



# Annual Report

## 2019-2020

# TABLE OF CONTENTS

VISION, MISSION, GUIDING PRINCIPLES _____	3
VALUES & STRATEGIC OBJECTIVES _____	4
PROGRAMS _____	5
REPORT FROM THE CHAIR _____	6
REPORT FROM THE CHIEF EXECUTIVE OFFICER _____	7
CONTINUOUS QUALITY IMPROVEMENT _____	8
STATEMENT OF OPERATIONS _____	9
STATEMENT OF FINANCIAL POSITION _____	10
COMMUNITY COLLABORATION _____	11
BOARD OF DIRECTORS _____	12
MANAGEMENT & SUPERVISORS TEAM _____	13
STAFF _____	14
STUDENTS & VOLUNTEERS _____	15
SINCERE APPRECIATION TO OUR INVESTORS _____	16
SINCERE THANKS TO OUR DONORS _____	17

# VISION, MISSION, GUIDING PRINCIPLES

## Vision

- A leader in building connected communities, fostering healthy relationships and resilience in 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 & STRATEGIC OBJECTIVES

## Values

### Respectful

- We respect the uniqueness and diversity of all individuals.

### Responsive

- We respond proactively to the changing needs of our community.

### Empowering

- We 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 2020-2025

- Value and Invest in an Engaged Work Culture
- Grow & Develop Responsive Programs & Services that Improve Well-Being
- Strengthen Organizational & Community Infrastructure
- Exemplary Financial Health



# PROGRAMS



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

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

- Children's Mental Health - Children, Youth & Family Counselling
- Counselling for Women and Children Exposed to Domestic Violence
- Employee Assistance Counselling
- Individual & Couple Counselling (Adult Mental Health)
- Online, Telephone & Video Counselling
- Single Session Consultation/Therapy
- Victim Quick Response Counselling
- York Rainbow Support Counselling (2SLGBTQ+)

## Group Counselling Services:

- Anger Management/Positive Living
- Children's Mental Health
- Cultural Outreach and Language Specific Groups
- Parenting Groups
- Self-Esteem/Mindfulness
- Triple P (Positive Parenting Program)

## Community Cultural Support Services:

- Language Specific Counselling
- Parent Ambassador Program
- Triple P (Counselling & Group Services)
- Women's Support Groups

## Families & Schools Together Program (F&ST):

- FASTWORKS

## Court Mandated Counselling Services:

- Direct Accountability Program (DAP)

## School-Based Counselling Services:

- COMPASS (Community Partners with Schools)

## Youth Justice Programs:

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

## Clinical Placement Program

## York Rainbow Support:

- Counselling, Training, Consultation, Capacity Building

# REPORT FROM THE CHAIR

FSYR's resilience in adapting to these unprecedented times has been exemplified by the overnight transformation of FSYR's services to a virtual service delivery system. It is astonishing to some degree that our staff have not simply adapted, but have creatively challenged the adverse conditions through the implementation of a "virtual walk-in service", delivering food, clothing and activity care packages to some of our most vulnerable families in the Region, having live operators (our admin staff) answering phones, to reduce the sense of isolation and despair for our clients, to name but a few of the innovative developments throughout COVID.



The Board is very proud of the fact that despite COVID, we have continued to deliver high quality, impactful programs while maintaining client satisfaction levels of 97%. Above and beyond these exceptional results, the Board has been most impressed with Staff's passion, drive and creativity in adjusting and adapting to change. This level of staff and volunteer driven achievement is not unexpected, as FSYR's management team consistently places a high value on staff engagement and input when it comes to the development of programs and services. While achievement can be readily measured through our dedication to outcome evaluation and client testimonials, our funders clearly demonstrate their confidence in our services through their continued and often growing investments in FSYR.

We are very grateful to our Provincial Funders, United Way Greater Toronto, York Region and the Ontario Trillium Foundation for investing in our programs and services.

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 Chief Executive Officer, Elisha Laker. Congratulations and thank you all for a job absolutely, wonderfully done.

