



# Redefining Futures



YORKTOWN CHILD AND FAMILY CENTRE  
YORKTOWN SHELTER FOR WOMEN

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ANNUAL REPORT 2010/11

YORKTOWN CHILD AND FAMILY CENTRE  
YORKTOWN SHELTER FOR WOMEN

Our Mission

*Yorktown Family Services uniquely combines a children’s mental health centre and a women’s shelter to strengthen and support children, youth, individuals and families to make positive change.*

Content

Message from Our President and Executive Director ..... 1

2010/11 at a Glance.....2

Giving Back — A Volunteer Profile..... 3

Shelter Kids..... 4

My Name is Marcel Brideau ..... 5

Funders and Organization Donors ..... 6

Individuals Donors.....7

Financial Summary ..... 8

Board Members and Management Team ..... 9

# President and Executive Director Message

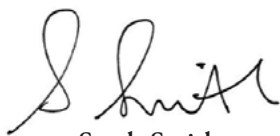
We're pleased to share with you our 2010/11 Annual Report. This has been a busy and challenging year for Yorktown in our efforts to adapt our services to meet the diverse and changing needs of our clients and our community. This is about how we are redefining futures. Two of the Strategic Directives this year are of particular significance – the increased move to evidence-informed/based practice and engaging marginalized youth to become productive members of our community. All we mean by this is that what we are doing makes sure that everyone gets a leg up.

Pursuing our commitment to ensure that our clients realize the most effective and positive outcomes, we conducted eight formal program evaluation projects to gather the information to guide the delivery of our programs and services. The programs evaluated ranged from Parenting Groups to Here to Help (a program for children who have witnessed woman abuse). We were supported in these evaluations through funding from The Factor-Inwentash Faculty of Social Work, The Ministry of Children and Youth Services, The Ministry of Health Promotion and Sport and the Centre of Excellence at the Children's Hospital of Eastern Ontario.

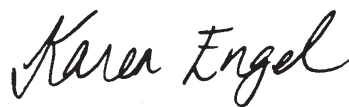
The opening of Yorktown's satellite Youth Space in the Jane Street Hub in October profiled our Youth Engagement Program. Marginalized youth in Weston-Mount Dennis now have convenient access to a dedicated, well equipped and safe youth space as well as a fulltime Youth Engagement Coordinator and youth-focused programs that enable them to develop creative, technical and leadership skills. Skills that are invaluable to support their success in their current academic and future working lives. Word of the Youth Space and programs spread quickly through the social media networks of local youth. Programs were rapidly filled to capacity with youth eager to learn and develop. Marcel's story on page 5 of this report illustrates the effectiveness of youth engagement activities in helping an at-risk youth turn his life and future in a positive direction.

We're proud of our new accomplishments and we are grateful to the many individuals and organizations that made those accomplishments possible – our funders, staff, volunteers, community partners and donors. Through their commitment of time, energy and resources they have enabled Yorktown to effect positive change for the children, youth, women and families who turned to us for help during the past year. Without your help we could not be redefining futures.

Sincerely,



**Sarah Smith**  
President



**Karen Engel**  
Executive Director



## 2010/11 at a glance . . .

### YORKTOWN CHILD AND FAMILY CENTRE

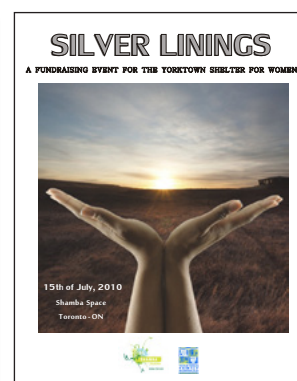
- **1019** individuals and **590** families received service.
- **65%** of clients were living in single parent families.
- **73%** of clients had experienced some significant loss or disruption in their lives.
- **62%** of clients came from countries other than Canada.
- **58%** of clients spoke a language other than English in their homes.
- **100%** of clients receiving or participating in treatment achieved positive outcomes from their service at Yorktown.
- **2126** youth were contacted by Yorktown Youth Outreach Workers, **849** of those youth were referred to community resources for support.
- Yorktown opened a dedicated youth space in the new **Jane Street Hub**. Youth in the Weston-Mount Dennis community now have convenient access to a dedicated Youth Outreach Worker and youth-focused programs and services.

