



FAMILY SERVICE TORONTO
For People. For Change.

ANNUAL REPORT 2008/09

OUR WORK

CHANGING LIVES

- Counselling Services – Individual, Family and Groups
- COPE Parent Outreach – Parenting Education and Support
- David Kelley Services – supportive counselling for the LBGTQ community and people living with HIV/AIDS
- Families in Transition – help for separating, divorcing and remarrying families
- New Directions – help for women experiencing the loss of an intimate life partner*
- Seniors and Caregivers Support Services

FAMILY VIOLENCE PROGRAMS

- Violence Against Women – help for women in abusive relationships
- Next Steps/Partner Abuse Response Program
- Caring Dads – parenting counselling for men
- Pat's Place – a safe haven for older persons who experience abuse
- Sexual Assault Programs

SOCIAL REFORM

- Campaign 2000 – provincial and national anti-poverty coalitions
- Social Action

BUILDING INCLUSIVE COMMUNITIES

- Options Program and Passport – planning and support for inclusive living for people labelled with intellectual disabilities
- Community and Neighbourhood Development

FAMILY SERVICES EMPLOYEE ASSISTANCE PROGRAM (FSEAP)

*New Directions program ended March 31, 2009

416.595.9618 – Intake and Service Access Unit
416.595.9230 – Administration
416.585.9985 – FSEAP
416.751.0635 – TTY for Abused Women

www.FamilyServiceToronto.org



LIVES TOUCHED 63,334



2,223

VIOLENCE AGAINST WOMEN



2,289

OPTIONS, PASSPORT



6,011

COMMUNITY AND NEIGHBOURHOOD DEVELOPMENT



7,400

MARKETING AND COMMUNICATIONS



9,102

SOCIAL REFORM



13,993

INDIVIDUAL AND FAMILY COUNSELLING



22,316

EMPLOYEE ASSISTANCE PROGRAMS



In 2008/09, our clients identified themselves as being from 21 different ethnic origins.

55% of our clients report a family income of less than \$25,000, and 27% are unemployed.

Clients identified themselves as Female (61.6%), Male (38%), Transgender, Transsexual, Two-Spirited or Other (0.4%);

Heterosexual (91%), Gay (5%), Lesbian (3%), Bisexual or Queer (1%).

OUR FINANCES, FOR THE PERIOD ENDING MARCH 31, 2009

Audited financial statements are available upon request.

Family Service Toronto adheres to Imagine Canada's Ethical Fundraising and Financial Accountability Code.

SOURCES OF REVENUE

	Amount, in dollars	Percentage
Earned income (95% Employee Assistance Program/Integrated Workplace Solutions; 5% individual client fees)	4,331,998	23.7%
Government	9,226,936	50.5%
United Way	3,747,863	20.5%
Donations and Non-Government Grants	799,284	4.3%
Investment Income and Other Income	189,652	1.0%
TOTAL	18,275,733	100%

EXPENSES

	Amount, in dollars	Percentage
Individual, Family and Community Programs & Services	11,810,568	64.9%
Employee Assistance Program/Integrated Workplace Solutions	4,074,648	22.4%
Administration (includes IT, Finance, HR, ED and Planning)	2,008,320	11.0%
Fundraising & Communications	316,170	1.7%
TOTAL	18,209,706	100%

OUR FUNDERS

Atkinson Charitable Foundation	Ministry of Health – Community Senior Services	Rotary Club of Toronto Foundation
CERIC	Ministry of Health – Elderly Person Centres	Social Planning Council of Winnipeg
City of Toronto	Ministry of Health – HIV/AIDS	St. Clare's Multi-Faith Housing Society
Hedge Funds Care Canada	Ministry of the Attorney General	The Ontario Trillium Foundation
Human Resources Social Development Canada	Ministry Responsible for Seniors	United Way Toronto
Ministry of Community and Social Services	Office of the Public Guardian and Trustee	Victoria Health Centre
Ministry of Education	Public Health Canada	West End Sexual Abuse Treatment Program

CAMPAIGN 2000 DONORS

Mary Eden Bassett	Elementary Teachers Federation of Ontario – Toronto OTL	Make Poverty History	Public Interest Alberta
John Bell	Harvy Frankel	Julie Mathien	Registered Nurses Association of Ontario
Canadian Auto Workers	Michael Goldberg	Edward and Grace McFarlane	Helen D. Saravanamuttoo
Canadian Co-operative Association	Joe Gunn	Metro Campaign 2000	Elizabeth J. Shields
Canadian Feed the Children	Habitat for Humanity	Marvyn Novick	Sistering – A Woman's Place
Canadian Jewish Congress	Interim Place	Ontario English Catholic Teachers Association	Sisters of St. Joseph of the Diocese of London Ontario
Canadian Teachers Federation	Joyce Ireland	Ontario Federation of Labour	Social Planning and Research Council of BC
Billie Carroll	Anne Irwin	Ontario Secondary School Teachers Federation	Social Planning Council of Winnipeg
Jean C. Carruthers	Stephen A. Kerstetter	Ontario Secondary School Teachers Federation District 22 Niagara	Toronto and York Region Labour Council
Centre de Benevolat de la Peninsule Acadienne Inc.	Shirley Kosky	Maureen Orton	Jocelyne Tougas
Child Care Advocacy Association of Canada	Barbara Lampert	Al Pearlstein	Doug Welwood
Gene Citrigno	Donna Lero		
	Mary Lewis		

