



ANNUAL REPORT 2018

Settlement Assistance & Family Support Services

[www:safss.org](http://www.safss.org)

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TO OUR STAKEHOLDERS

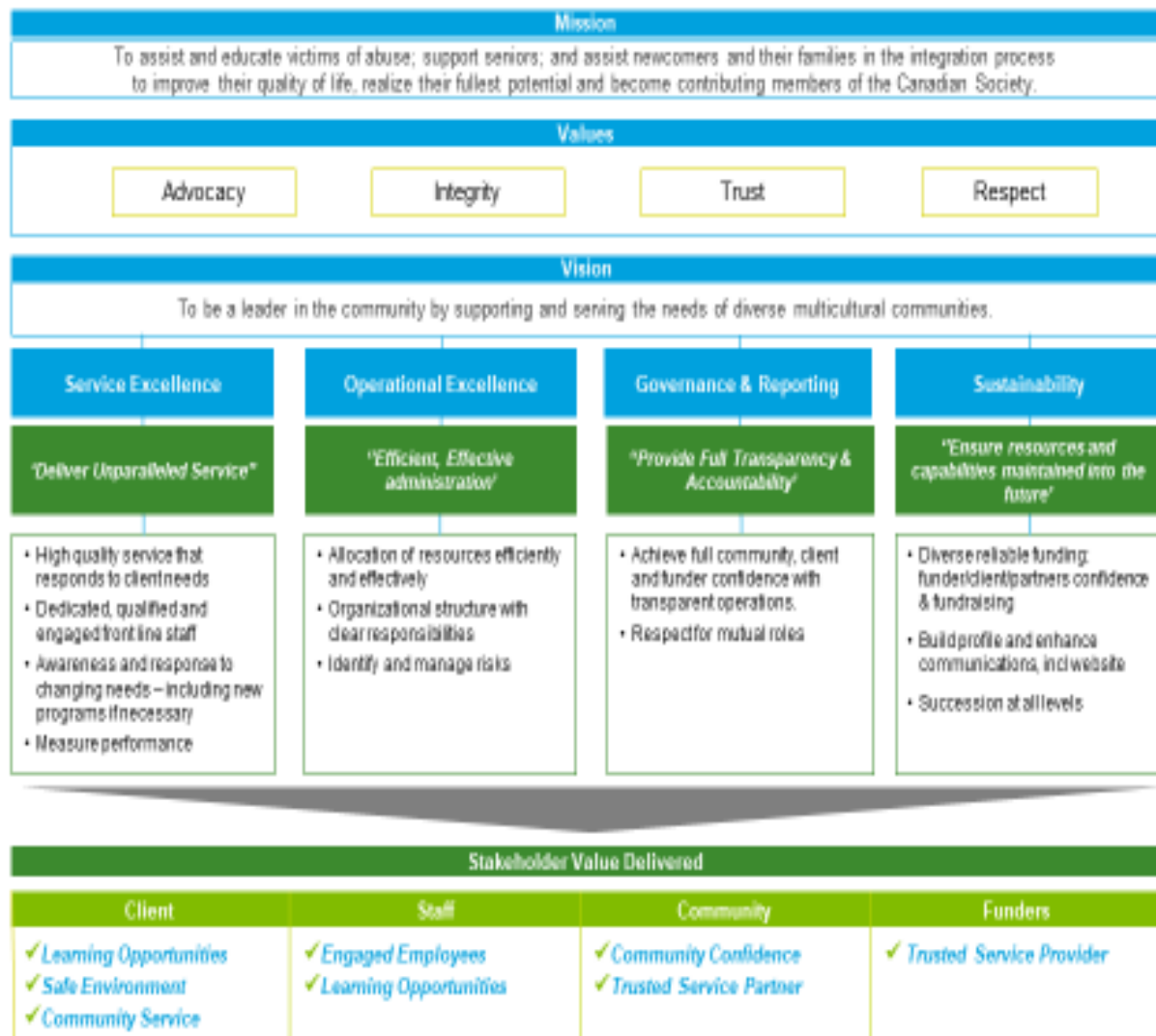
SAFSS VISION AND MISSION

Mission: To assist and educate victims of abuse; support seniors; and assist newcomers and their families in the integration process to improve their quality of life, realize their fullest potential and become contributing members of the Canadian Society.

Vision: To be a leader in the community by supporting and serving the needs of diverse multicultural communities.

