

TABLE OF CONTENTS

VISION, MISSION & GUIDING PRINCIPLES	Page 2
VALUES & STRATEGIC OBJECTIVES 2016-2020	Page 3
PROGRAMS	Page 4
REPORT FROM THE CHAIR	Page 5
REPORT FROM THE EXECUTIVE DIRECTOR	Page 6
CONTINUOUS QUALITY IMPROVEMENT	Page 7
STATEMENT OF OPERATIONS	Page 8
STATEMENT OF FINANCIAL POSITION	Page 9
COMMUNITY COLLABORATION	Page 10
BOARD OF DIRECTORS	Page 11
OUR 2018-2019 TEAM	Page 12-14
ACKNOWLEDGEMENTS TO OUR INVESTORS & DONORS	Page 15
NOTES	Page 16

VISION

A leader in building connected communities, fostering healthy relationships and resilient people.

MISSION

A responsive, caring organization offering counselling and outreach support for all to achieve improved well-being and community connections.

GUIDING PRINCIPLES

We believe in family in all its diversity - as the smallest democracy at the heart of society (United Nations Year of the Family, 1994). We recognize family as consisting of the traditional nuclear family (2 parents and children), extended family, blended or re-combined family, childless family, sole-parent family, common-law marriage or cohabitating partners, same sex partners. As an agency we are committed to be a resource to families.

- We recognize that although people have common life needs, each person and family has unique needs. The agency will respond in a manner that recognizes that individuality.
- The development and the maintenance of personal relationships are important for individual well-being and our efforts will recognize and support this.
- We will encourage and support self-determination by honouring and respecting the family, couple, and individual's values, dignity and their ability and readiness to explore options, achieve their goals and exercise choices.
- All of our efforts and activities will promote dignity and respect for individuals.
- We support cooperative partnerships with other agencies, communities and government and will encourage purposeful working relationships.
- We recognize the diversity of the community in which we live and consequently we value the diversity of the individuals and families within our community and are responsive to those needs.

VALUES

- *Respectful - We respect the uniqueness and diversity of all individuals*
- *Responsive - We respond proactively to the changing needs of our community*
- *Empowering - We aim to foster individuals' personal strength to effect positive change*
- *Inclusive - We strive to provide equitable service-access to diverse communities*
- *Collaboration - We embrace collaboration as a means of strengthening the social safety net*

STRATEGIC OBJECTIVES 2017-2020

1. *Value & Invest in an Engaged Work Culture*
2. *Grow & Develop Responsive Programs & Services that Improve Well-Being*
3. *Strengthen Organizational Infrastructure*
4. *Exemplary Financial Health*

PROGRAMS

Individual, Couple, & Family Therapy Program (ICF):

Delivered in English, Chinese (Mandarin & Cantonese), Hebrew, Hindi, Korean, Punjabi, Spanish, Tamil and Urdu

- Children's Mental Health-Family, Child & Youth, Counselling/Therapy
- Counselling for Women and Children Exposed to Domestic Violence
- Employee Assistance Counselling
- Individual & Couple Counselling (Adult Mental Health)
- Online Counselling
- Victim Quick Response Counselling
- York Rainbow Support Counselling (LGBTQ)

Group Outreach & Cultural Support Services:

- Groups (Children, Youth, Adults, Parents)
- South Asian Outreach
- Farsi Support Services
- Chinese Outreach

Families & Schools Together Program (F&ST):

- FASTWORKS

Court Mandated Counselling Services:

- Direct Accountability Program (DAP)

Youth Justice Programs:

- Adolescent Restorative Counselling (ARC)
- Attendance Centre (AC)
- Extra Judicial Sanctions Program (EJS)
- Healthy Intimacy for Adolescents (HIFA)
- Restorative Justice

Student Internship Program

York Rainbow Support:

- Counselling, Training, Consultation, Capacity Building



REPORT FROM THE CHAIR

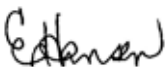
FSYR has had another very successful year delivering responsive, high quality, impactful programs and services as is evident by our client satisfaction scores of 94%. Above and beyond these exceptional results, the Board has been most impressed with FSYR Staff's passion, drive and creativity in challenging the status quo when it comes to service delivery. A prime example of this is the innovative development of a new service access model aimed at reducing barriers and wait times for services. To complement this new initiative, and support our clinicians and admin staff, FSYR has also implemented a new group supervision model aimed at growing our expertise and enhancing our culture of team support. These initiatives have been presented to the Board over the past year, and we are very proud of the high standards that have been established, in pursuit of the exceptional outcomes that we continue to see year over year.

