



Annual Report 2022 - 2023

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# Message from the President and Executive Director

The 2022 – 2023 fiscal year was a year for reflection for many people. This was no different for us as the Madison community, where we took time as an agency to take stock of what we did well and how we can continue to improve, and best serve our clients. There were many successes and accomplishments our team should be proud of, such as ensuring that our clients had access to healthy food, to financial support, housing, and social outreach. However, we also had to adjust to improve our service delivery.

As part of these continuous improvement efforts, Madison engaged in an assessment of priorities to inform our work going forward. We continued our evaluation activities with a goal to gather more information that will shape, customize, and improve our service delivery and have data influence the design of our programs and services. It is important for us to go through this strategic planning process in order to dig deeper and obtain further insight from our clients and staff- especially as it relates to the ongoing effect of the pandemic. As we have seen, the pandemic has had and continues to have long-lasting negative impacts on our community and in particular for our clients living with mental health illness.

As we move forward our focus continues to be to work with our clients, staff, board of Directors, funders, community, and sector partners to advance the work of supporting our clients. With the conclusion of our strategic planning process, Madison's Strategic Directions going into the next 5 years are:

1. Strategic Direction One: Serving diverse clients well - In line with Madison's past work the first direction focuses on service to clients with particular attention to diversity, equity, and inclusion. Madison will use the Ontario Health's Equity, Inclusion and Anti-Racism Framework to guide strategic directions.
2. Strategic Direction Two: Supporting change through sector leadership and collaboration - Madison has been playing an important role in the broader housing and social support sector through its participation and leadership in various networks and initiatives. Madison is recognised for its work in diversity, equity and inclusion in system advocacy and service delivery. As with Strategic Direction One, Madison will use the Ontario Health's Equity, Inclusion and Anti-Racism Framework to guide this direction.
3. Strategic Direction Three: Committing to excellence - Madison has done an excellent job in navigating COVID and growing its programming and services. To continue to do great work Madison recognizes the need to invest in governance, infrastructure, and its people to continue and expand its excellent work.

Looking ahead, we are aware of the obstacles faced by both our organization and the sector as a whole, including affordability and the ongoing housing crisis, all of which severely impact our clients. However, we remain optimistic, knowing that we will overcome these challenges with our unwavering Madison spirit and that together, we can accomplish great things.

Madison has a rich history of collaborating both within our team and with other organizations in the sector and this year, we continued to strengthen our existing partnerships while also forging new ones. As one of the founding members of the Citywide Commons, a group of non-profit agencies providing a wide variety of support services at 355 Church Street, Toronto, we are proud to be more than just a neighborhood hub. We represent a citywide network of organizations collaborating to provide services and promote diversity, equity, and inclusivity. We promote a culture that is welcoming and inclusive, providing a space for individuals to connect, belong, and thrive. We remain committed to deepening our relationships with our partners to ensure our clients can access services seamlessly.

"At Madison, we strongly believe in embracing diversity. We are dedicated to creating a culture that fosters the individuality of every employee so that they can be their best selves and implement initiatives that benefit one another, our clients, and the wider community. Our objective is to help build a more inclusive organization and community."

We look forward to continuing our work together and supporting our community.



*Stephany Mandin*

Board Chair, Madison Community Services



*Chama Chongo*

Executive Director, Madison Community Services



## Our Mission

Promoting the independence, health, recovery, and community integration of persons with mental health challenges through the provision of mental health case management, supportive housing, and a broad range of other programs and services.

## Our Values

Hope • Respect • Commitment to Recovery • Accountability & Transparency • Cooperation & Collaboration

## Madison Facts

- Operating since 1977.
- The first community-based supportive housing agency in Toronto and the first to offer mental health case management services.
- Founded by a program director, along with senior management and a group of social workers, from the Queen Street Mental Health Centre (now CAMH).
- Created to address the critical need for housing and support for discharged psychiatric patients.
- One of Ontario's first high-support housing programs with 24-hour staff.
- A founding member of the Ontario Federation of Community Mental Health and Addictions Programs (now Addictions and Mental Health Ontario); The Supportive Housing Coalition (now Mainstay Housing); The Toronto Mental Health and Addictions Supportive Housing Network and the Dream Team (the organized group of consumer/survivors who use their stories to advocate for more supportive housing).
- Now a multi-service agency providing case management, supportive housing as well as a wide range of other programs and services to adults experiencing mental health challenges.



