



Educate. Mediate. Empower.

East York East Toronto Family Resources

Annual Report

2014 – 2015

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

As another busy year comes to a close, East York East Toronto Family Resources (EYET) continued to push the envelope in extending and consolidating its services across our community. Despite many changes and some challenges, the Board oversaw the delivery of exceptional services to residents of East Toronto and East York in our core areas of development in the early years, licensed child care, family support and housing services.

The 2014 - 2015 Annual Report provides but a sampling of the fine work the agency continues to accomplish every day of the year. Our staff (now numbering close to 100 full-time, part-time and casual employees) 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.

Committed to good governance, our directors continued to focus their energies on enhancing their skill set and knowledge base to the benefit of the agency. Working together with our Executive Director, Caroline Ball, the Board has offered support and direction as we continued to work through our Strategic Plan objectives; effectively complementing her excellent leadership of the agency. The results of this partnership are detailed throughout the remainder of this report.

A peek at the back end of this Annual Report shows that, financially, the agency once again ended the year in a 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.

In the latter part of 2014, the agency adapted its administrative infrastructure to better meet the challenges and address the complexities of developing a positive environment and framework that will support a newly unionized workplace. Working towards our first collective agreement is a priority to moving forward within this new framework and we view this development positively. We are committed to ensuring a positive working relationship between staff and management that continues to deliver high quality service to the communities of East York and East Toronto.

Our Board consists of an exceptional group of individuals who have demonstrated commitment, insight and wisdom in support of the agency. As the year comes to a close, we say "goodbye" to Angela Loconte and Paulette Minard and thank them both for their dedication and commitment. We wish them well as they focus on the increasing needs of family life. The remaining directors will continue on the Board and, with the induction of two new directors, we are evolving into a very strong and knowledgeable group.

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. I look forward to our continued work together as we meet the new challenges facing us over the next fiscal year.

Virginia Hoffman
President, Board of Directors



Executive Director's Message

As 2014-2015 draws to a close, I am pleased to report another very successful year of operations for EYET. We grew in some areas, while consolidating and integrating service delivery in other key areas of the agency. These changes were strategic and meant to strengthen and solidify our capacity to deliver our “core services” mandate with a continued focus on service quality, professionalism and cost-effectiveness. You will see the evidence of this change reflected throughout the departmental summaries that follow in this Annual Report.



At EYET, our aim is to maintain a superior quality and level of programming that focuses on the diverse and changing needs of the East York and East Toronto communities. To make this happen, we must also keep an eye on the efficient use of our funds while exploring new revenue streams that will help us to sustain such outcomes. A quick glance of our 2014-2015 financial statements illustrates how important this has become in an era where funding availability and the level of funding that can be allocated to quality community programming is diminishing in a market that has become much more competitive.

We are very grateful to the City of Toronto, Province of Ontario and the Government of Canada for their ongoing funding support and for the expert advice we receive from our many project officers and consultants. We work hard to ensure that these resources are used efficiently and with optimal impact on our clients and the communities we serve.

Our many community partners and networks are also critical to the work that we do. We thank them for their commitments to the projects we do together every day and for their shared belief in the importance of collaborative community building. One example of this collaboration has been the development of a new community drop-in space for residents living in the Upper Dawes Road area of East York. Another has been our work with seven other Housing Help Centres to develop a common tool and database to help us all understand current needs for housing help service across Toronto. Our partnership with the Children's Book Bank Foundation continues to flourish and expand in its community reach, providing space, opportunity and staff time to distribute free books to families and cultivate our shared interest in early development and family literacy. We are very fortunate to have them in our midst as community collaborators.

Heading into 2015-2016, the Board and I look forward to some interesting organizational change that we believe will strengthen our capacity to deliver quality services. Among these is the development of a first collective agreement with our newly unionized full and part-time permanent employees. I want to thank our Board members under the positive leadership of Virginia Hoffman, for their dedication to the governance of the agency and the zeal with which they choose to embrace both the challenges and opportunities that change can bring to our organization. I could not ask for a better team and I thank each of them for their support over the past 12 months.

