



EYET

Educate. Mediate. Empower.

**East York and East Toronto
Family Resources Organization**

**Annual Report
2016-2017**

OUR MISSION

To provide programs, services and resources that increases the well-being of individuals and families by engaging their strong and compassionate voices in developing and building the strength of our communities

OUR VISION

Every person is valued and empowered to pursue their dreams

OUR VALUES

**Collaboration
Accountability
Responsiveness
Innovation
Inclusion**

President's Message

It has been an honour for me to serve in the position of President and Chair of East York East Toronto Family Resources during 2016-2017. I strongly believe in the work of this agency and am pleased to be a part of a Board that will oversee its continuing and future development

EYET has a highly dedicated group of full-time, part-time, and casual employees and managers. On behalf of the Board, I would like to extend our thanks to these hard-working people. They demonstrate their commitment and passion for their work in our office and at our program sites on a daily basis, ensuring the delivery of high quality of service for which EYET has become known.

Our Executive Director, Caroline Ball, works tirelessly to guide and support the work of the agency with her excellent leadership. Her knowledge and communications skills are evident everyday as she collaborates with staff, board members, and government and community partners.

EYET ended its 2016-2017 operating year in a solid financial position. This was achieved by careful fiscal planning and prudent management. A good financial base is vital to our ability to continue with our important community work.

In January, 2017 we signed our first collective bargaining agreement with the Canadian Union of Public Employees (CUPE), Local 5239. We look forward to our ongoing work with CUPE in this new era of employer and employee relations.

This year, the Board's Strategic Planning Committee, with the support of the Executive Director, undertook an intensive process of developing new organizational priorities that will guide our Board and agency operations over the next three years. This committee, chaired by Keri Ryan, facilitated a process of internal and external environmental scanning, stakeholder engagement and planning activities that culminated in a final report with recommendations that were recently approved by the Board this past spring.

I would like to thank all of EYET's volunteers who dedicate their time and expertise to our organization. Working collaboratively on committees and demonstrating thoughtful decision making is a key component to the continuation of service and development of our agency.



Summing up, I cannot end this message without a heartfelt thank-you to those Board members who are leaving us this year. We say "good-bye" to Jacqlyn Marcus, who served as a Director and a member of the Strategic Planning Committee, offering insight and a clear voice with thoughtful opinions and ideas at our Board table. Virginia Dawson also leaves EYET, having served four years, including as Vice President in 2016-2017. Virginia came to the agency with a long standing knowledge of the agency and the communities we serve. Her work on the Board has been invaluable, especially this past year.

Finally, we are saying good-bye to Virginia Hoffman who has been instrumental in raising the level of quality of the Board of Directors to that which we have today. Throughout her tenure with EYET, Virginia did an exceptional job in a variety of roles on the Board of Directors. As President, she led the Board with a steady hand and attention to detail. This helped to pave the way for the agency to move forward in many new strategic areas. She has been a strong, guiding force during her time on this Board and her presence at our table will be greatly missed.

Louise Free
President, Board of Directors

Executive Director's Message

This past year has been one of transition and planning for change within our agency. This included ratifying our first collective bargaining agreement with the Canadian Union of Public Employees (CUPE Local 5239). We look forward to this new relationship with our employees and know that it will only strengthen our work in the community.

In early years and family support programming, we continued preparing for the transition of funding between the Ministry of Education and the City of Toronto, Children's Services division scheduled for January, 2018. I have actively pursued EYET's interests in this regard, including attendance at City of Toronto planning sessions and ongoing collaboration with Toronto OEYC and Family Support Program senior leadership aimed at supporting and positively influencing the outcomes of this process.

EYET continued to respond to new regulatory and policy requirements under the revised Ontario Child Care and Early Years Act. This past year, we completed a full review of our corporate child care policies and procedures. Thank-you to our department managers, Livier Miko and Michelle Adams, and their supervisory teams, for their collaborative input and expertise in helping us "modernize" all EYET child care policies and procedures to fully align with the new Act.

