

# annual report 2012-2013

WoodGreen Community Services



WOODGREEN  
Opportunity made here.





# WoodGreen's Strategic Plan: Year 4 Progress

In 2009, WoodGreen embarked on a new, 5-year Strategic Plan focused on becoming a leader in social innovation. In 2012-13, our progress on the main objectives of the plan includes:

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## Maximize Community Benefit

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- The Homeward Bound Halton/Oakville replication has progressed substantially this year with the naming of a lead agency that will be signing a licensing agreement in 2013-2014. Peterborough is now in the formative stages of developing a working group for a HB replication in their community.
- The Advocacy Committee submitted a response to the Province's discussion paper on "Modernizing Child Care in Ontario" and made deputations to Committees of City Council on Bed Bugs, Toronto Community Housing real estate sell off and Affordable Housing.
- WoodGreen's voluntary integration with Community Care East York has been an amazing success over the last year with the opening of the new Seniors Centre, higher service volumes and 93% client satisfaction.

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## Develop Better Solutions

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- WoodGreen was named a lead agency for the Ontario Government's new Health Links initiative, aimed at better coordination of health services for residents whose health issues would be better served at the community level rather than in a hospital emergency room.
- The new "Thinking outside the breadbox" photography program worked with the homeless community to create a dialogue about the importance of healthy food and the challenges homeless individuals face in accessing fresh foods. This was done through group discussion and photographs. The photo exhibit was part of the BIA's "Walk on the Riverside" event.

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## Create a Culture of Innovation

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- WoodGreen's President & CEO Brian Smith was named the 2013 City Champion as part of the Canadian Urban Institute's (CUI) Urban Leadership Award program, honouring his great achievements building a Toronto where everyone has the opportunity to thrive.
- WoodGreen partnered with Toronto East General Hospital and a number of other agencies to jointly develop six e-learning courses that reflect best practices in maintaining a healthy workplace environment for staff and clients.
- WoodGreen worked with United Way Toronto and McMaster University to look at precarious employment in Southern Ontario; as a partner with the Centre for Research on Inner City Health on Urban HEART, a neighbourhood-level health equity measurement tool; with OCASI & COSTI on housing referrals for newcomer women; and as a community member of a research ethics board at the University of Toronto.

# Message from the President & Chair

As one of the largest social service agencies in Toronto, WoodGreen has 75 programs operating out of 32 locations across the city and serves 37,000 people each year.

Our work spans the spectrum of social services and is among the most innovative, solution focused anywhere. A founding United Way of Toronto member agency, WoodGreen helps people find safe, affordable housing, seniors live independently, internationally-trained professionals enter the job market, parents access childcare, children and youth access after-school programs, newcomers settle in to Canadian life, homeless and marginalized people get off the streets and youth find meaningful employment.

WoodGreen partnered with **The Boston Consulting Group** to complete a Social Return on Investment analysis for the Homeward Bound program. BCG looked at the pre- and post-program socioeconomic status of the women in the program. The results found an astonishing \$4 return to society for every \$1 invested in the program from improved health outcomes, reduced social-assistance payments

and increased tax revenues as participants move from welfare to employment and self-sufficiency, and a cumulative benefit of \$185,000 returned to society.

Our **Newcomer Youth Services** continues to meet the specific needs of youth who are new to Canada arriving either with their families or on their own. This year, our newcomer youth had the opportunity to join Charlie's Freewheels as a part of our settlement services.

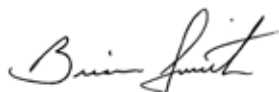
WoodGreen partnered with **Health Links** Ontario to help improve the coordination of care for high needs patients such as seniors and people with complex conditions.

WoodGreen's **Rites of Passage program** continues its invaluable work with at-risk youth in Parma Court. This process of cultural maturation and personal development aimed at Afrikan-Canadian youth has

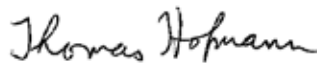
a long-term impact on their values, self-identity, spirituality, discipline and their commitment to family and community.