Caroline Ball
Executive Director

Family Support Services

EYET's portfolio of Family Support programs and services is diverse, including programs focused on school readiness, family health and community integration.

Over 2014-2015, the Parent/Caregiver Network (PCN) initiative, with funding from Citizenship and Immigration Canada, continued to deliver an expanding series of neighbourhood-based engagement sessions aimed at reducing the social isolation of newcomer parents and caregivers. Using a peer-based model, the program attracted and supported 43 newcomer parents and caregivers this past year. A total of five networking sessions were organized.

These were participant-driven, with families identifying, leading discussions and offering supports to each other around topics such as: reducing and managing stress, accessing healthcare (including arranging for dental screenings for themselves and their children) and financial and banking options.

The Ready for School Connects (RfSC) program completed its 7th year with the financial support of Citizenship and Immigration Canada. This intensive two-week parent/child summer school readiness program supported 169 newcomer families with children preparing to enter full-day kindergarten. By working with the families prior to their child's entry into the school system, this program serves to

connect newcomers with the resources needed to ensure their child(ren) have the best start possible as they begin their school-based experience in Ontario. Going forward into 2015/2016, we will be delivering another 12 two-week sessions with an active schedule of activities and across 5 different neighbourhoods. This includes 2 sessions in Regent Park at Rose Avenue and Winchester School and 3 sessions within the Taylor Massey community – at Crescent Town, Secord Avenue and George Webster School.

With the ongoing supports of Toronto Public Health, EYET continued providing Pre-natal programming in both the Crescent Town and Thorncliffe Park communities. East York Healthy Beginnings for Healthy Babies (EYHBHB) provided resources and supports to healthy pregnancy to 352 women through facilitated pre-natal sessions. Through this programming, we helped to welcome 117 healthy babies into our community. Heading into 2015-2016, EYHBHB will continue to provide and strengthen its continuity of service in the Thorncliffe Park neighbourhood through a newly developed relationship with Thorncliffe Park School. Together, with the school, we are looking forward to providing services for our families in a familiar and self-identified "safe" space, minimizing barriers to access of services.

The Donlands Family Resource Program (DFRP) continued to thrive and engage families in the Toronto Danforth community, providing formal and informal "moments" for parents and caregivers to engage and build upon their own knowledge base and skill sets. This year, DFRP's services were accessed on 6,439 different occasions, by parents, caregivers and children. Our programming focused on strengthening the adult's role in supporting their child's learning, using a play-based model to affect learning in key early developmental areas of literacy, science and physical activity. In April, 2015, we will expand our partnership with the Children's Book Bank, through the introduction of a Saturday literacy drop-in program. This represents an exciting new addition to the DFRP Ontario Early Years satellite services model that will significantly impact families in the Toronto/Danforth area.



Housing Programs & Services

In 2014-2015 we continued to deliver front line services through our main site at 1350 Danforth Avenue and intensified our tenancy outreach and support through satellite services provided at Access Point on the Danforth (in collaboration with Access Alliance Multicultural Health and Community Services). We also proudly established two additional satellite programs within Secord School Community Centre and the Upper Dawes Road Hub (located within 10 Gower Park Place). EYET was instrumental in the development of a new community “mini-hub” at 10 Gower Park Place, leveraging its housing help and tenancy support resources to provide programming one day per week. As a result of this growing satellite-based strategy, a great many more families in East York and East Toronto have been connected to supports and referral on a spectrum of housing issues related to access, stabilized tenancies and eviction prevention.

EYET continued to work closely with the Action for Neighbourhood Change initiative (a program of Neighbourhood Link) to continue its support of a resident-led group of tenants at 444 Lumsden Avenue. Originally created with the support of EYET, the group organized a number of special activities, workshops and events for residents, including a workshop on apartment fire safety and a seniors’ Christmas event.