Licensed child care continued to expand in 2016-2017. We opened a new school-age room at our Crescent Town School location. We also experienced increased enrolments at all three of our centres, achieving an 84% average capacity month-over-month. This is good news for EYET and we are confident that enrolment levels will continue at this pace into the 2017-2018 operating period.



This year, the East York Housing Help Centre continued to intensify tenancy outreach activities in both Toronto Danforth (Ward 29) and Beaches East York (Ward 31). Less than stable rental market factors, combined with this increased focus on tenancy stabilization, resulted in a doubling of our total client case load by year end. Thanks to Darryl Spencer, Housing Service Manager, and his team for their continuing efforts to meet this growing service demand.

I would like to thank all of our program staff, volunteers, supervisors and managers for contributing so directly to these above achievements. Your professionalism and commitment to our work is the foundation for our continuing success.

Thanks to our many funders and resource partners for another year of collaboration and financial support. We believe we have been wise investors through our efficient and effective use of your grants, contributions and in kind resources. A detailed list of these important community partners is included in this report.

My final note of thanks goes to our volunteer Board of Directors for the countless hours you've dedicated to the strategic and governance related work of EYET. It is a privilege for me to be able to work with each of you. A special "thank-you" goes to Louise Free, who completed her first year as Board President after hitting the ground running. I admire how well you've flattened the learning curve, to our collective benefit. Here's to another eventful year!

Caroline Ball, Executive Director



Housing Services

The Housing Services Department has had a year of change and innovation in 2016-2017. Issues surrounding housing in the City of Toronto have been in the spotlight throughout the year, as the demand for accessible and affordable housing continues to grow while the supply continues to stagnate. These pressures have been met head on by our staff who must often explore creative approaches when working with our growing client base.

The RENT (Resources Exist for Networking and Training) program had another busy year. In November/December 2016 the RENT program launched the pilot of the Housing Help Services Certificate (HHSC) in partnership with the Toronto Hostel Training Centre (THTC). In total 17 participants completed the program completing 10 courses over 8 days of training. Overall, findings from HHSC Evaluations showed that participants experienced very positive learning outcomes as a result of their participation in the pilot. Almost 94% of participants agreed or strongly agreed that “the training was effective in supporting my day-to-day work with clients”. In addition, 100% of participants agreed or strongly agreed that completing the HHSC would be useful in their work.



In January 2017 our Online Resource Specialist initiated the launch of a weekly housing list in partnership with Viewit.ca. This weekly list is produced only with vacancies that fall within Market Rent Guidelines as outlined by the Canadian Mortgage and Housing Corporation. The list is sent out to approximately 300 housing workers across the city which zeros in on available low cost housing which is used as a housing help aid within the sector.

Landlord Connect Continues to consider alternative approaches when it comes to the retention and recruitment of Landlords. Our "Landlord Community Awareness" model which was implemented in early September 2016 has worked well with 4 Landlord Engagement Workshops completed from October 1st 2016- March 31st 2017 with a total of 30 landlords who were in attendance. These workshops primarily focused on landlord education in the hopes of overcoming social stigma and prejudice towards renting available units to individuals receiving social assistance, have a history of addiction, or are otherwise marginalized. These workshops also focused on the dissemination of available resources, rights and responsibilities of both landlord and tenant while providing landlords an opportunity to network with one another to discuss common experiences.

The East York Housing Help Centre – Integrated Service Hub continues to be a busy centre of client interaction. Throughout the course of the 2016-2017 year 5,205 client interactions were logged by the Centre’s receptionist. Clients receiving case management services that were at risk of homelessness or received housing help while homeless continue to access our services with 350 clients case managed throughout the year.



Our Tenancy Support Model of working in the community at our 5 satellite program locations continues to be successful in bringing services to the client. Current locations include the Access Point on the Danforth (APOD), 91 Barrington Ave Secord Community Centre, East York Community Centre, and 10 Gower Park Place Community Centre.

Family Support Services

EYET's Family Support programs engage families in their community and build upon their existing capacities. Through peer-based networks and other bridging activities, including school readiness programs, we work to reduce social isolation and help families – many new to Canada – integrate within their neighbourhoods.

