

# East York East Toronto Family Resources Organization



# President's Message

This year I am writing this message at the completion of my final year in the role of President and Chair of East York East Toronto Family Resources. My two years in this position have been a gratifying, encouraging and an often, enjoyable experience. My learning curve has continued throughout this year as there are so many aspects of this agency and its role as a support to families and individuals which change and realign on a regular basis. I feel privileged to have had the opportunity to work with so many knowledgeable, dedicated and interesting people who have and will pilot our agency through the decision making in the upcoming year.



The staff and management of EYET are our front-line people on whom we depend to work with the public and deliver our programs on a daily basis. On behalf of the Board I offer our sincere appreciation for the caring and dedication you bring to your work each day ensuring that EYET continues to deliver the high quality programs and services for which we are known.

Caroline Ball, our Executive Director continues to guide this agency through day to day management and planning for the future with her strong leadership skills. Caroline's knowledge of the intricacies of the agency itself and all the levels of government to which we are connected, help to ease the work and decision making for of all us.

EYET's financial position at the end of 2017-2018 is very favourable thanks to careful planning and management. This position allows us to continue to grow and provide a high level of programming in all of our service areas.

The Board continued its important work of reviewing corporate policies to ensure they are compliant with and reflect the changing needs and nature of our community and our resource partners. Board members engaged in some learning opportunities to refresh our understanding of how non-profit Boards work and to ensure we are all working with the same base knowledge.

Volunteers dedicate a great deal of time, energy and expertise our organization and I would like to thank all of those who support EYET by working on committees that inform decision making and develop policies that allow our practices to remain current and to deliver high quality services.

This year we are saying good-bye to Don Deathe who will be leaving the EYET Board after completing 6 years as a dedicated board member. Don moved up to the Executive Committee in his second year, where his ability to carefully consider issues presented to us and to calmly guide us through problem-solving has made him an extremely valuable member of this team. Don sat on several committees during his tenure and for the past 4 years has been our Treasurer working with the Executive Director to develop the agency's annual operating budget and monthly and quarterly financial reports presented at our regular Board meetings.

I will finish this note by saying "good-bye" to this role as President and "hello" to the incoming board and assure them of my support during the upcoming year as our agency continues to grow and change.

Louise Free

President, Board of Directors



# Executive Director's Message



In recent years, I have commented extensively on EYET's collective resilience and ability to respond to system 'curveballs' in the form of legislative, regulatory and funding model changes within the human services sector. In this regard, the 2017-2018 operating year was no exception.

Under a re-vamped management structure, we consolidated the operation of our three licensed child care centres to ensure more effective central administration and consistent centre oversight. We kept pace with rapid change in licensed child care regulations and more stringent standards brought on by the amended Child Care and Early Years Act, committing significant new wages, training dollars and resources to the development of our child care workforce.

In January, 2018 all Ontario Early Years Centres in Toronto began a complex transition towards a new service model – EarlyON Child and Family Centres – and a new funding relationship with the City of Toronto. EYET was an 'early adopter', actively embracing the change as an opportunity to transform the communities we serve and to leverage more locally relevant strategies and solutions supporting families and healthy child development across Toronto.

In 2017-2018, our housing team served more users than ever before at our East York Housing Help Centre. We continued to review and re-build our housing help training portfolio with a renewed focus on skill-building at the front line and more intensive efforts at engaging organizational leaders in sector capacity-building workshops.

We continued expanding our Ready for School Connect (RfSC) program, building a new partnership with Centre Francophone de Toronto that will culminate in a new French language program site by 2019. Along with our Canada Pre-Natal Program, these federally funded projects continued to shine a light on the agency's core mission of engaging families' "strong and compassionate voices in developing and building the strength of communities".

We've achieved much of our operating success this past year because of a solid staff team that is committed to delivering sound, quality services. I would like to thank all of our program staff, volunteers and managers for making it another very successful year for EYET and for our community. Thanks also to CUPE 5239 and its leadership for a thoughtful and productive first year of working together.

Thank you to the City of Toronto, Province of Ontario and Government of Canada for another outstanding year of partnership to achieve important community impacts during times of significant change across the sector.

Wrapping up, I wish to thank our Board of Directors for a job well done. A fond farewell goes to Don Deathe, our fearless Treasurer. I will miss his polite knack for asking the right questions at the right time. No one does a line-by-line review like you, Don.

My final thanks go to Louise Free for her excellent leadership as President. She has also been a solid supervisor to a grateful Executive Director for the past two years. Along with Louise, I look forward to working with our new Board and to an exciting year ahead!

Caroline Ball  
Executive Director

# Financial Overview 2017 - 2018

## FINANCIAL STATEMENTS (Audited)

Statement of combined Revenues and Expenditures for the year ending March 31, 2017

REVENUE	2016-17	2017-18	%
1. Government of Canada	279,854	283,661	7.3
2. Province of Ontario	1,344,962	1,021,793	26.4
3. City of Toronto	1,770,309	2,259,833	58.5
4. Fee for Service	232,743	274,801	7.1
5. Other	28,331	23,079	0.6
	3,656,199	3,863,167	100.0

## EXPENDITURE

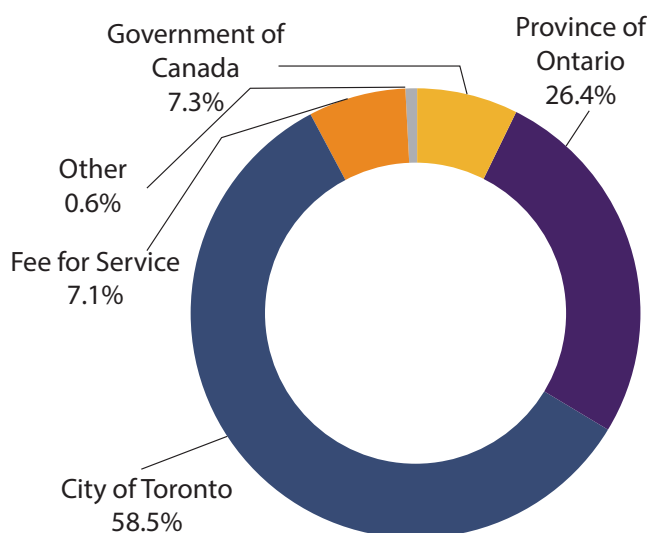
Salaries & Other Benefits	2,625,469	2,641,361	71.6
Direct Purchased Services	310,582	247,336	6.7
Direct Program Costs	328,299	355,996	9.6
Communication and IT	55,515	94,311	2.6
Occupancy Costs	243,417	240,581	6.5
Office & Other Expenses	100,046	111,245	3.0
	3,663,328	3,690,830	100.0

Excess/Deficiency of Revenue Over Expenses

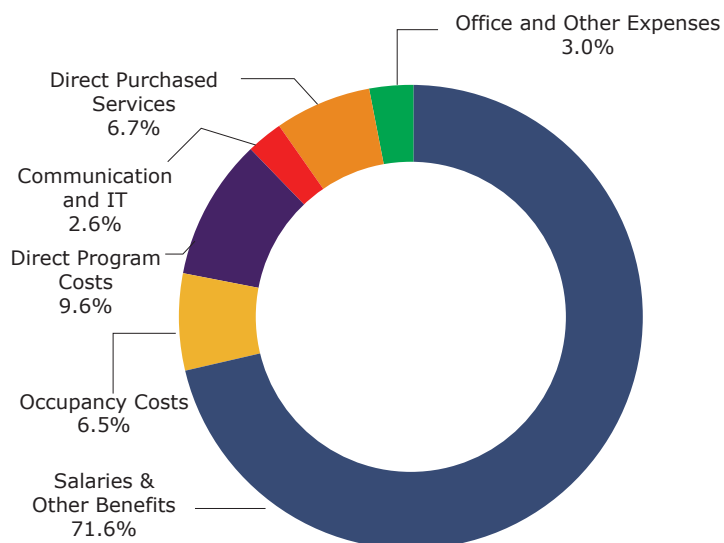
(7,129)

172,337

## 2017 - 2018 Revenues



## 2017 - 2018 Expenditures



# Family Support Services

This past year our family support programs continued to thrive, providing a diverse range of opportunities for families to become engaged in their community and build upon their existing capacities. Our Canada Pre-Natal, Ready for School Connects and Parent Connections Network programs each focus on strengthening the adult's role in supporting their child and reducing isolation by integrating families within their own neighbourhoods. This is accomplished through a peer-based support model.

EYET also continued to improve the health and well-being of children across East York, through active leadership and participation in the Healthy Kids Community Challenge – Danforth/East York Steering Committee. One of the most successful program offerings has been the "Come Walk with Us" activity. This past year, over 900 individual walks were completed. Through the activity of walking the program encourages families to let their 'little ones' walk versus ride in a stroller, completing a brief walk around the neighbourhood at the beginning of program on a weekly basis – rain or shine.

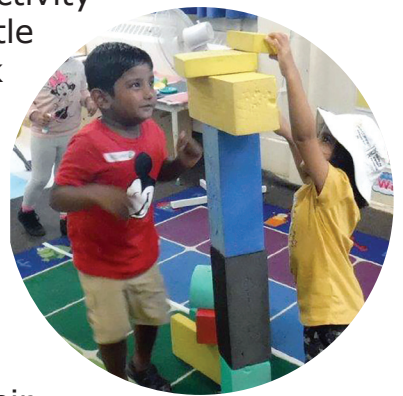
Our pre-natal program, East York Healthy Beginnings for Healthy Babies (EYHBHB) provides a diverse range of supports and resources to improve the health and well-being of pregnant women, new mothers and babies. The program also provides opportunities for women to receive informal supports from their own peers and strengthen their engagement and participation within their own neighbourhoods.

With the ongoing partnership of Toronto Public Health we supported 284 pregnant women in improving their own health. As a direct result, 86 healthy babies were welcomed into the community – an increase of 29% over last year.

The Parent Connections Network (PCN), and Ready for School Connects (RfSC) programs continued to deliver neighbourhood-based engagement sessions to newcomer families. These programs engage newcomer families in: reducing their social isolation as newcomer parents, improving their understanding of healthy child development in the context of Canadian early learning paradigms and gaining a better understanding of the Canadian early learning and school systems.

The PCN program supported 39 families who participated in various sessions that were delivered through five different neighbourhood-based networks.

The RfSC program focuses on connecting parents to each other and the resources needed to ensure that, as their child begins their school-based experience in Ontario, they have a solid foundation from which to start. Throughout this past summer, 103 parents and children were engaged in 9, two-week intensive sessions, prior to their child's entry into the school system for the start of the 2017-2018 school year.



# Family Support Services

In October 2017, as part of the modernization of Ontario's child and family programs, EYET began introducing a new service model – known as EarlyON Child and Family Centres – which brought together a range of family support programs, including Ontario Early Years Centres under one program framework with funding from the City of Toronto. In January, 2018, EYET began the consolidation of its Ontario Early Years programs and the Donlands Family Resource program under a single new EarlyON department to better align with the business model and funding requirements.

With support from the Province of Ontario and City of Toronto, a re-branding process has been underway since January, 2018 to improve community recognition of the new EarlyON Child and Family Centre program model. Many more families are now able to recognize EYET EarlyON sites as places where children can come to explore and engage in early years activities. Parents and caregivers receive information and participate in discussions on topics of their interest while also meeting other families in their local community.