### YORKTOWN SHELTER FOR WOMEN

- **63** women and **55** children received shelter.
- **30%** of residents remained in the shelter for less than **90** days.
- **32%** of residents remained in the shelter for more than **7** months they waited for subsidized housing to become available.
- **85%** of the residents spoke a language other than English as their first language.
- **248** women in the community received support from Yorktown's Women and Communities Against Violence and Transition Support Workers.

### YORKTOWN EVENTS

- Yorktown's fundraising activities included three key events — The 11th annual Yorktown Tribute Dinner honouring of Valerie Pringle, the 2010 Silver Linings Event and Panty Schmooze. These three events generated **\$160,000 in revenues** for the agency.



# Giving Back

In 2001 Yorktown Executive Director, Karen Engel asked Robert Horwitz if he could provide some perspective and advice around a financial issue at Yorktown. Little did Robert know that agreeing to Karen's request would trigger a chain of events that would lead to a decade-long relationship between Robert and Yorktown Family Services.

When Karen approached him, Robert had recently retired from a 30 year career with Procter and Gamble. Beginning as a Financial Analyst, Robert advanced through a number of financial positions including roles as a Division Controller and Treasurer. Robert's wealth of financial experience made it easy for him to provide the advice that Yorktown needed. Robert enjoyed helping out and accepted an invitation to join Yorktown's Finance Committee. A year later Robert became a Yorktown Board Member.

"I feel very fortunate to have been able to retire at a relatively young age" Robert explains. "Now, volunteering in the community allows me to use the skills I have acquired to help others. It is very satisfying."

Beyond his role on the Board and Finance Committee Robert has served as chair of the Long Term Planning and Property Committee and as a member of the agency's Negotiating Committee where his financial and business experience has been invaluable.

"Robert is a committed and determined board member who is willing to use his extensive financial, management and business experience to take on any task" says Karen Engel. "He's helped us with everything from reviewing Insurance Policies to meeting with key funders to preparing detailed background documents to assist the Board's decision-making process"

In November 2010, Robert's commitment to volunteerism was honoured when he was awarded Yorktown's Dan Goldberg Memorial Award for Volunteer Excellence. When asked if Robert had any advice for anyone who is thinking of volunteering, Robert replied. "Go for it! Don't underestimate the value of your experience and how your skills can make a difference."

## YORKTOWN VOLUNTEERS

Robert Horwitz is one of many dedicated volunteers who are crucial to Yorktown's success. In 2010/11, 254 volunteers devoted 6814 hours to Yorktown by supporting client programs, assisting with events, completing fundraising and administrative activities and serving on the board and committees. To all our volunteers, a very special thank you on behalf of the children, youth, women and families you helped us serve this year.



Robert Horwitz receives the Dan Goldberg Award from Yorktown Vice President, Diane Brooks

## Shelter Kids

Eleven year old Nicholas is nervous and frightened. He is in the family van with his mother and his brother Sean (12) and sister Stacy (16). They are leaving their home to live in a shelter for abused women. Nicholas wondered, “What would this shelter be like? Must be a big brick building. Yeah – with no windows. One big room where everybody sleeps and other people steal your stuff. And there’s a shower where everyone showers together. Not me – I’ll never take a shower there. What about the food? It won’t be good. I’ll hate it. Who runs this shelter – what will they be like?” Nicholas sighed “At least my Mom will be safe.”

Home was not a happy place for Nicholas. His father was controlling, jealous and always angry. He was verbally abusive and degrading toward his children but his yelling and threats toward Nicholas’ mother often escalated to physical abuse. The day before their move to the shelter Nicholas’ father tried to choke his mother and the children had to intervene to enable her to escape. Now they are finally fleeing years of abuse and violence.