In 2016-2017, we continued to build new service capacity as part of a creative consortium of community organizations supporting the Healthy Kids Community Challenge. Through our



participation on the Danforth/East York Steering Committee, we worked collaboratively with seven other agencies to improve the health and well-being of local area children by promoting the development of healthy eating and exercise habits. EYET has already adopted three of these new program components into its existing programming including “Come Walk with Us”, “Movin’ and Groovin’ with Baby” and “Sip Smart” activities. A total of 796 families were impacted by these initiatives, increasing their knowledge of healthy living and promoting active lifestyles.

This year, our East York Healthy Beginnings for Healthy Babies (EYHBHB) program experienced an increase of 19% in total participants over the previous year. This program offered 236 pregnant women a diverse range of supports and resources aimed at helping them to sustain and improve their personal health. Our continuing partnership with Toronto Public Health is at the heart of this program’s success.

In Toronto Danforth, we welcomed 85 parents and caregivers to family support workshops hosted at our Donlands Family Resource Program (DFRP) and Ontario Early Years satellite locations. Participants had opportunities to discuss and build upon their own knowledge of topics, such as healthy lifestyle choices, child and home safety, infant and toddler attachment and development and early literacy.

The Parent Connections Network (PCN), and Ready for School Connects (RfSC) programs continued to deliver neighbourhood-based engagement sessions, focusing specifically on supporting families to integrate into the community. The PCN component facilitates participant-driven networking sessions, with discussions focused on personal health (including mental health), food accessibility and parenting practices in Canada. In 2016-2017, through five different neighbourhood based networks, we supported 62 families and increased our overall participation rate by 10% compared to the previous year.

The RfSC component of this program supports newcomer families with children preparing to enter full-day kindergarten. Throughout the summer of 2016, 196 parents and children were engaged in ten, two-week intensive sessions, in advance of their child’s entry into the school system. RfSC focuses on connecting parents to each other and to the resources needed to ensure their child has a solid foundation to start from when they begin their school-based experience in Ontario.



As we head into our next year, with the continuing support of our various partners and funders, we look forward to strengthening and building further capacity in this emerging and highly valued area of community service development.

Ontario Early Years Programs

Reflective of our mission statement, our early years parent/child programs provide a wide range of interactive parent/child activities, parenting development, and resources that support the increased well-being of children (0-6 years) and families who attend.

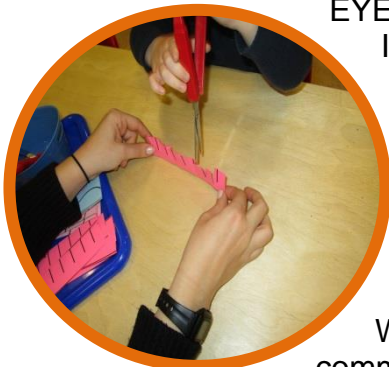
EYET recognizes the importance of the early years in a child's life and how families as a whole benefit from the diversity of programs and services that are delivered through our Ontario Early Years Centre sites. Each site offers programs designed to promote early learning and development, support parents and caregivers, and provide referrals to specialized services when necessary.

During this past year, we had a total of 3,972 unique children and 3,727 unique adults participate in our programs. Overall, a total of 53,597 families visited our programs. Many attended more than once to play, learn, sing, share, read, eat and engage. Our participants report feeling very comfortable in our space and that they are getting something that nurtures their life and their well-being.



Within our OEYC sites, we also offer specialized programs tailored to specific community needs. For example, our Toronto Centre-Rosedale main site offers a Family Nutrition program, which served 4,762 lunches and 10,697 yummy snacks in 2016/2017. We do this in partnership with Second Harvest and the Daily Bread Food Bank, whose contributions complement the Centre's food programs with fresh fruits, diverse ethnic vegetables and a variety of protein products for our hot family lunches.

