



GRACE AND GOODNESS

ANNUAL REPORT

2019 | 20

To people who believe that every person is of value and has promise, Yonge Street Mission (YSM) is the vibrant, local, Christian development agency that is leading an inspiring movement - going beyond meeting immediate needs by offering holistic programs and a pathway to transform the lives of people living with poverty in Toronto to take them from merely surviving to thriving.

OUR GOAL

YSM works in partnership to eradicate chronic poverty in Toronto in one generation.

OUR CORE VALUES



TRANSFORMATION

We joyfully journey with people toward sustainable change.



COLLABORATION

We actively leverage and implement the best contributions of all.



INNOVATION

We continuously evolve our methods towards better outcomes.



ACCOUNTABILITY

We honour the trust placed in us by meeting our commitments.



COMMUNICATION

We use language to intentionally build understanding, unity and trust.



CELEBRATION

We have much to celebrate and so we do . . . often.

OUR PROGRAMS

BRIDGES

We support adults in overcoming poverty, by turning goals into reality through holistic care, literacy courses, life skills training and community for adults, aged 18 to 60, to improve well-being and build stability.

CORNERSTONE

All families are unique and the cornerstone of healthy communities. We work strategically to instill life-long learning, unity and wellness within the whole family.

EVERGREEN

Our inclusive, comprehensive services and programs are specifically designed to meet the unique needs of street-involved youth aged 16 to 24.

COMMUNITY DEVELOPMENT

We collaborate with and support residents, community agencies and grassroots groups to strengthen neighbourhoods and build resident-led solutions to poverty and inequality.

GRACE AND GOODNESS IN ACTION

Our Annual Report speaks to a most unusual year. Our 2019-2020 fiscal year began like most others and then in March of 2020 everything changed.

The report will give you an update on the heightened need and extraordinary challenges faced by the community we serve. Their hardships are not to be minimized. As we write this, CIBC has published a report indicating the vast majority of COVID job losses were experienced by people who make less than \$14 per hour while at the same time 350,000 new jobs were created in the highest earning category¹. This is a most unusual pattern for an economic disruption and this crisis has acted as a trend accelerator of the ever widening income gap in our society.

These difficult truths raise many questions for our community of support which is filled with people like you who care and serve alongside us. *How do we reverse a trend that seems immovable and locked into how our society operates? How does such a trend, so clearly inconsistent with our values, get so entrenched as to be immovable? Can we do anything or must we resign ourselves to be a city of “haves” and “have-nots”?*

As you read through the pages of this report you will see many highlights proving there is indeed much we are doing and as donors you have been leading the charge! While the stories are varied, they carry a common theme – **grace and goodness**. Together we see a real person with a real need, and step in to help; not waiting for someone else or a system to do so.

You can see this in YSM’s partnership with the Children’s Aid Society of Toronto as we seek to build solutions for Black families designed around the removal of systemic barriers. This program, like the many others highlighted, happens because generous donors are funding a systems approach to change. It happens because families are acting as mentors, entering into life changing relationships with people. You make these support services possible – from food and clothing, to counselling and employment services – so that together we can extend grace and celebrate the goodness of our neighbours as they and their children begin to thrive.

Woven through these pages are the stories of a community who cares, our community – one that will step in and step up. Thank you for being a shining example of what we’re called to do when a crisis hits any one of us. We are so grateful for you!

Blessings,



A handwritten signature in black ink that reads "Angie Peters".

Angie Peters
President and CEO




A handwritten signature in black ink that reads "Gundy Jackson".

Gundy Jackson
Chair, Board of Directors

1. CIBC, Canadian Labour Market Dichotomy - Deeper Than Perceived, January 19th, 2021

This has been a year like none we've previously experienced. Despite the challenges, YSM has been blessed by the grace and goodness shown by generous supporters like you. We have so much to be grateful for - thank you for all you've done to support our struggling neighbours and YSM as we continue to offer vital services to our community.

