



ANNUAL
REPORT
2013 | 2014



Our **MISSION**

The Yonge Street Mission exists so that all the poor and vulnerable in Toronto who we encounter will experience God's love, peace, and justice at a level that represents the highest stewardship of the resources invested.

Our **GOAL**

The Yonge Street Mission will work in partnership toward the realization of the end of chronic poverty in Toronto in one generation.

Our **CORE VALUES**

LOVE

CREATIVITY

INTEGRITY

DIGNITY

JUSTICE

GRATITUDE

PEACE



TRANSFORMED
by **YOU**

Changing
LIVES.

Building
COMMUNITIES.

Transforming
TORONTO.



Dear Friends,

With your support this past year, YSM has been able to walk alongside more than 10,000 people, helping each one stride closer to his or her goals. People were lifted out of poverty as they found employment because of you. Youth without homes found them because of you. New Canadians received critically needed support for their families because of you. You have touched the lives of so many. Thank you.

As we reflected on the 2013-2014 year, we were reminded of how constant change is in our community. More than just the ever-changing physical landscape – the people around us are transforming as well. And that is what this year's annual report highlights: changing lives, building communities, and transforming Toronto.

Looking ahead we are faced with a staggering truth. We live in one of the most affluent cities in the world, yet nearly 20 per cent of our neighbours unnecessarily live with poverty. YSM has developed a strategic response and the essence of our plan is simple: we will work toward the end of chronic poverty in one generation. We admit this sounds idealistic. However, we believe that if we build upon our strengths and collaborate with others in the city, we can support the 500,000 people who need us to believe that this can be done.

We hope that you are encouraged as you read through these stories of transformation. And while there remains much left to do, we thank you for joining us as together we work towards a Toronto without poverty.

A handwritten signature in black ink, appearing to read 'Angie Draskovic'.

Angie Draskovic
President & CEO

A handwritten signature in black ink, appearing to read 'Judy Hunter'.

Judy Hunter
Chair, Board of Directors



TRANSFORMATION

for people in crisis

Among our neighbours...

- **31 per cent** of youth (15 to 24) in Toronto live with poverty.
- More than **5,000 people** are homeless.
- There are **1,500 to 2,000 youth** on the street on any given night.

“While They’re Here, We’re Like Parents to Youth Who Have Lost Them”

For 30 years, YSM’s Evergreen Centre has focused on the needs of street-involved and homeless youth. In 2013-2014, more than 6,000 different youth in crisis came to us for help.

Evergreen works with Toronto’s most at-risk youth. Being on the street is nobody’s preference. And frequently, youth are turned away everywhere else. But they’re welcomed at Evergreen.

“Many Evergreen youth don’t have access to that much,” said Aleke Dekker, Evergreen’s Drop-In Supervisor. Youth visit Evergreen with a wide range of needs from healthcare to meals, employment help to addiction counselling. Evergreen accepts them all. Last year, there were more than 49,000 visits to Evergreen. Aleke distinctly remembers one.

“I was trying to reschedule our day at Evergreen so we could accompany Lorraine* to the hospital that Friday afternoon for a medical procedure she had refused.” For support, Evergreen staff sometimes accompany youth to medical appointments and court cases.

Lorraine tried to attend George Brown College, but was unable to due to her health problem. “Lorraine was scared. And she was going to die without the procedure, but she didn’t care because she was alone. Life seemed worse than death for her.”

Thankfully, the procedure was successful. Aleke and Deanna Streete, Evergreen’s Youth Drop-In Worker, went back to the hospital Saturday morning to spend time with Lorraine, who still needs to visit the hospital three times a week. But today, she’s back at Evergreen where she feels safe.

For youth age 16 to 24, Evergreen is a place where they can establish healthy lives and supportive relationships as they build independence. As Aleke noted, “Sometimes, while they’re here, we’re like parents to youth who’ve have lost them, never had them, or whose parents were unable to care for them.”

How you’ve transformed **street-involved youth** in 2013-2014:

- Youth made **49,424 visits** to Evergreen.
- **160 youth** found employment, 27 returned to school.
- In 2013, the Evergreen nursery served **22 per cent of all newborns** of known homeless and street-involved youth in Toronto, totaling more than 200 families.

