

1937-2017



YEARS

Roadmap to 2020

A United Way Anchor Agency, WoodGreen combines significant scale and a proven track record with an entrepreneurial mindset, continuously seeking and developing innovative solutions to critical social needs.

Our Vision: A Toronto where everyone has the opportunity to thrive

Strategic Priorities

Clients at the Core

Drive Innovation

Sector Leader & Influencer

Intensify our Impact

High Performance Organization

BY



CLIENTS...

Will co-design programs that best meet their needs.

WE ARE KNOWN AS...

- Sector Leader
- "Go To" Organization
- Solution Provider
- Top Employer of Choice

Creating **New Paths to Opportunities**

CRITICAL SUCCESS FACTORS



Invest in innovation



Best-in-class technology



Impact & measurement tools embedded in all operations



Expert leadership & skilled staff

Message from the Chair and President



In 2017, WoodGreen celebrated a major milestone with our 80th Anniversary!

As we reflect on our remarkable history creating new paths to opportunity for 37,000 people each year, we are struck by the one thing that hasn't changed since 1937: our clients continue to be at the core of everything we do.

One of WoodGreen's most important strengths is the ability to identify the emerging needs of vulnerable communities,

and then to work quickly to develop intentional, effective and evidence-based programming to address these social challenges. To that end, our newest program supporting youth transitioning out of care, Free 2 Be, has received a major boost. It was recently announced that WoodGreen will be nationally recognized as a partner with A Way Home and the Canadian Observatory on Homelessness as the demonstration project lead for Housing First for Youth in Toronto, and will also receive \$1.26 million in funding over 2 years toward developing wrap-around services for youth transitioning out of care.

In the following pages, you will also read about some of our key programs and strategic partnerships that span the spectrum of social

services: helping caregivers with the transition from hospital to community, newcomers settle into Toronto, young people of Afrikan descent transition into adulthood, struggling single mothers become economically self-sufficient, empowering low-income earners with financial management skills and how child care became a founding pillar of WoodGreen.

We are exceptionally proud of what we have achieved this past year. We'd like to offer our most sincere thanks and appreciation to the 750 staff and 1,000 volunteers who work tirelessly every day to serve our clients. This past year, we also put an expanded expert leadership team in place, and we know they will help us reach new heights.

Our donors have provided invaluable philanthropic support, without which we

would not be able to create meaningful opportunities for change and independence for our clients.

We would also like to recognize our dedicated Board of Directors who generously volunteer their time and expertise to help WoodGreen fulfill its mission.

Happy 80th Anniversary, WoodGreen.

We are excited to see what the future holds.

Jasmine Tehara, *Chair*,
WoodGreen Community Services

Anne Babcock, *President & CEO*,
WoodGreen Community Services

WoodGreen Board Of Directors

Left to Right:

Lisa Purdy, Sean Mullin, Rasha El Sissi, Anne Babcock, President & CEO, Jasmine Tehara, Chair, Akwatu Khenti, Michael Conradi, Terri Ellis

Missing: Derek Bailey, Antonella Ceddia, Peter Fuller, Lauren Millier, Judy Pfeifer, Dave Pryce, Shelley Quinn, Lara Shohet





The power of the WoodGreen Team

This has been a very special year for WoodGreen. Our 80th Anniversary has provided a wonderful chance for reflection, what stands out are the countless opportunities our team of remarkable employees made for the great people of Toronto



WoodGreen's Human Resources Team from left to right: Randall Freeborn, Frances Ray, Heidi Van, Talia Fine and Bruce Graham

We have seen a lot of change since the handful of employees who worked alongside our founder, Rev. Ray McCleary in 1937. The WoodGreen Team is now comprised of more than 750 employees, each of whom is working hard to make a difference in the lives of the clients we serve.

WoodGreen has become a top employer, boasting a talented team of staff spanning a remarkable group of Personal Support Workers, social work and mental health professionals, housing and homelessness support workers, child care staff, volunteer services, financial counsellors, employment specialists and newcomer settlement staff. Our dedicated group of HR, IT, finance, communications and administrative staff support the daily operations of the organization, keeping our back office running smoothly.

We are innovators in our space, always looking through the lens of how we can better serve our clients. It would be a daunting task to count the number of new initiatives that WoodGreen employees have developed over the years. As you flip through the pages of this special 80th Anniversary Annual Report, you'll see examples of how WoodGreen's innovative programs are helping to break the cycle of poverty, build strong communities, support independence and create opportunities for our 37,000 clients. Without the tireless work of our staff, we'd have no stories to tell.

Day after day, our clients talk to me about the quality of the service they receive from us. Our staff's commitment is truly a way of life and I am moved by the profound desire of this team to go above and beyond their already challenging workload.

Thank you, WoodGreen Team. You inspire me each day, and I am proud to be your leader.