The family van pulled up to a big house. Nicholas is surprised. There are windows! As they approach Sean points to the security cameras that monitor the entrance. The door is locked and secure. They will all be safe here. Entering the shelter they are warmly greeted by Maria, a Child Advocate Worker, and their new and very different life begins.

The family adapted quickly to their new environment. Their private living quarters were comfortable and to Nicholas’ delight, “the food was better than at home!” For the first time since her marriage Shamala felt that she and her children were safe. With Maria’s assistance, Stacy, Sean and Nicholas were enrolled in a new school. They made new friends among the other residents. Meal time was bonding time with each other and with the new friends they made.

Stacy credits their stay at the shelter with redefining their futures. The safe environment away from the abuse and violence had an immediate impact on her and her brothers. They had never seen their mother at peace before. They were amazed that the staff understood their feelings and really cared about them. With the help of the shelter workers the children’s self-esteem and confidence grew. For the first time they were optimistic about their futures. “We arrived as very negative people” Stacy recalls. “We began to communicate better and to respect each other and other people. I remember having long conversations with the shelter staff. They helped us a lot.” Sean agrees, “The staff cared about us and they were always ready to help us. They do their jobs well .... but they do so much more.”



Stacy, Sean and Nicholas left a lasting impact on the shelter staff and residents. All three were anxious to help the staff and other residents – lifting, carrying, cleaning, cooking and coaching. They enjoyed the activities available to them. They initiated an exercise program and invited other young and older residents to join them. Their enthusiasm was contagious and they became positive role models for other young residents.

Eight months after arriving, the family left the shelter for their new violence-free home that includes a “chill pad” in the basement where the three siblings can be together to enjoy each other’s company and muse about their future ambitions – Stacy in business or real estate; Sean in medicine or firefighting; and Nicholas as an auto mechanic and part time DJ.

This is a family whose future has been truly redefined!

# My name is Marcel Brideau

**M**arcel never met his father. He grew up with his mother, a brother and two sisters in the Regent Park neighbourhood in downtown Toronto. In his early teens Marcel was already showing signs of getting on a pathway to difficulties – a class clown with a reputation as the troublemaker.

By 15, Marcel was known to police. He had seen people being shot and he saw his first dead body on a sidewalk in his neighbourhood. He had become used to the sounds of gunshots and police sirens that so often filled the night air.

By 16, Marcel lost a best friend to gun violence .... then another ... and another. He followed some of his friends into making fast cash by selling drugs. "All of my friends were doing it," Marcel explains. "I decided to be a follower and do exactly what they were doing."

Marcel's spent his first night in a cell for beating up someone up near his school. "When I was released I told myself that I would never go back" Marcel recalls "but it was a lie to myself ... **I was arrested 8 times in the next year.**" His last arrest for armed robbery meant a longer stay in jail and while he was in custody his mother was diagnosed with cancer. Marcel was heartbroken. All that he could think about was the heartache he had put his mother through and how much trouble he brought into her life. For the first time Marcel realized that "I was ruining my life by heading down a path that was either going to lead me to jail over & over, or to the graveyard where most of my friends are lying."

Marcel vowed that when he was released he would leave his past life behind to focus on his family, his sick mother and reaching out to help youth growing up in poverty and tough places who are facing the same struggles that had derailed his future. This time Marcel did keep his promise to himself.

Marcel joined *Breaking the Cycle*, a youth gang exit program helping youth in Toronto's high risk neighborhoods to break free from gang activities. *Breaking the Cycle* helped Marcel to reach his goal of helping other youth. With training, support and coaching, he began to speak to at risk youth, telling his story and sharing the struggles he had to face just getting up and being able to walk out of his front door everyday. Marcel started to feel better about himself. "These young people were listening to me! They were interested in and learning from my story. I was making a difference in their lives!"