## What We Have Achieved



**92%** of Madison clients had stable housing.



**63%** of our clients were connected to family and had family support.



**5%** of our clients were Youth.



**34%** of our clients were Seniors in this period.



**10%** of our clients gained or maintained volunteer work.



**19%** of our clients gained or maintained employment.



**26%** of our clients attended specialized training or improved their education.



**45%** of our clients from all our Programs took part in Social or Community groups.



**17%** of our clients improved their immigration status in this period.



**8%** of our clients achieved citizenship in this time period.



**46%** of our clients were connected to food banks in this period.



**Only 11%** of our clients experienced any legal issues in this period.



**2%** of our clients identified as transgender.



**43%** of our clients identified as male in this period.



**54%** of our clients identified as female in this period.

Of the **39 clients** who experienced homelessness or unstable housing – Madison Case Managers assisted **35%** to find housing.

**96%** of our clients in the TC LHIN, RISE, CAMH & PTH programs were connected to a family doctor or primary care physician.

**47%** received support with ADLs (Activities of Daily Living) and IADLs (Instrumental Activities of Daily Living)

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I would definitely refer anyone in need of support services to Madison and I hope you would be able to extend your services to them. I hope more social workers as passionate as you would be able to deliver more, better and much quicker services to all people in need of your services.

**16%** received technology support from Madison – this was in the form of cell phones, laptops, and internet.

Only **9%** of our clients were hospitalized for mental health reasons during this period.

Case Managers assisted **33%** of our clients to receive social assistance in this time period.

**16%** of our clients received support to manage their substance use addiction during this period.

**49%** of our clients were connected to a psychiatrist/ mental health therapist in this time period.

**46%** of our clients received food security support from Madison's Food Security Programs.

**73%** of our clients were connected to community services such as tax clinics, service Ontario, service Canada, etc.

**19%** of our clients were connected to holistic supports such as acupuncture, chiropractic, nutritionists, etc.

**22%** of our clients achieved permanent residence status

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“I would like to call the counseling program as an opportunity. My Counsellor taught me the power of words and thoughts. She also taught me how I can look at the accident and my physical disability differently. I learned from her how to focus on my ability instead of my disability and how to remain motivated. I am forever grateful to my RISE Counsellor, RISE Case Manager and Madison Community Services for all their support services.”



# Program Updates

## Case management:

- Reopening of the Citywide Commons of 355 Church Street. MCS head office reopened entirely. Staff and clients continue to adjust to post-COVID-19 support.
- The LGBTQ Ambassador, along with RISE CEW participated in the City of Toronto's LGBTQ cluster. LGBTQ Ambassador supported the cluster with wellness events in the community and provided education about the COVID-19 and Monkey Pox vaccine. The Vaccine Ambassador for the Arabic-speaking population also worked alongside the City to support their efforts in promoting COVID-19 booster doses. This Ambassador attended various locations that Arabic speakers frequently visit such as ethnic grocery stores, malls, clinics, and faith-based organizations.
- RISE continued to work closely with all 4 LIPS on projects related to housing, health, food security, domestic violence, and wellness as it relates to newcomers across Toronto.
- Both the Art Expressions and Women's Dance Group continued to be well attended in 2022-23. Clients transitioned from virtual participation to in-person participation for the Women's Dance Group. The Art Expressions studio re-opened in the summer of 2022 which allowed the group to meet again after the program's hiatus during COVID-19. Clients who participated in both these programs created beautiful movement and visual art pieces.

## CAMH

- A lead chef and engagement and support staff have been hired and the program is running at full capacity.

## Madison Congregate Houses:

- The City of Toronto is collaborating with Madison to make one of our houses accessible and is funding the project.





## PTH:

- The PTH program is a fully operational 24/7 advanced support program that provides clients with comprehensive case management, dietary support, clinical support, PSW support, and skill-based learning programs. We are located at 1011 Lansdowne Ave in a 23-story High-Rise building. PTH works in partnership with Loft, WoodGreen, Parkdale Queen West Community Health Centre, and other agencies to provide comprehensive services to our clients. The program has an onsite Chef who prepares hot lunches and dinners for our clients in accordance with Canadian Food Guide standards.