Anne Babcock, President & CEO,
WoodGreen Community Services



Some of the graduates of
WoodGreen College, our new
management training program

Youth transitioning out of care

In September 2016, WoodGreen received a one-year Seed Grant from Ontario Trillium Foundation (OTF) to design and develop an evidence-based model to improve outcomes for youth transitioning out of care in Toronto



Sydney Blum, Director of Community Impact & Strategic Relations with Irwin Elman, Ontario's Provincial Advocate for Children & Youth & Matthew Dewar, WoodGreen's Manager of Community Partnerships & Program Design

Over the course of the project, staff in WoodGreen's Strategy & Innovation team spoke with 60 young people with lived experience of the child welfare system and held 5 focus groups which were held at WoodGreen, Covenant House Toronto, The 519 Community Centre, Sherbourne Health Centre, and Queen West Central Toronto Community Health Centre. The project team also met with more than 200 sector stakeholders from 52 organizations across Canada, and held 6 focus groups with staff from the local children's aid societies as well as WoodGreen's Rites of Passage. Through this deep engagement process, young people and sector stakeholders identified a number of key areas of need for youth transitioning out of care:

- More safe, affordable housing
- Greater access and support for education and employment
- Increased physical and mental health supports
- More meaningful relationships and community connections
- Investment in community-based programming and supports specifically developed for this population
- Alternative solutions for youth in contact with the law

To keep the voice of young people at the core of the program development process, WoodGreen launched a Youth Transitions Advisory Council (YTAC), made up of 10 young leaders all of whom have lived experience of the child welfare system. WoodGreen also partnered with Covenant House Toronto as a key advisor in the development of this new program.

WoodGreen held a Youth Transitions Symposium where members of the YTAC performed and spoke about their experiences growing up in care and their visions for the future. Irwin Elman, Ontario's Provincial Advocate for Children & Youth also offered remarks and the WoodGreen team shared their findings and released a report that can be found on the WoodGreen website.

In spring 2017, WoodGreen was selected to be a national demonstration site for Housing First for Youth Leaving Care, part of the federally funded "Making the Shift" project led by A Way Home: The National Coalition to End Youth

Homelessness and the Youth Homelessness Social Innovation Lab housed at the Canadian Observatory on Homelessness. This demonstration fits within WoodGreen's plans to launch a wrap-around program with a continuum of housing supports, grounded in the Housing First Framework for Youth, to support young people leaving care in achieving their self-articulated goals. While changing the trajectory of outcomes for youth in and from care ultimately requires a systems-level response, WoodGreen recognizes that now is the time to act if we want to help young people thrive as they transition out of care in Toronto. A program launch is expected in fall, 2017.

Members of WoodGreen's Youth Transitions Advisory Council



"When I left care I felt like I was lost. I didn't know where to go. Where I would get housing, furniture, child care, and food? I had to do everything on my own."

Youth from Care, 20

YOUTH FINDING PATHS TO

"In order to get a job you have to go to school. And in order to do good in school you need to have mentors to guide you and encourage you. Youth in care don't have that. A lot of kids never had the guidance they needed, and now they can't get any jobs".

Youth from Care, 19

Cultivating Change for family caregivers

WoodGreen and Sinai Health System in partnership with The Change Foundation and caregivers to co-design transformative new program



WoodGreen client Chang Chung Li (seated) with his wife & caregiver Xiu Mei Ning and PSW Qi Zhang, residents at WoodGreen's 1070 Queen St E location

WoodGreen Community Services and Sinai Health System were recently the successful recipients of a 3-year, \$2.25 million grant from The Change Foundation that will support a cross-disciplinary team to transform care experiences, recognize caregivers as essential partners and take action to support caregivers so that they can thrive as members of our community.

Anne Babcock, President & CEO of WoodGreen, acknowledged "we know that transitions out of hospital and into the community require more support. Working together we can have a coordinated effort that provides a unifying experience for the caregiver, a continuous experience of care with seamless transitions."

The project will build a culture and philosophy of care in which caregivers are partners—not visitors, and where family caregivers are formally identified, valued for their deep knowledge, and actively listened to in order to assess their unique



Dr Gary Newton, President & CEO of Sinai Health System, Anne Babcock, President & CEO of WoodGreen Community Services & Cathy Fooks, CEO of The Change Foundation

needs. Through this approach, caregivers will be better integrated and connected to community services that enable them to thrive in their role as caregiver, such as WoodGreen's respite care, adult day programs and counselling and support services, to name just a few.

Across Ontario, an estimated 3.3 million people care for family members in their homes, hospitals or other facilities, representing close to 30% of the provincial population*. Many caregivers are working full time jobs and balancing other commitments, while providing care for a loved one. This can be an overwhelming experience.

By bringing together caregivers, patients, clinicians, community leaders, hospital administrators and health services researchers, we hope to change the caregiver experience. Using a co-design method, caregiver input will



Celebrating the launch of Cultivating Change with The Change Foundation & Sinai Health System

be a key component of this undertaking as they explore what supports and services would be most useful to them.

Over the next three years, this new project will formally recognize family caregivers for their invaluable role, and integrate them into the care team to best optimize health outcomes for the patient. WoodGreen is excited to work with our partners at Sinai Health System, and caregivers, in a joint process to co-design these care solutions to improve the caregiver experience and strengthen Ontario's health and community services.

*<http://www.changefoundation.ca/family-caregivers-overview/>

Homeward Bound continues to transform the lives of single mothers and their children

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

More than 1,000 mother-led families live in Toronto shelters each night*. A variety of unique circumstances can bring women to Homeward Bound, but there is one thing unites them – HOPE. Hope for a better life for themselves and their children.

Pauline B. joined Homeward Bound in 2008 following a divorce and relocation to Ontario from Newfoundland. She had very limited resources to support herself and her two school-aged sons. She was starting her life all

over again. “I needed to figure out housing, daycare and my own education and employment. That was a huge amount of stress and nearly impossible to do alone,” she said. “When I was accepted into Homeward Bound, I thought ‘someone is going to help me fix this’ and immediately felt a huge weight lifted off my shoulders.”