Entering its 15th year in operation, our RENT (Resources Exist for Networking and Training) program was re-structured in early October, 2014 to better integrate the delivery of program resources. The Training Essential Skills in Housing Help (TESHH) model was incorporated under the RENT program banner and a plan was initiated to develop a more standardized and competency-based housing help training certificate, to be piloted over 2015-2016. RENT also improved the access and utilization of web-based resources by its membership base of over 1800 members through active moderation and technical improvements to the www.housingworkers.ca website.

RENT was instrumental in the development of a new data collection tool and online database that will allow individual housing help centres to actively track and monitor program use, identifying trends within housing help catchment areas and across the Toronto network of centres that will inform future program development and contribute to high quality assurance for the sector. The goal of this group is to build upon our own internal capacities to collect, track and analysis statistical data, trends and emerging gaps, to be better positioned to support the residents of our various communities.

Landlord Connect continued to “bridge the gap” between landlords within the private sector, housing workers and their clients through a range of ongoing and new program activities. The unique exchange space supported through the

www.landlordconnect.ca web platform creates opportunities to

match clients seeking affordable housing, outside of mainstream public listings with safe, affordable and quality private sector units offered by participating landlords. This past year, we updated and modified our *Landlord Toolkit* and had over 26,669 web visits to the site with 273 hits on the kit itself. Staff also spent the latter part of 2014-2015 generating a plan for hosting a first “Landlord Engagement Evening, with a focus on AODA regulations and the resources available for landlords to ensure their compliance.



Ontario Early Years Programs

The early years sector in Ontario continues evolving, and so do our early year programs! As of September 2014, Full-Day Kindergarten was entirely implemented in schools across Ontario. As anticipated, with this change, we have seen a comparative increase in the number of infants and toddlers and parents visiting our main and satellite Ontario Early Years Centre (OEYC) sites across the Toronto Centre-Rosedale and Beaches East York communities.

In response to changing demographics, our parent/child programs and activities were modified accordingly to meet the needs of our younger population. Our early years staff re-trained in infant and toddler development. Knowing that early identification is the first step in early intervention, we re-focused our attention on the implementation of Nipissing developmental screening and referral activities.

In Toronto Centre-Rosedale, we introduced new programs, including “Baby Gross Motor Play”, “Infant Massage”, “Babies and Books”, and also delivered a series of mini-workshops on infant development offered at the local libraries. Our early years team had the opportunity to refresh its knowledge and enhance professional learning by attending two full days of learning at the Infant Mental Health Conference offered by Sick Kids Hospital in Toronto. In addition, a new initiative to enhance the awareness of typical and atypical development was introduced. The “On the Spot Screening” program amplified the resources and availability of our Special Needs Resource Worker, who traveled from program to program offering one-on-one and/or group screening sessions. We, once again, held a well-attended and successful “Health Promotion Day”; a community event done in collaboration with our OEYC agency partners. This event was attended by more than 180 families from across the Toronto Centre-Rosedale catchment.

During 2014-2015, the Beaches East York OEYC main site implemented a series of Parent Chats, using a participant-driven model to determine discussion topics and outside resources (e.g. dental screening). We also collaborated with Access Alliance Multicultural Health and Community Services to provide a Peer Nutrition program with a focus on the cultural demographics of the Crescent Town community.

The Beaches East York program also expanded upon its partnership with the Children’s Book Bank, providing literacy programming and services, through the development a NEW literacy drop-in program located within the Upper Dawes Road Centre at 10 Dawes Road. The OEYC program benefited from EYET’s leadership in a broader service collaboration with other East York partner organizations in the development of this new community hub, which aims to fill a critical community support void in the Taylor Massey Neighbourhood. This year saw a significant increase in the number of books that were placed into families hands, with just over 9,290 books being “claimed” by children and their parents between our two program sites.