It's been another busy year at WoodGreen and none of our accomplishments would have been possible without the contribution of our **650 staff members** and **1,000 volunteers**. We would also like to recognize the generosity of our **private donors**. Thank you for your support.

We look forward to continuing to work together to create a Toronto where everyone has the opportunity to thrive.



Brian F.C. Smith, *President & CEO*



Thomas Hofmann, *Chair*



Above: Thomas Hofmann, Chair & Brian F.C. Smith, President & CEO



## WoodGreen Board Of Directors

Above Left to Right:

Dr. Catherine Chalin, Sarah Downey, Ian Tait, Peter Fuller, Thomas Hofmann, *Chair*, Brian F.C. Smith, *President & CEO*, Melanie Burns, Jeanhy Shim, Betty Augaitis, Kris Krishan, Amy CharlesChiu

Below Left to Right:

Ed Lee, Alex Van Kralingen, Lara Shohet, George Heos, Jasmine Tehara, Heather Dawson





# Investment in single mothers produces massive economic return to society

Piloted by WoodGreen in 2004 and unique in Canada, Homeward Bound is an innovative program to help inadequately housed or homeless mother-led families earn college diplomas, start careers, and achieve economic self-sufficiency.

Homeward Bound is about transforming the lives of single mothers living in poverty and their children. Ed Clark, President and CEO of TD Bank and a vital supporter of Homeward Bound

explained the importance of the program to the Globe and Mail: "When you go into hostels and hear their stories, these are incredibly brave people. But life didn't go their way."

Throughout the four-year program, women and their children live at WoodGreen's east end campus in affordable 2 and 3 bedroom furnished apartments, receive goal-oriented case management, on-site child care, after-school programs for children and youth, financial literacy education, parenting support, and psychotherapy and trauma counseling.

Graduates of the program, who only a short time ago were living in shelters or precarious housing, are now proud holders of college diplomas, have developed essential parenting and job-readiness skills, and are employed, earning family-sustaining salaries. Their

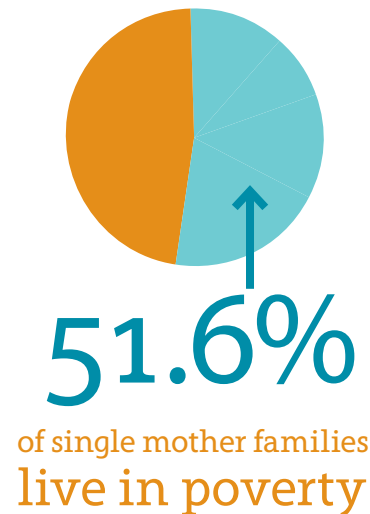
Women raising children on their own are almost

**5 times** more likely to be poor

than 2-parent families. Many of these women must rely on social assistance as their main source of income.

children are excelling both socially and academically.

In 2013, The Boston Consulting Group completed their pro-bono Social Return on Investment analysis for the Homeward Bound program, looking at



of single mother families live in poverty

payments and increased tax revenues as participants move from welfare to employment and self-sufficiency.

Since 2004, 176 women with 216 children have lived at Homeward Bound. Graduates are now in career track positions such as law clerk, data management officer, and technical services analyst. Currently more than 80% of the women who have entered Homeward Bound have either completed the program or are on track to meeting the program's milestones.

Based on the success of Homeward Bound, WoodGreen has received funding from The Ontario Trillium Foundation's Future Fund to develop a replication manual, the Homeward Bound How-To Kit, and to partner with communities interested in replicating the program.