Pauline B. graduated from Homeward Bound in 2012, and was offered a job by Industry Council member

BMO in her field immediately. Since then, she has moved through the ranks and is now a Manager responsible for a team of 5 staff spread out between Chicago, Toronto and Montreal. She is currently planning an international conference in Vancouver and her career is thriving.

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

children are excelling both socially and academically.

The Homeward Bound Industry Council is a group of human resource, law, business, and and IT executives who provide valuable labour market expertise, and also offer career-track internships within their firms. Based on feedback from both the Industry Council and participants, program enhancements were made this year to allow members of the Industry Council to have significantly more direct involvement with the women, providing important ongoing mentorship opportunities.

In 2013, The Boston Consulting Group completed their pro-bono Social Return on Investment analysis for the Homeward Bound program, looking at pre- and post-program socioeconomic status of the women. The Boston Consulting Group study shows that for every dollar invested in the program, the return to society is \$4 – in improved health outcomes, reduced

“We are the tangible results of Homeward Bound. Look at me now. I wouldn’t be here without your support.”

Pauline B, 2012 Homeward Bound Graduate & current Manager at BMO

EMPOWERING WOMEN WITH

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

WoodGreen’s Homeward Bound community partners across Ontario are also continuing to develop and operate local programs. In early 2017, the newest program, Homeward Bound Brockville, was launched by the Employment & Education Centre and its local partners.

To date, 251 women and 394 children have lived at Homeward Bound. WoodGreen plans to further expand to meet the tremendous need that exists in Ontario.



Stacey Cohen and Anne Babcock at the ribbon cutting celebration for the newly donated major renovation of the Community Room at Homeward Bound. Thank you to the team at Stacey Cohen Design for your generous donation!

*torontosvitalsigns.ca/main-sections/housing/2015



Newcomer Services provide comprehensive support to ease the settlement journey

WoodGreen's innovative programs and partnerships support 8,000 newcomers across Toronto each year



WoodGreen ESL instructor Emilija Nikolic works with a tablet as a learning tool in the classroom.

WoodGreen's Newcomer Services has been adapting to the changing needs of newcomers to Canada for 40 years. When the Syrian refugee crisis arose, we responded by guiding both private sponsors and refugees through the process. The H.O.M.E portal, an online resource connecting refugees with offers of housing, goods and services was up and running in 6 weeks. In partnership with the Red Cross, we worked to reduce the prevalence of social isolation

for refugees living in hotels by organizing recreational trips to get to know Toronto.

The settlement journey comes with its own unique set of challenges for young people. A soccer league was established for newcomer youth, supported by a grant from the MLSE Foundation. The soccer league brings together youth ages 13 – 24 from all backgrounds, providing a platform to forge friendships and connect through sport.

We have partnerships with local libraries and satellite locations to reach newcomers in places that are convenient for them. Technology has also played an important role in connecting with more people – the Community Connections program offers online learning and webinars. In a new partnership with Rumie, tablets were acquired and are used as a learning tool in the Enhanced English Language Training program.

Our success is owed to our dedicated staff and volunteers but also to their entrepreneurial spirit in cultivating partnerships not only within and across the organization but also in reaching

out to other organizations to broaden our reach. We are an integral part of the Toronto South Local Immigration Partnership (TSLIP), focused on developing and implementing local settlement strategies that coordinate and enhance service delivery to newcomers while promoting innovation and efficient use of resources.

We are also one of ten members of the Consortium of Agencies Serving Internationally-trained Persons (CASIP), a group of independent, community-based agencies and colleges who deliver employment and training services to skilled immigrants, and job seekers to employers. The express purpose

is to drive innovation, advocacy and excellence through strategic partnerships and broader networks, resulting in greater impact and better outcomes for clients.

The innovation doesn't end there or only occur externally. Newcomer Services is in the process of integrating with WoodGreen's Workforce Development and Homeward Bound units to provide true wrap-around service, through a one-window approach, in order to enhance the client experience and realize efficiencies while eliminating duplication. Like the clients we serve, we too, are beginning a new and exciting journey.



WoodGreen Newcomer Services Management Team: Amanda Choo, Kay Brenders (standing) Gwim Philip, John Viktorin (seated) Missing: Lenard See

"I have been in Canada for almost 3 years. I come from North Africa country speaking essentially Arabic and French. WoodGreen helped me by improving my English. It was very helpful also meeting with people like me, new immigrants. I stopped to feel alone in this new country. With my classmates, we share interests and information. The WoodGreen daycare service is very useful too. It allows me being in class and keeping my children at the same location. I finally got a job when I was at WoodGreen with the help of people there!"

Zahiwa from Algeria

Financial Empowerment provides the right tools for success

WoodGreen's Financial Empowerment Services scales up service offerings as a newly named Ontario Financial Empowerment Champion

WoodGreen's Financial Services empower people living on a low income with the knowledge and skills they need to make informed decisions about their financial futures. Serving over 6,000 clients every year, we work to improve financial wellbeing with free, unbiased information, counselling and support.

The Financial Empowerment portfolio includes 4 main areas of focus that help families and individuals living on a low income manage their finances effectively: financial literacy workshops, income tax clinics, one-on-one financial coaching and documentation support. The income tax clinic is the largest and most used service: in the last tax season a team of

over 200 staff and volunteers returned over \$6 million to the community!