## 2022-2023 PTH Program Highlights are:

### Hot Breakfast and Social Coffee Chat:

- The Hot Breakfast and Social Coffee Chat had 5-8 clients participate every week. Numerous hot breakfasts, cakes/pastries/pies/desserts were prepared and served. Great discussions were held providing staff the opportunity to connect with clients; and for clients to share their experiences living with disabilities and/or addictions.

### Joyful Jogging Program:

- Joyful Jogging Program is ongoing to keep a positive inspiration support. Four clients have changed their eating habits/behaviors and implemented some low-impact exercises to support healthy Living.

### PTH Gazette:

- A newsletter was created for the PTH program to provide updates. Features include Horoscopes, funnies, tips, and how-to's. Also, highlighting programming that has been facilitated throughout the month. Currently in the process of continuing publishing.

### Partnerships:

- Parkdale Queen West Community Health Centre has partnered with PTH to provide clinical support to the 1011 Lansdowne building.
- WoodGreen has hired a Dual Diagnosis Worker to work with PTH clients who require higher support.



# Revenue and Expenses 2023

## Statement of Revenues and Expenses and Changes in Fund Balances

- Year ended March 31, 2023

### Revenues March 2023

City of Toronto-SSHA	\$	2,028,705	34 %
Toronto Central Local Health Integration Network	\$	1,445,540	24 %
Immigration, Refugees & Citizenship - Canada	\$	918,697	16 %
Ontario Ministry of Health & Long Term Care	\$	325,864	6 %
CAMH	\$	317,027	5 %
Habitat Services	\$	244,002	4 %
Other Partnerships & Funding	\$	628,683	11 %
<b>Total Revenue</b>	<b>\$</b>	<b>5,908,518</b>	<b>100 %</b>

### Expenses March 2023

Salaries and Benefits	\$	3,297,161	59 %
Rent and Building Costs	\$	993,564	18 %
Supplies and Equipment	\$	705,790	13 %
Administrative	\$	331,638	6 %
Specialists	\$	43,084	1 %
Others	\$	205,600	4 %
<b>Total Expenses</b>	<b>\$</b>	<b>5,576,837</b>	<b>100 %</b>

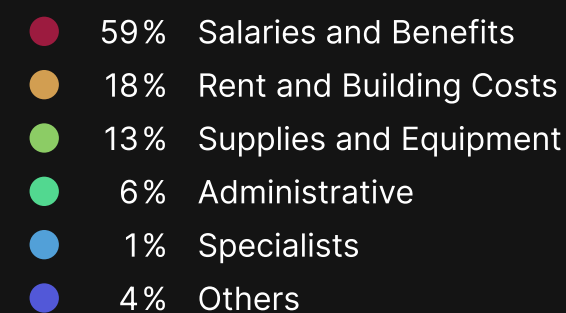
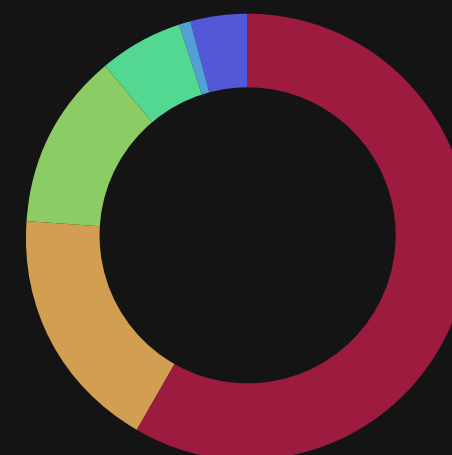
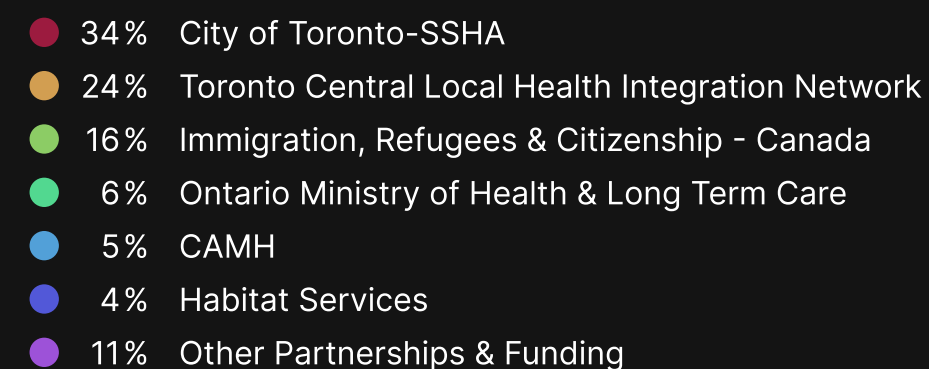
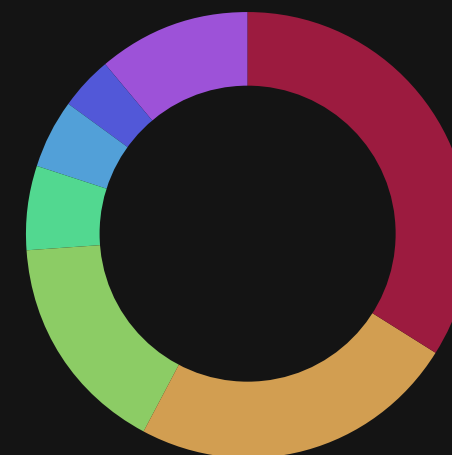
<b>Excess of Revenues over Expenses</b>	<b>\$</b>	<b>331,681</b>
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Return of Funding	\$	(259,871)
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Excess of (Expens Over Revenue)	\$	71,810
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Net Asset Beginning of the Year	\$	1,437,593
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<b>Net assets , end of year</b>	<b>\$</b>	<b>1,509,403</b>
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# Donors