Another specialized program, delivered in partnership with the Children's Book Bank (CBB), is offered through the Beaches-East York site. This year, our Book Corner program put 6,584 books into children's hands, through weekly drop-in's at both our main program location and our new satellite site at the Gower Park Place Community Hub. This program expansion reached out to another 101 families in the upper Dawes Road area, distributing just over 700 books. Our ongoing partnership with the CBB has dramatically impacted on the promotion of early literacy across the catchment.



EYET's work in early years recognizes the needs of the family as a whole. In addition to early learning and child development, we also provide opportunities for parents and caregivers to learn and engage with each other. This year, we provided formal learning opportunities to 2,663 parents/caregivers. They participated in a wide variety of discussions including: infant and child development, behaviour guidance, nutrition, school readiness, food safety, health safety, parenting and self-care.

We love the work we do in early years and highly value the support of community participants, our service partners, and the funding received from the Ontario Ministry of Education. These relationships are vital to the ongoing success of our early years programs. As we head into 2017-2018, we look forward to a new funding partnership with the City of Toronto and to a successful transition as part of a renewed Ontario Early Years Child and Family Centres service model.

Licensed Child Care

EYET Early Learning Centre's - Annie's Place, Tom's Place and Crescent Town School

We are thrilled to report that EYET experienced a stellar year in child care during 2016-2017. In addition to providing quality programming and learning opportunities for toddlers, preschoolers and kindergarten children, we also opened EYET's first room for school-age children! Across our 3 sites, we experienced an 18% overall increase in enrolment compared to the previous year.

Total Unique Enrolments (2015-2016)		Total Unique Enrolments (2016-2017)	
Toddler	36	Toddler	37
Pre-school	69	Pre-school	80
B/A Kindergarten	79	B/A Kindergarten	81
		School-Age	19



Our Crescent Town School site expanded both of its Kindergarten rooms and opened a new School Age program, for ages 6-9 years. The expansion now fully aligns this site with the province's schools hub model, providing continuity of care for families with children of diverse ages, from toddlers to school age years.

At our Annie's Place site, to meet the growing demands of the families in the Secord/Dawes neighbourhoods, a second Before and After Kindergarten program opened in September. The expansion of this program has really strengthened the relationship between the school and its families, supporting children to grow and learn in the same environment.

Tom's Place has also experienced a more stable and improving enrolment in comparison to previous years. The greatest impact was seen in our Toddler room, As we ready ourselves for the new school year, we are also planning to provide additional spaces in our Kindergarten program, as more families are returning to the Regent Park neighbourhood, after several years of redevelopment process.



These accomplishments would not have been possible without two key supporting factors coming into place. First, was the emergence of a new early years educational model to guide program delivery and continuity of care from young infants to school-age years. A new Toronto Children's Services funding model also helped to ensure an increase in children's spaces and supports for families.

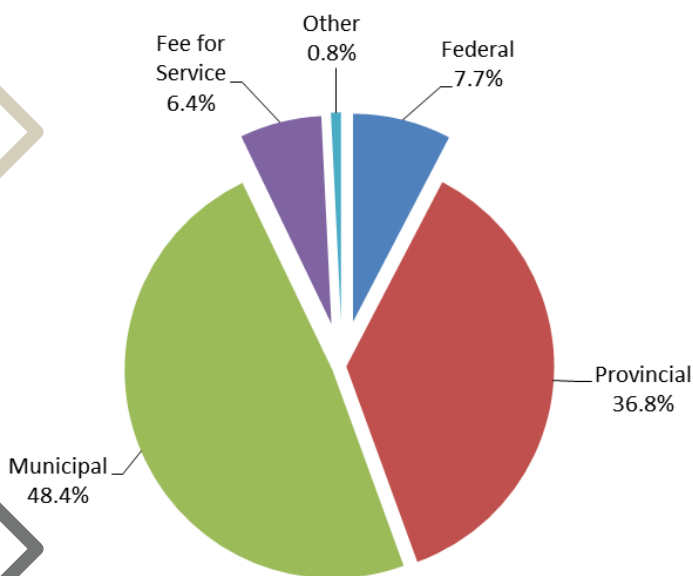


A changing child care funding and regulatory environment have really started to make a difference for the children and families we serve in our three centres. However, it remains our dedicated Centre staff and supervisors who make the biggest difference in our success. We thank them for their dedication to the work of our agency and for their meaningful support of the children in their care.

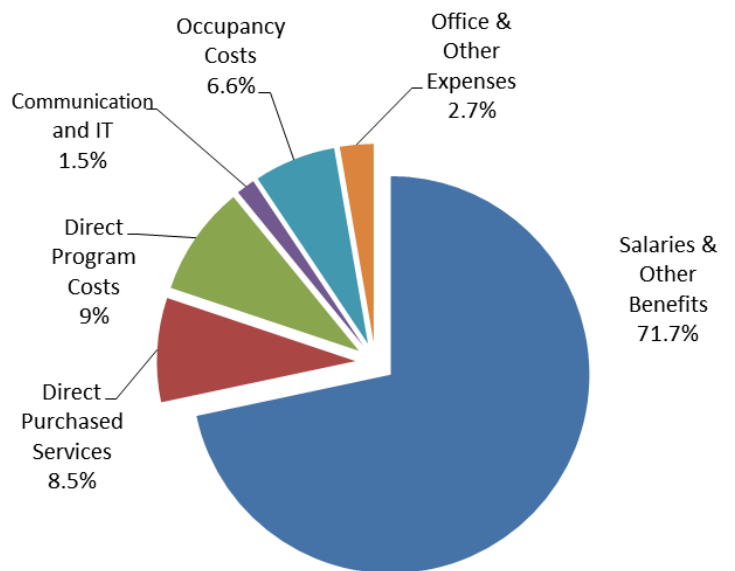
Financial Overview 2016-2017

FUNDING 2016-2017		Total
Federal		
Public Health Agency of Canada	122,090.00	
Immigration, Refugees and Citizenship Canada	157,764.00	
		279,854.00
Provincial		
Ministry of Education	1,344,962.00	
		1,344,962.00
Municipal		
Children's Services	1,216,446.00	
Employment Services	68,640.00	
Shelter, Support and Housing Administration	456,363.00	
Social Development, Finance & Administration	28,860.00	
		1,770,309.00
Fee for Service		
Fee for Service	232,743.00	
		232,743.00
Other		
Other Income/Fundraising/Interest/Other	4,454.00	
Massey Centre for Women	23,877.00	
		28,331.00
	\$ 3,656,199.00	\$ 3,656,199.00

2016-2017 Revenues



2016-2017 Expenditures



Thanks to Our Partners

Access Alliance Multicultural Health & Community Services

Applegrove Community Complex

Canadian Mothercraft Society

Children's Book Bank Foundation

Daily Bread Food Bank

Davenport-Perth Neighbourhood & Community Health Centre

Daycare Connections

East End Children's Centre

East End Community Health Centre

Eastview Neighbourhood Community Centre

Flemingdon Health Centre

Gower Park Community Centre Consortium

Hincks Dellcrest Centre

Macaulay Child Development Centre

Massey Centre for Women

Neighbourhood Information Post

Toronto Catholic District School Board

Toronto Public Health

Robertson House

RPCHC/ Parent for Better Beginnings

Ryerson University
Gerrard Resource Centre

South Riverdale Community Health Centre

The 519 Community Centre

Toronto District School Board

Toronto Employment Services - Invest In Neighbourhoods

Toronto Hostels Training Centre

Toronto Public Library

The Neighbourhood Centre

Thornccliffe Neighbourhood Office

Woodgreen

YMCA

Thanks to Our Funders

Immigration, Refugees and Citizenship Canada

Public Health Agency of Canada

Ontario Ministry of Education

City of Toronto Children's Services

City of Toronto Employment Services

City of Toronto Shelter Support & Housing Administration

City of Toronto Social Development, Finance & Administration





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**East York and East Toronto
Family Resources Organization
947 Queen Street East
Toronto, Ontario M4M 1J9
416-686-3390
www.eyetfrp.ca**