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www.eyetfrp.ca**

**Charitable Business Number:
130497795 RR0001**



East York East Toronto Family Resources Organization



Educate. Mediate. Empower.

2013—2014 Annual Report



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OUR MISSION

To provide programs, services and resources that increase 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

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Message from the President

**East York
East Toronto
Family
Resources
2013-14 Board
of Directors &
Officers**

President
Virginia Hoffman

Vice-President
Franco Chiocchio

Treasurer
Irfan Aslam

Secretary
Don Deathe

Directors
Kathy Cowan
Virginia Dawson
Louise Free
Angela Loconte
Paulette Minard

Executive Director
Caroline Ball
(Ex Officio)

As another busy year comes to a close, East York East Toronto Family Resources (EYET) continues to push the envelope in extending and consolidating its services to our community. Despite many changes and some challenges, the Board has overseen the delivery of exceptional services to residents of East Toronto and East York in our core areas of Early Years Development, Early Childhood Education, Family Support and Housing Services.

Working together with our Executive Director, Caroline Ball, the Board has offered support and direction as we worked through our Strategic Plan objectives; effectively complementing her excellent leadership of the agency.

The 2013-2014 Annual Report provides but a sampling of the fine work the agency continues to accomplish every day of the year. Our staff has provided the community we serve with the very best in terms of experience, passion and commitment. We are truly proud of all EYET staff. Their hard work, dedication and creativity are the essence of this exceptional organization.

Our many program volunteers are also integral to ensuring that our services are provided to the highest standards. I offer a sincere "thank you" to all our volunteers who have

given their time and resources to support the delivery of our programs.

Our agency could not provide such excellent services to our clients and participants without the support of our many funders, including the City of Toronto, Province of Ontario and Government of Canada. The contributions and support of community partners and members is also critical to the work that we do. We thank them for their ongoing support and look forward to our continued collaborative work through shared community building.

A peek at the back end of this Annual Report shows that financially, the agency once again ended the year in a very positive position. This is due in large part to the financial prudence of our management team. We use our funds to achieve the maximum positive impact for our community members who are the recipients of our varied services.

This past year was an exceptionally busy and challenging year for EYET's Board of Directors. Following last year's AGM, our new Board of Directors convened a day long retreat to familiarize ourselves with the history and development of EYET, the various services provided by the agency, and, in general, to become better acquainted with

each other as we moved forward to work together as a committed team. In addition, a majority of our directors spent several hours over the summer, visiting and becoming familiar with the many program sites that EYET operates. In the fall, several directors attended two informative day conferences which offered a variety of workshops geared to non profit agencies. The commitment of our directors to enhancing their skill set and knowledge as members of the Board has been outstanding.

In December, several members of the Board attended the grand opening of our new East York Housing Help Centre site at 1350 Danforth Avenue. This exciting event was attended by staff, community partners and representatives from both Queen's Park and the City of Toronto. Member of Provincial Parliament for Beaches East York, Michael Prue, presented a very nice certificate honouring this occasion for the agency. Councillor Mary Fragedakis also brought greetings and congratulations from Toronto City Council and the residents of Toronto Danforth.

In response to pending provincial legislation that will govern all Non- Profit (Public Benefit) Agencies and Associations, a By-Law committee was struck in early 2014. Its mandate is to review all of EYET's By-law sections to determine what, if any, changes will be needed to comply with this legislation. I thank them for their many hours of work and careful analysis in continuing this task. Another important working committee is the Strategic Planning Committee which continues

to review and develop a Strategic Plan for the next four years.

EYET's Board consists of an exceptional group of individuals who have demonstrated commitment, insight and wisdom throughout the year. Reluctantly, the Board recently accepted the resignation of Irfan Aslam, to take effect at the Annual General Meeting. Irfan has served as a Board Director for three years, with the past two years in the demanding position of Treasurer. Irfan's expertise and dedication in this role will be much missed by the Executive and the whole Board. I wish to thank him for his dependable service, perspective and leadership during the past three years. Fortunately, this was the only vacancy that needed to be filled for the incoming Board as all remaining directors have committed to continuing on the Board for 2014-2015. I can truly say that we are evolving into a very strong and knowledgeable group, committed to supporting the work and challenges of EYET.

As we end the current year, on behalf of the entire Board, I wish to thank all of EYET's stakeholders, whose efforts and contributions are vital to our ongoing work.

Virginia Hoffman
President, Board of Directors



Message from the Executive Director

VOICES FROM THE COMMUNITY..