In recognition of WoodGreen's leadership in this field, we were named an Ontario Financial Empowerment (FE) Champion by Prosper Canada. Funded by the Government of Ontario, the FE Champions project selected five partners across Ontario to help improve the lives of 50,000 people living on a low income, by expanding their proven financial empowerment interventions across the province. WoodGreen is the only Ontario FE Champion in Toronto.

We were supported in our bid to become an Ontario FE Champion by Behavioural Economics in Action at Rotman (BEAR), a research centre that focuses on the evaluation of social and economic problems through a behavioural science lens. Partnering with BEAR, we're conducting innovative research to evaluate how we can create more effective interventions and help influence individual's



Ansley Dawson, Financial Empowerment Supervisor with Steve Vanderherberg, Director of Strategic Initiatives

KNOWLEDGE AND SKILLS

behaviour to improve uptake of financial empowerment programs.

We also recently partnered with SmartSaver to provide families with clear, unbiased information about the Canada Learning Bond (CLB) for post-secondary education. There are currently 1.5 million children across Canada missing out on free government money for their education. We want to change that by making it easier for families to understand and access these benefits, and encouraging them to sign up through StartMyRESP. As part of

our Ontario FE Champions work, we have committed to signing up 300 kids for the CLB this year.

Success looks different for everyone, and we meet people where they are, providing unbiased, non-judgemental support. With the new Ontario FE Champions designation, we are excited to have the capacity to scale up our service offerings to empower more people living on a low income to improve their financial well-being.



Caring for children: a founding pillar of service

From a single room 80 years ago, WoodGreen's Child Care and Family Services Unit now serves more than 700 children through 7 licensed child care centres, summer camps, After 4 programming and Special Needs Resourcing

For 80 years, WoodGreen's child care has continuously evolved to meet the changing needs of the diverse communities we serve. Access to high quality, licensed child care is an integral piece of support for local families, enabling parents to work, go to

school or look for employment. Child care has been a pillar of WoodGreen's services since our founding in 1937.

Across 7 welcoming, bright and busy child care centres, WoodGreen's highly trained staff

deliver a curriculum based on the most up-to-date practices, designed to respond to each child's individual needs and interests.

In 2001, WoodGreen became part of Toronto First Duty, a pilot program that looked at new ways of supporting children and families. The Bruce/WoodGreen Early Learning Centre became one of 5 pilot sites in Toronto to model a full day kindergarten program. WoodGreen's model had two important components – children were taught using a play-based curriculum and classrooms were staffed by a combination of a certified teacher and an early childhood educator. The success of the Bruce/WoodGreen program also played a key role in the development of Ontario's Full Day Kindergarten model.

The work of our highly skilled child care staff also extends far beyond the classroom.

WoodGreen staff share their tremendous expertise with external partners including the Ministry of Education, the Toronto District School Board, Toronto Children's Services and the broader early learning sector.

WoodGreen's child care staff can act as a referral for parents to other programs WoodGreen offers including employment services, newcomer services, financial empowerment programs and so many more.



Jessica Wong, Manager of Child Care Services, Stephanie Nickle, Manager of Woodfield, and Elaine Levy, VP Child Care & Family Services

Over the years thousands of children have thrived at WoodGreen, forged lasting friendships and as perhaps the best possible endorsement, have even returned to enroll their own children in our child care centres!



Stephanie Nickle, Manager of Woodfield Child Care with siblings Sennah (age 5) & Teoh (age 2) Van De Bruaene

"From day one, WoodGreen has been incredibly supportive to our family. Our son has special needs and he has been welcomed with open arms into the child care at WoodGreen's Enderby location. The ECE teachers along with the amazing resource teacher have been incredibly patient and caring with Simon and as a result he has really flourished under their care. It is not easy leaving our child in other people's hands but the huge smile on his face at the start and end of every daycare day speaks for itself to the amazing care he receives. We will miss the wonderful services of WoodGreen when our son starts school this September. Thank you WoodGreen and congratulations on your 80th anniversary!"

Sincerely, Suzy and Jonathan

Rites of Passage celebrates a decade of working with youth

Rites of Passage helps guide young people of Afrikan descent through the transition from adolescence into responsible adulthood, providing knowledge, opportunities and connections

As WoodGreen celebrates its 80th year, Rites of Passage (ROP) also celebrates a significant 10-year milestone. Over the past decade, more than 200 people have graduated from ROP. We've been proud to see high rates of high school graduation from participants, and now have alumni in post-secondary education and starting their careers. Alumni have gone on to take leadership roles in their communities, including leading music, cooking and social programs.

In June of 2016, ROP hosted an Indaba conference at York University, in partnership with GTA Rites of Passage and the National Rites of Passage Institute. The three day conference brought together over 300 participants from Cleveland, Chicago, Washington D.C., and the United Kingdom, providing a platform for young people to explore their Afrikan lineage, and share stories that shape their identities and futures.

ROP has expanded and evolved over the past 10 years in response to community needs. In recognition of the challenges faced by different groups, ROP has focused on working with youth from specific cohorts, and have tailored both outreach efforts and the program curriculum to target these individuals. Cohorts include youth in care, youth in contact with the criminal justice system and youth who are out of school and work.