Many single-mother families face an economic disadvantage: single parent household earnings equal less than 1/2 of 2 parent household earnings



2010 Statistics Canada figures.





*"Sometimes, people just  
need to be given a chance."*

*Homeward Bound Graduate Angela Husbands*



*As part of the Rites of Passage process, young people come up with a way to improve their community. This garden has been built by the participants to beautify a space within their community.*





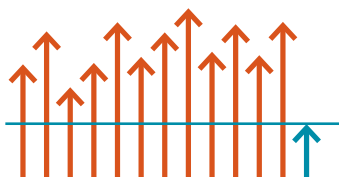
# A rite of passage to responsible adulthood

In 2005, The United Way Toronto and Toronto city council identified 13 priority areas, which are locations with high poverty and social needs. Most priority areas have a higher than average number of at-risk populations: visible minorities, recent immigrants, and lone-parent families.

WoodGreen's Rites of Passage brings young people of Afrikan descent into responsible adulthood every year. Based in Parma Court, situated in one of Toronto's 13 priority neighbourhoods, this 6-month program is based on a well-tested, internationally recognized afro-centric curriculum and includes volunteering, leadership training and employment.

The program follows a three-step process of maturation that restores

Unemployment rates for the population ages 15 + in 12 out of 13 priority areas are higher than average. (Toronto.ca)



self-esteem, builds resiliency and creates community leaders. The first step of the process includes separation, where youth are taken out of the city to a rural area – something many of them have never seen. The second step is transformation, which allows for youth to figure out who they want to become as they transition into adulthood. The final step is reintegration, where youth graduate out of the Rites of Passage program and are received back into their community. The program runs for 18 weeks after school and on weekends, for 20 young men and women aged 14-16.

Gaining back control and self-esteem is the primary focus of the program. While participating, youth take part in a special naming ceremony where they receive their life purpose based on their new Afrikan name. This ceremony guides the creation of an individual life plan to map out the next few years, with tangible goals. A big part of this plan focuses on giving back to the community.

Participants are driven towards long-term personal growth, success and working directly with community organizations where they serve as role models to their peers, building a stronger, safer community.

## 74%

of the young people who have taken part in Rites of Passage were able to find and keep summer and after-school employment.

2012-2013 saw 16 young candidates invest 6 months in their Rites of Passage Process. They join a unique class of 87 Rites of Passage Initiates who, over the past 5 years, have made commitments to serve their community, and be the best that they can be.







# Taking the lead on Health Links

Without change, current healthcare costs applied to the 2030 population would increase by \$24 billion – 50% more than today. (Source: Ontario's Action Plan for Health Care)



77,515

The Don Valley/  
Greenwood Health Link,  
led by WoodGreen,  
has a population  
of 77,515

On December 6, 2012, Deb Matthews, Ontario's Minister of Health and Long Term Care introduced Health Links, a new initiative to improve coordination of care for high-needs patients. Health Links brings together existing health care providers to develop new and better ways of coordinating services for patients and local residents.

The focus of Health Links is improving access to, and the coordination of, care to the top 5% users of the health care system who use 66% of Ontario's health care resources. This group includes older adults with complex medical conditions, palliative care patients, children with complex medical needs and people with serious mental health and addiction challenges. Too often, members of these groups must seek health care in the Emergency Department of a hospital because they are not connected to the appropriate community-based health supports.

WoodGreen has been named the lead of the Don Valley/ Greenwood Health Link by the Toronto Central LHIN thanks to our long history of partnerships and collaboration, along with an extensive expertise in efficient, client-focused service delivery. Our partners include South Riverdale CHC, Bridgepoint FHT, Bridgepoint Health, the Albany Clinic, Toronto EMS and the CCAC. So far, WoodGreen is the only community social service agency to be named a lead.

WoodGreen's role as the lead in our link includes bringing our partners together and reaching out to primary care practitioners, clients and caregivers. Together with our partners, WoodGreen will better coordinate care and create improved connections to community support, helping to ensure that those who don't need care from an acute care hospital receive it at the community level.