Strategic Highlights

SAFSS -- Vision 2020



Board Chair Address

2019 was a notable year for SAFSS and for the board. First, 2019 represents SAFSS's 30th year of service to the community, an anniversary that was commemorated in our recent gala dinner. It also represents an important year from a governance perspective. With the board appointments made during 2018 the board was back up to a full slate of eleven members for the first time since the appointment of the interim board in June of 2017. That marked the end of the first phase of our governance renewal process; that process continues. The board is working to strengthen our various governance processes to provide the agency with the oversight and guidance that it needs and deserves. At the same time, board recruitment continues as we fill vacancies as they occur. In recruiting members for SAFSS's Board of Directors we focus on both capability and diversity. Our board today includes people with expertise in a range of areas necessary to understand and support the operations of the agency. They also represent a diverse set of experiences and backgrounds, many coming from the newcomer communities that we serve. Following recent turnover, we no longer have the gender balance we once had. We will be working to address that.

At our 2018 AGM we were very early in our efforts to find a new Executive Director for SAFSS. That was an extensive and rigorous process during which we screened over 100 applications. The results were well worth the effort. Board members were unanimous in our decision to hire Sudip Minhas as our new Executive Director. Sudip's experience and expertise meant that she could "hit the ground running". She is already having a positive impact on the agency and its programs.

I want to take this opportunity to thank some of the board members whose time with SAFSS is coming to an end. Sudhir Gandhi and Yogini Parthasarathy joined the board in November of 2017 and are leaving us after completing their two-year terms. Both were key members of the board with Yogini serving as Board Secretary and Sudhir serving as Vice Chair as well as chairing our Nominations, Governance and Human Resources Committee. Fatih Yegul first joined the board in April 2018. Even after his work took him to Kitchener, he continued to make a significant contribution to the board. Johnny Zhang joined us more recently but was also a major contributor to SAFSS, particularly his work with the Fundraising Committee.

Our funders also deserve a special vote of thanks for their continued support and encouragement.

Finally let me thank our clients and the communities we serve. You are the reason we exist. We will never take for granted the faith you place in us.

PATRICK MADDEN

Executive Director Address

On April 2, 2019, I became a new member of the SAFSS family. I was struck by the commitment and dedication of our staff, volunteers and board members. SAFSS provides crucial services to our community through programs such as; Settlement services for newcomers, Language and Skills Development, Counselling for Victims of violence, programming for isolated Seniors, women's programming, and more. These services are a direct response to the needs of our community. Scarborough remains one of the most under-served communities in the GTA, and agencies like SAFSS fill that gap, however, our services remain under-funded and under-resourced. It is through the sheer dedication of our staff and volunteers that we have continued to provide these crucial services to our community. It is this commitment that both humbles and inspires me to seek resources and adequate staffing for the services that we provide.

Last year, we were able to provide services to over 6000 clients. Clients that needed tools to escape situations of violence and abuse, clients that needed language training to acquire skills necessary to function on an everyday basis, clients that needed settlement assistance to reach their full potential as productive members of our society, and more. SAFSS' staff recognize that the needs of our clients far outweigh the impediments that we encounter. It is this dedication that makes us unique and resolute as we reclaim our position as the premier agency providing innovative services to our community.

Last year was the year of stabilization for the agency, and now is the period of consolidation. As we celebrate the 30th year of our existence, we are also re-positioning ourselves as technologically adept, responsive to the complexity of needs within our communities, building and rebuilding our capacity as an agency to identify and address the demand for services from a range of clients, becoming a data and evidence-driven and always ahead of the curve agency. We look forward to our continued growth and success in the year to come, and every year afterwards, building on our communities' strengths and partnerships with stakeholders to create a safer and more welcoming space for our newest community members to thrive.

Operating Highlights

Settlement Services

4,398 New comer clients have been served in year 2018-2019

2,513 New Immigrants have been served

1885 clients returned to get more services according to their needs and got help in completing government forms and referral services to support in their local communities These services were provided under Immigration, Refugees and Citizenship

991 clients have received one on one services under Newcomer Settlement Program (NSP). Counselors have arranged 11 workshops for the clients on different topics such as Updates on Immigration Rules, Youth Programs and Services, Applying for Citizenship, Ontario Works Services and Benefits, Wills and Estates Planning, Parenting Workshop, Police and Safety, Ontario

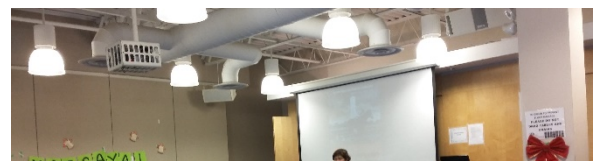
Settlement Services include assessment, orientation, referral, information, completing of government documents, advocacy and counselling for new immigrants and settled

64 Group Sessions were held under IRCC Program on different topics to assist educate and empower newcomers to Canada in their settlement and integration through our workshops. Some of the topics were as follows: Job Search for Newcomers, Diabetes Prevention, Housing Help Services, Solid Waste Management, Parenting Workshop/Foster Parent, Police and Safety, Basic Cashier Training, Wills and Estate Planning, Your Rights at Work

Workshop being held in Tagalog on the topic of Youth



Clients learning the rudiments of giving First Aid and CPR



Women's Services

- 170 clients were served for individual counselling under the Violence against Women and Children Department.
- 46 weekly Support Groups for victims of domestic violence
- 96 weekly groups for isolated Afghani women
- 50 English conversation class

SAFSS provide a wide range of services including Individual Counselling, Crises intervention, Assistance with Legal Services & Subsidized Housing, Referrals to community based services & Weekly Support Groups providing Life Skill lessons where participants learn problem solving behaviors to meet the problems of everyday life.

