



# EAST YORK AND EAST TORONTO FAMILY RESOURCES ORGANIZATION

ANNUAL REPORT - 2018



# A Message from the President and the Executive Director

On behalf of the Board and Management of EYET, we are pleased to present the agency's 2018 Annual Report. It has been a highly successful operating year for our organization with significant gains in total clients served and neighbourhoods reached by our many programs and services.

This past year marked a change in EYET's financial reporting period to now reflect a financial year-end in December of each year. A glance at the 2018 (9-month) financial overview included in this report shows that EYET's financial position at the end of 2018 was very favourable thanks to careful planning and management. This position allowed us to continue growing and providing a high level of programming in all of our service areas.

Despite a shortened operating year, we still executed on a number of key service adjustments in 2018. This included completing the first year of new EarlyON Child & Family Centre programming under a consolidated service delivery model. It also included achieving consistent levels of full enrolment in each of our three licensed child care centres.

The current affordable rental housing crisis in Toronto continues to be a high priority for EYET's housing services programs. Always focused on creating local responses to homelessness reduction, this year we added more outreach and housing help satellite hours to our roster of activities, including new itinerant drop-in hours at the City of Toronto, Beaches Employment & Social Services office. Thanks to a capacity-building grant from the City of Toronto, Toronto Shelter Support & Housing Administration, we

also began a project to modernize our housing services web pages, creating a new 'real time' discussion board and an affordable rental list that will better engage hundreds of Toronto homelessness reduction stakeholders in an on-line "community of practice".

On behalf of both the Board and Management, we'd like to thank all EYET employees for their dedication, hard work and commitment to the work of our organization. We can't do it without you!

We would also like to thank and acknowledge our many funders and community partners for another productive year of working together. Our ongoing relationships are critical to program quality assurance and our ability to manage changing system requirements in all areas of operations.

Over 2018, the Board continued its important work of reviewing corporate policies. In particular, it completed a comprehensive review of all human resources policies, to ensure they are compliant with the current Employment Standards Act, 2000 and other regulatory changes at the provincial level.

We jointly thank all volunteers who have dedicated their time and talents to our organization. This year we are saying good-bye to Louise Free, Kathleen Cowan, and Keri Ryan. Louise, Kathy, and Keri have all made important contributions to our Board and Executive during their time with the agency. We will miss them at the table and we wish them the best as they explore new adventures outside of EYET.