Health Links will aim to ensure clients have their own primary care providers, receive faster care and spend less time waiting for services. Key elements of cohesive service delivery will include access to after-hours services, personal care plans, equitable access to services and supports and access to inter-professional teams of providers.

"WoodGreen's Health Link is unique because as the smallest of the Links, we are able to test new ideas on a smaller scale, implement new initiatives quickly and keep the community-led system in place," said Seonag Macrae, WoodGreen's Vice President of Community Care and Wellness for Seniors.

A recent study found that **75%** of seniors with complex conditions who are discharged from hospital receive care from **6 or more physicians** and **30%** get their drugs from **3 or more pharmacies...**



...the result is increased patient care that also **costs the health care system more** than it should.

## Ontario's Action Plan for Health Care found in 2010-2011, over **271,000 emergency room visits**

were made to Ontario hospitals that could have been treated in alternative primary care settings, similar to WoodGreen.







# Freewheeling in the City

WoodGreen has been helping newcomers to Canada with all aspects of settlement for 40 years. According to a 2013 Statistics Canada study, Canada now has 6.8 million foreign-born residents, equivalent to 20.6% of the population. Toronto is still a top destination for newcomers to settle.

WoodGreen runs special programs for youth ages 13-24 who are new to Canada to help them make friends with others who are facing similar challenges. Our services for newcomer youth include one-on-one supportive

counseling, group programs, workshops, leadership development, homework and arts clubs, sports, events, and trips.

In early 2012, WoodGreen partnered with Charlie's Freewheels, a not-for-profit organization that provides training in basic bicycle maintenance aimed at Toronto's youth through the 10-week Build-A-Bike program. The WoodGreen group had their first session in July of 2012. The group got the opportunity to choose a used, donated bike from the Charlie's Freewheels bike shop that they would strip down and then restore completely.



Ontario remains the province of choice with 3.6 million immigrants – just over half of all newcomers to Canada calling it home. (Stats Canada National Household Survey)

At each stage of the restoration process teachers explain what each bike part is and what it does to make the bike work. During the process, they use various tools, and are able to hone new technical skills. Since many of the sessions take place after school and during the dinner hour, the group also spends time preparing meals and eating together,

A recent report by United Way Toronto states that newcomers are one sub-segment of the youth population identified as especially vulnerable to at-risk behaviour.

further solidifying the sense of community.

At a special graduation ceremony, the students are given extensive safety training by a CAN-Bike certified safety instructor, the bike they worked on along with a light, lock, helmet and safety gear.

After graduation, there are opportunities for the youth to come back and teach others about cycling: a healthy, free form of urban transportation.



"There's a great community feel amongst the group. It has fostered a real sense of belonging."

*Lenard See, Youth Settlement Counsellor*



*Newcomer Youth at Charlie's Freewheels*



# Financials

## WOODGREEN COMMUNITY SERVICES

### CONDENSED STATEMENT OF REVENUE AND EXPENSES

2012-2013 FISCAL YEAR

	2013	2012
	\$	\$
<b>REVENUE</b>		
Government of Canada	3,630,224	3,793,580
Government of Ontario	17,900,934	13,750,097
City of Toronto	5,440,950	5,275,070
Fees for service – individuals	5,448,901	4,841,446
United Way	943,079	820,154
Investment income	22,868	18,737
Fundraising and productive enterprises	895,375	815,161
Amortization of deferred capital contributions	246,371	243,559
Service contracts and other	1,923,731	2,105,644
<b>Total</b>	<b>36,452,433</b>	<b>31,663,448</b>
<b>EXPENSES</b>		
Salaries and benefits	26,641,415	22,738,501
Purchase of services	1,476,653	1,321,841
Building occupancy	3,214,189	2,892,135
Programs, food and transportation	2,772,306	2,337,701
Training subsidies	840,991	1,085,261
Office, loan interest, and general	853,679	634,797
Promotion and publicity	60,870	84,786
Amortization of capital assets	513,009	504,182
<b>Total</b>	<b>36,373,112</b>	<b>31,599,204</b>
<b>Excess of revenue over expenses</b>	<b>79,321</b>	<b>64,244</b>