Through the combined efforts of both EYET Ontario Early Years main site programs, we delivered services to 2,957 parents and caregivers in 2014/2015. We helped these participants build upon their own capacity to provide key supports in their child’s early years development. A total of 3,205 young children (ages 0-6) were actively engaged in developmentally appropriate activities and learning through play



Licensed Childcare Centres

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

EYET's licensed child care programs continued to expand during 2014-2015. It is a strategic priority to continue to strengthen both the quality and reach of our licensed child care services to the benefit of families living throughout our East York and East Toronto catchments.

This past year, Annie's Place licensed two new Before and After School program spaces, extending our capacity at the Secord School site to support up to 40 additional kindergarten children. The impact of this change has been an increase in staffing and staff knowledge and opportunities to work in a closer and more collaborative manner with the Secord Elementary School and its Parenting Centre. Annie's Place is now well-positioned to respond to the new provincial framework that supports families and provides seamless, inquiry play-based learning activities and care for pre-school and kindergarten children and their families in the Secord and Main Street neighbourhoods.



At Tom's Place licensed child care, we welcomed the new assessment tool (Assessment for Quality Improvement) introduced by the City of Toronto Children's Services and focused on the enhancement of the quality of the services offered for toddlers, preschoolers, and kindergarten children, along with their families. In addition we are in the process of fully implementing the principles of the provincial Early Years Framework and the theoretical foundations known as "How Does Learning Happen?". We have fully embraced these new foundations (including 'Belonging', 'Well-being', 'Engagement' and communication') and see them reflected in the day to day activities of our programs in partnership with families, the St. Paul Elementary School and the immediate community.



Our Crescent Town School licensed child care site experienced a positive year of transitional change with 41 children being supported with the transition to Kindergarten and 37 new children were welcomed to the centre. The new provincial "Assessment for Quality Improvement" tool has provided great opportunities to strengthen our program capacity and enhance key aspects of service delivery. Our programs are more inclusive, integrated and children are experiencing increased learning through play. The new Provincial Early Years Framework has provided the means to create further opportunities to plan a responsive program, including supports to both the family and the child to ensure that children are learning and growing in a healthy, safe and enriched environment both at home and within EYET's centres.

Financial Statements

FUNDING 2014-15

Federal

Public Health	122,090.00	
Citizenship & Immigration Canada	175,034.00	
		297,124.00

Provincial

Ministry of Children and Youth Services	1,254,349.00	
		1,254,349.00

Municipal

Children's Services	1,042,366.00	
Shelter, Support and Housing Administration	628,383.00	
Social Development, Finance & Administration	27,655.00	
		1,698,404.00

Fee for Service

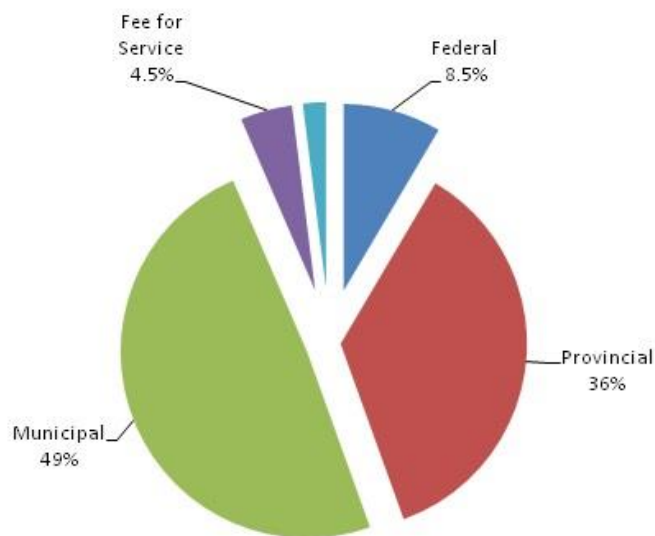
Fee for Service	153,677.00	
		153,677.00