Throughout this report you will see the  symbol to highlight special examples of **grace and goodness** that stood out to us this past year.

Our Voice Out Loud (OVOL) is a youth-led Community Development initiative in Regent Park empowering youth, aged 12 to 18, to stand up to end bullying in their community while gaining confidence and leadership skills to help them achieve their goals. To kick off the school year, OVOL hosted a barbecue for more than 40 youth participants.



Bridges welcomed 162 adults to a **special Thanksgiving meal** at the YSM Davis Centre.

"YSM is . . . amazing! I am so blessed to have such amazing people in my life, and on my side. I have been taught a sense of community and self-worth. I appreciate all they have done and continue to do. I feel a great sense of pride and confidence moving forward."

- Kayla, YSM Bridges program participant

"I think this Food Bank is the best! Here [at YSM] it's by appointment. I get a variety of foods and always pick up eggs, milk, fresh vegetables, fruits and proteins."

- Alex, a grateful Regent Park community member and YSM service user



In November 2019 we celebrated **20 years of serving through YSM's Computer Literacy Centre**. When the centre first opened in Regent Park, kids in grades 4-8 could take introductory computer skills courses. Over the years we've expanded programming to offer classes for kids aged five to 15 years, courses for adults and computer camps throughout the summer.

"I love the Computer Centre! I don't think I could have learned all that I know about computers without it, and I am so happy to be able to give back to a program that has helped me so much!"

- Yeasmin, Computer Literacy Centre graduate and volunteer

OCT | NOV 2019



Christmas is a wonderful time at YSM! Special meals, parties and events are hosted for street-involved youth, families in need and adults experiencing chronic poverty. A warm feeling of celebration spreads throughout YSM as volunteers join us to decorate, serve meals and help families shop at our Toy Market for special gifts. We are so grateful to all who share and give generously to help create a joy-filled Christmas for our neighbours experiencing poverty.

- Our **Evergreen Centre** for Street-involved Youth hosted a special Christmas meal on December 25, complete with a turkey dinner and gifts for youth in attendance.
- **Cornerstone Family Services** celebrated with parties for our Daycare families, those in our care management program, Computer Centre and Homework Club kids.
- 45 adults joined us for the **Bridges** Christmas dinner where they received encouraging and hopeful messages from donors on their festive placemats.
- Our new intimate style **Toy Market** model was well received and provided toys and gifts to more than 800 children.

Long-time YSM supporter, **Mrs. Barbara Ritchie**, very generously donated so YSM could purchase and install a new heating, ventilation, and air conditioning (HVAC) unit in our Davis Centre to ensure our Daycare, Cornerstone, Bridges and Food Bank programs remain temperature controlled and comfortable for all who work, visit and volunteer there. To express appreciation, our Daycare children threw a special thank you party for Mrs. Ritchie, performing songs and presenting her with flowers and handmade thank you cards.



Through **YSM's 22nd Annual PATH Clothing Drive** we were awestruck to collect more than 6,120 bags of quality clothing. Such donations support our Double Take Thrift Store to provide hope, employment and dignity to street-involved youth, families in need and adults experiencing chronic poverty in Toronto, as well as value-priced fashion finds for all ages, including crafters and thrift store fans.





“I will support YSM for as long as I live” shared John Fenton, a long time YSM supporter and Canada’s top Coldest Night of the Year fundraiser for many years running.

In 2020, 271 walkers and 103 volunteers helped make our **Coldest Night of the Year** fundraising walk a great success. More than \$140,000 was raised to support neighbours struggling with poverty. The event featured Radha, an Evergreen community member sharing her story, a DIY silk screening station led by Evergreen youth from our Jubilee Designs social enterprise program, a photo booth and kids’ activity station, live jazz band at our Davis Centre rest stop, a cocoa station operated by our friends at the Toronto Professional Fire Fighters’ Association and dinner for 250 attendees generously donated by Salad King.