## WOODGREEN COMMUNITY SERVICES

EXPENSES BY PROGRAM GROUP – 2012-2013 FISCAL YEAR



## THE WOODGREEN FOUNDATION COMMUNITY CARE EAST YORK FUND

THE  
WOODGREEN  
FOUNDATION



	2013	2012
	\$	\$
<b>Opening balance</b>	<b>1,312,989</b>	<b>-</b>
<b>RECEIPTS</b>		
Initial contributions *	-	1,305,492
Donations and bequests	24,516	5,647
Investment income earned on fund balances	33,707	1,850
<b>Total</b>	<b>1,371,212</b>	<b>1,312,989</b>
<b>DISBURSEMENTS</b>		
Less: Donations to WoodGreen Community Services **	178,230	-
<b>Closing balance</b>	<b>1,192,982</b>	<b>1,312,989</b>

\* The initial contributions in fiscal 2011-2012 were made to establish the fund within The WoodGreen Foundation following Community Care East York's voluntary integration with WoodGreen Community Services.

\*\* The \$178,230 of donations to WoodGreen Community Services during the 2012-13 fiscal year was used to fund renovations to the Community Care East York Seniors Centre (\$103,230) and operating expenses for Seniors programs (\$75,000).



**THE WOODGREEN FOUNDATION**  
CONDENSED STATEMENT OF REVENUE  
AND EXPENSES – 2012-2013 FISCAL YEAR

THE  
WOODGREEN  
FOUNDATION



	2013	2012
	\$	\$
<b>REVENUE</b>		
Donations	873,279	2,264,667
Special events	128,969	99,330
Investment income and change in fair value of investments	43,784	9,551
<b>Total</b>	<b>1,046,032</b>	<b>2,373,548</b>
<b>EXPENSES</b>		
Fundraising and special events	131,871	77,721
Administrative	97,100	91,505
Amortization of capital assets	–	1,422
<b>Total</b>	<b>228,971</b>	<b>170,648</b>
<b>Excess of revenue over expenses before donations</b>	<b>817,061</b>	<b>2,202,900</b>
<b>Donations to WoodGreen Community Services</b>	<b>(855,730)</b>	<b>(662,783)</b>
<b>Excess (deficiency) of revenue over expenses</b>	<b>(38,669)</b>	<b>1,540,117</b>
<b>Fund Balances - beginning of year</b>	<b>1,984,236</b>	<b>444,119</b>
<b>Fund Balances - end of year</b>	<b>1,945,567</b>	<b>1,984,236</b>

# Message from the Chair of The WoodGreen Foundation



We extend our gratitude to our supporters whose donations to The WoodGreen Foundation sparked a direct and profound difference in the lives of 37,000 individuals and families we served this year.

We believe that every gift creates change. Many of our donors are inspired to give generously because they have witnessed the direct connection between their philanthropy and the exceptional results of WoodGreen's highly innovative programs, customized to the needs of those it serves.

As you turn the next few pages, you will see the names of individuals and organizations that have chosen us as a partner in their philanthropic journey.

Because of their outstanding generosity and their desire to create opportunities for their fellow Torontonians, we were able to further our work towards a Toronto where everyone has the opportunity to thrive.

To all of you we are deeply indebted.