Even as families continue to adjust and learn about the new model and branding, EYET has continued delivering a high level of service and quality programming. In 2017-2018 we served over 3,518 unique parents and caregivers and 3,495 unique children. Overall, our EarlyON sites were visited by a total of 52,391 parents, caregivers and children. They came to play, laugh, make friends and engage with others supported by activities that contributed to their children's development and overall family well-being.

In January of 2018, staff kick-started our on-boarding of the EarlyON service model by attending a full-day staff planning retreat, which provided the team with an opportunity to build on their strengths, plan for program growth, and explore future areas of professional practice development to align with emerging new program standards. Thus far, in 2018, EYET's early years team has completed 672 total hours of training and professional learning in support of the new model. We are very excited to be 'early adopters' in our community and to be contributing to the shared vision of an integrated, high-quality and responsive early years system.

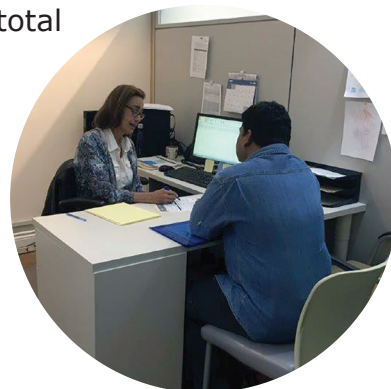




# Housing Services

As the demand for accessible and affordable housing continues to grow in Toronto, EYET's Housing Services Department has worked tirelessly to help individuals and families address rising rents and a severe lack of quality, affordable housing stock.

During 2017-2018, the East York Housing Help Centre served a total of 3,262 people with initial walk-in or phone related inquiries for housing services. Of this, 1,531 clients were either homeless or at risk of becoming homeless. A total of 1,842 clients received assistance with their housing search i.e. market rent, subsidized housing and another 1,644 clients received assistance with financial applications such as Rent Bank, OESP (Ontario Energy Support Program), and LEAP (Low Income Energy Assistance Program). Another 113 clients received more intensive short/intermediate term case managed services with tenancy support i.e. housing stabilization service. We continued offering tenancy support in the community to promote housing stability in tenancies. Through a combination of outreach and drop-in activities, 1,920 hours of tenancy support services were provided at the East York Housing Help Centre and at 5 satellite program locations including Access Point on Danforth, East York Community Centre, Gower Park Place, 444 Lumsden, and Secord Community Centre. This included 64 hours of Saturday drop-in service. Tenancy support staff also delivered 18 educational presentations to tenants, focusing on tenant and landlord rights and responsibilities in the community.



On the sector capacity building side of our department, the RENT (Resources Exist for Networking and Training) program completed 3 cycles of our very popular Housing Help Services Certificate (HHSC) to a broad mix of front line housing professionals from across Toronto. The certificate provides learners with comprehensive professional development that builds knowledge, skills and behaviours that housing workers need in order to serve clients more effectively within the housing and homelessness sector. We also delivered 2 Best Practice Days and 5 Manager Forums focused on organizational capacity building. We continue to support the homelessness reduction sector in Toronto through the dissemination of resources that are evidence-informed and focused on the best practices and tools that can be used by housing help leaders, managers, and front-line staff in addressing homelessness reduction.

Our On-line Resource Specialist continues to post the weekly affordable housing list in partnership with Viewit.ca. The list circulated contact information for 5,315 affordable vacant units to 549 housing professionals. Both our housingworkers.ca and landlordconnect.ca websites has 2,000 active members, combined 75,750 unique page views, 1,042 news items posted, 187 resource items posted, and 106 discussion board postings.

Through our Landlord Connect program, we disseminated 12 monthly newsletters to 291 landlord members. Landlord Connect released 3 new tools including Best Practices, Checklists, and Videos that work in conjunction to outline in clear easy to understand terms the entire range of what a new landlord or someone considering becoming a landlord needs to consider to adhere to laws and regulations that govern residential rental businesses. All resources promote working with housing professionals in order to maintain good tenancies with low income and high risk tenants.