*name changed



TRANSFORMATION

for people experiencing chronic poverty

Among our neighbours...

- **40 per cent** of people receiving social assistance in Ontario have lived with poverty for multiple generations.
- **12.5 per cent of Toronto's seniors** live with poverty—more than twice the provincial average.
- The average monthly income received by a senior in our program is **\$1,035.00**.

"I Want People to Not be Alone"

Thirty years ago, Marilyn Dumbroskie moved to Toronto from New Brunswick. She felt alone. "I had nobody to go to, nobody to talk to," she said. She doesn't say that anymore. Today, she's an active member of YSM's seniors program.

Marilyn, now 70, is one of nearly 500 individuals who participate in YSM's programs for people whose experience of poverty is multi-generational or inescapable without respectful support. This group includes seniors such as Marilyn who have skills and experiences to offer our community, but might lack the opportunity to do so. Every Tuesday and Thursday, 100 seniors meet to socialize, identify barriers in their lives, and find solutions to overcome those barriers. Another group of approximately 100 people of various ages do the same every Thursday – more than 300 different people participate throughout the year. Bible studies, English as a Second Language classes, tax clinics, computer training, and ball hockey are some regular activities.

"The outreach [of the seniors program] is the most important part to me. I can't read but I can still do things," said Marilyn. Building confidence and leadership skills are very important. The more than 200 people we serve in these programs are valuable agents of change for their communities.

"But the journey is a walk, not a sprint," added Janice Rainey, Director of Relief and Support. "Many people come to the program without being able to dream beyond the four walls of their apartments. But that changes over time. Eventually, we see people flourish as they take leadership roles."

Marilyn is proof of that. "I have a scooter, so I can visit people in the hospital and go to doctor's appointments with them. I know the feeling of being alone. I like the feeling of being there for them. I want people to not be alone."

How you've transformed **isolated adults** in 2013-2014:

- **153 seniors** (age 60+) were actively involved in day trips and camps. For many seniors, being outside of the city was a much-needed respite.
- **238 Christmas gift boxes** were brought to the homes of isolated seniors.
- **322 adults** (age 16-59) participated in the New Hope Fellowship program for people whose families have experienced multiple generations of poverty.

A close-up photograph of a man and a young boy. The man, with short dark hair and a light blue button-down shirt, is smiling and has his arms around the boy. The boy, wearing a blue t-shirt, is also smiling broadly. They are in an indoor setting with a blurred background of shelves and colorful items.

TRANSFORMATION

for families working to make ends meet

Among our neighbours...

- **50 to 63 per cent** of children in Regent Park and Moss Park come from low-income families – the city-wide number is 29 per cent.
- **46 per cent** of all recent immigrants in Toronto live with poverty – in Regent Park, the number is 56 per cent.
- **University-educated recent immigrants** (11.9 per cent unemployment) are less likely to find employment than Canadian-born high school students (7.1 per cent unemployment).

“We Can All Overcome Any Obstacle in Front of Us”

A community’s health depends on the strength of its families. This is why YSM addresses the needs of entire families. One of the many programs we offer is computer literacy training.

When our Computer Lab celebrated its 15th year anniversary, Muhammad Muzammil was one of 80 graduates for the year, and one of 2,000 graduates who have received a free laptop since the program began in 1999. Living in a low-income family can present challenges to education. Access to computer education is becoming increasingly more important, so it’s vital that we do whatever we can to close the digital divide in Toronto.

Muhammad is a passionate ninth grade student from our community. “But you couldn’t tell when he first joined the program,” said Julian Williams, Computer Education Coordinator. “Muhammad was very shy.” That was in September 2014. Today, he is a graduate and more impressive, a valedictorian.

Muhammad, 14, has already learned the value of education. “The skills I’ve gained here will be incredibly useful now and in the near future,” he explained.

“Children and families appreciate the Computer Lab courses. You can tell it’s important to them,” said Niki Nikolic, Computer Education Facilitator. “Siblings who are years apart come and say they want to be in the classes that their older brothers and sisters were in years ago. There’s a connection forged through the whole family.”