GIFTS IN KIND

Agwu Collection	Carpe Diem Fitness Training	Hutoshi Hair and Skin Studio	P.M.A. Canada	Simona's Natural Beauty Esthetics	Tryst Lingerie
Alliance Films	Cineplex Odeon	Indigo	Points That Matter	Standard Parking of Canada Ltd.	V.I.P. Clothing Store
Anca Sibian Skin Care Studio	Design Model Services	Ipsos Reid	PricewaterhouseCoopers LLP	Stubbe	Gloria Van Geilswyk
Another Story Bookshop	Dr. Judy Shum Dentistry Professional Corp.	Judy Ireland	Pure Health	The Art of You	Jennifer Werry
Beauty Exchange	Dufflet Pastries	Kim's Nails & Spa	Rhoda Payne and Associates	The Forest Hill Spa	Women's College Hospital
Beestung Lingerie de Femme	Nancy Emkin	Irene Loewy	Carolyn Scharf	The Keg	
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Cadillac Fairview Corporation Ltd.	Ferraro Restaurant	Carolyn Macdonald	Shirley Murray & Associates Consulting	The Petite Alternative	
	Fiorio Beauty Academy	Josanne Nalasco		Patti Thompson	
	Elizabeth Hall	Northern Karate			

THANK YOU TO OUR GENEROUS DONORS!

Every donation to FST has a lasting and positive impact. All efforts have been made to ensure that the names of donors who have given \$100 or more between April 1, 2008 and March 31, 2009 are listed correctly. We invite you to contact us with any concerns or questions.

PIONEERS OF CHANGE (\$1,000 TO \$9,999)

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Ernest Howard	Anita Lapidus	Murray S. Rowe	

BEACONS OF CHANGE (\$250 TO \$999)

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Community Social Planning Council of Toronto	Gordon Floyd	Jonathan Lapidus		Patti Thompson	
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PARTICIPANTS IN CHANGE (\$100 to \$249)

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VOLUNTEERS

338 giving 9,178 hours of service

LOCATIONS

355 Church Street

747 Warden Avenue

700 Lawrence Avenue West

2 Carlton Street

CO-LOCATIONS

L.A.M.P.

Rexdale Community Health Centre

Stonegate Community Health Centre

Victoria Health Centre

York Community Services

Leonard Avenue

Pears Avenue

WEBSITES

www.FamilyServiceToronto.org

www.FamilyServicesEAP.com

www.Campaign2000.ca

www.FamilyDayToronto.org

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Unifying Mission

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Websites

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Service Locations

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Languages of Service

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Community Programs

156
Skilled Staff

364
Dedicated Volunteers and Students

592
Generous Donors and Funders

22,316
People served by Family Services
Employee Assistance Programs (FSEAP)

41,018
People served by FST community
programs and services

107,256
Service Hours

One Huge Positive Impact!



FAMILY SERVICE TORONTO
For People. For Change.

2008/09

OUR VISION

Family Service Toronto envisions a City of Toronto where:

- people live with dignity in thriving neighbourhoods and inclusive communities which are free of violence
- public policy is grounded in social and economic justice
- programs and services are accessible to all, especially to those who face barriers
- individuals and families navigate life transitions successfully and enjoy effective personal relationships.

OUR MISSION

FST strengthens individuals, families and communities through counselling, education, social action, advocacy and community development and works with partners to build a vibrant community and social services sector.

OUR VALUES

We are committed to:

- deepening our understanding of diversity and acting on this knowledge
- grounding our work in the lived experience of clients and the community
- ensuring access and equity in all of our endeavours
- using an inclusive definition of family (i.e., a family consists of two or more people, whether living together or apart, related by blood, marriage, adoption or commitment to care for one another)
- pursuing quality, excellence and innovation
- improving through reflection, evaluation and research
- acting with integrity and fairness
- working collaboratively
- creating opportunities for individual and organizational learning
- maintaining transparency in our relationships and communications
- holding ourselves accountable for achieving our mission and living our values
- celebrating our successes!

Providing city-wide services to people since 1914



FAMILY SERVICE TORONTO
For People. For Change.



For People For Change

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since 1914

www.FamilyServiceToronto.org

community

connection

compassion