The **Evergreen Centre celebrated Black History month with a special event.** The atmosphere was set with art from a local African art store as one of our HOPE – Helping Offenders on Probation Excel – program participants read Dr. Martin Luther King Jr.’s “I Have A Dream” speech. The youth were also entertained and educated by a comedian, guest speakers and musical performances.



YSM’s Daycare was honoured to receive the **CITYKIDS Inclusion Award** in recognition of outstanding practice in the area of inclusion within early learning and care programs. YSM’s Daycare was nominated for the way in which they engage families, create a safe and welcoming space for children – particularly children with special needs – and advocate for the needs of all participants.

When the pandemic hit and we faced our first lock-down, YSM went into action to create new, safe ways to continue offering vital services to community members as part of the city’s new reality.

After just two days being closed, YSM re-opened, becoming the **only Food Bank in operation in Toronto’s downtown east area.** Many YSM staff, whose regular roles weren’t needed during limited program delivery, willingly went to work

at our Food Bank to fill roles normally held by volunteers no longer permitted into our building due to restrictions. No longer able to offer in-person community dinners, we began handing out **take-away meals** at our Davis and Evergreen Centres.

Daycare staff began hosting **‘toddler circles’ through video conferencing** during which children and parents enjoyed singing, hearing stories and seeing their friends.

FEB | MAR 2020



Evergreen drop-in staff regularly **visited encampments** under overpasses where homeless neighbours were living to deliver food, supplies and an invitation to access YSM's services.

Our Care Managers turned to **online meetings** and phone calls to continue spending time with community members, ensure their wellbeing and stay connected during an especially challenging time. For community members without online connectivity, Care Managers in our Bridges program sent letters, to show them they were not alone.

YSM's OVOL – Our Voice Out Loud – program introduced **Instagram Live sessions**, hosting a podcast style show where teens in the community could ask questions of experts from different professions, such as healthcare.

YSM's Mental Health Counselling team launched **tele-counselling services** for community members. Their new format was quickly accepted and much appreciated. "Some of our clients have asked us to call them regularly. They are happy to have their phone ring with someone calling to check on them, to see how they're doing. Some say there is no one else for them to talk to, they feel so isolated and afraid," shared Nazreth, Counsellor and Registered Psychotherapist at YSM's Evergreen Centre.

Finally, our Computer Centre moved to **YouTube videos to continue teaching** computer skills to children and adults enrolled in classes.



Thanks to your loyal support, YSM's services continued to adapt over the course of the year ensuring Toronto's struggling neighbours had access to the services they needed to survive.

THE IMPACT OF COVID

Services & Programs	Pre-COVID (Oct 2019 – March 2020)	During COVID (April – Sept, 2020)
Visits to our Food Bank	600 per week	2,000+ per week
Youth meals served at Evergreen	1,709	2,467
Adult / family meals served at Bridges	1,624	5,194
Mental health counselling sessions	805	1,585
Job placements through Employment Services	38	70

MAR 2020

“I’d just like to thank everybody for their tireless effort during the COVID-19 crisis. A lot of the people here don’t have family and YSM is vital to our survival at this very difficult time. So I would just like to extend a heartfelt thank you.”

– Cheryl, a YSM Food Bank user



“So much has changed since I last talked with you. Hope you are managing to keep afloat and help to meet the needs of many individuals and families as we journey through this pandemic. I will pray for your ministry at this time and that you will be safe. God bless you.”

– a loyal YSM donor

Thanks to your generosity, YSM launched a **new enhanced website** focused on ease of use for community members seeking assistance. We also created new sections of community stories and updates showing the impact of our partnerships. Visit ysm.ca/our-impact for more stories.