## Major Individual Donors

Ron Ballantyne • William MacLean • Toronto Friendship Centre



Immigration, Refugees  
and Citizenship Canada

Immigration, Réfugiés  
et Citoyenneté Canada

# Funders

## 2023 Board of Directors



Stephany is a litigation lawyer and the founder of Mandin Law. Invested in social justice, Stephany has extensive experience in the areas of human rights, residential tenancy and administrative law and has written articles for various journals and publications.

**Stephany Mandin**

President



**Adam Wheeler**

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**Jun Maranan**

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**Tony Do**

Treasurer



**Leroy Milton**

Board Member



**Carrie Hargrave**

Board Member



**Cailin Phillips**

Board Member



Partners

- The Access Point

Agincourt Community Services Association (ACSA)

Bob Rumball School of Excellence for the Deaf

Canadian Centre for Victims of Torture

Centre for Addiction and Mental Health (CAMH)

COSTI Immigrant Services

Eden Community Homes

Fred Victor

Good Shepherd Non-Profit Homes Toronto

Hong Fook

Lansdowne Property Management (LPM)

Local Immigration Partnership (North, East, South and West)

Mainstay Housing

Mennonite New Life Centre

Metropolitan Action Committee on Violence Against Women and Children (METRAC)

Newcomer Women's Services
- St. Clare's Multifaith Housing Society

St. Stephen's Community House

The Cross-Cultural Community Services Association (TCCSA)

Thorncliffe Neighbourhood Office

Toronto Community Housing Corporation

Toronto Public Health

Toronto Employment & Social Services (TESS)

Toronto Alliance To End Homelessness (TAEH)

University Health Network (UHN)

University Settlement

WoodGreen Community Services

Working Women Community Centre (WWCC)

Scott Mission

John Howard Society

The Extra Mile Ministries

Rexdale Women's Centre

Delta Family Resource Centre



**463 Madison clients have benefited from the Equitable Bank-Bill Walker Memorial Madison Client Education Bursary Fund as of March 31st, 2023.**

During the fiscal year 2022-2023, we were able to approve 80 bursary grants for a total of \$75,017.61, thanks to the generous support of Equitable Bank. Additionally, we received \$25,000 from United Way, which helped us support the educational and vocational goals of our clients who struggle with complex mental health issues. With this funding, we were able to assist many Afghan clients who were evacuated from their country as the United States and allied troops left. These clients, who have now settled in Canada, require the coordination of multiple support programs, including our bursary program and case management support provided by Madison.