What is particularly notable about FSYR's management team, is the high value placed on staff input for the development of new initiatives. We have seen this in many forms from 360 surveys, to suggestion boxes, to quarterly town hall meetings, and focus groups. The Board appreciates the time, energy and commitment that go in to being a "bottom up", feedback informed organization, where all staff are valued for their voice in our growth and development.

At the community level, FSYR has continued to be a strong collaborative partner with York Region's Children's Mental Health Sector, the Violence against Women Sector, Youth Justice, the Boards of Education, United Way Anchor Agencies and a host of community partners, all engaged with us in serving York Region Residents. These cooperative, collaborative efforts are key in strengthening the region's social safety net. As a United Way Anchor Agency, we are most appreciative of the United Way Anchor funding that supports Social and Systems Change, and helps us to strengthen these collaborative efforts.

We are very grateful to our York Region and Provincial Funders, United Way Greater Toronto, and the Ontario Trillium Foundation for investing in our programs and services. As is evident from our outcomes, the Social Return on your Investments is exceptional, as we continue to demonstrate high value for every dollar spent. We are particularly grateful to the Ontario Trillium Foundation, funded by the Province, for the Capital and Grow grants received this past year that have helped us to enhance our Gold Standard FAST Program, and renovate our group therapy and viewing rooms, respectively.

There is no doubt that FSYR's success today has been achieved through the dedicated efforts of our volunteers, staff, and management under the able leadership of our Executive Director Elisha Laker. Congratulations and thank you all for a job absolutely, wonderfully done.



Edén Hansen, Chair

REPORT FROM THE EXECUTIVE DIRECTOR

A couple of months ago, I came to the office and there was a woman, lying on the floor next to our doorway – shocked, concerned, and not sure if she was injured, sick or perhaps even worse, I approached and asked her if she was ok. In a somewhat nonchalant manner she replied – I’m ok just tired and waiting for my son who is getting therapy. She was tired because any single mom with 5 kids no doubt would always be tired, and on top of that, she walked from her home, a good couple of miles or so from our office, with her son, for his appointment. I invited her in and we provided her with a space to rest in privacy, until her son’s session was finished. A newcomer to Canada, from a refugee camp in Ghana, she was referred through Victim Services due to a violent relationship with her husband that traumatized herself and her kids. Her youngest child became non-verbal, and her older kids were fighting at school, stealing and somewhat out of control. This mom was grateful for a place to rest and very grateful for the supports, and skill of our therapist who through, some play therapy and family therapy, has helped this family to begin to heal and stabilize.

At a school in one of our high needs neighbourhoods, a newcomer, single parent attended one of our after school Families and Schools Together programs – it was winter when she attended and she was wearing slippers to the program, as she couldn’t afford boots or shoes. With 5 children ages 3 to 14, she lives in subsidized housing and let us know that she makes sure that her kids eat first as there often isn’t enough food for herself; as a result she often has health issues. She had been involved with Child Welfare and 1 of her children no longer lives with her... how brave of her to attend our program. The FAST Program helped her to connect with us and she has continued to stay involved with us through our outreach services. Most importantly she is beginning to trust us. A very big gain given her experience.

Our Intake Staff recently called a client on our wait list who had requested couple counselling. When our staff spoke to the client, she was quite distraught and told us that couple counselling was no longer necessary as her partner had committed suicide. He had been struggling with mental health issues for years. We offered her an immediate Single Session Consultation which she was most grateful for as she was really struggling – she was a caregiver by profession and felt horribly responsible for the death of her husband, was riddled with guilt wondering why she couldn’t have saved him. In this 90 minute session we helped to comfort and stabilize her, provided her with some coping skills and most importantly some hope about the future, along with resources to support her through her grief.