“We’ve created a small community within our classroom dedicating ourselves to helping each other to grow, learn and prosper,” Muhammad added. “These are the moments that I will never forget and cherish as I use what I’ve learned to reach my goals. We can all overcome any obstacle in front of us.”

How you’ve transformed **families** in 2013-2014:

- **555 children** attended weekly computer classes and summer computer camps.
- **45 youth** volunteered as leaders in training, learning vital leadership and teamwork skills.
- **900 families** received toys and food from YSM’s annual Christmas Toy and Food Market.



TRANSFORMATION

in our communities

Among our neighbours...

- Regent Park is **one of 31 communities** identified as a Neighbourhood Improvement Area by the City of Toronto.
- With construction beginning in 1948, Regent Park is Canada's **oldest social housing project**.
- There are **2,083 rent-geared-to-income units** in Regent Park housing nearly 8,000 people.

"My Children Are My Foundation"

Nearly 20 years ago, politics and violence in South Asia forced Zarin's* hand. She had a successful career in construction, but her environment was becoming increasingly unsafe for her young family. She wanted a better future for her children and saw Canada as her solution.

Zarin is a proud mother. Her daughter has been a valedictorian twice in YSM's Computer Lab program and her son is an honour roll student. "My children are my priority. When we used to design buildings, we would pay extra attention to the foundation. Strong buildings need strong foundations. My children are my foundation."

Zarin has overcome many challenges. She was the only female from her city to work in construction, in a community that strictly controlled the rights of women. The transition hasn't been easy. Still, she hasn't given up hope.

At her daughter's Computer Lab graduation, she was asked if she wanted to volunteer. She agreed and was connected to YSM's women's group. Zarin sees the group as a way to encourage women. "This is what I want," she said. "To see a strong community where we take care of each other."

While raising two children alone has been difficult, she has remained rooted in her faith, and has appreciated the many YSM groups she belongs to, from knitting to cooking to esthetics. They've given her an irreplaceable sense of community.

"YSM gave me an opportunity, so I want to give back, to teach women so they can stand in society, learn skills, and build courage."

How you've transformed **our communities** in 2013-2014:

- **14 community members** are leading and facilitating nine community groups.
- **Three leadership trainees** from the community have been hired.
- **110 community women** are involved in women's groups.

*name changed

LOOKING **AHEAD:** A vision to



The Yonge Street Mission's comprehensive strategic planning process has resulted in an aspirational new goal: working in partnership toward the realization of the end of chronic poverty in Toronto in one generation. For YSM, ending chronic poverty in Toronto can only be achieved by intentional and coordinated action at three levels.

Changing **LIVES**

People are at the centre of YSM's heart and 119 year history. Every person has value and dignity, promise and potential. Ending chronic poverty begins and ends with:

- Providing for crisis needs such as food, clothing, and shelter.
- Valuing each person and walking with them toward achieving their goals.
- Providing services in a full system of care to enable each person to move toward full participation.

In partnership with others, YSM will provide focused and specialized support for:

- Street-involved youth.
- Families experiencing poverty (single parent, new Canadian).
- Persons experiencing chronic or inescapable poverty (multi-generational poverty, isolated seniors).

Building **COMMUNITIES**

People live and thrive in community. We all need someone to pick up our children when we are going to be late getting home from work, help us through an illness, or tell us where to find a needed resource. These relationships and natural networks are essential to healthy communities and people.

YSM's community development team works with community members to help build locally developed support systems and solutions to shared community concerns.

end chronic poverty in Toronto.



Transforming **TORONTO**

Toronto has 500,000 people experiencing poverty today – 20 per cent or 1 in 5 Torontonians.

Even if a person works very hard, and they have a strong support network in their community, the system can sometimes get in the way.

Government policies and systems are meant to help, but the complex web can lead to unintended negative impacts. For example, sometimes a family has several part-time jobs to make ends meet. The income fluctuations can mean the loss of critical supports, such as child benefits, which can mean not enough money for daycare.