Respectfully Submitted,

Edén Hansen, Chair

# REPORT FROM THE CHIEF EXECUTIVE OFFICER



She was taken as a sex slave by ISIS in Iraq and she tried to escape multiple times but she kept getting caught. She finally managed to get away, but during her captivity she was beaten quite brutally and still suffers from physical ailments, seizures and PTSD. Presently, she's one of the most resilient woman participants in our school based FAST program. When she first started in our program she was apprehensive and nervous during the first few sessions, but she quickly adapted and her bubbly personality and warmth began to shine through. She engaged very readily with others in the program and also helped with all of the children attending, treating them as if they were her own. She was an obvious choice

when we were looking for a Lead to help out in the program. When she was asked to be a part of the team, she started to cry because she was so grateful and happy. She was always the first one to arrive at the school for the program and always the last one to leave the school at the end of the night. Her enthusiasm and dedication to helping and giving was not impeded by her wounds, experience, by language or cultural barriers, and the FAST staff and team members were both inspired and grateful for the opportunity to work with her and have her on the team.

Day in and day out our staff provide a safety net for people who struggle with some of life's most painful challenges. When people are at their lowest point, when they have been beaten up by life and feel emotionally, spiritually and psychologically spent, they come to our doors. We are privileged to see and participate in awakening the remarkable resilience that lives in people and we are privileged to have the opportunity to support and help with the healing process. I would like to thank our staff, students and volunteers for their passion and dedication in creating an environment where people feel heard, respected, understood and empowered, our Board of Directors for their ongoing support and guidance, and our funders for their continued trust and confidence in our services. Thank you all for your brilliant contribution to making life easier and better for so many.

Respectfully Submitted,

*Elisha Laker, Chief Executive Officer, MSW, RSW*

# CONTINUOUS QUALITY IMPROVEMENT

## Client Feedback Survey Results April 1, 2019 - March 31, 2020

97% were satisfied with the counselling received	Feedback Informed Therapy Outcomes		
89% set goals and worked towards achieving them	YTD 2019–2020 (Completed Clients Only)		
77% feel better able to deal with their situation	% of Clients Reaching Service Target	Client Count	% of Clients Achieving High Improvement Rating**
81% feel counselling has helped them cope, develop skills & strategies			
80% made progress towards their goals			
69% feel better connected to community resources	74%	732	62%

\*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 Services:

“My Counsellor has amazing empathy, listening intuition and many times we were guided to the heart of issues that have been experiencing for years.”

“The compassion and understanding of my Counsellor has changed my life and helped me become a better person and have helped me with my mental health issues like no one else has before.”

“I was able to talk openly in a safe environment without being talked down to.”

“I provided coping strategies to deal with issues. [FSYR] offers a variety of programs/resources to meet my personal needs.”

“My Counsellor is very kind and attentive she is currently helping me work through a number of traumas and issues.”

“The approach that my Counsellor took was a good fit for both myself and my husband. She was objective and cognizant of both of our needs and made sure both of us feel comfortable.”

“A safe judgment-free space where not only my thoughts were heard but also validated is very reassuring.”

“When I talked to my Counsellor I got confidence that I could face anything. I would leave my worries and focus on a decision that would benefit me.”

“My Counsellor was straight forward and provided me with many strategies to deal with my anxiety and mood stabilizing. She explained concepts well and treated me with respect.”

“Speaking with my Counsellor was always an effortless feeling. She asks the right questions and has been a source of encouragement and support.”

“I enjoy talking to my Counsellor, she is excellent at her job. I feel relaxed and able to express myself. She is really helping me in every way.”