Due to pandemic-related job losses, YSM saw an influx of neighbours seeking healthy food to sustain themselves and their families. Pre-COVID, YSM’s Food Bank typically served about 600 people a week, but from March through August **we provided food to more than 2,000 people weekly**. With this dramatically greater demand came elevated costs, ones far higher than we had budgeted for the year. Understanding our situation and the importance of YSM’s Food Bank, Toronto City Councillor Kristyn Wong-Tam called on her network of corporate contacts to launch the #YSMRelay.

Capital Developments pledged the first \$30,000 leg of the relay then passed the virtual baton to their peers asking each to keep the relay going with additional gifts, ranging from \$5,000 up to enough to support YSM’s expanded Food Bank for an entire week. In the end the relay raised over \$350,000 for YSM.

We sincerely thank all the organizations which supported our struggling neighbours through the **#YSMRelay**, including:

- Capital Developments
- Woodbourne Capital Management
- Donald K. Jackson Family Foundation
- EllisDon Corporation
- St. Thomas Developments Inc.
- Metrovia
- Diamond Kilmer Developments
- Reserve Properties & Westdale Properties
- One Close/Westmount
- Graywood Developments, Phantom Developments
- Baker Real Estate Inc.
- GFL (Green For Life)
- Minto Communities
- CentreCourt
- Clark Construction Management Inc.
- Sobey’s



APRIL | MAY 2020

In 1896, John Coolidge Davis founded YSM to serve those in dire need. Many YSM leaders and teams have risen to the challenges of each era of our history, and **Rick Tobias** truly stood as a giant among them. He shepherded a season of growth, influencing and shaping how staff and our community think about poverty and the people who experience it.

Rick stepped down as CEO in 2013, to become YSM's Community Advocate and continued to represent YSM by speaking publicly on topics such as poverty in Canada, urban ministry, at-risk youth and strategies for community-wide change.

After 37 years of service at YSM, Rick relinquished his role in 2020, requesting that any retirement celebration in his honour should positively impact YSM. To fulfill his vision we brought one of Rick's long-time wishes to reality by creating an endowment fund – **The Grace and Goodness Trust** – to help underwrite YSM's annual operating expenses and contribute to the financial sustainability of our organization. We are truly grateful for all Rick has done at YSM and in our community.



“I heard about YSM in my Sunday school, when your former CEO [Rick Tobias] came and shared about the mission. I was deeply moved and I decided to do my part. Thank you for the good work you're doing. God is with you.”

– a long-time YSM donor

“I have never seen so much food in my life.”

– Chris, YSM's Food Services Manager

Starting at the beginning of our modified food services in March, YSM received and distributed roughly **15,000 to 16,000 pounds of food** through our Food Bank each week.



YSM's Computer Centre hosted their **first virtual-hybrid graduation**. The graduates and their families celebrated their accomplishments virtually, followed by a distanced award and gift pick-up. The event brought the milestone of YSM distributing its 3,000th computer to graduating students, with this year's supply generously donated by Scott Cameron.



JUNE 2020



On July 9th, in partnership with Children’s Aid Society of Toronto (CAS of Toronto), YSM co-hosted a webinar entitled **Changing the Narrative: Building Solutions for Black Families.**

The webinar highlighted our partnership, established to address the disproportionate number of Black families, children and youth involved with CAS of Toronto. With a focus on strengthening, stabilizing and restoring the family unit, CAS of Toronto connects families directly with YSM’s Cornerstone programming, which provides family-centred wrap-around support. The Cornerstone Partnership is shifting Toronto’s child welfare model from reactive protection, such as moving children into foster care, to proactive prevention which keeps families intact.

Learn more about this partnership and watch the webinar at ysm.ca/cornerstone-partnership.



Toronto is the child poverty capital of Canada¹ with 26.3% of children in Toronto living in low income families². YSM’s subsidized Daycare gives parents and caregivers a safe, supportive environment for their kids to thrive while freeing them to focus on their employment and provide for their families. The Daycare also connects participating families to other wrap-around supports such as our Food Bank, parenting workshops, support groups, employment and mental health counselling services.