SAFSS in collaboration with Children Aids Society also provide Parenting & Coping with Angry Feelings classes.

Men Make a Difference, Behavioral Change for Healthy Relationships -10 classes. In these classes participants learn how to Resolve Conflict, communicate well, Take Responsibility and Mindful fathering....and much more.

Violence against women is the most frequent cause of injury to women in this Country. Experiences with violence can have various impacts on women's physical and psychological health, including their levels of mental health and substance use.

Research affirms that women's health is profoundly impacted by violence, mental health and substance use and the co-occurrence of these three conditions can adversely impact the outcome of each.



LANGUAGE SERVICES

There were **724** students were enrolled from April 2018 to March 2019

Field Trips were arranged to visit places of interest in Toronto as part of our curriculum. This has provided an opportunity to students to see places and learn Canadian lifestyle and its culture. Students were taken to the City Hall, Casa Loma, Queen's Park, Royal Ontario Museum, Ontario Science Centre and Maple syrup bush. The trips to the

English language instruction was offered at seven levels, (CLB level 1, 2, 3, 4, 5, 6/7 and Literacy Level.

The childcare program is greatly appreciated by the clients and is of great help to these newcomers. The childcare program helps the

The Students who attended the LINC program were from different linguistic and socio-economic backgrounds. Students spoke Tamil, Urdu, Hindi, Gujrati, Farsi, Arabic, Spanish, Chinese and Mandarin. The main source of income for majority of the students is General Welfare. At present our LINC students come from Sri Lanka, India, Pakistan, Afghanistan, Iran, Bangladesh, Ethiopia,

BOARD OF DIRECTORS



Patrick Madden Chair



Sudhir Gandhi Vice-Chair



Yogini Parthasarthy
Secretary



Sushma Subedi
Treasurer



Fatih Yegul



Terry Kryitsis



Vivek Arora



Nandi Deterville



Brandon Arkinson



Kenneth Edeh



Johnny Zhang

FINANCIAL STATEMENTS

SUMMARIZED FINANCIAL STATEMENTS FOR THE YEAR ENDED MARCH 31, 2019

	2019	2018	2017
REVENUE			
Government grants	3,089,624	3,121,388	3,070,811
Capital grants	-	-	-
Other income	165,167	285,738	104,972
	<u>3,254,791</u>	<u>3,407,126</u>	<u>3,175,783</u>
EXPENSES			
Administration	118,956	101,999	103,189
Capital purchases expensed	-	-	-
Depreciation	3,648	1,887	-
Direct program	239,037	217,130	209,347
Fundraising	13,535	15,393	18,032
Partner agency fees	-	-	-
Professional fees	41,549	31,847	57,591
Rent	715,494	677,988	648,692
Staffing	2,131,146	2,195,703	2,228,428
	<u>3,263,365</u>	<u>3,241,947</u>	<u>3,265,279</u>
EXCESS (DEFICIENCY) OF REVENUE OVER EXPENSES	(8,574)	165,179	(89,496)
NET ASSETS BEGINNING OF YEAR	167,685	2,506	92,002
NET ASSETS END OF YEAR	<u>159,111</u>	<u>167,685</u>	<u>2,506</u>
COMPOSITION OF NET ASSETS			
Unrestricted resources	159,111	167,685	2,506
Invested in capital assets	-	-	-
Internally restricted reserves	-	-	-
	<u>159,111</u>	<u>167,685</u>	<u>2,506</u>

INDEPENDENT AUDITOR'S REPORT

Attached

OUR FUNDERS

We would like to thank all of our funders for their continued support and faith in our capacity to deliver quality services to our clients. We look forward to their continued support.

- Immigration, Refugees and Citizenship Canada (IRCC)
- Ministry of Children, Community and Social Services (MCCSS)
- City of Toronto
- Toronto Employment & Social Services (TESS)
- Ontario's Lottery & Gaming

Funded by:



Immigration, Refugees
and Citizenship Canada

Financé par :

Immigration, Réfugiés
et Citoyenneté Canada



Ministry of
Children, Community &
Social Services