Katelynn Schoop,  
Board President



With thanks  
and respect



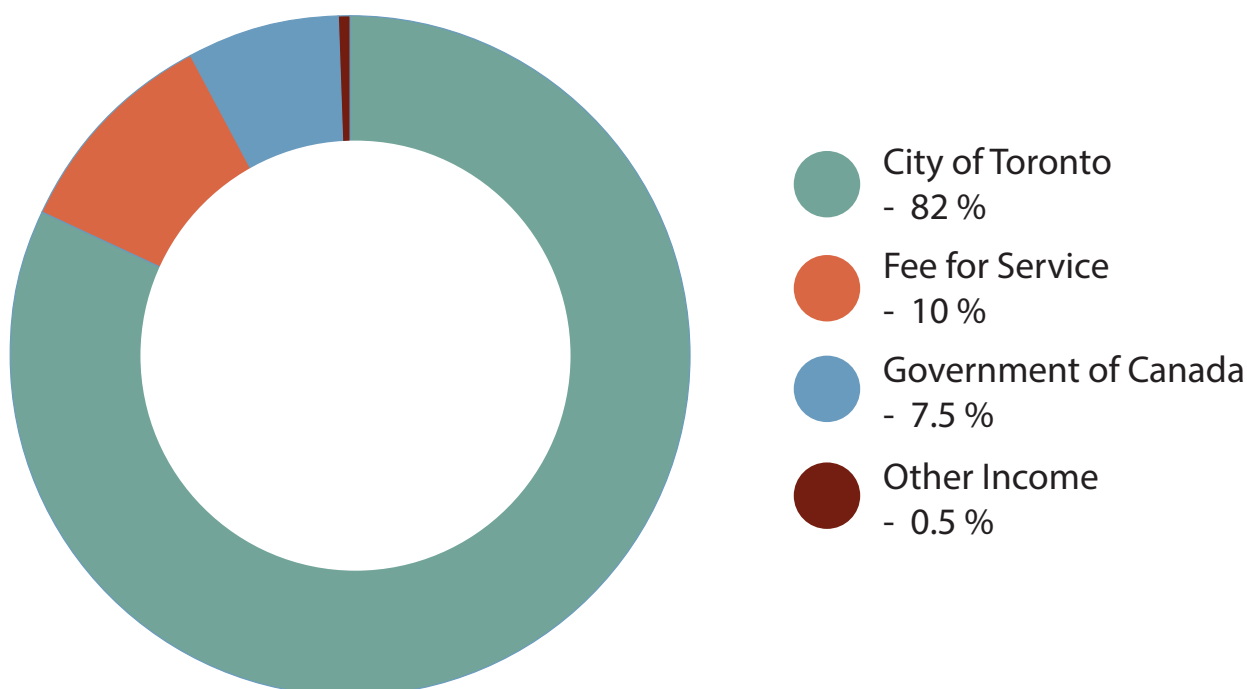
Caroline Ball,  
Executive Director

# Financial Overview - 2018

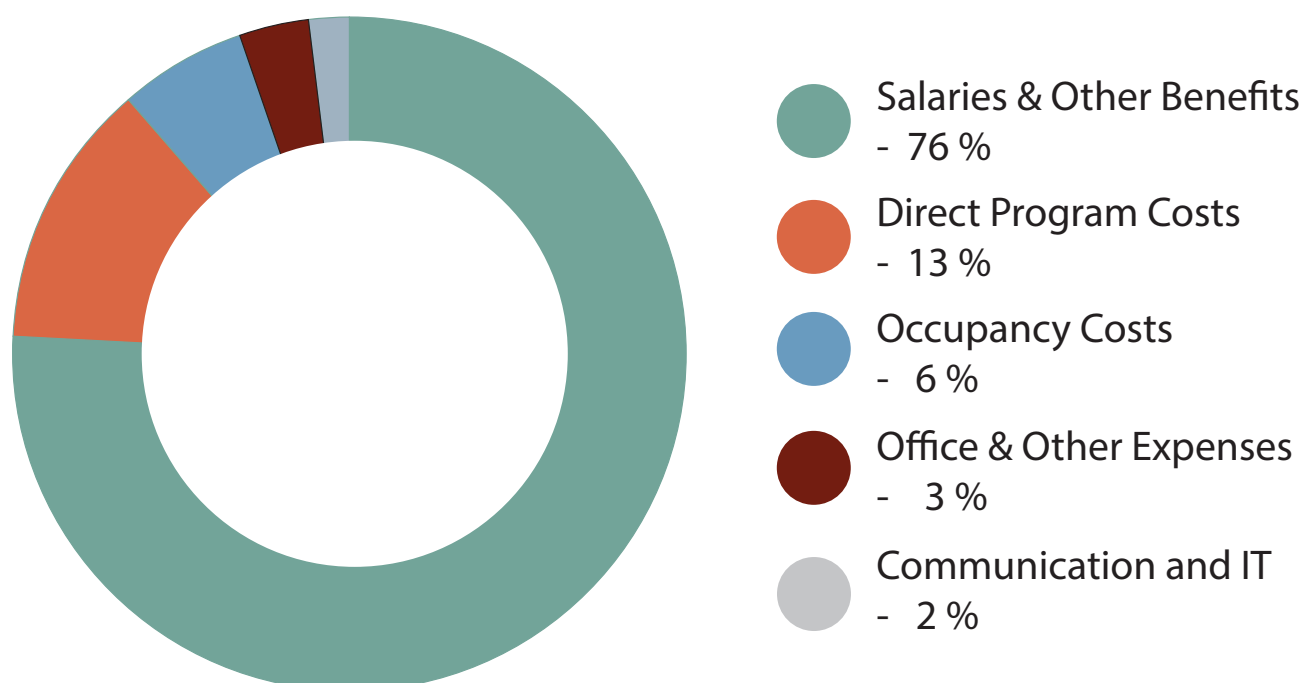
| FINANCIAL STATEMENTS (Audited)                                                                              |                       |                                            |
|-------------------------------------------------------------------------------------------------------------|-----------------------|--------------------------------------------|
| Statement of combined Revenues and Expenditures for the Period<br>April - December 2018 (9-Month Stub Year) |                       |                                            |
| REVENUE                                                                                                     | 2017-18               | April - December 2018<br>9 Month Stub Year |
| 1. Government of Canada                                                                                     | 283,661.00            | 233,613.00                                 |
| 2. Province of Ontario                                                                                      | 1,021,793.00          | - -                                        |
| 3. City of Toronto                                                                                          | 2,259,833.00          | 2,593,745.00                               |
| 4. Fee for Service                                                                                          | 274,801.00            | 318,676.00                                 |
| 5. Other Income                                                                                             | 23,079.00             | 8,007.00                                   |
|                                                                                                             | <u>\$3,863,167.00</u> | <u>\$3,154,041.00</u>                      |
| EXPENDITURE                                                                                                 |                       |                                            |
| Salaries & Other Benefits                                                                                   | 2,641,361.00          | 2,285,840.00                               |
| Direct Purchased Services                                                                                   | 247,336.00            | - -                                        |
| Direct Program Costs                                                                                        | 355,996.00            | 382,305.00                                 |
| Communication and IT                                                                                        | 94,311.00             | 50,843.00                                  |
| Occupancy Costs                                                                                             | 240,581.00            | 183,540.00                                 |
| Office & Other Expenses                                                                                     | 111,245.00            | 103,551.00                                 |
|                                                                                                             | <u>\$3,690,830.00</u> | <u>\$3,006,079.00</u>                      |
| Excess/Deficiency of Revenue<br>Over Expenses                                                               | <u>\$172,337.00</u>   | <u>\$147,962.00</u>                        |

# Financial Overview - 2018

## April - December 2018 Revenue



## April - December 2018 Expenditures





A photograph showing a man and two young children (a boy and a girl) lying on a light-colored wooden table, engaged in a craft activity. They are using colorful sticks and clothespins to create small structures. The man is smiling and looking at the children. The boy is also smiling and looking at the activity. The girl is looking at the camera with a slight smile. There are colorful streamers and other craft materials on the table.

# EarlyON Child & Family Centres

Once again, our EarlyON Child & Family Centre team has had a terrific year in service delivery to families across Toronto's east end. In 2018, we served 5,318 diverse individuals ranging in age from 0-100 years and our program sites were visited a total of 36,872 times!

This year, we began the consolidation of EarlyON Child & Family Centre programs into a larger, single department, to ensure consistent and more standardized program responses to our new funding model. This preparatory work will position the department well for new program standards expected to be implemented by the end of 2019. We can clearly see how program consolidation has positively impacted the quality, scope and community reach of our services.

Updating and modernizing our program equipment and materials has ensured that all program participants, no matter the program location, have access to high quality program resources. With the addition of these resources, children at each EarlyON site are now able to participate in play-based learning that is emergent and based in activities that are centred on their own unique interests.

Our 2018 consolidation of three program site teams into a single, larger team has also contributed to strengthened "inter-professional learning and development" where skills, knowledge and practices meet and positively transform on site.

# EarlyON Child & Family Centres

We are very grateful to the City of Toronto, Children's Services for providing EYET with one-time IT and program enhancement grants in 2018. With these grants, we were able to purchase state of the art computer equipment for each of our program sites, enhancing staff intranet access to a shared platform for team members to connect and share files, materials and other information with each other to support program planning, data collection and general administrative tasks. The grants also provided new capacity for us to purchase additional IT resources that elevate how we inform and update parents and caregivers who attend our EarlyON programs on program news, upcoming events and activities, parenting resources and so on.

Summing up, EYET's EarlyON programs are more family-centred than ever, delivering programming based on families' interests and that are strengths-based with a focus on promotion of best practices that positively impacts the well-being of individuals and families. Feedback from families indicates that our participants feel more individually connected with other parent or caregiver peers and are strongly supported by staff, knowing they can both "reach-in" to a multi-skilled team of early childhood professionals and also receive well-informed referrals to outside resources, if needed.







# Family Support Programs

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, the programs focus on strengthening the adult's role in supporting their child and reducing isolation by integrating families within their own neighbourhoods.