As the third critical element of our work toward ending chronic poverty, YSM will work collaboratively with our community, agency colleagues, service providers and government to refine the systems and help people move out of poverty.

Pulling it all together – Ending chronic poverty

Nothing is impossible when a group of people moves as one toward a goal. Toronto is one of the richest cities in the world with ample resources to end chronic poverty if we work together.

This is clearly a bold and aspirational goal, but it is one that 500,000 people urgently need us to believe we can achieve. Looking ahead, YSM will bring all the strengths and insights of our 119 year history into our work alongside others so that together, we can transform Toronto, one person and one community at a time.

LOOKING **BACK**...

Toronto was transformed through...

3,220

VOLUNTEERS

donating their time
(average of 15.7 hours
per volunteer).



50,578

**TOTAL VOLUNTEER
HOURS** given to our
community.



590 **CHILDREN**

and youth involved in
Computer Lab courses
and camps.

1,652 **PEOPLE**

making 26,258 visits to
the Food Bank.

2,392

SESSIONS helping
people seek or manage
housing.



124 INFANTS

given a friendly, nurturing atmosphere at YSM's daycare.



10,587 PEOPLE

making 115,859 visits to YSM for counselling, meals, training and more.



2,163 YOUTH

engaged in YSM employment services.



2,706 YOUTH

getting health care from the Health Centre.



30,261 MEALS

served to street-involved youth at Evergreen Centre.

14 COMMUNITY MEMBERS facilitating nine community groups.



FINANCES

REVENUE

	2014	2013
General Fund contributions	5,877,617	6,054,711
Scholarship contributions	35,077	10,700
Other restricted contributions	939,917	1,113,238
Bequests and estate income	548,265	760,057
Gifts in kind	215,122	233,081
Government grants and subsidies - housing	506,899	504,006
<i>daycare</i>	740,044	790,388
<i>other</i>	1,304,713	1,206,122
Sales and program income	824,577	796,444
Rental income	98,198	107,398
Interest income	116,392	98,481
Total Revenue	11,206,821	11,674,626

EXPENSES

Relief and Support	1,293,752	1,204,689
Transitional Services		
<i>Education</i>	1,636,822	1,570,226
<i>Employment</i>	2,078,628	1,935,215
<i>Housing Support and Stabilization</i>	654,767	685,194
<i>Community Development</i>	1,817,318	1,658,852
Church at the Mission	311,227	310,245
Counselling	134,188	136,931
Advocacy	240,840	156,441
Program Development	350,325	292,545
Subtotal	8,517,867	7,950,338
Administration	711,788	768,805
Public Relations and Development	2,384,024	2,079,265
Subtotal	3,095,812	2,848,070
Total Expenses	11,613,679	10,798,408

EXCESS (deficiency) of revenue over expenses for the year after interfund transfers

