OUR 2021/22 FISCAL YEAR

## Programs

### Counselling

- **2,494** people accessed services
- **856** clients served in our Walk-in Counselling Service
- Common issues: anxiety, depression, family issues (VAW, parenting, child behavioural management), trauma (sexual abuse), mental health, and stress

### Developmental Disabilities

- **59** clients served (over 1,625 sessions)
- **14,080** hours of support
- Weekly health and wellness checks
- Increased funding received to support clients
- DS Drop-In Sessions were expanded and offered to the community and clients from other organizations

### Education

- F&ST Program transitioned to Families Connected Program
- **1** cycle completed in April, **4** families served
- **14** students in Co-op and Internship Programs, who contributed over **4,950** hours
- Academic relationship with **6** colleges/universities/schools



"I'm well pleased with the counselling that I receive. My counsellor offers great feedback and I'm able to cope much better with things that get me down. I put it into practice in my daily life. She is very dedicated to her job."

*Counselling Program Client*

### Employment

- New integrated service delivery model
- **190** clients served
- **63** clients employed
- Over **235** employers served
- Hosted **248** workshops
- **536** Workshop participants
- Facilitated referrals to food banks, furniture bank, and provided technology devices



"Due to my counselling, I have been able to come full circle with my personal and work life. Having the virtual support has helped me to focus on the positives. I have my LIFE back under control. I am very grateful and thankful for having this service available to me. I am definitely a happier person now."

*Counselling Program Client*

### Trauma Intervention

- **2,031** men, women and children accessed services
- Over **6,083** hours of counselling support
- **208** group sessions
- **406** partners contacted (PAR Program)

# HIGHLIGHTS OF OUR 2021/22 FISCAL YEAR

## Milestones / Research and Development

### April 2021

- Completed first virtual cycle of modified F&ST program



### May

- Mindful Parenting Virtual Workshop



### June

- Seniors Month Event: Elder Abuse Has No Bounds



### July

- Hosted Drive-By-Meet-and-Greet event for employment services

### October

- Launch of virtual Health and Trauma Services Clinic
- Launch of seniors program 'Fun Time Together'



### November

- Received \$20,000 grant from TELUS to build on New Immigrant Daughters and Mothers project



### December

- Working with Human Trafficking Survivors Training for all staff



### January 2022

- Launch of Caribbean Social Table for Seniors



### Partnerships

- BCCL
- Career Edge
- CFGT
- CFSPD
- CLM
- CMHA Peel
- CSWB
- Indus Community Services
- The Learning Place
- MIAG
- PCAS
- PEAPN
- PFSN
- Rexdale Women's Centre
- Rising Angels
- Ryerson University
- Trent University
- University of Toronto
- Vita Centre



### Presentations

- Presented results of ABR research to Board of Directors and FSP Staff
- Workplace Wellness and Inclusion Team facilitated discussion on Diversity, Equity and Inclusion as well as addressing ABR in the community
- Presentation on Cultural Competency, Cultural Humility and Equity
- Co-facilitated info sessions with NPower Canada and Ryerson University



### Projects

- Peel Senior Connectors
- Donor and Fundraising Strategy
- Policies and Procedures
- Mothers and Daughters Project
- 50th Anniversary Commemorative Magazine
- FSP Milestones News Video
- Social Innovation Project: Marketing campaign for Human Trafficking
- Trauma Specific Models for: 1. Men who use Abuse and 2. Human Trafficking Survivors



### Publications

- PIVP Newsletters on Femicide, International Women's Day, and Men who use Abuse
- FSP Quarterly Newsletters
- Invited by Universidade Estadual Paulista, Brazil, to write two book chapters about femicide and men who use abuse.
- Featured in the CaledonCitizen article 'Virtual programs help Family Services reach more residents', by Rob Paul

# HIGHLIGHTS OF OUR 2021/22 FISCAL YEAR

## Community Engagement and Special Recognition

### Volunteer Impact

- **163** Volunteers
- **5,794** Volunteer Hours



### Board of Directors

- Scott Armstrong, President | Kirat Klair, Vice President | Harjit Brar, Secretary/Treasurer | Mustafa AlAusaje | Naaimah Ali | Prabhjit K. Banga | Katie Fong | Hannah Kazman | Patricia Krale | 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 | Women and Gender Equity Canada

### Our Donors

- We wish to thank our donors for their valuable contributions:
  - Frank Fowler Foundation
  - Subaru of Mississauga
  - Rhea Melgar of CIBC Mortgages
  - East India Company Ltd.
  - Farm Boy
  - Hinduga Global Solutions
  - Lisa Oppedisano and Vintage Girl Next Door
  - Phillips Moving
  - Suncor
  - PEASP Client
  - Winners Merchants International L.P

### Highlights

- Partnership with Professor Soo Min Toh from University of Toronto Mississauga for the project 'Affirming Afghan Refugee Women'
- Hosted a food, clothing, and personal items donation drive in December for Homelessness Awareness Month.
- OTF Resilient Communities Fund approved to implement a hybrid model for all Agency programs/services.
- Funding approved for Canada Summer Jobs Program (6 students).
- Key partnerships being developed:
  - MIAG: referring clients to us for counselling
  - PCAS: collaboration on joint programs
- Implementation of Anti-Black Racism (ABR) Committee
- Research Institute submitted 17 project proposals.
- In recognition of International Women's Day, held an event on Gender, Migration, and Identity with special guest Dr. Oliva Espin.