The program has also grown in size – starting off with a single staff member, Manager Paul Osbourne, ROP has now expanded to a team of 7 and offers support through several locations in Toronto. ROP is now in the unique position to hire graduates of the program to come back and share their firsthand experience with participants.

Sarah Bashir (pictured) went through ROP in 2009-2010. She has since graduated from York University with a Bachelor of

Social Work, and credits ROP with helping her figure out her life path, and providing a stable space for her to come back to for guidance. She is still close to many of the girls she attended the program with, and they've supported each other through high school, post-secondary school and navigating the career world. Being back at ROP, Sarah looks forward to continuing on her path of personal growth, and to help the next generation of youth through their journey.



**CONNECTING THE
NEXT GENERATION
WITH**



Paul Osbourne, Manager, ROP, Sarah Bashir, Youth netWorks Outreach Worker/ROP Alumni Volunteer, siphon kwaku, Director, Workforce Development

"Joining the Rites of Passage Process gave me a connection to Africa. I still maintain contact, because I feel part of the Rites family, ROP said they would be there for me and I want to pay it forward. I want others to know about and experience it too. In fact, I think Rites should be a grade 13. It allows you to come into yourself or know your Life's purpose. Once you know that, there's less self-doubt and you give it your all. Rites is for anyone."

Latoya Jackman
member of **Watu Moja**, Rites of Passage Process 2017

Financials

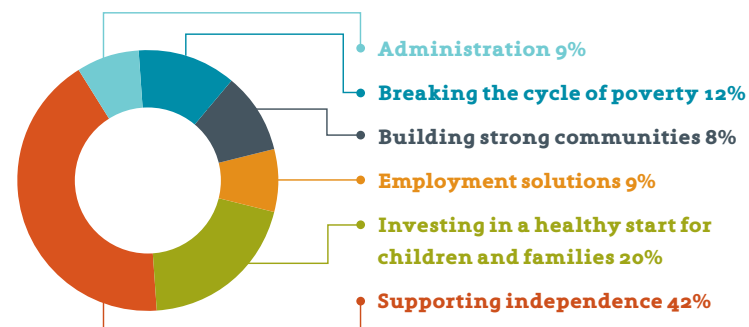
WOODGREEN COMMUNITY SERVICES

CONDENSED STATEMENT OF REVENUE AND EXPENSES 2016-2017 FISCAL YEAR

	2017	2016
	\$	\$
REVENUE		
Government of Canada	3,819,479	3,788,023
Government of Ontario	20,395,456	21,072,924
City of Toronto	6,094,907	5,723,698
Fees for service Individuals	6,309,919	5,899,783
United Way	969,667	1,001,677
Investment income	13,029	11,198
Fundraising and productive enterprises	1,443,816	1,000,998
Amortization of deferred capital contributions	141,549	134,450
Service contracts and other	2,636,469	2,709,810
Total	41,824,291	41,342,561
EXPENSES		
Salaries and benefits	31,381,963	30,338,688
Purchase of services	1,946,456	2,260,794
Building occupancy	3,270,379	3,258,137
Programs, food and transportation	3,110,147	3,036,756
Training subsidies	529,448	1,059,575
Office, education and general	1,163,627	954,264
Promotion and publicity	73,331	53,228
Amortization of capital assets	268,427	318,576
Total	41,743,778	41,280,018
Excess of revenue over expenses	80,513	62,543

WOODGREEN COMMUNITY SERVICES

EXPENSES BY PROGRAM GROUP – 2016-2017 FISCAL YEAR



THE WOODGREEN FOUNDATION COMMUNITY CARE EAST YORK FUND

THE
WOODGREEN
FOUNDATION



	2017	2016
	\$	\$
Opening balance	1,183,443	1,142,719
RECEIPTS		
Donations	10,229	28,569
Investment income earned on fund balances	17,790	12,155
Total	1,211,462	1,183,443
DISBURSEMENTS		
Less: Donations to WoodGreen Community Services	–	–
Closing balance	1,211,462	1,183,443

THE WOODGREEN FOUNDATION
CONDENSED STATEMENT OF REVENUE
AND EXPENSES – 2016-2017 FISCAL YEAR



	2017	2016
	\$	\$
REVENUE		
Donations	1,063,186	1,209,078
Special events	–	1,828
Investment income and change in fair value of investments	37,103	23,249
Total	1,100,289	1,234,155

EXPENSES		
Fundraising and special events	9,660	14,492
Administrative	80,461	93,055
Amortization of capital assets	–	–
Total	90,121	107,547

Excess (deficiency) of revenue over expenses before donations	1,010,168	1,126,608
Donations to WoodGreen Community Services	(439,288)	(407,259)
Donations to WoodGreen Community Housing Inc.	–	(3,200)
Donations to WoodGreen Settlement Corporation	(100,000)	–

Excess of revenue over expenses	470,880	716,149
Fund Balances – beginning of year	3,664,627	2,948,478
Fund Balances – end of year	4,135,507	3,664,627



Message from the Chair of The WoodGreen Foundation

As I move into the role of Chair, I am grateful to our Past Chair, Michael Worb, for his leadership and dedication to WoodGreen. I am also pleased to welcome Teresa Vasilopoulos as our new Executive Director of The WoodGreen Foundation. Teresa has an impressive record of fundraising success in both the domestic and, more recently, international sectors and has a particular interest in WoodGreen's leadership work in poverty reduction, health and homelessness.