"Thanks to TESH, I can serve my clients better. I learned so much and I feel more confident about my housing worker skills."
♦ Fall 2013 Training Participant

"I like the books a lot, books are fun."
♦ Book Corner Participant

"Thank you all very much for providing us with constant support and help. As you know, we have been at Sackville drop in since our son was a baby. This is like our home. I don't know how we are going to endure a day without coming to the program."
♦ TCR OEYC Parent

As I reflect on the work of our agency this past year, I am pleased to report that East York East Toronto Family Resources (EYET) continued to grow and strengthen its roots in the communities we serve. What is amazing about this agency is its resilience and ability to adapt to major environmental change. While much of this change was externally driven, EYET also made significant internal adjustments in some key areas of its infrastructure. As we head into 2014/2015, we are now well positioned and have the capacity we need to tackle all of the Board's continuing and future strategic priorities.

In October, 2013, we began a planned re-organization of our Housing Department program structure and consolidated all of our housing services under one roof. This positioned us well in terms of responding to a late fall 2013 call for annual funding proposals from the City of Toronto, which has moved to a competitive proposals model. Our actions to consolidate service delivery and reduce the number of programs from seven highly specialized programs to four more comprehensive and inter-professional programs was purposely aligned with the funder's criteria for proposals that can

deliver a high quality service to Toronto residents in a more coordinated and cost effective way.

Over 2013/2014, we fully launched and expanded our delivery of Before and After School programming for Full Day Kindergarten (FDK) participants at both Crescent Town and St. Paul Catholic School locations. By the end of the year, we had also successfully negotiated with the Toronto District School Board to launch Before and After programs at Secord School, beginning September, 2014. To the full credit of our Managers, supervisory staff and their early childhood education teams, EYET's modified childcare business model has received "two thumbs up" from School Board officials as a best practice and recommended approach for Before and After service delivery.

Administratively, we have initiated many improvements that are having agency-wide impacts on service delivery and productivity. This includes an overhaul of our IT system, which has resulted in our bringing all of our information, databases and other related network activities in-house to improve access and security. We secured new bookkeeping software and training for our childcare supervisors to improve our accounts receivable and other

processes at every EYET child care centre. We also continued to support work force development by successfully completing our first full year of a new performance planning, monitoring and appraisal process, which has resulted in all staff having annual work plans linked to the strategic and operating priorities of the agency.

EYET has a hard-working and very dedicated staff. Our employees are not afraid to tell us where we can improve and how we can make it happen. They are excellent advocates for our many clients and participants. We have a strong team of managers and supervisors who work tirelessly to ensure that our services are exemplary and continuously improving. Feedback from community members and program participants is positive and our numbers continue to grow across all program areas. Surely, this is a sign of the professionalism and caring that our employees provide every time a program participant walks through an EYET service door. I thank each and every member of our team for their efforts this past year. I look forward to our continued work together in 2014/2015.

In my role as Executive Director, I get to spend countless hours with some pretty amazing Board volunteers, all of whom are engaged in the work of our agency and committed to its values, beliefs and corporate 'bottom line'. I would like to thank Virginia Hoffman, Board President, for her excellent Board leadership and the diligent and thoughtful way in which she has advised and supported me in my role during a year of change and challenge. This past year, we had many new Board members join our

ranks. I join Virginia in thanking them for getting up to speed so quickly and for being so actively involved in our governance processes this year, particularly with respect to Board committees and special projects.

EYET benefits from the support of many citizens, organizations and funders. These key stakeholders are listed in this report and we thank each of them for their ongoing commitment and belief in our work, which is critical to the very existence of our agency. We look forward to our continued partnership with each of them as we move forward into 2014/2015.

Caroline Ball
Executive Director



DID YOU KNOW...

RENT has 1800 members.

DID YOU KNOW...

The new East York Housing Help Centre is located at 1350 Danforth Ave.

DID YOU KNOW...

1489 households were assisted to find housing.

The 2013/2014 year was one of positive change for the Housing Services Department. Most significant was the consolidation of direct service staff and sector support staff to storefront space at Greenwood and Danforth in September 2013. The newly consolidated East York Housing Help Centre has created an accessible housing help hub that is more centrally located in East York and closer to people in need. Over its first six months in operation, the new space has delivered barrier-free access to self-serve resources and full-time reception resulting in a total of 331 walk-ins, 1318 calls, and 372 appointments booked over the same time frame. Front Line Service.