"I have seen the ways that research can translate into tangible resources for clients, [and] learned about concepts that a textbook alone could never teach me..."  
*Student Placement, Research Institute*

# HIGHLIGHTS OF OUR 2021/22 FISCAL YEAR

## Financial Overview

### Family Services of Peel Statement of operations

Year ended March 31	2022	2021
<b>Revenue</b>		
Government funding		
Ministry of Children, Community and Social Services (MCCSS) (Note 6)	\$ 1,640,772	\$ 1,478,683
Ministry of the Attorney General (Note 7)	495,484	485,984
WCG Employment Ontario	468,143	573,504
Region of Peel	269,169	122,274
Other	124,093	76,997
Ontario Trillium Foundation	66,602	53,900
Service Canada	3,136	146,935
Non-government funding		
United Way Greater Toronto (Note 8)	416,712	507,402
Fees-for-service	145,878	112,572
Institute of Abuse	20,709	25,000
Catholic Family Services of Peel-Dufferin	5,073	121,745
Miscellaneous	118,581	107,890
Interest	-	2,341
	<u>3,774,352</u>	<u>3,815,427</u>
<b>Expenditures (Note 9)</b>		
Supporting individuals regarding abuse	1,293,072	1,420,135
Supporting adults with developmental disabilities	1,094,339	938,440
Counselling	530,555	392,687
Employment support services	503,063	744,553
Administration	223,385	243,153
Education	62,666	71,358
Resilient communities	59,102	-
Retired teachers new horizon social table	39,205	15,149
MCCSS temporary wage enhancement	-	19,185
	<u>3,805,387</u>	<u>3,844,660</u>
Deficiency of revenue over expenditures	\$ <u>(31,035)</u>	\$ <u>(29,233)</u>

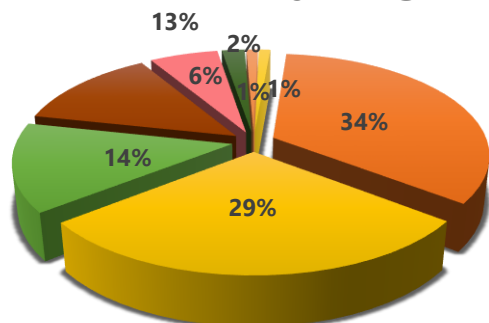


"This year marks the third summer that I have been working as a Summer Student candidate for Family Services of Peel. My time at FSP has been a very experiential and rewarding experience. Not only have I been enabled with the opportunity to pursue an employment position in my related field of study, but also, have gotten to connect, support, and give back to the members of my community."

*Canada Summer Jobs Student*

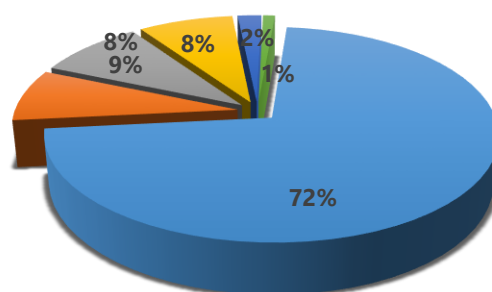
Family Services of Peel's financial statements for fiscal year ending March 31<sup>st</sup>, 2022, were audited by Grant Thornton LLP. (The full financial statements are available on request.)

### Expenditures by Program



- Support Individuals Regarding Abuse
- Supporting Adults w/Devel. Disabilities
- Counselling
- Employment Support Services
- Administration
- Education
- Resilient Communities
- 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



# CONTACT US

## Main Office

5975 Whittle Road  
Suite 300  
Mississauga, ON  
L4Z 3N1  
905-270-2250  
905-453-5775 (Intake)  
[fsp@fspeel.org](mailto:fsp@fspeel.org)

## Employment Services

(Main Office Address)  
905-366-0322  
[eos@fspeel.org](mailto:eos@fspeel.org)  
Facebook:  
<https://facebook.com/FSPEmploymentservices>  
LinkedIn:  
<https://linkedin.com/company/employment-ontario-family-services-of-peel/>

## Malton Office

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



Facebook

• **724**  
Followers  
• <https://facebook.com/FSPeelca>



LinkedIn

• **1,323**  
Followers  
• <https://linkedin.com/company/family-services-of-peel>



Twitter

• **1,464**  
Followers  
• <https://twitter.com/fspelca>

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