*Teresa Vasilopoulos,
Executive Director*

Through the support of generous donors and by combining WoodGreen's entrepreneurial and innovative approach WoodGreen is able to develop pilot programs that are leading to sustainable solutions in the social service sector. One program that illustrates the incredible impact we are able to achieve through donor support is the Homeward Bound program. A four year wrap around program for single mother-led families Homeward Bound is seeing 98% of its graduates finding fulltime family sustaining careers and is truly breaking a generational cycle of poverty. Continuing to set the pace in the social service sector, WoodGreen has recently launched a new program to help youth transition out of care, expanded senior support programs and established the online portal to assist a smooth transition to support programs for Syrian refugees as they arrive in Canada. WoodGreen has also been named an Ontario Financial Empowerment Champion in recognition of our services for people living on a low income.

As you read through the stories of success in the Annual Report, I hope you are able to take pride in what we have achieved together. It is only with your support that all of this work is possible. On behalf of the Foundation Board, I would like to sincerely thank each and every one of our donors, supporters and partners who, together, are helping us break the cycle of poverty and building new pathways to opportunity.

Leo Salom

Chair, The WoodGreen Foundation

THANK YOU

WoodGreen Donors 2016-2017

Special thanks to our donors who made a contribution to WoodGreen of more than \$100 between April 1, 2016 and March 31, 2017

Pace Setter (\$100,000 – \$499,999)
Ed and Fran Clark

Champion (\$50,000 – \$99,999)
Accompass Inc.
The Counselling Foundation of Canada
Leo Salom
TD Bank Group
United Way – Women Gaining Ground
Michael and Carla Worb

Catalyst (\$25,000 – \$49,999)
CIBC
Peter, Catherine, Michael & Graham Clark
Paliare Roland Rosenberg Rothstein LLP
Schachter Family Fund at the Toronto Foundation

Motivator (\$10,000 – \$24,999)
Alliance Data
The MasterCard Foundation
RBC Foundation
Lara Shohet & Bert Clark
Tippet Foundation
Toronto CREW

Activator (\$5,000 – \$9,999)

Rose Cammareri
Sandy Cimoroni
Bob and Gayle Cronin
The Estate of Hans Friedrich Ebert
Anil Kapoor
Ruth Mandel – WHO GIVES Fund
Toronto Star Fresh Air Fund

Flame (\$2,500 – \$4,999)

Melanie Burns
Closing The Gap Healthcare Group Inc.
The Dawson Family Sharing Foundation
Jan Goddard and Gordon Howe
Linda MacKay
Peace Collective Inc.
Jasmine Tehara

Inspire our City (\$1,000 – \$2,499)

Anonymous (4)
Anne Babcock & Robert Crow
Lauren Bates
Benevity, Inc.
The Big Carrot
Christopher Bozek
Doug & Sue Brady
CAWEE
Antonella Ceddia and Mitchell Kosny
The Chawkers Foundation
CHUM Charitable Foundation
Charles Comartin
Michael Conradi
Susanne Craig
Linda Daigle
Gravity Inc.
The Hofmann Family
IBM Canada Ltd.
Barbara E. Kinnear



WoodGreen was founded by Rev. Ray McCleary and formally incorporated on April 12, 1937

1930s



1940s

Opened the brand new WoodGreen Community Centre at 835 Queen Street East



Manyatta Network
Markel
Mazon Canada
Ken R. Meader
Nancy's Very Own Foundation
Virginia O'Reilly
Portlands Energy Centre
Lisa Purdy
Elizabeth Qualben and Aron Pervin
Ed Reed & Johanna Brand
Resnick Family Foundation Inc.
The Rotary Club of East York
Salesforce.com Foundation
Karen Somerville
Sun Life Financial
Sustainalytics

Spark (\$100 – \$999)

Anonymous (11)
Patricia Abels
Agora Consulting Partners Inc.
Jack Alvo
Clair Balfour
Jon Bankson
Bell Canada
Raymond Bennett
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Sandra Meinig



United Way
Toronto & York Region

1950s

Became a founding member of United Way of Toronto



Ray McCleary Towers, a new affordable housing building for seniors opened at 444 Logan Avenue

1960s



1970s



Began delivering Meals on Wheels



WoodGreen Donors 2016-2017

Vytas Mickevicius
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Barbara Warren
Elisabeth Westberg
F. Irene Whitney
Kevin Winik
Robert Witterick
Linda S. Wong
Walker Young

Please visit us online at www.woodgreen.org for a detailed listing. Thank you for believing in us.

This list represents gifts made between April 1, 2016 and March 31, 2017. While every effort has been made to ensure the 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 change your recognition preference please contact

*Teresa Vasilopoulos, Executive Director, The WoodGreen Foundation at **tvasilopoulos@woodgreen.org** or **416 645 6000 ext. 4004***



1980s

Launched first immigrant skills program, opened first employment centre and built 36 units of affordable housing on Queen Street East



1990s

Continued to expand child care operations by opening the Woodfield Child Care Centre



The Prime Minister of Canada and Mayor of Toronto Congratulate WoodGreen for Celebrating 80 Years of Success!



Message from the Mayor

It is my esteemed pleasure to extend greetings to WoodGreen Community Services on the occasion of its 80th anniversary.

The city is proud of organizations that are committed to making a difference. I thank everyone at WoodGreen Community Services for their dedication to the well-being of our communities.

On behalf of Toronto City Council, please accept my best wishes for continued success.