Michael Worb  
*Board Chair, The WoodGreen Foundation*



*We would like to thank everyone who supported WoodGreen in our effort to create a Toronto where everyone has the opportunity to thrive.*





# to our donors

# We thank you

## WoodGreen Donors 2012-2013

### Special thanks to our donors who made a contribution to WoodGreen of more than \$1,000 between April 1, 2012 and March 31, 2013

#### Pace Setter (\$100,000+)

Ed & Fran Clark  
The Ontario Trillium Foundation  
United Way of Greater Toronto

#### Catalyst (\$25,000+)

CIBC  
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McLean Foundation  
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#### Motivator (\$10,000+)

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#### Activator (\$5,000 +)

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#### Inspire our City (\$1,000+)

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# We thank you

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 Foundation

Thomas Akin  
 Thomas Sutton  
 Tom Kaul  
 Toshi Oikawa  
 Trevor Lawson  
 United Way of Ottawa  
 United Way of Peel Region  
 Valentina Stefanescu  
 Valerie Jacobs  
 Valerie Mah  
 Vanessa Grant  
 Virginia Hamara  
 William McCullough  
 William P. Beaudoin

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### Memorial and Tribute Gifts

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#### In Memory of Rima Zavys

Carolyn Souwand  
 Dana MacIsaac  
 Diana Alli  
 Katya Gauci

Mary Lagonia  
 Stephen Smith

#### In Memory of Alan William Hall

Sheila Meiteen

#### In Memory of Mr. John Albrecht

Terry Mandzy

#### In Memory of Brian Hochman

Karen Green

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### 2012 Woods & Green Golf Classic Supporters

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**A Special thank you to our supporters for making this year's tournament successful!**

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**In addition, WoodGreen would like to extend its sincere appreciation and thanks to those donors who have supported us for over 20 years, our monthly donors, donors who have extended gifts in kind, and the many families and individuals who took it upon themselves to raise funds in their neighbourhood or their workplace on our behalf. Please visit us online at [www.woodgreen.org](http://www.woodgreen.org) for a detailed listing. Thank you for believing in us. We are indebted to you.**

*This list represents gifts made between April 1, 2012 and March 31, 2013. While every effort has been made to ensure accuracy of this list, if an error has been made please accept our sincerest apologies; please contact us so we can update your information. If you would like to update your recognition name please contact **Sourav Addy** at [saddy@woodgreen.org](mailto:saddy@woodgreen.org) or **(416) 645-6000 ext. 4005**. Thank you for your generosity.*



# Programs

## WoodGreen makes opportunity

### Child Care

#### Programs:

- Bruce/WoodGreen Early Learning Centre
- Debbie Yeung Child Care
- Enderby Child Care
- Leslieville Child Care
- Morse Street Child Care
- RAC camp - KinderRAC division
- Riverdale Child Care
- Special Needs Resource Program
- Woodfield Child Care

### Community Care & Wellness For Seniors

#### Programs:

- Adult Day Programs
- Enhanced Adult Day Program for Frail Seniors
- Case Management
- Crisis Outreach Services for Seniors
- Crisis Support and Assistance
- Foot Care
- Friendly Visiting
- Full Circle (Psychogeriatric Case Management)
- Group Dining
- Health Promotion and Education
- Home Help or Homemaking
- Home Maintenance Services
- Intergenerational Teaching-Learning Communities Program
- Meals on Wheels
- Personal Care or Personal Support
- Respite Care

- Security Check
- Social Work
- Social and Recreational Activities
  - Seniors Center
  - Vacation Plus (group outings)
- Support for Individuals or Families Caring for a Senior
- Supportive Housing
- Transportation

### Employment

#### Locations:

1080 Queen Street East  
1533 Victoria Park Avenue  
989 Danforth Avenue

#### Programs:

- Employment Ontario Services
- Employment Placement Program
- Rites of Passage
- Summer Job Services
- Boundless Possibilities for Women – Employment Workshops
- International Computer Driving License

### Homelessness & Housing Help

#### Programs:

- Housing Help Centre
- Emergency Rooming House Relocation Project
- Identification Clinic
- Legal Clinic
- Lobby Drop-in Program/ Social