In 2018, we continued as part of a creative consortium of community organizations supporting the Healthy Kids Community Challenge. As part of the Danforth/East York Steering Committee, we worked collaboratively with seven other agencies to improve the health and well-being of local area children and promoting active lifestyle choices. The activities offered by EYET included topics on: healthy eating, increased water/reduced sugar intake and physical literacy. A total of 1,151 families were impacted by these different activities, the most successful offering continuing to be the "Come Walk with Us" activity, which encouraged families to let their 'little ones' walk versus ride in a stroller, completing a brief walk around the neighbourhood.

This past year, our East York Healthy Beginnings for Healthy Babies (EYHBHB) program experienced an increase of 20% in total participants over the previous year. Through both of EYET's community based sites, 284 pregnant women received a diverse range of supports and resources aimed at helping them to sustain and improve their personal health. Through the ongoing support of community partners, the program's resources focused on healthy lifestyle choices around nutrition, physical exercise and mental health wellness.

Focusing specifically on supporting newcomer families to integrate into the community, EYET's Parent Connections Network (PCN), and Ready for School Connects (RfSC) programs continued to deliver neighbourhood-based engagement sessions. Through five different neighbourhood based networks, located in the Crescent Town, St. James Town, Regent Park and Secord communities, the PCN component supported 78 families and increased our overall participation rate by 26% compared to the previous year. These participant-driven networking sessions facilitate discussions focused on



# Family Support Programs

personal health (including mental health wellness and nutrition), food stabilization and accessibility, parenting practices in Canada and local community-based engagement and advocacy.

The RfSC component of this program supports newcomer families with children preparing to enter full-day kindergarten. It focuses on connecting parents to each other and the resources needed to ensure that, as their child begins their first school-based experience in Ontario, they have a solid foundation from which to start. This past summer, 198 parents and children were engaged in eleven two-week intensive sessions. The Parent component focuses on the learning

expectations in kindergarten, getting involved in their child's education, the importance of early literacy and where and/or how to access community resources. While their parents were engaged in their learning, the children, through play-based activities were building their own knowledge base in personal and social development, cognitive and self-help skills.

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.





# Housing Services

The demand for accessible and affordable housing continues to grow in Toronto. The EYET Housing Services Department continues to work diligently to help individuals and families address rising rents and a severe lack of quality, affordable housing stock. During the past year, the East York Housing Help Centre served 2,050 people with initial walk-in or phone related inquiries for housing services. Of this, 1,875 clients received assistance with their housing search i.e. market rent, subsidized housing and another 905 clients received assistance with financial applications such as Rent Bank, OESP (Ontario Energy Support Program), and LEAP (Low Income Energy Assistance Program). An average of 40 clients per month received more intensive short/intermediate term case managed services with tenancy support i.e. housing eviction and stabilization service. Tenancy support staff also delivered 13 educational presentations to tenants, focused on tenant and landlord rights and responsibilities in the community.

EYET Housing staff provided 2,005 hours of housing services at the East York Housing Help Centre plus at 4 satellite

program locations including Access Point on Danforth, East York Community Centre, Gower Park Place, and Secord Community Centre. This included 64 hours of Saturday drop-in service. Towards the end of the year, we also successfully launched a new satellite at the Beaches East York Employment and Social Service office.

On the sector capacity building side of our department, the RENT (Resources Exist for Networking and Training) program completed 4 cycles of our very popular Housing Help Services Certificate sessions. This certificate program provides learners with comprehensive professional development that builds the knowledge, skills and behaviours that housing workers need in order to serve clients more effectively within the housing and homelessness sector. Our training facilitator also delivered 2 Best Practice Days focused on organizational capacity building – with a total attendance of 130 participants! We continue to support the homelessness reduction sector in Toronto through the dissemination of resources that are evidence-informed and focused on the



# Housing Services

best practices and tools that can be used by housing help leaders, managers, and front-line staff in addressing homelessness reduction.

Our sector capacity building also extended to the online environment. In addition to regular uploading of timely and relevant news articles, sector events and other vital information, we continued to build community capacity through our weekly affordable housing list in partnership with Viewit.ca and Kijiji.