Yours truly,


John Tory
Mayor of Toronto

OFFICE OF THE MAYOR
100 QUEEN STREET WEST, TORONTO, ONTARIO M5H 2N2



PRIME MINISTER · PREMIER MINISTRE

80th Anniversary of WoodGreen Community Services

It is with great pleasure that I congratulate WoodGreen Community Services on the occasion of its 80th anniversary.

This milestone comes at an exciting time in Canadian history, as we come together to celebrate another anniversary: our 150th anniversary of Confederation. As we mark Canada's birthday, we take this opportunity to look back over the span of our history to recognize the groups and individuals that have shaped our nation for the better.

Today, we pay special tribute to one such group. WoodGreen Community Services has, since their inception in 1937, supported some of Toronto's most vulnerable people by providing affordable housing. I believe that every Canadian deserves safe, affordable, and adequate housing, which is exactly what this group helps provide. It is through the generosity of the staff, volunteers, and donors that WoodGreen has strengthened – and will continue to strengthen – the social fabric of this community.

Thank you to everyone who has provided their support to ensure the success of WoodGreen Community Services. Please accept my warmest congratulations on this milestone and best wishes for every future success.



Ottawa
2017



With your support, what
will tomorrow bring?

Tomorrow

Today

Developed and launched
Free 2 Be, a new wrap around
model of support for youth
transitioning out of care

WoodGreen launched
Homeward Bound,
First Step to Home and
Rites of Passage

2000s



Programs

Community Care

Seniors' Care and Wellness:

- Active Living Centres
- Assisted Living Services (PSW)
- Caregiver Support
- Community Dining
- Enhanced / Adult Day Programs
- Foot Care
- Home Support
- Home Maintenance
- Health Promotion and Education (RPN)
- In-Home Personal Care (PSW)
- Intergenerational Teaching and Learning
- Meals on Wheels
- Respite Care (PSW)
- Transportation
- Visiting and Safety Services

Mental Health, Addictions and Developmental Services:

- Adult Protective Services
- Bereavement Support Group
- Caregiver Support
- Counseling and Support Services
- Crisis Support and Assistance-Toronto Seniors Helpline, Seniors Crisis Services Initiative
- Transitional Housing Program for men 55 years and older – First Step to Home
- Parent Outreach Program
- Psychogeriatric Services
- Social Work
- Supported Independent Living Services
- Support Services, 841 Queen St. E. – Streets to Home
- Walk-In Counselling Service

Housing and Homelessness Services

Affordable 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 Street
- 137 Sears Street
- 270 Donlands Avenue
- 243 Cosburn Avenue
- 1119 Gerrard Street East

Programs:

- Comprehensive Housing Help
- Emergency Rooming House Relocation Project
- Food Programs
- Lobby Drop-in Program/Social Recreational Group Programming
- Rent Supplement Portable Pilot Project
- Shared Care Clinical Outreach Services
- Streets to Homes

Workforce Development

Locations:

- 1080 Queen Street East
- 1533 Victoria Park Avenue
- 989 Danforth Avenue

Programs:

- Boundless Possibilities for Women– Employment Workshops
- Employment Ontario Services

- Financial Literacy
- Rites of Passage
- Toronto Employment Social Services (TESS) Sector Specific Training and Employment Placement:
 - Office Supports (Computer Training)
 - Digital Media
- Youth netWorks
- Youth Jobs Link

Child Care & Family Services

Child Care Locations:

- Bruce/WoodGreen Early Learning Centre
- Debbie Yeung Child Care
- Enderby Child Care
- Leslieville Child Care
- Morse Street Child Care
- Riverdale Child Care
- Woodfield Child Care

Programs:

- Special Needs Resource
- RAC Camp – KinderRAC division
- Pape House – After school and non-instructional day programs

Homeward Bound

Programs:

- 2 Year College Diploma
- 14 Week Internship
- Academic Upgrading
- After-School Extended Hours Child Care
- Boundless Possibilities for Women
- Child Care (if available)
- Computer Training
- Employment in Field of Study

- Financial Literacy
- Housing
- Psychotherapy
- Skills Matter: Transition to Success
- Tutoring for Children
- Work Initiative Network

Newcomer Services

Programs:

- All-level Language Instruction for Newcomers to Canada with Free Care for Children
- Bridging Programs for Internationally Trained Professionals
- Chinese Workers Support Network
- Community Connections Program
- Homework, Arts, Sports and Cooking Clubs for Youth
- H.O.M.E Portal
- Housing Help for Syrian Refugees
- Job Search and Job Retention Support
- Maple Leaf Sports and Entertainment Newcomer Youth Soccer Program
- Mentorship and Job Placement Support
- Newcomer Social and Recreational Program
- Newcomer Volunteer Program
- Newcomer Youth Volunteering and Leadership Program
- One-on-One Newcomer Settlement and Employment Counselling
- Refugee Youth Program
- Social Support and Leadership Development for Young Muslim Women
- Services are offered in person, online and at satellite sites
- Support for Private Sponsors of Syrian Refugees

- Syrian Refugee Family Support Program
- Workshops and Group Programs to provide orientation and to promote citizenship and employment

Strategy & Innovation

- Accreditation
- Commercial District Renewal (with Danforth East Community Association)
- Community Hubs
- ENRICHES Caregiver Support Initiative
- Financial Empowerment Program
- Homeward Bound Community Partnerships
- Local Immigration Partnership
- Outreach to Diverse and Vulnerable Seniors
- Research & Public Policy
- Urban Indigenous Homeward Bound Feasibility Project
- Volunteer Services
- Youth Transitioning Out of Care: Free 2 Be