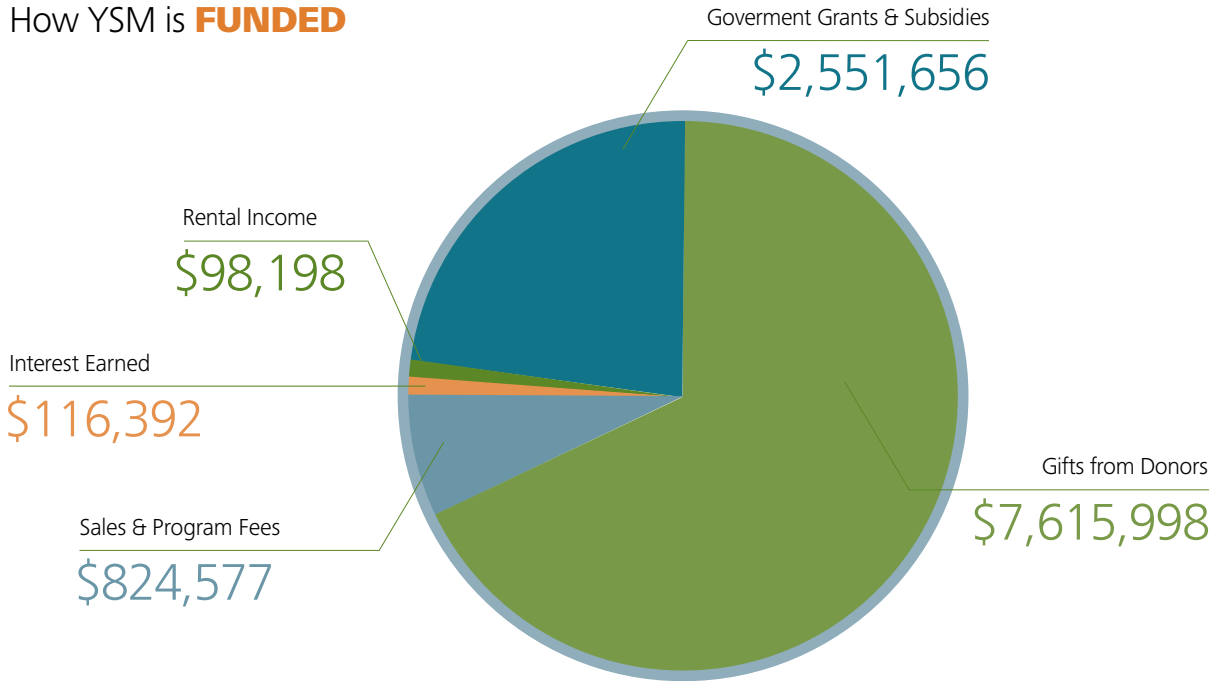
General Fund	(71,993)	325,791
Housing Fund	(4,470)	21,877
Capital Fund	(157,805)	(91,278)
Restricted Funds	(199,738)	726,747
Scholarship Fund	193,625	3,073
Total	(240,381)	986,210

FUND BALANCES AT END OF YEAR

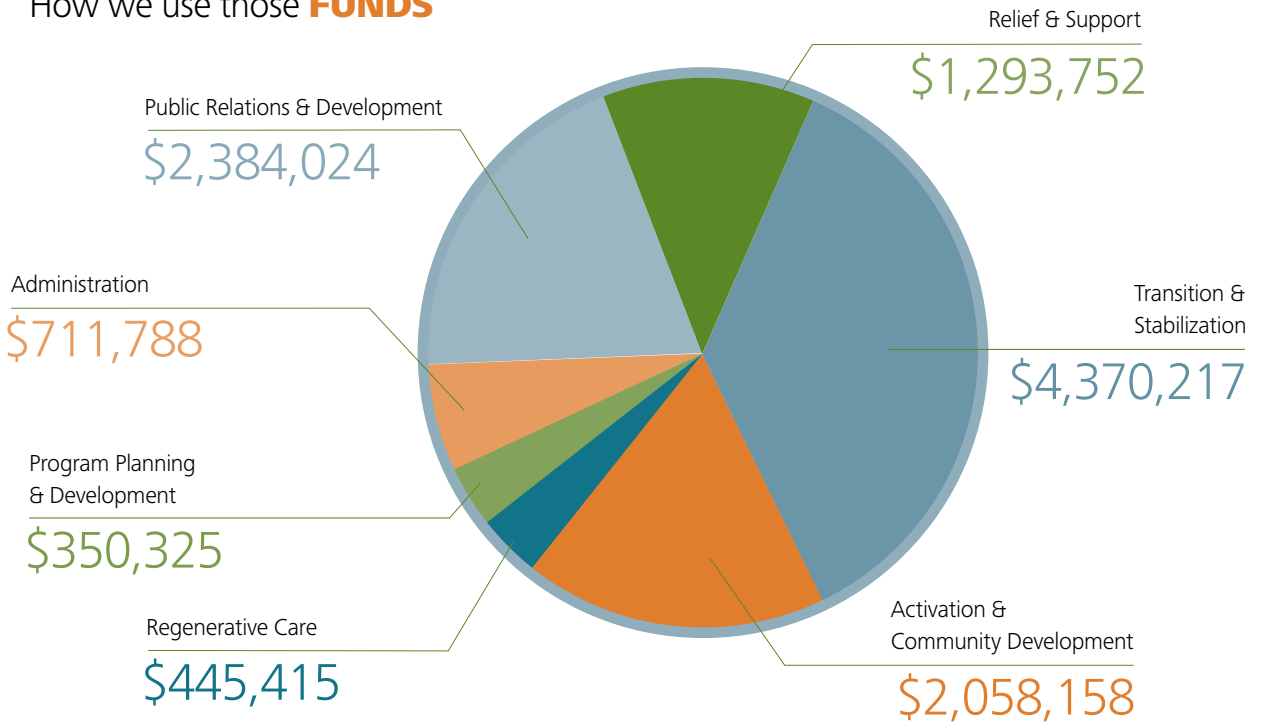
General Fund	307,639	379,632
Housing Fund	(1,418)	3,052
Capital Fund	7,044,675	7,202,480
Restricted Funds	1,900,559	2,100,297
Scholarship Fund	1,653,131	1,459,506
Total	10,904,586	11,144,967