Day in and day out, the people who come through our doors face some of life’s most difficult events and painful, often tragic experiences. When they leave our doors, over 94% report they are satisfied with the service they have received and 75% report they are better able to cope and deal with the situation that brought them in for service. These remarkable results are due to the skill, expertise, kind heartedness, and generosity of our talented staff and volunteers, all anchored by the diligence, support and dedication of our Board. Thank you all for your inspired contributions.

Respectfully submitted,



Elisha Laker, Executive Director, M.S.W., R.S.W.

CONTINUOUS QUALITY IMPROVEMENT

Client Feedback Survey Results April 1st 2018 - March 31, 2019

	Feedback Informed Therapy Outcomes YTD 2018—2019 (Completed Clients Only)		
	% of Clients Reaching Service Target*	Client Count	% of Clients Achieving High Improvement Rating**
94% were satisfied with the counselling received	73.32%	622	70.5%
82% set goals and worked towards achieving them			
75% feel better able to deal with their situation			
78% feel counselling has helped them cope, develop skills & strategies			
76% made progress towards their goals			
70% feel better connected to community resources			

*Service Target reflects that clients are not at risk, and show reliable improvement (improvement not attributable to chance, maturation and measurement error). **High Improvement rating means that clients are above the clinical cut off or have achieved a positive change demonstrating significant symptom improvement.

WHAT OUR CLIENTS LIKE BEST ABOUT OUR SERVICE

“I felt understood and felt that I could start a different mind set and start healing and instead of fearing.”

“My counsellor is very approachable and friendly. She is empathetic to my needs and concerns.”

I get to talk to my counsellor about what is going on in my life and how to live properly in my home and how to get by with day to day living atmosphere.”

“They work with you around needs and schedule. They listen carefully and point out areas of concern and provide you with different ways of looking at situations that you may not have considered on your own.”

“I liked how we would do the counselling in the form of art.”

“My counsellor was able to gently encourage me to reveal (dig deep) issues that I had not been able to explore out loud and we discussed strategies for moving forward. I feel much better about myself.”

“I like the warm environment here. I always feel welcome. The counsellor listens and I don't feel pressured”

“Counsellors gave me a different perspective on how I have been coping with anxiety, emphasizing the positive steps I have taken and suggested a greater degree of self care.”

“The friendly and caring staff and warm atmosphere.”

“I liked how I had someone to talk to and I also liked the coping strategies I was given.”

“Qualified people that care. Affordable. LGBTQ Positive.”

“Was able to identify my personal struggles better and feel confident in my feelings. Counselling with FSyr has helped me overcome things.”

“That my son had a safe place to come and sort through his issues.”

Reasonable prices no excuse not to attend. Counsellor is very helpful and promotes my life changes. She is very creditable.”

**FAMILY SERVICES YORK REGION
STATEMENT OF OPERATIONS
FOR THE YEAR ENDED MARCH 31, 2019**

	2019	2018
REVENUE		
Ministry of Children and Youth Services/YJS	\$ 1,861,216	\$ 1,822,357
United Way Greater Toronto	767,828	754,429
Counselling fees	222,051	224,348
Region of York	190,052	184,385
Other grants and funding (Note 13)	184,696	162,224
Ministry of Community and Social Services	178,055	166,102
Ministry of Attorney General	60,500	60,500
Miscellaneous income	19,010	6,264
Donations, fundraising and endowment contributions (Note 12)	3,685	11,482
	3,487,093	3,392,091
EXPENSES		
Salaries and benefits	2,741,468	2,596,564
Rent, utilities and taxes	359,097	363,733
Office and general	99,050	115,016
Program supplies and operations	68,247	38,853
Telephone	49,112	52,505
Equipment lease and maintenance	37,115	39,011
Travel	35,265	26,399
Office maintenance	24,171	25,771
Insurance	23,137	23,025
Bank charges, service fees and interest	22,226	16,905
Staff supervision and development	16,092	7,085
Dues and fees	10,914	14,093
Bad debts	979	1,849
	3,486,873	3,320,809
Excess of revenue over expenses before other items	220	71,282
Amortization	(28,463)	(25,961)
Amortization of contributions towards capital assets	5,065	2,229
	(23,398)	(23,732)
(DEFICIENCY) EXCESS OF REVENUE OVER EXPENSES FOR THE YEAR	\$ (23,178)	\$ 47,550

The accompanying notes are an integral part of these financial statements.