In 2013/2014, Housing Help programming, which supports residents' access to public, private

market and supportive housing, served over 1489 households across East York and area. The Rent Bank/Energy Assistance Program helped 449 working families. This is a 40% increase over the previous year. Streets to Homes continued its support for formerly street involved people. Tenancy Support Services completed the suite of services, with housing stabilization supports to residents in their homes or communities, and at Access Point on Danforth Community Hub (APOD), resulting in 116 units of service provided.

EYET's renewed participation in local community planning resulted in a new project for the Department this past year. Building on Tenancy Support services, a unique hybrid service model launched as a pilot in late 2013 with a special project grant



2013 EAST YORK HOUSING HELP CENTRE GRAND OPENING

FALL 2013 TRAINING PARTICIPANT

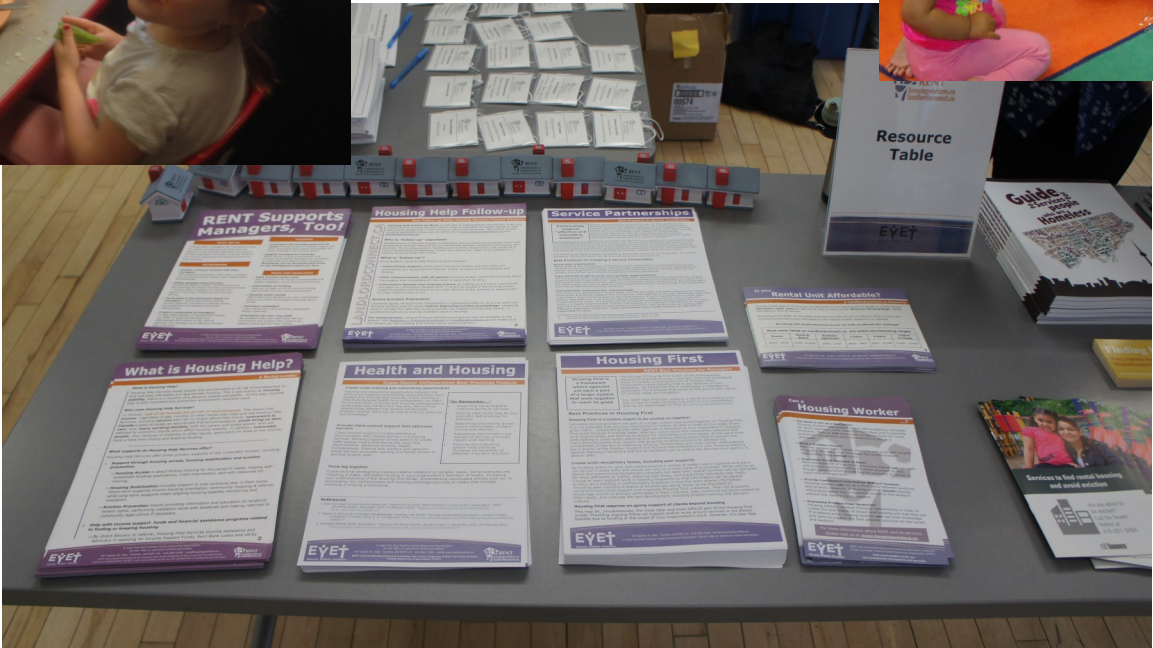
"It is indeed the best training on housing. It touched on all pertinent issues of housing, including mental health, youth, LGBT and virtually all related issues..."

from the City of Toronto. Its purpose was to meet the needs of residents at the Agnes McPhail complex of Toronto Community Housing, located at 444 Lumsden Avenue, which had been experiencing increasing tenant need in recent years. In addition to providing direct on-site tenancy supports, the Supports to Tenant Engagement Project (STEP), partnered with Action for Neighbourhood Change, a program of Neighbourhood Link, to actively engage tenants in opportunities for resident action and education that is driven by tenants, in collaboration with other community interests. The result has been a cohesive group of 15 residents supporting the wellness of both individual residents and the vertical neighbourhood of Agnes McPhail, and is held up as a best practice in other at-risk neighbourhoods.

Building Sector Capacity and Supports to Housing Workers

EYET's Housing Sector Support Services consist of a unique suite of services that contribute new capacity to homelessness reduction work. In its 14th year, the RENT Program grew its membership to just over 1800 front line workers, managers and policy makers. It is considered the community of practice for homelessness reduction in Toronto, supported through www.housingworkers.ca. A stakeholder evaluation process conducted in 2013/2014 confirmed RENT's unique role in sector capacity building. It offered insight into ensuring RENT meets the future needs of the agencies and sectors conducting homelessness reduction work. Housing Help Sector Training, now in its fifth year, provides housing help best practice training twice yearly. Landlordconnect, recognized nationally as an example of a home grown solution to improve housing access through www.landlordconnect.ca, is a unique exchange space for private sector landlords and housing workers to reduce homelessness. It continues to receive thousands of website hits for both its news and resources and listing vacancies.