At the end of July, YSM was able to safely **re-open our Daycare**, welcoming 30 children in alignment with Public Health protocols. Daycare is a key requirement for the financial stability of many community members who are also working parents.



1. Ontario Association of Children’s Aid Societies, Unequal City: The Hidden Divide Among Toronto’s Children and Youth, Nov 2017

2. Toronto Child and Family Poverty Report, Oct 2018

JULY 2020



YSM’s summer camps adapted to safely offer a new experience to campers this year.

Our homework club designed **Taking Camp to the Kids**, an innovative arrangement combining online and in-person activities. Each child received a camp kit on their first day filled with supplies, such as sketchbooks, art supplies, cloth masks, water bottles and other surprises and treats. Three days a week camp counsellors picked 10 children up from their homes and welcomed them to an outdoor space complete with generously donated tents in which they enjoyed art, exercise, gardening and much more.

YSM’s Computer Centre Summer Camp also redesigned their model with fewer campers to allow for social distancing and plenty of outdoor activities.

The transition after being home for so long, back to the company of peers in such a safe format, gave campers time to get used to the “new normal” and allowed staff to help prepare kids for their return to school in the fall.

Thanks to your support, our summer camps were both a huge success and custom designed for our community during COVID.

The HOPE – Helping Offenders on Probation Excel – program supports the rehabilitation and reintegration of youth, aged 16-29, who are on probation, parole or bail programs by providing wrap-around support, skill development and training.

On September 25, YSM held a **hybrid HOPE graduation ceremony** including a small in-person gathering. Guests and YSM staff were invited to virtually join the festivities to show support for the eight graduating youth who had been working hard to improve their futures. A number of special guest speakers shared words of encouragement, including Mayor John Tory, MPP Chris Glover, comedian Kenny Robinson, community police officer Dale Swift and Dr. Rai Reece, a Ryerson Sociology professor.

Because of your support, YSM and the HOPE program were here, believing in these youth until they believed in themselves. Thank you for the vital role you played in this joy-filled celebration.

“The HOPE program is going to help me have a foundation. I want to do better for my mom, but I also want to do better for me. Everyone can say they love themselves, but they have to show it every day.”

– Kevin, 2020 graduate of YSM’s HOPE program

Years ago, **Susan* and Doug*** came to YSM seeking support to better their lives. Little did they know, at YSM, they would fall in love!

In 2019, at our Bridges’ summer camp, Doug proposed to Susan and they were married by our pastoral staff this past fall.

*Names changed to protect privacy



AUG | SEPT 2020

YEAR AT A GLANCE

It's through your support that YSM was able to continue operations without interruption, find innovative ways to serve our community and witness many stories of transformation throughout our 2019-2020 fiscal year (October 1, 2019 - September 30, 2020).

We are blessed with a large community of caring supporters who share their time, talents and treasure. Each gift we receive is valuable and inspiring, **thank you.**

In 2019-2020 we were thankful for:

23,404
monetary donations
ranging from
\$3 to \$500,000+

70,105
donated products
and items from more
than **530** donors

2,673
new donors
including **515** committed
new monthly donors and
256 new corporate
donors and partners

1,800+
volunteers
offering
28,000+ hours
of service during
the year



Volunteers at YSM's Toy Market, Dec 2019



HOPE hybrid graduation, Sept 2020



YSM Computer Literacy Centre 20th anniversary celebration, Nov 2019

POSITIVE MOVES FORWARD*

BRIDGES	325
CORNERSTONE	786
EVERGREEN	928
EMPLOYMENT SERVICES	418
HOUSING	94
MENTAL HEALTH COUNSELLING	281

TOTAL 2,832

* Community members making positive moves forward in their life, as captured by TIMES™ YSM's measurement and evaluation system



2,769

individuals served at our Health Centre, with a total of **5,700** visits



99

community members participating in **15** Community Development groups and **21** Multi-stakeholder Collaborations



