

2024 Community Report



East York East Toronto Family Resources



Welcome

On behalf of the Board of Directors and executive leadership, we are delighted to present EYET's 2024 Community Report. As you read through this report, we hope you will agree that the agency continues to have a solid community impact on individuals and families in Toronto's east end. Our services are valued and in high demand. This is, in no small way, due to our talented EYET staff teams who skillfully help program participants achieve the best possible outcomes for themselves and/or their families every working day.

In 2024, the agency initiated some strategic projects aimed at supporting the continuous development and improvement of our programs and services. This included the introduction of a new Client Engagement and Feedback System aimed at gathering "real-time" input from clients that will help us in evaluating and shaping future program efforts. This engagement with clients will also inform how we conduct more targeted community outreach and program promotion activities in future years.

As part of ongoing evaluation and corporate planning efforts, we continued to build internal capacity to measure the organization's strategic performance goals against a set of key performance indicators, or KPI's. These indicators are providing EYET with helpful data about the overall effectiveness of the agency, with specific focus on our financial health, professional growth and workforce development, client engagement and satisfaction, and efforts to improve the overall quality and efficiency of the services we provide.

Our 2024 KPI outputs show that the agency continues to be on a stable track financially, with year-over-year budget growth averaging six percent since 2022. Our level of client engagement has also grown significantly. In 2024, overall program attendance reached six figures (104,000), eclipsing the previous year's results by nine percent, or just over 8,000 additional client engagements. We saw balanced growth in the level of client engagement in both our housing services and family supports departments. We experienced record growth in licensed child care enrolments, with an increase in total enrolments of just over 23 percent compared to the previous year's numbers.

At the end of the year, we were pleased to be designated as a safe workplace by the Ontario Workplace Safety and Insurance Board (WSIB). It reflects the joint efforts made by our professional frontline staff teams and management to ensure that EYET is a healthy, productive and safe place to work. We thank all of our employees for their contributions to this effort and look forward to maintaining our safe workplace status for many years to come.

Summing up, 2024 has been a productive and rewarding year for EYET. We are thankful for the ongoing support of our community. Much of this would not be possible without the financial support of our many funding partners and the program resources we receive through our community partner networks. Thank-you for your continuing support and for valuing our role in serving the people of Toronto's east end.