In 2014/2015, the Housing Department looks forward to new opportunities to improve its services and partnerships with stakeholders.



DID YOU KNOW...

EYET's Beaches East York Ontario Early Years Centre had 1130 adults who participated in work shops.

DID YOU KNOW...

EYET's modified childcare business model has received "two thumbs up" from School Board officials as a best practice and recommended approach for Before and After service delivery.

Ontario Early Years Centres

In 2013/2014, 3736 parents and caregivers and 3392 young children 0-6, participated in EYET's OEYCs, through a variety of programs and services ranging from drop-in programs to pre-registered programs.

This past year, our two main sites participated in a collective, city-wide evaluation of Ontario Early Years Centre (OEYC) programs. The results were outstanding! Children said they like riding bikes, playing house and kitchen, drawing, painting and the book corner. Adults indicated that the centres offer safe places where they can ask questions and seek parenting advice in a supportive and non-judgemental way.

In Toronto Centre-Rosedale, the OEYC led its first "Health Promotion Day". The event focused on three areas: early identification through child development screening, information on nutrition, oral and dental care, speech and language, and featured a parent-child play centre. This event was a tremendous success! It was a blast event that engaged not only OEYC satellite partners but many other agencies serving children and

families in the Toronto Centre-Rosedale community. A total of 156 families, 198 children participated. The event involved a collaboration of 10 agencies and 40 early years practitioners.

In Beaches East-York, with the introduction of FDELK across community schools, our program statistics showed an increase in the number of children ranging from newborns to 3.5 years of age. This change provided an opportunity to assess and adapt our programs and services to be more aligned with meeting the developmental areas and parenting needs of our changing demographics. For example, one enhancement included introducing new menu concepts that focused on first-time foods, key nutritional values and "picky eater" solutions. This program activity was carried in direct partnership with Toronto Public Health, through regular in-program visits by both Public Health Nurses and Registered



WATER PLAY WITH MY FRIENDS

Dietitians. Additional adaptations to the program curriculum including more sensory play-based learning and developmentally appropriate gross motor and fine motor activities, using the ELECT document as a guideline for developing change.

As the Best Start Child and Family Centre model rolls out in 2014/2015, we look forward to our continued work in partnership with the Ministry of Education, Early Year Division, for the benefit of our Beaches East York and Toronto Centre Rosedale families.

Licensed Child Care Centres

EYET's Early Learning and Care (ELC) programs continue to thrive and grow, providing families with a caring, stimulating and creative environment where children can experience growth – physically, emotionally, socially and intellectually within a learning enriched play based curriculum. EYET's licensed childcares are located in three lively school-based neighbourhoods in Toronto: Annie's Place at Secord Elementary School, Crescent Town School at Crescent Town Elementary School and Tom's Place at St. Paul Elementary School.

Since becoming 3rd party operators with both the Toronto District School Board and Toronto Catholic District School Boards, EYET has continued to support the families and children enrolled in Full Day Kindergarten at both St. Paul Catholic School and Crescent Town Elementary School. In 2013, EYET was pleased to be able to open a second Before and After School classroom as a direct result of the increased need of families with kindergarten children attending at Crescent Town Elementary School. Heading into 2014,

This past year, EYET Early Learning Centres continued to implement a Play Based Emergent Curriculum. Components of the Emergent Curriculum are: planning based on teacher's objective observations; use of a variety of strategies for documentation and reflection on children's learning and development; implementation of inclusive, age appropriate, and stimulating learning centres. It includes parents and the community, as per the Early Learning for Every Child Today (ELECT) and Ontario's Early Years Frameworks.

Heading into 2014, EYET is excited to announce that Annie's Place, located at Secord Elementary School (TDSB), will also be opening its first Before and After Care program, beginning in September.



EARLY LEARNING CENTRE—
CREATIVE PLAY

Family and Community Supports

EYET supports hundreds of community based families through its Family Supports services, including Pre-natal and School Readiness programs.