Neighbourhood Programs

East York Rotary House

Programs:

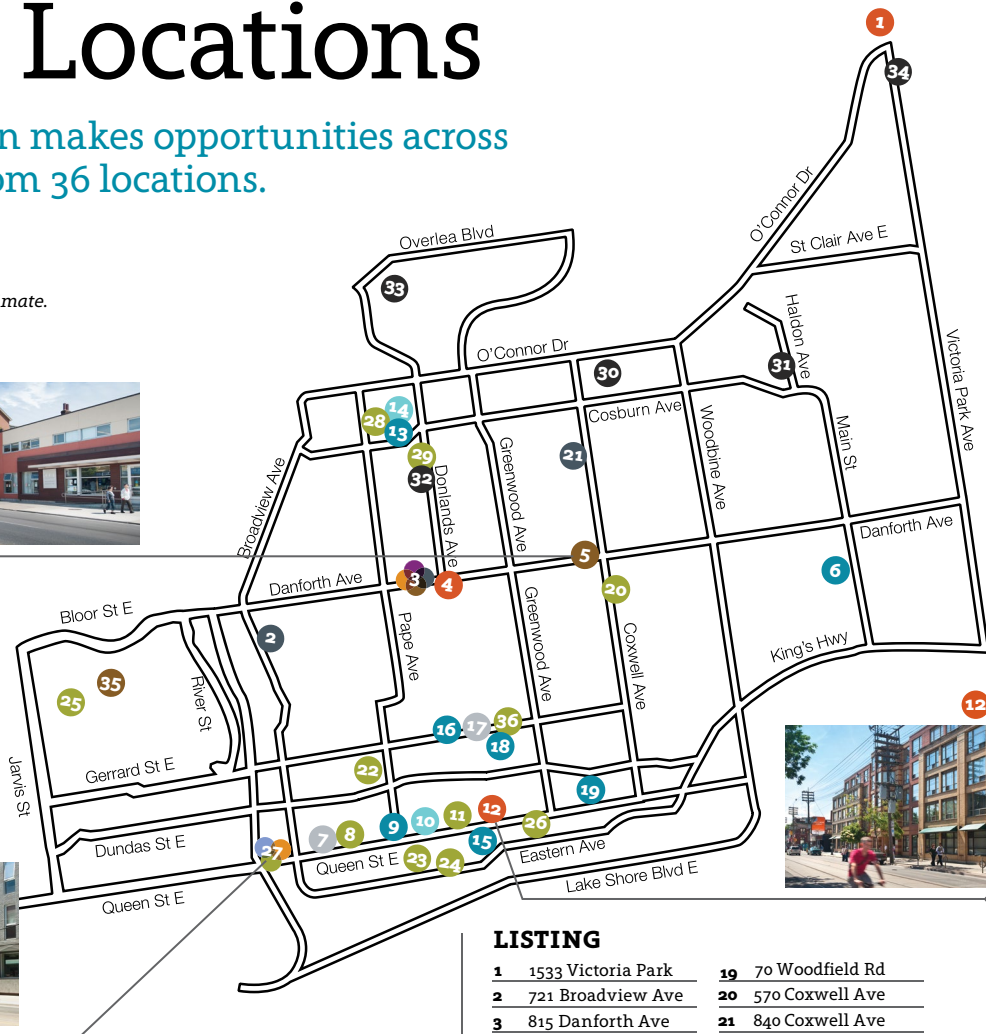
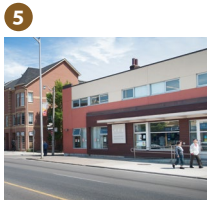
- After School Social Recreational Program
- Field Trips
- Healthy Snacks/ Healthy Cooking
- Homework Assistance
- Leadership Training
- March and Summer Break Programs

Report design: www.GravityInc.ca
Photography: Kathryn Hollinrake

Our Locations

WoodGreen makes opportunities across the city from 36 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	19	70 Woodfield Rd
2	721 Broadview Ave	20	570 Coxwell Ave
3	815 Danforth Ave	21	840 Coxwell Ave
4	989 Danforth Ave	22	444 Logan Ave
5	1491 Danforth Ave	23	55 Pape Ave
6	118 Enderby Rd	24	17 Renwick Cres
7	835 Queen St E	25	490 Sherbourne St
8	841 Queen St E	26	137 Sears St
9	180 Carlaw Ave	27	650 Queen St E
10	69 Pape Ave	28	243 Cosburn Ave
11	1070 Queen St E	29	270 Donlands Ave
12	1080 Queen St E	30	570 O'Connor Dr
13	249 Cosburn Ave	31	9 Haldon Ave
14	251 Cosburn Ave	32	266 Donlands Ave
15	51 Larchmount Ave	33	12 Thorncliffe Park Dr
16	1094 Gerrard St E	34	1420 Victoria Park Ave
17	1117 Gerrard St E	35	260 Wellesley St E
18	254 Leslie St	36	1119 Gerrard St E

Today, WoodGreen's reach extends far beyond the east end. A founding United Way member agency, WoodGreen serves 37,000 people each year from 36 locations and has grown to employ over 750 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.

1937-2017
80
YEARS