# STATEMENT OF OPERATIONS

**FAMILY SERVICES YORK REGION  
STATEMENT OF OPERATIONS  
FOR THE YEAR ENDED MARCH 31, 2020**

	2020	2019
<b>REVENUE</b>		
Ministry of Children and Youth Services/YJS	\$ 2,009,968	\$ 1,861,216
United Way Greater Toronto	778,245	767,828
Other grants and funding (Note 12)	233,696	184,696
Counselling fees	221,644	222,051
Region of York	197,250	190,052
Ministry of Community and Social Services	175,523	178,055
Ministry of Attorney General	55,000	60,500
Miscellaneous income	21,345	19,010
Donations and fundraising	6,980	3,685
	<b>3,699,651</b>	<b>3,487,093</b>
<b>EXPENSES</b>		
Salaries and benefits	2,921,301	2,741,468
Rent, utilities and taxes	364,593	359,097
Office and general	100,637	99,050
Telephone	52,516	49,112
Program supplies and operations	45,812	68,247
Equipment lease and maintenance	42,424	37,115
Travel	30,686	35,265
Office maintenance	27,380	24,171
Insurance	23,137	23,137
Bank charges, service fees and interest	22,667	22,226
Dues and fees	13,178	10,914
Staff supervision and development	12,220	16,092
Bad debts	2,714	979
	<b>3,659,265</b>	<b>3,486,873</b>
Excess of revenue over expenses before other items	<b>40,386</b>	<b>220</b>
Amortization	(40,798)	(28,463)
Amortization of contributions towards capital assets	8,893	5,065
	<b>(31,905)</b>	<b>(23,398)</b>
<b>EXCESS (DEFICIENCY) OF REVENUE OVER EXPENSES FOR THE YEAR</b>	<b>\$ 8,481</b>	<b>\$ (23,178)</b>

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

# STATEMENT OF FINANCIAL POSITION

**FAMILY SERVICES YORK REGION**  
(Incorporated Under the Laws of Ontario Without Share Capital)  
**STATEMENT OF FINANCIAL POSITION**  
**MARCH 31, 2020**

	<b>2020</b>	<b>(Note 15) 2019</b>
<b><u>ASSETS</u></b>		
<b>CURRENT ASSETS</b>		
Cash (Note 3)	\$ 165,850	\$ 69,595
Accounts receivable (Note 4)	179,670	131,419
Prepaid expenses	<u>46,290</u>	<u>40,921</u>
	<b>391,810</b>	<b>241,935</b>
Endowment fund investments (Note 5)	35,251	35,251
Capital assets (Note 6)	<u>97,551</u>	<u>122,296</u>
	<b>\$ 524,612</b>	<b>\$ 399,482</b>
<b><u>LIABILITIES</u></b>		
<b>CURRENT LIABILITIES</b>		
Accounts payable and accrued expenses (Note 7)	\$ 143,122	\$ 91,225
Leasehold loan - Current portion (Note 10)	4,387	4,216
Deferred revenue - Other (Note 8)	<u>180,909</u>	<u>103,049</u>
	<b>328,418</b>	<b>198,490</b>
Unamortized contributions towards capital assets (Note 9)	29,135	38,027
Leasehold loan (Note 10)	26,105	30,492
Deferred contributions - Endowment fund (Note 11)	<u>35,251</u>	<u>35,251</u>
	<b>418,909</b>	<b>302,260</b>
<b><u>NET ASSETS (NOTE 14)</u></b>		
Invested in capital assets	68,417	84,269
Unrestricted	<u>37,286</u>	<u>12,953</u>
	<b>105,703</b>	<b>97,222</b>
	<b>\$ 524,612</b>	<b>\$ 399,482</b>

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

# BOARD OF DIRECTORS



<b>Eden Hansen</b>	Chair	Project Management Professional Past Project Director-IS, Manulife Financial
<b>Vanessa Aguiar</b>	Secretary Vice Chair Chair Policy & Planning	Director, Occupational Health, Safety & Wellness, Lakeridge Health
<b>Bonnie Glover</b>	Chair Fundraising	Retired Teacher, Simcoe County District School Board
<b>Pat Harper</b>	Policy & Planning Former Vice Chair	Past Senior Human Resources Manager, IBM Canada Ltd
<b>Priya Khalsa</b>	Policy & Planning	JD/MSW Faculty of Law
<b>Ghazaleh Salahi</b>	Policy & Planning	Mental Health Rehabilitation Therapist, Genesis Community Rehabilitation, Inc.
<b>Initha Subramaniam</b>	Nominating Committee Fundraising Committee	Teacher/Liaison & Community Empowerment Advocate, YRDSB
<b>Ira Teich</b>	Treasurer Finance Committee Fundraising Committee	Marketing Consultant & Strategist, The Teich Group Interim Registrar/CEO for the College of Optometrists of Ontario
<b>Rachel Williams</b>	Chair - Nominating Committee Policy & Planning	Family Law Lawyer, Morrison, Williams Professional Corp.
<b>John Ellis</b>	Policy & Planning Volunteer	Retired Executive Director, Family Service Ontario