One of EYET's original Family Support service sites, **The Donlands Family Resource Program** (DFRP), had an active and engaging year in 2013/2014. We provided formal and informal opportunities for families to build upon their own capacities as parents and/or caregivers. Through these opportunities, DFRP services were utilized 6,583 different times by parents, caregivers and children in the community. Our programming focuses on key childhood development areas (i.e. literacy, numeracy, science), providing parents and caregivers with an environment to strengthen their roles in supporting their child (ren)'s learning objectives. Through existing partnerships with Toronto Public Health and the resources of an Early Year's Literacy Specialist, DFRP continued to build parent-based capacity, with 174 parents participating in evidence based workshops such as: *Make the Connection – Infant and Toddler; Love, Laugh and Learn and Live and Learn with Baby.*

With renewed funding from the Public Health Agency of Canada, the **East York Healthy Beginnings for Healthy Babies (EYHBHB) Program** continued responding to the needs of the community for prenatal programming. This program is now a well established component of our family support service model. Working in partnership with Toronto Public Health EYHBHB offers resources and supports to women in achieving both a healthy pregnancy and the birth of their child. In 2013/2014, EYHBHB provided pre/postnatal sessions to 352 women, and welcomed 131 healthy babies into the community.

An additional EYHBHB programming component involves collaboration with EYET's Beaches-East York Ontario Early Years Centre, in the Crescent Town Community. Through a joint program activity, we have continued to provide a seamless support network for the women,



PEER MENTORING WITH
COMMUNITY ENGAGEMENT

RfSC PARENT

"I learned a lot. I feel so good now that I am prepared for her schooling...."

focusing on mental health issues, newborn care and nutrition. We also have continued our partnership with Access Alliance Multicultural Health and Community Services, promoting family food security through access to its rooftop garden and gardening lessons.

EYET is now in its 6th year of providing the **Ready for School Connects (RfSC)** programming across communities in its catchment. This is an intensive two-week parent/child summer school readiness program for newcomer families with children entering kindergarten in September. The children attend a structured half-day program at their school so they can learn routines, separate from their parents and begin to develop the skills they will need for kindergarten. Parents also "go to school" at the same time as their children, attending a series of workshops on a wide range of topics, to support their child and family through this very exciting transition period.

An active schedule drives the RfSC team to deliver 12 of these 2-week sessions in 5 different communities, throughout the summer months. In 2013/2014, a total of 161 families participated in the RfSC

program. The program continued to be offered in Regent Park, located at Sprucecourt Public School and in the Rose Avenue community. Crescent Town/Secord at Crescent Town Elementary School, George Webster Elementary School and Secord Elementary School were also vital program sites.

An emerging service component within the Family and Community Support department is the Parent-Caregiver Network (PCN). This past year, a total of 52 new clients registered to participate. PCN is a neighbourhood and peer-based model, focusing on reducing the social isolation of newcomer parents and caregivers. The program assists them to better understand Canadian systems while improving their understanding of healthy communities and exploring ways of becoming an active member within their own neighbourhood. Network sessions are participant-driven, discussing topics that families have identified as needing supports and information. Some topics include: civic engagement, healthcare, child protection laws and government systems.



READY FOR SCHOOL CONNECTS
GRADUATION DAY

DID YOU KNOW?

3077 children visited the Donlands Family Resource Program.

DID YOU KNOW?

174 adults participated in workshops.

DID YOU KNOW?

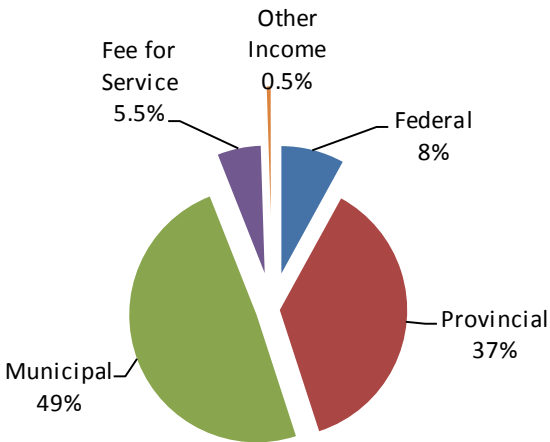
352 women were served in the East York Healthy Beginnings for Healthy Babies Program.