FAMILY SERVICES YORK REGION
(Incorporated Under the Laws of Ontario Without Share Capital)
STATEMENT OF FINANCIAL POSITION
MARCH 31, 2019

	2019	2018
<u>ASSETS</u>		
CURRENT ASSETS		
Cash (Note 3)	\$ 69,595	\$ 12,548
Accounts receivable (Note 4)	308,717	326,435
Prepaid expenses	<u>40,921</u>	<u>42,535</u>
	419,233	381,518
Endowment fund investments (Note 5)	35,251	35,251
Capital assets (Note 6)	<u>122,295</u>	<u>93,342</u>
	\$ 576,779	\$ 510,111
<u>LIABILITIES</u>		
CURRENT LIABILITIES		
Accounts payable and accrued expenses (Note 7)	\$ 91,225	\$ 135,339
Leasehold loan - Current portion (Note 11)	4,216	4,053
Deferred revenue - Other (Note 8)	249,097	143,857
Deferred revenue - Compass (Note 9)	<u>31,250</u>	<u>31,250</u>
	375,788	314,499
Unamortized contributions towards capital assets (Note 10)	38,026	5,257
Leasehold loan (Note 11)	30,492	34,704
Deferred contributions - Endowment fund (Note 12)	<u>35,251</u>	<u>35,251</u>
	479,557	389,711
<u>NET ASSETS (NOTE 15)</u>		
Invested in capital assets	84,269	88,085
Unrestricted	<u>12,953</u>	<u>32,315</u>
	97,222	120,400
	\$ 576,779	\$ 510,111

Approved on Behalf of the Board,

Eden Hansen, Chair.

Ira Teich, Treasurer.

The accompanying notes are an integral part of these financial statements.

COMMUNITY COLLABORATION

360° Kids	Vaughan Community Health Centre
Ahmadiya Community	Victim Services York Region
Addiction Services York Region	Welcome Centres:
AIDS Committee of York Region	- Markham North
Blue Door Shelter	- Markham South
Canadian Mental Health Association	- Newmarket
Catholic Community Services of York Region	- Richmond Hill
Cedar Centre	- Vaughan
Centre Francophone de Toronto	Women's Centre of York Region
CMHO	Women's Support Network
COMPASS	Yellow Brick House
Domestic Violence Court Advisory Committee	York Catholic District School Board
EarlyON Child and Family Centre	York Hills Centre for Children, Youth and Families
Ebenezer Church	York Pridefest
Family Service Canada	York Region Centre for Community Safety
Georgina Public Libraries	York Region Children's Aid Society
Georgina Transit	York Region Chinese Mental Health Initiative
Girls Inc.	York Region Community and Health Services
Hospice – Richmond Hill	York Region Department of Public Health
Humanity First	York Region District School Board
Jericho Youth Services	York Region Farsi Speaking Social Service Providers Network
Jewish Family and Child	York Region Parks and Recreation
Kinark Child and Family Services	York Region Planning Collaborative
Linking Georgina	York Region Violence Against Women Coordinating Committee
MacKenzie Health	York Regional Police
Markham Stouffville Hospital	York Support Services Network
PFLAG York Region	York University
Probation and Parole	Youth Justice Services
Rose of Sharon	
Sandgate Women's Shelter	
Social Services Network	
Southlake Regional Health Centre	
Sutton Youth Shelter (Salvation Army)	

BOARD OF DIRECTORS

Bonnie Glover <i>(Policy & Planning Committee)</i>	Retired Teacher Simcoe County District School Board
Eden Hansen, Chair	Lead Technical Program Manager & Release Train Engineer (RTE) John Hancock Insurance
Initha Subramaniam <i>(Nominating Committee)</i>	Teacher York Region District School Board
Ira Teich <i>(Chair Finance Committee)</i>	Marketing Consultant & Strategist The Teich Group, Market IQ Worldwide
Lisa Tomlinson <i>(Past Chair)</i>	Mortgage Broker In Trend Mortgage Inc.
Pat Harper <i>(Policy & Planning Committee)</i>	Senior Manager IBM Canada Limited
Priya Khalsa	JD/MSW Faculty of Law
Rachel Williams <i>(Policy & Planning Committee Nominating Committee)</i>	Family Law Lawyer Co-founder Morrison Williams Professional Corp.
Vanessa Aguiar	Director, Occupational Health, Safety & Wellness Lakeridge Health

COMMITTEE VOLUNTEERS

John Ellis <i>(Policy & Planning Committee)</i>	Retired Executive Director Family Service Ontario
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MANAGEMENT & SUPERVISORS TEAM

Elisha Laker, M.S.W., R.S.W.

Executive Director

Mariana Benitez, M.Ed. (Couns. Psych.), R.P.

Director of Clinical Services and Administration

Susan Warren, B.A. (Psych), R.P.

Director of Inclusivity and Community Development

Adelle Volpone, M.S.W., R.S.W.

Clinical Manager

Kerry Newman, R.P.

Clinical Supervisor

Melissa Tawadros, M. Psych.

Clinical Supervisor

Marie King

Executive Assistant/HR

Reni Hunter

Financial Manager

Shirley Link

Admin/IT Manager

Stephanie McKellar

Senior Management Assistant

Varenya Kuhathaas, B.A., M.S.W.

F&ST Program Manager

STAFF

Aisha Noor Ahmed, M.Humanities, M.B.A.	Maria Chung, M.S.W., R.S.W.
Amreeta Kaur, M.S.W., R.S.W.	Melissa Sturtevant, M.S.W., R.S.W.
Angie Tsianos	Melissa Tolman, M.A., Clinical Psych.
Anna Giacomini	Milissa Waterman, B.A.
Ann Wylie, B.A., B.Ed.	Mona Hwang, M.M.F.T., R.M.F.T., R.P.
Barbara Urman, M.S.W., R.S.W.	Nadia Radovski, M.S.W., R.S.W.
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Farzaneh Yazdani, Ph.D. Educ. Studies	Sandra Moulds
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Jane Alway, M.S.W., R.S.W.	Sarah Tanel, M.S.W., R.S.W.
Janice Chan, B.A.Sc., M.Ed., R.P.	Shahzad Hazrati, M.A., M.S.W., R.S.W., R.P.
Janice D'Amore-Cook, B.A.	Shantelle Clustie
Jeanne Bell	Sharon Romm-Zur, M.A. (Psych)
John O'Mara, M.S.W., R.S.W.	Sudha Coomarasamy, B.Ed., R.P.
Julia Johnson, M.A., R.P.	Teresa Riccitelli, M.S.W.
Kathleen Latimer	Terry Simonik, R.N., M.Ed.
Laura Rogers, M.Ed.	Vincenza De Maria
Leena Nayyar, M.S.W., R.S.W.	Victoria Armata
Linda Caron, B.A.	Wendy Milwain
Liway Coniega	Wendy Russell, M.C., R.P.

Student Interns

Amber Brown – *Dalhousie University*

Deanne Arada – *York University*

Farzaneh Yazdani – *Mennonite New Life Centre*

Sarah King Audley – *Yorkville University*

Sarah McManaman – *Seneca Early Childhood*

Mahsa Ghayoumi-Moghadam – *York University*

Supervisors

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Kerry Newman, R.P.

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Shahrzad Hazrati,
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ACKNOWLEDGEMENTS

SINCERE APPRECIATION TO OUR INVESTORS

Kaptyn Family Endowment Fund
MCYS Youth Justice Division
Ministry of Children and Youth Services
Ministry of Community and Social Services
Ministry of the Attorney General
Ontario Trillium Foundation
Regional Municipality of York
United Way Greater Toronto

SINCERE THANKS TO OUR DONORS

Abuse Hurts
DUCA Credit Union-DUgood Community Fund
First Books Canada
Food for Tots
Hasbro Canada
Pope Francis Catholic Elementary School, Kleinberg
Scholastic Canada Ltd.
St. Padre Pio Church of Kleinberg
St. Richmond W Scott Elementary Catholic School of Markham
Staples, Richmond Hill
The Thornhill Club
Unionville Presbyterian Church

NOTES