Marcel went on to participate in a Yorktown's Film Stars Program at the Jane Street Hub. Today, he is working for Yorktown as a leader, in the agency's Youth Engagement Program guiding and reaching out to youth and helping them develop leadership skills resulting in productive roles in their community. In the end he wants to help make positive changes in more young lives.

Another future redefined!



*"I'm hoping that my story will reach out to youth & young adults everywhere to inspire and motivate them to make changes in their lives before its too late and to let them know they are not alone."*



# Thank You!

*Yorktown is very grateful for the significant contributions provided by our funding partners and the generous donations from government, businesses, corporations, foundations, community organizations individuals, families, staff. On behalf of the children, youth, women and families we serve, we thank all of those generous individuals and organizations for their support during the period from April 1, 2010 and March 31, 2011.*

## FUNDING PARTNERS

Canada Mortgage and Housing Corporation  
 Canada Post Foundation for Mental Health (Trauma Focused CBT)  
 CIBC Children's Foundation (Temper Tamers Program)  
 Kodak Canada Inc.(Finding Solutions)  
 Paradigm Capital Inc. (Youth Engagement Program)  
 TD Securities Underwriting Hope Fund (Youth Engagement Program)  
 Telus (Youth Engagement Program)  
 The Catholic Children's Aid Society  
 The City of Toronto  
 The Counselling Foundation of Canada (Speak Up Youth Leadership Program)  
 The Ministry of Health Promotion and Sport  
 The Ontario Ministry of Children and Youth Services  
 The Ontario Ministry of Community and Social Services  
 The Provincial Centre of Excellence for Child and Youth Mental Health at CHEO  
 The Ontario Trillium Foundation (Youth Engagement Program)  
 Weston + (Cooking, Nutrition and Healthy Lifestyles Program)  
 United Way Toronto

## COMMUNITY AND FOUNDATION DONORS AND PARTNERS

• Canadian Women's Foundation • Carpenters & Allied Workers Local 27 General Fund  
 • Central United Church • CHUM Foundation • CUPE Local 3878 • Friends In High Places  
 • Humbercrest United Church Women • Indigo Books & Music • Integra • J.P. Bickell Foundation  
 • Learning Enrichment Foundation • Public Service Alliance of Canada  
 • Realtors Care Foundation • The Atkinson Foundation • The Bennett Family Foundation  
 • The John David and Signy Eaton Foundation • The Norman Black Foundation  
 • The Rogers Foundation The Toskan Casale Foundation • The Walrus Foundation  
 • Toronto Civic Employees' Union 416 • Toronto Real Estate Board • Women Promoting Women

## BUSINESS AND CORPORATE DONORS

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 • Tilda Zanette • Chantal Zeeman • Fern and Marvin Zweig

**This list includes donations received between April 1, 2010 and March 31, 2011.**

We also thank those donors who request to remain anonymous and any donor we may have inadvertently missed when we prepared this list.

# Financial Statement Summary

Statement of Operations for the Year Ended March 31, 2011

## Yorktown Child and Family Centre

		2011	2010
REVENUE	Government Funding	\$ 1,160,319	\$ 1,084,721
	Other Grants	912,261	987,828
	Capital Grants Recognized	20,700	20,700
	Cost Recoveries	155,000	165,000
	Foundation donations, specified programs	109,664	34,000
	Fundraising	163,943	186,319
	Investment Income	(980)	3,648
	<b>Total Revenue</b>	<b>2,520,907</b>	<b>2,482,216</b>
EXPENSES	Personnel	1,892,463	1,864,797
	Program and Operations	239,942	232,222
	Occupancy Costs	195,201	171,067
	Administration and Development	161,709	130,508
	<b>Total Expenses</b>	<b>2,489,315</b>	<b>2,398,594</b>
	<b>EXCESS OF REVENUE OVER EXPENSES FOR THE YEAR *</b>	<b>\$ 31,592</b>	<b>\$ 83,622</b>
	2010 Note * \$63,209.		