FINANCIAL STATEMENTS (Audited)

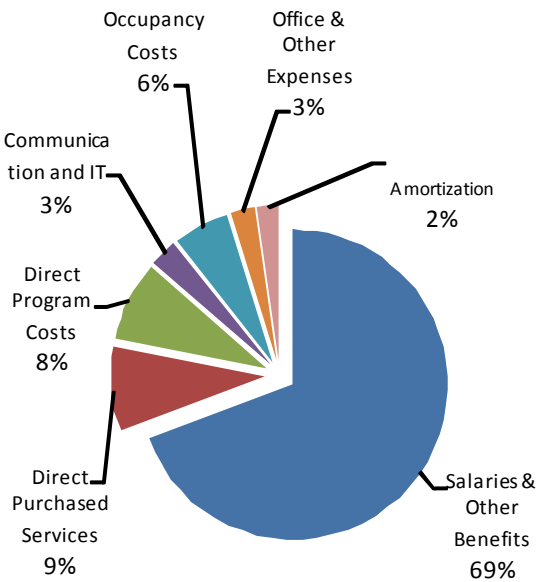
Statement of combined Revenues and Expenditures
for the year ending March 31, 2014

REVENUE	2014	2013
Federal	291,184.00	302,327.00
Provincial	1,289,545.00	1,297,761.00
Municipal	1,728,530.00	1,477,237.00
Fee for Service	192,725.00	161,623.00
Other Program Grants	-	390,000.00
Other Income	14,854.00	67,393.00
	3,516,838.00	3,696,341.00
EXPENDITURE		
Salaries & Other Benefits	2,422,812.00	2,281,438.00
Direct Purchased Services	307,531.00	317,531.00
Direct Program Costs	293,309.00	282,172.00
Communication and IT	97,982.00	89,625.00
Occupancy Costs	205,120.00	168,542.00
Office & Other Expenses	85,318.00	61,660.00
Other Program Grant Exp.		330,000.00
Amortization	82,878.00	88,476.00
	3,494,950.00	3,619,444.00
	3,494,950.00	3,619,444.00
Excess/Deficiency of Revenue over Expenses	21,888.00	76,897.00

2013-14 Revenue



2013-14 Expenditure



FUNDING 2013-14

Federal	
Public Health Agency of Canada	111,916.00
Citizenship & Immigration Canada	179,268.00
Provincial	
Ministry of Children and Youth Services	1,289,545.00
Municipal (City of Toronto)	
Children's Services Division	1,018,660.00
Shelter, Support and Housing Administration Division	682,815.00
Social Development, Finance & Administration Division	27,055.00
Fee for Service	
Fee for Service	192,725.00
Other	
Other Income/Fundraising/Interest/Other	14,854.00
	\$3,516,838.00

A warm "thank you" to all of our funders!

- Access Alliance Multicultural Health & Community Services
 - Albion Housing Help Centre
 - Applegrove Community Complex
 - Child Development Institute
 - Children’s Book Bank Foundation
 - Crescent Town Elementary School
 - Daily Bread Food Bank
 - Davenport Perth Neighbourhood Centre
 - Day Care Connection
 - East End Children’s Centre
 - East End Community Health Centre
 - Eastview Neighbourhood Community
 - Flemington Park Housing Help Centre
 - George Brown College, Community Services & Early Childhood
 - George Webster Elementary School
 - Gerrard Resource Centre
 - Jenner Jean Marie Community Centre
 - Macauley Child Development Centre
- Massey Centre for Women
 - Meta Strategies
 - Mothercraft
 - Muppets Child Care
 - Neighbourhood Information Centre
 - Neighbourhood Information Post
 - Ontario Coalition for Better Childcare
 - Parent Resources
 - Parents for Better Beginnings
 - Ready for School Connects
 - Regent Park Community Health Centre
 - Robertson House
 - Rose Avenue Public School
 - Ryerson University School of Nursing
 - Scarborough Housing Help Centre
 - Second Harvest
 - Secord Elementary School
 - Selwyn Elementary School
 - South Riverdale Community Health Centre
 - Sprucecourt Public School
 - St. Paul’s Basili Catholic Parish Community
 - St. Paul’s Catholic Elementary School
- The 519 Church Street Community Centre
 - The Midwives Clinic of East York-Don Mills
 - Thorncliffe Neighbourhood Office
 - Toronto Catholic District School Board
 - Toronto District School Board
 - Toronto Drop In Network
 - Toronto East General Hospital
 - Toronto Hostels’ Training Centre
 - Toronto Preschool Speech and Language Services
 - Toronto Public Health
 - Toronto Public Library
 - University of Toronto Faculty of Medicine
 - West Toronto Housing Help Services
 - WoodGreen Community Services
 - YMCA
 - YMCA Family Development Centre
 - York Unison Housing Help Centre

Thank you to our funders and donors:

