



Settlement Assistance &
Family Support Services (SAFSS)
1989 - 2017



28th Annual General Meeting

Annual Report

April 01, 2016 – March 31, 2017



SAFSS Mission

“To assist, educate and empower newcomers, women, seniors, youth, children and families in their integration process to improve their health and quality of life, realize their fullest potential and become contributing members of the Canadian society.”

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SAFSS ANNUAL GENERAL MEETING
Tuesday, November 28, 2017, 6:00 p.m. – 8:00 p.m.
SAFSS LINC Morningside Centre, 1154 Morningside Ave, E
Unit: 6, Toronto, ON M1B 3A4

Agenda

- | | | |
|----|--|--|
| 1. | 6:00 p.m. – 6:30 p.m. | Open House – Mix and Mingle
(Refreshments Served) |
| 2. | 6:30 p.m. – 7:30 p.m. | AGM Business Meeting: Call to Order
Chair, Board of Directors |
| | • Approval of 2016 AGM Minutes | Chair, Board of Directors |
| | • Approval of 2017 AGM Minutes | Chair, Board of Directors |
| | • Chair's Report | Chair, Board of Directors |
| | • Executive Director's Report | Executive Director |
| | • Financial Report on the
Audited Financial Statements
Of the Year Ending March 31, 2017 | Treasurer, Board of Directors/
Auditor |
| | • Approval of Auditor | Treasurer, Board of Directors |
| | • Nominations to SAFSS Board
Directors: slate and nominations | Chair, Board of Directors |
| | • Staff Recognition and Presentation
Of Awards | Executive Director |
| | • Thanks and Motion to Adjourn | Executive Director / Chair,
Board of Directors |





Message from the Chair - SAFSS 2017 Annual Report

From a governance perspective 2017 has been a very eventful year for SAFSS. In June, the membership appointed an interim board of directors of three people. As well as providing leadership to the organization, we were tasked with recruiting members for a renewed board. Our goal was to establish a board with the skills and commitment needed to successfully lead SAFSS over the upcoming years. It was also our goal to ensure that the new board would reflect the diverse community that we serve.

I am happy to report on the success of those efforts. At our Annual General Meeting we will be putting forward a slate of new board members who bring a wealth of experience and a range of perspectives to their new roles on our board of directors. More work remains. We will continue to reach out to the community over the next year to fill remaining vacancies on the board and round the board in terms of both diversity and experience.

As this was going on at the board level, the agency continued to provide excellent service to our growing and diverse newcomer community. I want to take this opportunity to thank the management, staff and volunteers for their hard work and dedication. Since my appointment I have been consistently impressed by their skills and commitment, doing whatever it takes to ensure that clients get the service they need.

I also want to thank my fellow board members; Shalini Konanur and Baldev Mutta. It has been a great pleasure working with them and I look forward to that continuing as we take on new roles as part of the expanding board.

Our funders also deserve a special vote of thanks for their continued contributions and also for the consistent support and encouragement through this renewal process.

Finally let me thank our clients and the communities we serve. We appreciate your faith in us; we will continue to do everything we can to ensure that that faith is deserved.

Best wishes for an enjoyable evening.

Patrick Madden
Chairman, SAFSS



SAFSS INTERIM BOARD



Patrick Madden-Board Chair

Patrick has an MBA from the University of Toronto. After a varied and successful 30 year career in the Ontario Government he began public sector development consulting, doing work in the Middle East and Africa as well as here in Ontario. Over the last few years, in addition to paid consulting work, he has provided pro-bono consulting services to a number of Toronto area not-for-profit agencies assisting with their planning and organizational development work. As well as SAFSS, he currently serves on the Board of Directors of the College Montrose Children's Place.



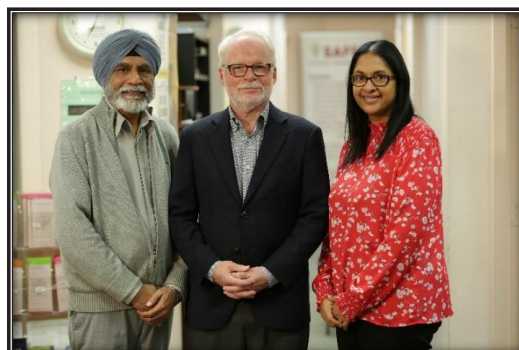
Shalini Konanur-Secretary

Shalini Konanur is the Executive Director and a lawyer at the South Asian Legal Clinic of Ontario (SALCO). Shalini has also spearheaded SALCO's test case work, challenging issues of racial, gender, and religious discrimination at the Supreme Court of Canada, the Ontario Court of Appeal, the and the Federal Court. Shalini's work focuses on the promotion of access to justice for racialized communities in Canada and on addressing poverty for SALCO's low-income constitute.



Baldev Mutta-Treasurer

Baldev Mutta has been in the field of social work for the last 30+ years. He is the Founder and Chief Executive Officer of the Punjabi Community Health Services (PCHS). He is often sought out as a motivational and educational speaker and has presented papers at many National and International conferences. He has worked for the last 20 years developing an integrated holistic model to address substance abuse, mental health and family violence in the Punjabi community.





Report from the Executive Director

We are very much thankful to our key stakeholders such as funders, partners, volunteers and the community at large as we complete our glorious 28 years of service in the Greater Toronto Area with a particular focus on unserved and underserved areas of Scarborough. On an average, we provide services to approximately 18,500 clients from 50 to 56 countries speaking 30 to 34 languages. We are proud to inform that SAFSS have been providing high quality, client centered and need based services to thousands of newcomer children, youth, women, men and seniors from diverse communities to successfully settle and integrate into the Canadian society and become contributing members of Canadian society as per our mission.

Our linguistically and culturally appropriate settlement services reflect professional services and focus on empowering approach to our clients that includes transparency and accountability to our funders and the community.

This organization started from a basement 28 years ago with Violence Against Women and Children Program. This program addresses the overt and covert issues of domestic violence against women and children and coordinates effectively with shelters, police, legal bodies to safe guard the victims of abuse in our community. SAFSS has made an outstanding contributions to ensure safety of women and children, empower the victims of abuse and help them to lead a positive and fulfilling life.

Our staff and volunteers are highly committed to their profession. They go extra mile to provide professional services to our clients from diverse communities. Together, we strive to make SAFSS a congenial work place so that the staff can look forward to working every single day.

I take this opportunity to thank all our Board of Directors that have been working diligently to fulfill the mandate of governance of the organization. Last but not the least, I once again thank all our staff, my management team, clients, community members, partner agencies and particularly funders for their support and cooperation.

I wish a very good evening to all of you.

Rabindra Nath Sabat
Executive Director

Our Management Team

SAFSS Staff 2017

Executive Director
Program Director
Finance Manager
Manager, Family Health & Volunteer Dev.
HR Co-ordinator
Program Manager, LINC
Program Manager, LINC

Rabindra Nath Sabat
Nikesh Amit
Anne Joseph
Zarina Sherazee
Neelam Ahmed
Indira Basu
Manpreet Sodhi



Our Settlement Counsellors

Abiramy Kanagasabai, Alice Ai, Behroze Bhasin, Divina Lopez, , Macy Tatari, Navpreet Multani, Paula L. Gonzalo, Perminder Dhanjoon, Waheeda R. Alam

Services are provided in English, Hindi, Urdu, Punjabi, Bengali, Gujarati, Tamil, Dari, Farsi, Cantonese/Mandarin, Filipino/Tagalog and Spanish/French languages.