Other

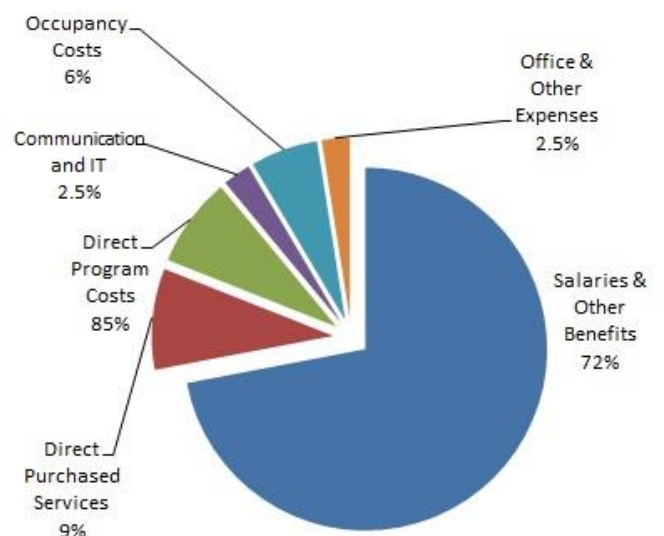
Other Income/Fundraising/Interest/Other	41,032.00	
Massey Centre for Women	23,304.00	
		64,336.00

3,467,890.00 3,467,890.00

2014-15 Revenue



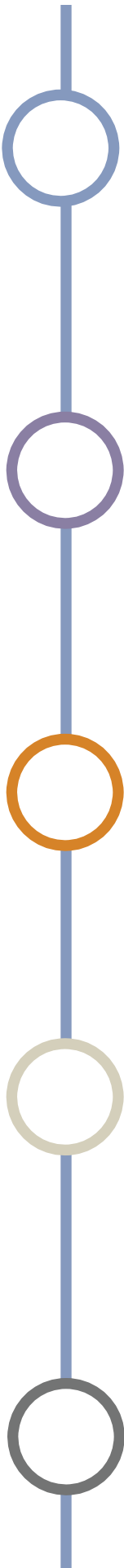
2014-15 Expenditures



EYET's Funders & Partners

Access Alliance Multicultural Health & Community Services
Albion Neighbourhood Services
Applegrove Community Complex
Child Development Institute
Children's Book Bank Foundation
Citizenship and Immigration Canada
CITY Kids
City of Toronto
 Children's Services
 Shelter, Support & Housing
 Community Funding
 Social Development, Finance & Administration
Cosburn United Church
COSTI North York Housing Help
Crescent Town Elementary School
Daily Bread Food Bank
Davenport-Perth Neighbourhood & Community Health Centre
Daycare Connections
East End Children's Centre
East End Community Health Centre
Geneva Centre for Autism
George Webster Elementary School
Harmony Hall Centre for Seniors/
 Call-A-Service
Holland Bloorview Kids Rehabilitation Hospital
Macaulay Child Development Centre
Massey Centre for Women

Ministry of Education, Early Years Division
Mothercraft
Neighbourhood Link
Parent Resources
Public Health Agency of Canada
Toronto Catholic District School Board
Toronto Public Health
Robertson House
Rose Ave Elementary School
RPCHC/ Parent for Better Beginnings
Ryerson School of Early Childhood
Ryerson University
 Gerrard Resource Centre
 Daphne Cockwell School of Nursing
Secord Elementary School
Sprucecourt Elementary School
St. Paul Elementary School
Surrey Place Centre
The 519 Community Centre
The Housing Help Centre
Toronto District School Board
Toronto Public Library
The Neighbourhood Centre
Thornccliffe Neighbourhood Office
Unison Health & Community Services
West Toronto Housing Help Services
Woodgreen
YMCA





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A vertical flow diagram consisting of three circles connected by a thin blue line. The top circle is light blue and contains the word 'EDUCATE'. The middle circle is a darker blue and contains the word 'MEDIATE'. The bottom circle is orange and contains the word 'EMPOWER'.

EDUCATE

MEDIATE

EMPOWER