- Recreational Group Programming
- Strong Communities
- Rent Bank Service

### Homeward Bound

#### Programs:

- Academic Upgrading
- Boundless Possibilities for Women
- Computer training
- Financial literacy
- Life skills
- 2 year college diploma
- 14 week internship
- Employment in field of study
- Housing
- Psychotherapy
- Child care
- After-school extended hours childcare
- Tutoring for children
- Work Initiative Network

### Housing

#### Locations:

- 570 Coxwell Avenue
- 444 Logan Avenue
- 55 Pape Avenue
- 17 Renwick Crescent
- 650 Queen Street East
- 841 Queen Street East
- 1070 Queen Street East
- 490 Sherbourne
- 137 Sears Street
- 270 Donlands
- 243 Cosburn

### Immigrant Services

#### Programs:

- All-level Language Instruction for Newcomers to Canada with Free Child Minding
- Bridging Programs for Internationally Trained Professionals
- Chinese Workers Support Network
- Community Connections Program
- Financial Literacy for Newcomers
- Homework, and Arts and Sports clubs for Youth
- Job Search Workshops, Mentorship and Job Placement Support
- Newcomer Social and Recreational Program
- Newcomer Volunteer Program
- Newcomer Youth Leadership Development
- One-on-One Newcomer Settlement and Employment Counselling
- Social Support and Leadership Development for Young Muslim Women
- Workshops and Group Programs to Promote Citizenship and Employment in Canada

### Mental Health & Developmental Services

#### Programs:

- Adult Protective Services
- Concurrent Disorders Harm Reduction Services/Counseling and Support Services
- First Step to Home

- Group Dining
- Parent Outreach Program
- Shared Care Clinical Outreach Services
- Supported Individualized Living
- Walk-in Counselling Service

### Neighbourhood Programs

#### PAPE Neighbourhood House Programs:

- After school social recreational program
- Field trips
- Healthy snacks/ healthy cooking
- Homework assistance
- Leadership training
- March and Summer break programs

#### East York Rotary House Programs:

- After school social recreational program
- Field trips
- Healthy snacks/ healthy cooking
- Homework assistance
- Leadership training
- March and Summer break programs