31

male caregivers enrolled in our **Man2Man support group**



1,500+

hours of life-skills training offered through **Bridges programming**



87

youth enrolled in **HOPE** – Helping Offenders on Probation Excel



599

individuals enrolled in Employment Services, with **186** finding employment

FINANCIALS

REVENUE

	2020	2019
General Fund contributions	8,173,337	6,723,550
Scholarship contributions	250,000	-
Other restricted contributions	1,016,031	1,182,792
Bequests and estate income	373,898	658,992
Gifts in kind	177,092	161,906
Government grants and subsidies		
- Housing	499,644	490,876
- Daycare	887,114	1,040,213
- Other	2,576,377	1,927,113
Sales and program income	653,680	1,045,063
Rental income	122,505	126,106
Interest income	155,974	221,521

Total Revenue 14,885,652 13,578,132

EXPENSES

Community Support Services	683,088	719,409
Family Services	2,245,935	2,284,907
Street-Involved Services	1,514,627	1,554,038
Community Development	476,570	461,897
Program Support Services		
- Housing Support Services	723,298	817,444
- Mental Health Services	259,041	193,349
- Employment Services	1,674,106	1,582,950
- Food Services	1,134,809	753,106
- Double Take	709,772	865,151
Centre for Urban Education	172,986	168,232
Scholarship	233,106	215,517
Advocacy	112,530	115,626
Program Development	349,320	474,073

10,289,188 10,205,699

Administration	774,673	778,102
Public Relations and Fundraising	2,610,068	2,526,492
	3,384,741	3,304,594

Total Expenses 13,673,929 13,510,293

EXCESS

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

General Fund	-	-
Capital Fund and Housing	(478,074)	43,743
Restricted Funds	1,431,120	67,484
Scholarship Fund	79,914	(130,775)
	1,032,960	(19,548)

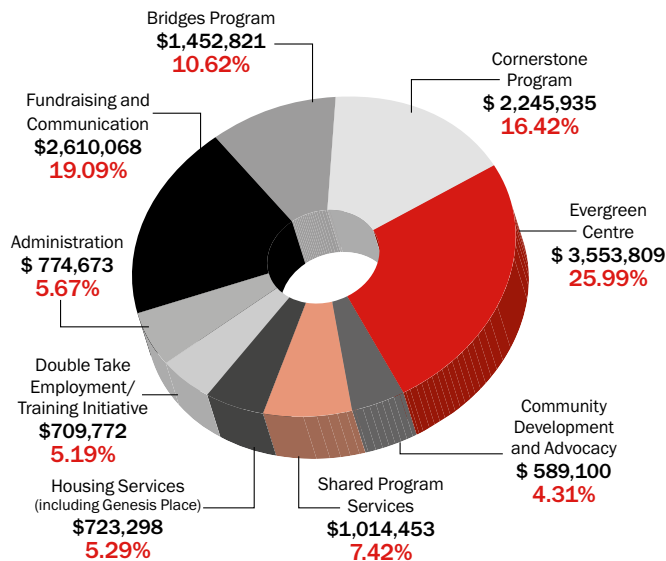
FUND BALANCES AT END OF YEAR

General Fund	300,000	300,000
Capital Fund and Housing	13,963,598	14,441,672
Restricted Funds	3,742,117	2,310,997
Scholarship Fund	1,677,405	1,597,491
	19,683,120	18,650,160