# MANAGEMENT & SUPERVISORS TEAM

**Elisha Laker, MSW, RSW**

Chief Executive Officer

**Mariana Benitez, M. Ed., R.P.**

Director of Clinical Services and Administration

**Susan Warren B.A., R.P.**

Director of Inclusivity and Community Development

**Michael Prencipe, B.A.**

Director of Operations

**Adelle Volpone, MSW, RSW**

Manager of Clinical Services

**Kerry Newman, R.P.**

Clinical Supervisor

**Marie King**

Executive Assistant/HR

**Melissa Tawadros, MPsy., R.P.**

Clinical Supervisor

**Reni Hunter**

Financial Manager

**Shirley Link**

Admin/IT Manager

**Stephanie McKellar, B.A.**

Executive & Senior Management Assistant

**Varenya Kuhathaas, B.A., MSW**

F&ST Program Manager



# STAFF



- Aileen Yu, M.Div, RP
- Aisha Noor Ahmed, M.Humanities, MBA
- Angie Tsianos
- Anna Giacomini
- Ann Wylie, BA, B.Ed.
- Barbara Urman, MSW, RSW
- Carlotta Lau, MSW, RSW
- Cassandra Crawford, MSW, RSW
- Chantal Gray, MSW, RSW
- Cynthia Salazar
- Dalyce Cloes, MSW, RSW
- Darby Crosby, MA, RMFT, RP
- Deanne Arada, MSW, RSW
- Deepshikha Swaroop, MCA
- Eva Tong, MSW, RSW
- Farzaneh Yazdani, PhD Educ Studies
- Jacqueline Lau, MA (Couns. Psych), RP, CCC
- Jane Alway, MA (Psych), RP
- Janice Chan, B.A.Sc, M.Ed, RP
- Janice D'Amore-Cook, BA
- Jeanne Bell
- Jessica Pham, RSSW
- John O'Mara, MSW, RSW
- Julia Johnson, MA, RP
- Kathleen Latimer
- Laura Rogers, M.Ed., RP
- Leena Nayyar, MSW, RSW
- Linda Caron, BA
- Liway Coniega, BA
- Mahsa Ghayoumi, MA
- Melissa Tolman, MA (Clinical Psych), RP
- Missy Sturtevant, MSW, RSW
- Moji Gombos
- Nicole Bransfield, BA.Sc, BSW
- Richard Gomory, MA (Clinical Psych), RP
- Roya Farhadipour, MSW
- Ruth Xie, MA (Psych)
- Sandra Moulds
- Sarah King-Audley, MA, RP (Q)
- Sarah Saeed, MA (Couns Psych), RP, CCC
- Sarah Simpson, MSW, RSW
- Sarah Tanel, MSW, RSW
- Sebastian Tirovolas, MSW, RSW
- Shahrzad Hazrati, MA Psych., RP
- Shantelle Clustie
- Sharon Romm-Zur, MA (Psych)
- Sudha Coomarasamy, B.Ed., RP
- Teresa Riccitelli, MSW
- Vincenza De Maria
- Wendy Milwain
- Wendy Russell, M. Couns Psych, RP



## STUDENTS & VOLUNTEERS



Students & Volunteers	Supervisors
Jennise Fortner - University of Toronto	Adelle Volpone, MSW, RSW Richard Gomory, MA (Clinical Psych), RP
Megha Agnihotri - University of Toronto	Adelle Volpone, MSW, RSW Richard Gomory, MA (Clinical Psych), RP
Raymond Lee - Volunteer	Darby Crosby, MA, RMFT, RP
Vanessa Dulgar - University of Toronto	Adelle Volpone, MSW, RSW Richard Gomory, MA (Clinical Psych), RP
Varenya Kuhathaas - University of Windsor	Adelle Volpone, MSW, RSW

## SINCERE APPRECIATION TO OUR INVESTORS



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



# SINCERE THANKS TO OUR DONORS



- Abuse Hurts
- Debbie Chou
- Dollarama
- Earth Tec
- First Books Canada
- Mastermind - Aurora
- Scholastic Canada Ltd.
- St. Padre Pio Church of Kleinberg
- Staples - Richmond Hill
- The Thornhill Club
- Unionville Presbyterian Church