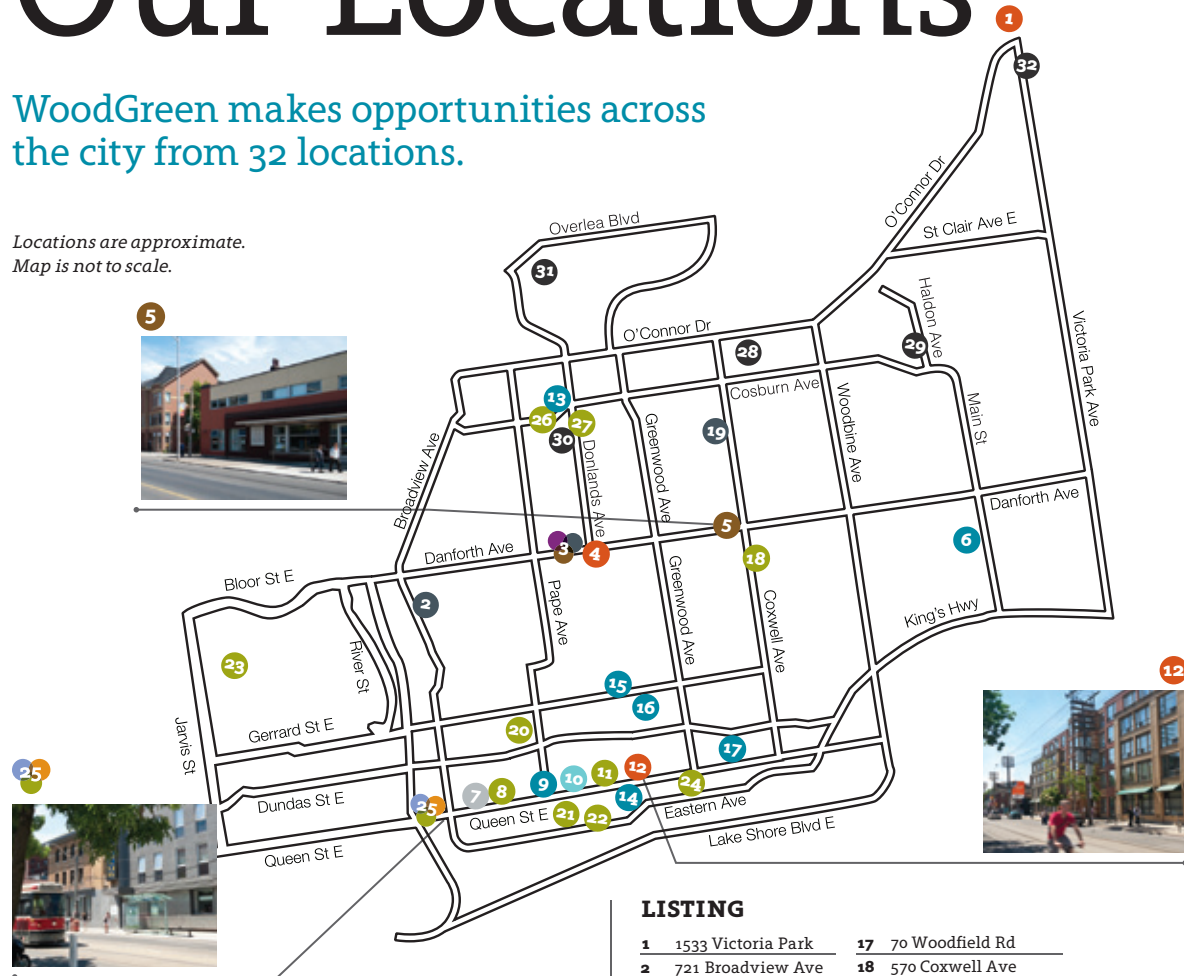
Report design: [www.GravityInc.ca](http://www.GravityInc.ca)  
Photography: Kathryn Hollinrake



# Our Locations

WoodGreen makes opportunities across the city from 32 locations.

Locations are approximate.  
Map is not to scale.



## LEGEND

Child Care
Community Care & Wellness for Seniors
Developmental Services
Employment Services
Homelessness & Housing Help
Housing
Immigrant Services
Mental Health Services
Neighbourhood Programs
Supportive Housing

## LISTING

1	1533 Victoria Park	17	70 Woodfield Rd
2	721 Broadview Ave	18	570 Coxwell Ave
3	815 Danforth Ave	19	840 Coxwell Ave
4	989 Danforth Ave	20	444 Logan Ave
5	1491 Danforth Ave	21	55 Pape Ave
6	118 Enderby Rd	22	17 Renwick Cres
7	835 Queen St E	23	490 Sherbourne St
8	841 Queen St E	24	137 Sears St
9	180 Carlaw Ave	25	650 Queen St E
10	69 Pape Ave	26	243 Cosburn Ave
11	1070 Queen St E	27	270 Donlands Ave
12	1080 Queen St E	28	570 O'Connor Dr
13	249 Cosburn Ave	29	9 Haldon Ave
14	51 Larchmount Ave	30	266 Donlands Ave
15	1094 Gerrard St E	31	12 Thorncliffe Park Dr
16	254 Leslie St	32	1420 Victoria Park Ave

Today, WoodGreen's reach extends far beyond Toronto's east end. The organization is a founding United Way of Toronto member agency, and serves 37,000 people each year from 32 locations. WoodGreen has grown to employ over 650 staff and relies on the invaluable efforts of 1,000 volunteers. Known for developing innovative and holistic programs, WoodGreen works with policy makers to reshape the way social services are delivered. WoodGreen's programs are often examples of best practice models, replicated throughout the GTA.