Respectfully,

Esther Levy, President & Board Chair

Caroline Ball, Executive Director

Program Insights

Housing Programs

438

**Housing & Homelessness
Professionals
Supported Across
the City**

320

**Hours of
Professional Training**

4,500

**Housing Materials
Distributed**

13,336

**Hours of Housing Help
Services Provided**

4,950

**Requests for Housing
Help Services &
Resources**

5,125

**Affordable Housing
List Subscribers**

1,327

Social Media Followers

Program Insights

EarlyON Child and Family Centres

3,432

**EarlyON Program
& Service Hours**

95,000

Social Media Visits

1,625

**Social Media
Followers**



18,455

Client Visits

4,280

Clients Served

9,138

**Total Visits
by Children**

2,017

**Individual Children
Served**

9,317

**Total Visits
by Adults**

2,263

**Individual Adults
Served**

Program Insights

Prenatal Programs

53

**Prenatal
Participants**

52

**Healthy
Full-term Births**

175

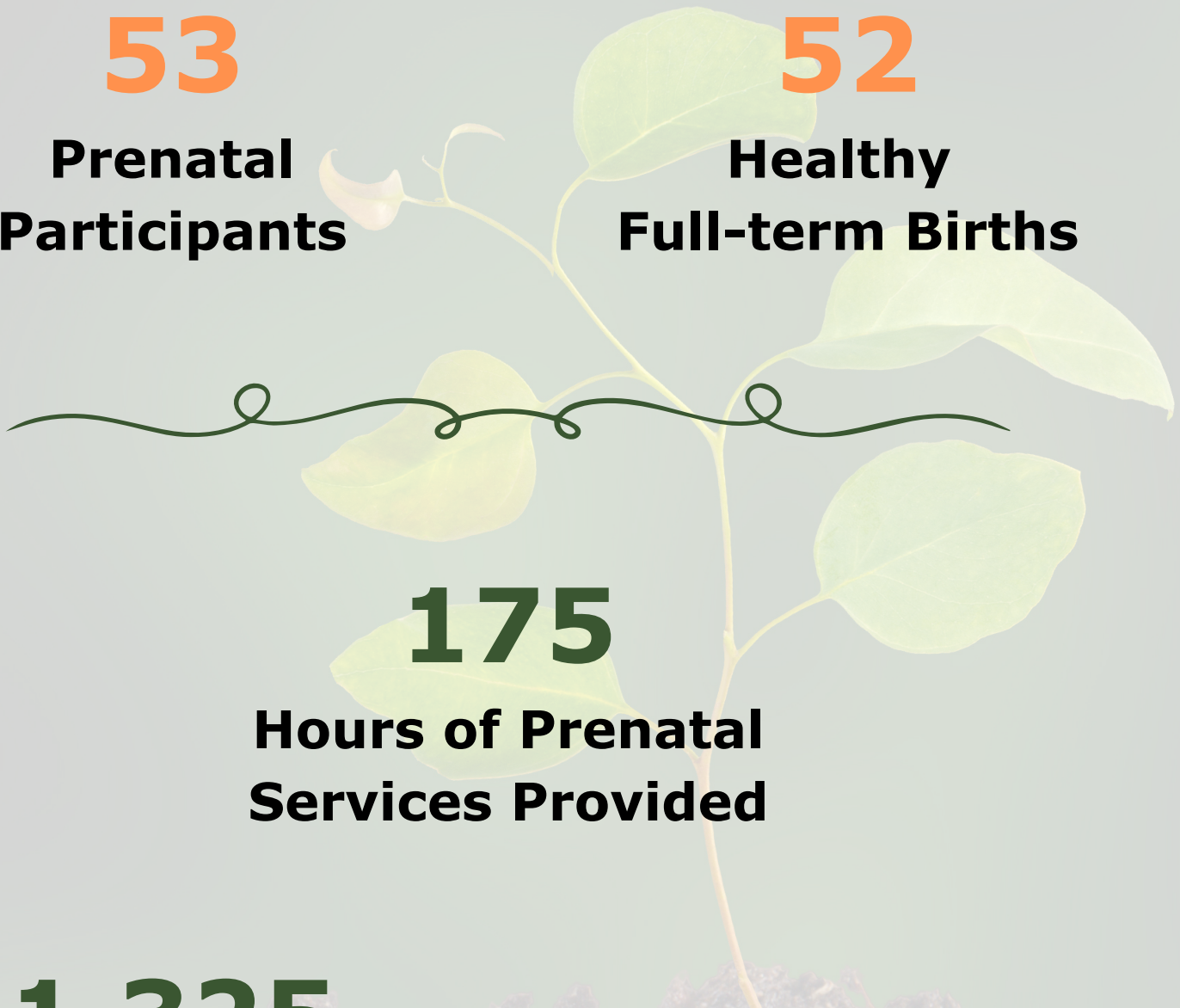
**Hours of Prenatal
Services Provided**

1,325

**Prenatal &
Healthy Lifestyle
Resources
Distributed**

530+

**Resource Hours
from Partner
Agencies**



Program Insights

Newcomer Programs

116

**Newcomer Parents
Participated in 6
Different School
Readiness Sessions
in 3 schools**

292

**Families
supported with
Kindergarten
Readiness**

162

**Resources were distributed
to support Newcomer
Families integrating into their local
community and schools**

346

**Hours of
Programming**

109

**Newcomer
Activity Sessions**

Program Insights

Licensed Child Care

505

**Children were
Enrolled**

20 Infant

64 Toddler

152 Preschool

159 Kindergarten

130 School-age



11,528

**Hours of Quality
Care Provided**

20

**Number of Different
Age Group Rooms**

4

**Licensed Child Care
Centres in Toronto**

Financials

Statement of combined Revenues and Expenditures for January-December 2024

Revenue	2024	2023
Municipal	\$5,733,635	\$5,176,925
Fee for Service	\$822,455	\$712,823
Provincial	\$184,024	\$151,791
Federal		
Citizenship and Immigration	\$181,759	\$137,753
PHAC	\$102,314	\$114,620
Interest	\$27,581	\$5,742
Other Projects Contribution	\$14,423	\$45,311
Donations	\$171	\$774
	\$7,066,362	\$6,345,739

Expenses	2024	2023
Salaries	\$4,660,657	\$4,231,927
Benefits	\$792,236	\$657,095
Occupancy	\$675,383	\$581,402
Direct Program Costs	\$628,138	\$621,631
Communications/IT	\$141,270	\$101,499
Professional Fees	\$56,466	\$58,518
Office	\$34,890	\$41,305
Staff Training/Travel	\$26,779	\$30,329
Amortization	\$14,395	\$35,153
Board and Volunteer Costs	\$1,360	\$2,943
	\$7,031,574	\$6,361,802

Excess (Deficiency) of Revenue Over Expenses	\$34,788	(\$16,063)
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Thank-you

Our Funding Partners

City of Toronto:

- Children's Services Division
- Housing Secretariat

Public Health Agency of Canada

Immigration, Refugees &
Citizenship Canada

Canadian Red Cross Society—
Community Services Recovery
Fund

Our Service Partners

Access Alliance Multicultural
Health & Community Services

Children's Book Bank

City of Toronto, Employment &
Social Services

COTA Health

Crescent Town Club Community
Centre

Don Valley Community Legal
Services

IT Hands Free

Neighbourhood Information Post

Ontario Ministry of Education -
Childcare Learning Branch

Queen St. E. Presbyterian Church

Rexdale Community Legal Clinic

Sensible Sleepers

St. Luke's Anglican Church

St Stephen's Community House

The 519

Toronto Catholic District School
Board

- St Paul's Catholic Elementary
School

Toronto District School Board

- Crescent Town Elementary
School
- Secord Elementary School

Toronto Hoarding Support Services
Network

Toronto Housing Help Network

Toronto Public Health

Toronto Public Library

West Toronto Community Legal
Clinic