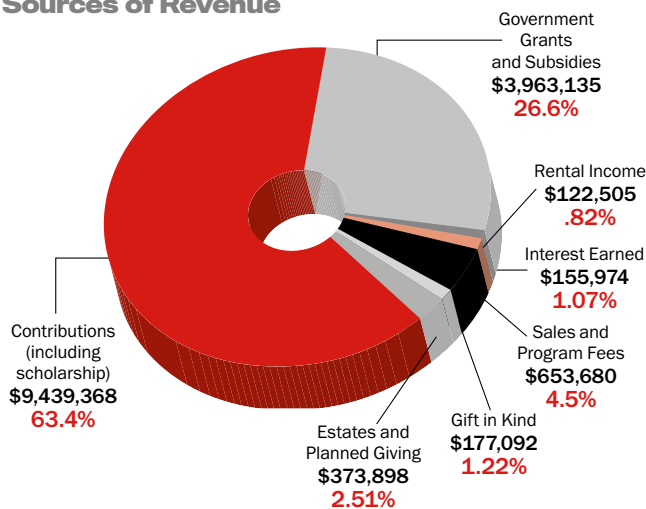


Gordon Sutherland
Chairman - Finance and Audit Committee

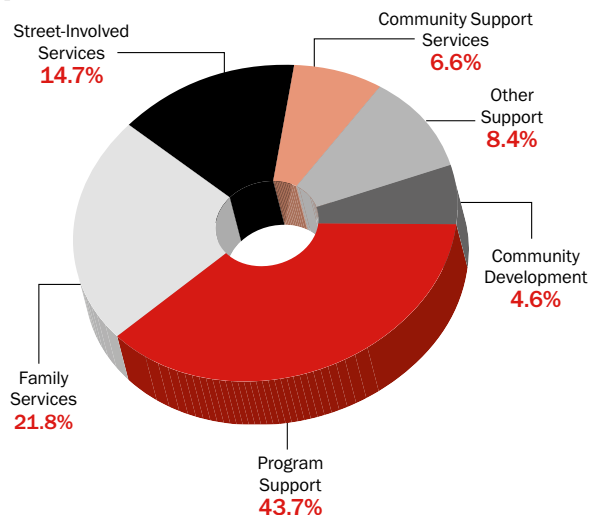
Allocation of Revenue



Sources of Revenue



Types of Services



LEADERSHIP

YSM BOARD OF DIRECTORS

Gundy Jackson
CHAIR

Heather Janes
**VICE-CHAIR & CHAIR
OF BOARD DEVELOPMENT**

Gordon Sutherland
TREASURER

Kristi Karens
SECRETARY

Harry Angus

James Chestnut

Patrick Gill

Kent Heise

David McFadden

Erik Parnoja

Julia Robarts

David Stevenson

Angie Peters
EX OFFICIO

SENIOR LEADERSHIP TEAM

What does grace mean to you?

Angie Peters
PRESIDENT & CEO

Grace is unmerited favour: forgiving, loving, helping without judgement.

Phillip Fearon
VP, OPERATIONS

Grace is loving the unlovable for their good and God's glory.

Brent Mitchell
VP, PROGRAMS & COMMUNITY DEVELOPMENT

Grace is God giving us what we need when we don't even know what that is in the moment.

Angela Solomos
VP, PHILANTHROPY

To me, Grace is when favour is given when it's least expected or perhaps even warranted. When grace is received, it's life's greatest gift. It has the power to transform, to provide hope, to make something turn from bad to good.





**YSM services and programs operate
from these locations:**

Martin Centre & Church at the Mission

306 Gerrard Street East

YSM's Evergreen Centre for Street Youth

365 Spadina Avenue

Davis Centre

270 Gerrard Street East

Genesis Place

280 Gerrard Street East

Double Take & TD Computer Literacy Centre

310 Gerrard Street East

Tel: 416-929-9614 or 1-800-416-5111

Email: info@ysm.ca

Facebook: [@YongeStreetMission](https://www.facebook.com/YongeStreetMission)

Instagram: [@YongeStreetMission](https://www.instagram.com/YongeStreetMission)

Twitter: [@YSM_TO](https://twitter.com/YSM_TO)

LinkedIn: [/company/the-yonge-street-mission](https://www.linkedin.com/company/the-yonge-street-mission)

**YSM's expanded relief services, such as Food Bank and Mental Health
Services, were generously supported in-part by:**



Ainsley Boyd, Editor

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