Receptionist/Intake Worker
Coordinator, Afghani Women Outreach
Employment Support Worker
Event Organizer
Community Liaison Worker
Assistant Family Counsellor
English Conversation Teacher

Punam Shanker/Fariha Temori
Sarogul Omari
Vacant
Barbara Wohlfeiler
Vacant
Soraya Khalilee
Taraneh Razaghi

Our Lead Instructors – LINC

Marie J. Sarvananthan Mimoza Hoxha Valentina Khoudiakova

Our Instructors - LINC

Aparna Gupta
Elena Daniella Vaduva
Landa May Lai
Anne Thirukumar
Tatiana Dociu
Alfredo Salonga
Neli Stamenova
Yunhua Zhang

Dimpi Arora
Stephen Alexander
Prarthna Singh
Natalia Beliaeva
Patricia Procca
Helen Zlotin
Rosalinda Baguioro
Bianca Nilanthanie Wijeshinghe



Clerical Support, LINC

Malini Devi Ratnavarathan

Our Lead CNC Workers, LINC

Sarojini Anthonypillai, Regina Thavaratnam, Zarqa Chishti

Our CNC Workers, LINC

Christine Thavarajah
Sakilah Ganeshathasan,
Tahira Choudhry
Smita Patel

Dharrshini Satheeshan
Sujata Rani Halder,
Nahar Mirza
Suparna Rani Mondal

Farheen Farooqui ,
Aarti Arora
Neena Sahni

Jie Tian,
Parvin Hossain
Parameswary Ramachandran



FINCH LINC CTR. 2017



Head Office Staff 2017



SAFSS Staff 2017

Kingston LINC CTR. 2017



Morningside LINC CTR. 2017





Our Funders

We would like to extend our sincere thanks to all of our funders for their support and cooperation. We look forward to getting their continued support. We are thankful to City of Toronto for letting us participate in the Bingo Gaming and Lottery, enabling us to generate additional revenue for domestic violence and related issues.

- **Immigration Refugees & Citizenship Canada (IRCC)**
- **Ministry of Citizenship, Immigration (MCI)**
- **Ministry of Community and Social Services (MCSS)**
- **United Way of Toronto & York Region**
- **City of Toronto**
- **Toronto Employment & Social Services (TESS)**

Our Partners

ACCESSIBLE COMMUNITY COUNSELING & EMPLOYMENT SERVICES (ACCES)
AGINCOURT COMMUNITY SERVICES ASSOCIATION (ACSA)
BRAND FOR CANADA
CATHOLIC CROSSCULTURAL SERVICES (CCS)
CENTRE FOR IMMIGRANT AND COMMUNITY SERVICES (CICS)
CITY OF TORONTO COMMUNITY DEVELOPMENT OFFICE (NAP)
COUNCIL OF AGENCIES SERVING SOUTH ASIANS (CASSA)
CULTURELINK
EAST SCARBOROUGH STORE FRONT
HISPANIC DEVELOPMENT COUNCIL
IRANIAN WOMEN'S ORGANIZATION OF ONTARIO (IWO)
MID SCARBOROUGH HUB
MULTILINGUAL COMMUNITY INTERPRETER SERVICES (MCIS)
SAN LORENZO COMMUNITY CENTRE
SCARBOROUGH CENTRE FOR HEALTHY COMMUNITIES
SCARBOROUGH GENERAL HOSPITAL
GLOBAL RESOURCE CENTRE
TORONTO CATHOLIC DISTRICT SCHOOL BOARD
TORONTO EAST QUADRANT LIPS
TORONTO PUBLIC HEALTH
WELCOME PACK
WOMEN ABUSE COUNCIL OF TORONTO (WACT)





Programs and Services 2016 – 2017

SAFSS is a non-profit, charitable multiservice organization providing services to our diverse communities since 1989. On an average, we provide services to approximately 18,500 clients from 50 to 56 countries speaking 30 to 34 languages. Our services are free and available to all communities.

- 1. Language/Skills Development Training - 3 Locations**
- 2. Orientation Services**
- 3. Newcomer Settlement Program**
- 4. Violence Against Women & Children Program**
- 5. Supportive Counselling for Victims of Domestic Abuse**
- 6. Supportive Counselling for Isolated Afghani Senior Women**
- 7. Volunteer Development Program**
- 8. Investing In Neighbourhood Initiative**
- 9. English Conversation Class**

Services are provided in English, Hindi, Urdu, Punjabi, Bengali, Gujarati, Tamil, Dari, Farsi, Cantonese/Mandarin, Filipino/Tagalog and Spanish/French languages.

For details, please visit our website: www.safss.org

United Way Bake Sale at Head Office 2017



**Thanks to All SAFSS Staff, Community Members and Volunteers for their support for a good cause.
Employee Campaign Chair (Neelam Ahmed)**



SAFSS Volunteers January – November 2017

Amatul Wasey

Aney Tanjia

Anilet Senthilkumaran

Asma Shahzadi

Bibi Ally

Farzana Ali

Farzana Chowdhury

Fazila Arif

Fouzia Samara

Golda Franklyn

Iman Al-Mallah

Jana Tomkov

Jasinth Santhanakrishnan

Jennifer Igbinovia

Kacey Cole

Kamini Medagama

M. Anwar Raja

Mahnaz Rohani

Maria U. A. Hernandez

Marva Ricketts

Nadine George

Nasrin Noori

Rahila Rahimi

Rekha Chhetri

Roya Anwar

Samiya Nujat

Satwant Bhatoa

Seema Jaura

Shanzida Kabir

Shathi Begom

Sivakumary Arunan

Sofia Solano

Suraya Suraya

Vimalamma Nosum

Walya Hamdard



Thank
You!

**SETTLEMENT ASSISTANCE AND FAMILY SUPPORT SERVICES (SAFSS)
SUMMARIZED FINANCIAL STATEMENTS
FOR THE YEAR ENDED MARCH 31, 2017**

	2017	2016	2015
REVENUE			
Government grants	3,070,811	3,079,113	3,099,533
Capital grants	-	680	680
Other income	104,972	120,318	110,319
	<u>3,175,783</u>	<u>3,200,111</u>	<u>3,210,532</u>
EXPENSES			
Administration	103,189	102,117	106,958
Capital purchases expensed	-		
Depreciation	-	6,677	6,684
Direct program	209,347	196,941	184,123
Fundraising	18,032	19,288	19,905
Partner agency fees	-	-	-
Professional fees	57,591	26,799	25,359
Rent	648,692	640,991	641,506
Staffing	2,228,428	2,206,065	2,226,283
	<u>3,265,279</u>	<u>3,198,938</u>	<u>3,210,818</u>
EXCESS (DEFICIENCY) OF REVENUE OVER EXPENSES	(89,496)	1,173	(286)
 NET ASSETS BEGINNING OF YEAR	 92,002	 90,829	 91,155
 NET ASSETS END OF YEAR	 <u>2,506</u>	 <u>92,002</u>	 <u>90,829</u>
COMPOSITION OF NET ASSETS			
Unrestricted resources	2,506	5,043	(2,127)
Invested in capital assets	-	-	5,997
Internally restricted reserves	-	86,959	86,959
	<u>2,506</u>	<u>92,002</u>	<u>90,829</u>

Complete audited financial statements are available from the offices of the corporation.

Highlights of LINC Activities in 2017

Canada Day
SAFSS
Finch
LINC
Centre



Morningside LINC Centre

HALLOWEEN- 2017

Kingston LINC Centre





SINCE 1989

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Tel: 416-286-9263 Fax: 416-286-6041 E-Mail: indirabasu@safss.org



LINC Kingston Ctr. 4352 Kingston Rd. Scarborough, ON M1E 2M8
Tel: 416-286-3878 Fax: 416-286-7581 E-Mail: linckington@safss.org



LINC Morningside Ctr. 1154 Morningside Ave. E. Unit #206 Scarborough, ON M1B 3A4
Tel: 416-286-0826 Fax: 416-286-0304 E-Mail: msodhi@safss.org

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