# Licensed Child Care

Our three licensed child care centres support children with creative and high-quality staffing and a learning environment that builds upon the child's strengths and interests. As noted below, in 2017-2018, we experienced a significant increase in enrolment across all of these sites, primarily due to expanded spaces in Kindergarten and School Age program offerings.

Total Unique Enrolments (2016-2017)		Total Unique Enrolments (2017-2018)	
Toddler	37	Toddler	40
Pre-school	80	Pre-school	90
B/A Kindergarten	81	B/A Kindergarten	228
School Age	19	School Age	62

The earlier expansion of our school-age program at the Crescent Town School site has strengthened our connections within the school and school community providing increased capacity and support to families that extends throughout their child's entire school experience. This past year we also focused on increasing the green space in our outdoor areas. Working together with the school and Access Point on the Danforth, the children have been creating raised gardens, enhancing the outdoor learning spaces of both the school and our own Centre.

Annie's Place continued to respond to the growing demands of families in the Secord/Dawes neighbourhoods, achieving full enrolment in all EYET classrooms. This year, we began working on a project together that will create a more engaging and accessible outdoor space for all of the children at Secord School. The outcome will be a learning environment that promotes children's development and unique opportunities for self-exploration of the world around them.

Tom's Place continued to improve upon its enrolment and expects that the Kindergarten program will be at full capacity by the summer of 2018. This has served to stabilize the Tom's Place operation, improving the continuity of service for families. Many of our families are now enrolling their children in Toddlers and they remain in our care through to their Kindergarten years. This is a significant outcome for the Centre, which mirrors the growth of the school's own enrolment.

These above accomplishments would not be possible without the impassioned leadership of Centre supervisors and their caring and engaged staff teams. We look forward to continuing this positive work for the benefit of our families as we go forward together into 2018-2019.







# Thanks to Our Partners

---

Access Alliance Multicultural Health & Community Services

Applegrove Community Complex

Canadian Mothercraft Society

Children's Book Bank Foundation

Cosburn United Church

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

Eastview Neighbourhood Community Centre

Flemingdon Health Centre

George Webster Elementary School

Healthy Kids Community Challenge  
Danforth – East York

The SickKids Centre for Community Mental Health

Macaulay Child Development Centre

Massey Centre

Neighbourhood Information Post

Neighbourhood Link

Queen St. E. Presbyterian Church

Robertson House

Rose Avenue Elementary School

Parents for Better Beginnings (PFBB) at  
Regent Park Community Health Centre

Ryerson University - School of Early  
Childhood Studies

Ryerson University - Gerrard  
Resource Centre

Ryerson University - Daphne Cockwell  
School of Nursing

Secord Elementary School

South Riverdale Community Health  
Centre

St. Paul Catholic Elementary School  
The 519

Toronto Catholic District School Board

Toronto District School Board

Toronto Employment Services - Invest  
In Neighbourhoods

Toronto Public Health

Toronto Public Library

The Neighbourhood Centre

The Neighbourhood Organization

WoodGreen Community Services

Toronto Breadalbane YMCA Centre

# 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 &  
Social Services

City of Toronto Shelter, Support and  
Housing Administration

City of Toronto Social Development,  
Finance and Administration

The background of the entire page is a collage of various children's drawings. These drawings include stick figures, flowers, houses, and abstract shapes, all rendered in a simple, colorful style. The drawings are layered and tilted at different angles, creating a dynamic and artistic backdrop for the text.

# EYET

Educate. Mediate. Empower.

**East York East Toronto Family Resources**

947 Queen Street East | Toronto Ontario

M4M 1J9 | [www.eyetfrp.ca](http://www.eyetfrp.ca) | Phone: 416-686-3390

Email: [familyresources@eyetfrp.ca](mailto:familyresources@eyetfrp.ca) | Fax: 416-686-8282