The Yonge Street Mission and YSM Genesis Place Homes Inc. We are grateful to KPMG LLP for their audit services. Complete statements are available upon request from The Yonge Street Mission.

How YSM is **FUNDED**



How we use those **FUNDS**





THANK YOU...

to the 28,000 donors, 3,200 volunteers, and countless community partners who helped us serve more than 10,000 people in 2013-14. Transformation is impossible without your generosity. Thank you!



Changing **LIVES.** Building **COMMUNITIES.** Transforming **TORONTO.**

BOARD Members

- Judy Hunter – *Chair*
- Adrian Miedema – *Secretary*
- Heather Percy – *Vice Chair*
- James (Jim) Chestnutt
- Dr. Merry Lin
- William Onuwa
- Gundy Jackson
- Derek Roberts
- Gordon Sutherland
- Jayne Taylor

SENIOR STAFF leadership as of October 2014

- Angie Draskovic
President and CEO
- Paul Davidson
Mission Administrative Officer
- Brent Mitchell
Mission Program Officer
- Dr. Rick Tobias
Community Advocate

DIRECTORS and **MANAGERS**

- Gail Meats
Director, Employment Services
- Ruth Pentinga
Director of Volunteer Resources
- Janice Rainey
Director of Relief and Support
- Moreen White
Director of Finance
- Matthew Parker
Lead Pastor/Director of Church at the Mission
- Laura Awosanya
Director of Housing
- Jesse Sudirgo
Manager, Street-Involved Services
- Marcia Shelton
Program Manager, Family Services
- Kathy Webster
Double Take Store Manager
- Jeanie Son
Director of Community Development
- Bill Ryan
Director of Reconciliation
- Sandra Baker
Director of Development

CONTACT

The transformation we saw in 2013-2014 was only made possible by you!
Please contact us to learn more about changing lives, building communities,
and transforming Toronto with The Yonge Street Mission.



416-929-9614



info@ysm.ca



www.ysm.ca



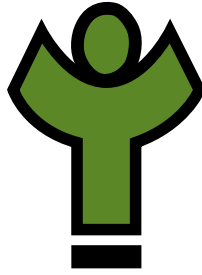
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www.linkedin.com/company/the-yonge-street-mission



**Y O N G E
S T R E E T
M I S S I O N**

YSM services and programs operate from these locations:

Evergreen Centre, 381 Yonge Street

Christian Community Centre & Church at the Mission, 270 Gerrard Street East

Genesis Place, 280 Gerrard Street East

H.B. Martin Family Centre for Urban Education, 306 Gerrard Street East

(includes management and administrative offices)

Double Take & TD Securities Computer Literacy Centre, 310 Gerrard Street East

St. James Town, 225 Wellesley St E, Unit 4B

The Yonge Street Mission has been on the front lines of service since 1896, providing emergency help, and fostering long-term change in the lives of individuals, families and the community itself.

We are a Christian faith community working in downtown Toronto and a registered Canadian charity. All assistance is given strictly on the basis of need, regardless of colour, culture, religion, economic status, gender, sexual orientation or social condition.

We believe that all individuals are created in the image of God and deserve the opportunity for full and just participation in society.