Through our Landlord Connect program, we disseminated 12 monthly newsletters

to 241 landlords. Exciting news for the Landlord Connect program next year as it will be joined with our Rent program to maximize resources in the delivery of tools, resources, and training to outline in clear easy to understand terms the entire range of what a 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



Through play-based learning, EYET's three licensed child care centres provide a learning-rich environment, building upon the child's own strengths and interests. With creative and high-quality staffing to support and engage the children in their daily activities, the children are free to explore and learn about the world around them in a safe and natural environment.

This past year was one of continued stable enrolment across all of our centres. As many of our families originally enrolled their child (ren) with us at a young age, there has been less transitioning within program age groups.

| Total Unique Enrolments (2017) |     |
|--------------------------------|-----|
| Toddler                        | 40  |
| Pre-school                     | 90  |
| B/A Kindergarten               | 228 |
| School Age                     | 62  |
| Total Enrolment:               | 420 |

| Total Unique Enrolments (2018) |     |
|--------------------------------|-----|
| Toddler                        | 39  |
| Pre-school                     | 97  |
| B/A Kindergarten               | 218 |
| School Age                     | 38  |
| Total Enrolment:               | 392 |

Once again, the Crescent Town School site enriched its outdoor play space this year, with the addition of raised gardens. These new additions to the children's learning environment sparked the children's interest in the planting and then experiencing and enjoying the success of growing their own fruits and vegetables. Focusing on continuing to increase the green space at Crescent Town School is a passion for both the school and the child care, which is strengthening an existing collaboration between us, the school and the families.

# Licensed Child Care

Annie's Place, situated in Secord School, achieved full enrolment in all of its age groups this past year, providing much needed care for the families in the Secord/Dawes community, as the school itself continues to grow its own enrolment. EYET's kindergarten program has really strengthened the relationship between the school and its families, supporting children to grow and learn in the same environment.

In Regent Park, Tom's Place continued to respond to the needs of the families in the Queen St East/Parliament neighbourhoods, achieving full enrolment in all of its age groups. We are now working to create an additional learning environment, in our outdoor space, that will continue to promote the children's development and unique opportunities for self-exploration of the world around them.

These above accomplishments would not be possible without the impassioned leadership of the 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 2019.







# Thanks to Our Partners

Access Alliance Multicultural Health & Community Services

Applegrove Community Complex

Children's Book Bank Foundation

City of Toronto

Children's Services –  
Licensed Child Care  
EarlyON Child  
& Family Centres

Shelter, Support and  
Housing Administration

Social Development, Finance  
& Administration

Toronto Employment  
& Social Services -

Invest In Neighbourhoods

Cosburn United Church

Daily Bread Food Bank

Daycare Connections

East End Children's Centre

East End Community Health Centre

Eastview Neighbourhood Community Centre

Flemington Health Centre

Gower Park Community Centre Consortium

Healthy Kids Community Challenge  
Danforth – East York

Government of Canada

Immigration Refugees &  
Citizenship Canada

Public Health Agency of Canada

Jenner Jean Marie Community Centre

Macaulay Child Development Centre

Massey Centre for Women

Midwives' Clinic East York-Don Mills

Ontario Ministry of Education

Neighbourhood Information Post

Neighbourhood Link

Queen St. E. Presbyterian Church



# Thanks to Our Partners

Robertson House

Regent Park CHC/ Parent for Better Beginnings

Ryerson School of Early Childhood Studies

Ryerson University

Gerrard Resource Centre

SickKids Centre for Community Mental Health

South Riverdale Community Health Centre

St. Stephen's Community House

The 519 Community Centre

Thorncliffe Neighbourhood Office

Toronto Catholic District School Board

St. Paul Catholic Elementary School

Toronto District School Board

Crescent Town Elementary School

George Webster Elementary School

Nelson Mandela Park Public School

Rose Ave Elementary School

Secord Elementary School

Toronto Public Health

Toronto Public Library

The Neighbourhood Centre

Thorncliffe Neighbourhood Office

Woodgreen Community Services





SHARE

TEAMWORK

EXCHANGE

COLLABORATION

TRUST

SUPPORT

SUCCESS

**EYET**  
Educate. Mediate. Empower.

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

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