## Yorktown Shelter for Women

		2011	2010
REVENUE	Government Funding	\$ 1,955,757	\$ 1,956,082
	United Way	170,730	170,730
	Donations, Interest and Other	51,126	27,188
	<b>Total Revenue</b>	<b>2,177,613</b>	<b>2,154,000</b>
EXPENSES	Personnel	1,373,827	1,340,449
	Program and Operations	325,589	349,972
	Occupancy Costs	272,645	273,426
	Administration and Development	185,998	183,161
	<b>Total Expenses</b>	<b>2,158,059</b>	<b>2,147,008</b>
	<b>EXCESS OF REVENUE OVER EXPENSES FOR THE YEAR</b>	<b>\$ 19,554</b>	<b>\$ 6,992</b>

See Audited Financial Statements dated June 20, 2011

## Board of Directors 2010 -2011

### YORKTOWN CHILD AND FAMILY CENTRE

Sarah Smith, **President**  
 Diane Brooks, **Vice President**  
 Tracie Wagman, **Vice President**  
 Sara Oates, **Treasurer**  
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 Jennie Campbell  
 Caralyne Donnet  
 Michelle Garay  
 Robert Horwitz  
 Kalindi Jog  
 Pat Panetta Reinhardt  
 Angela Scott  
 Heather Turner  
 Karen Engel, **Executive Director**

### YORKTOWN SHELTER FOR WOMEN

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 Sara Oates, **Treasurer**  
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 Marni Anglin  
 Jennie Campbell  
 Caralyne Donnet  
 Michelle Garay  
 Robert Horwitz  
 Marcella Rizzo-Downey  
 Angela Scott  
 Heather Turner  
 Karen Engel, **Executive Director**

## MANAGEMENT TEAM 2010/11

Karen Engel - **Executive Director**

### YORKTOWN CHILD AND FAMILY CENTRE

Suzette Arruda- Santos, **Director of Service**  
 Derick Asante, **Youth Engagement Coordinator**  
 Hope Boulay, **Director of Finance and Administration**  
 Nancy Barkin, **Supervisor, Supporting Young Families**  
 Sreeparna Das, **Human Resources /Office Administrator**  
 Robyn Forster, **Team Lead, Youth Outreach Worker Program**  
 Liisa Kuuter, **Manager of Clinical and Community Programs**  
 Shehenaz Manji, **Manager of Prevention and Quality Improvement**  
 David Prosser, **Development Director**  
 Marcia Tamai, **Finance and Administration Assistant**

### YORKTOWN SHELTER FOR WOMEN

Fatima Valentim, **Director**  
 Karen Blake, **Manager of Community Based Violence Prevention Services**  
 Gabbey Dessye, **Manager, Client Services**  
 Sasha Joogoolsingh , **Human Resources Administrator**

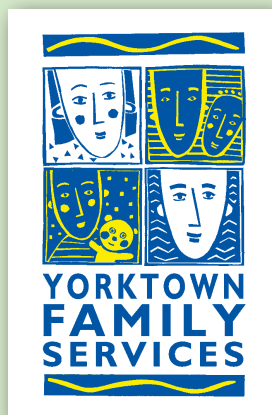
### YORKTOWN CHILD AND FAMILY CENTRE

21 Ascot Avenue  
 Toronto, ON M6E 1E6  
 Telephone: 416-394-2424  
 Fax: 416-394-2689  
 Email: [ycfc@bellnet.ca](mailto:ycfc@bellnet.ca)  
 Charitable Business Number: BN 136729597 RR0001

### YORKTOWN SHELTER FOR WOMEN

21 Ascot Avenue  
 Toronto, ON M6E 1E6  
 Telephone: 416-394-2950  
 Crisis Line: 416-394-2999  
 Fax: 416-394-2942  
 Email: [ycfc@bellnet.ca](mailto:ycfc@bellnet.ca)  
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