

**Annual Report | 2015 - 2016**





# Madison Community Services 2015 - 2016 Annual Report

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*Cover Page Art: "A Moment of Happiness"*

*by Flor Alba Escobar Sui, Participant of Madison Art Expression Program*

## Our Mission

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



## Our Values



## Madison Facts

- Madison Community Services has been operating since 1981.
- We are one of the first community-based supportive housing agencies in Toronto/Ontario.
- We were founded by a small group of social workers from the Queen Street Mental Health Centre (now CAMH) to address the critical need for ex-psychiatric patients to have housing and supports when discharged.
- Madison opened one of Ontario's first 'high support' housing programs with 24 hour staff.
- We are 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).
- Madison began as a supportive housing service provider but has grown to be a multi-service agency providing case management as well as a wide range of other programs to individuals experiencing mental health and addictions challenges.



# President and Executive Director Report

Stephany Mandin

President & Chair



Jean Stevenson

Executive Director

## Highlights of 2015-16

It was another exciting and highly active year at Madison of growth and significant progress in achieving many of our strategic goals.

Madison is in the third year of our 5 Year Strategic Plan (2013-2018).

Our plan has 3 Key Strategic Directions to:

- Focus on Our Clients
- Build Capacity to Meet Clients Needs
- Strengthen Our Organization & Support Our Sector

In all of our programs and services (existing and new) we are moving forward in each of these key strategic directions.

The following are a few highlights of 2015-16 which we want to share and celebrate in this Annual Report.

**Case Management Program:** In 2015- 16 Madison’s comprehensive recovery- based case management program funded by the Toronto Central LHIN had an increase in the number of clients it served and the number of clients who graduated from the program. This year we welcomed 77 new clients into our Case Management services.





**Hispanic Programs:** Madison is extremely proud to be one of the few agencies in Toronto to provide mental health and addictions case management services in Spanish. Our Hispanic Program has been offered by Madison since 2004.

The Hispanic population has been growing rapidly in the city in recent years. Many are from war-torn countries and have experienced trauma and mental health &/or addictions challenges as a result.

In addition to case management services, Madison offers two weekly ongoing peer support group programs to our Spanish speaking - clients:

- **Esperanza (HOPE):** An addictions and mental health support group program which focuses on understanding mental health and substance abuse issues. The program covers: techniques to deal with their mental health symptoms; sharing and learning coping skills & ways to deal with substance abuse issues; life skills development; how to maintain sobriety on a daily basis; ways and means to seek peace and serenity in life.

- **Hispanic Peer Support Group:** Offers opportunities for weekly group socialization, life skills development, social –recreation activities, and guest speakers on educational topics which the participants identify as areas of learning needs on a regular basis.

In 2014-15 Madison increased the Hispanic Program staff team from 3 to 4 Spanish Speaking case managers to meet the growing need. In 2015-16, 70 Spanish speaking clients were served and 105 Group Sessions were held.



**IRCC RISE Program:** This Madison program is funded by the federal government’s Immigration, Refugees and Citizenship Canada ministry (IRCC). Madison’s RISE program provides **both** settlement and mental health support to newcomers – many of whom have come from war-torn countries where they have experienced significant trauma and often persecution. The program provides one on one case management service as well as group workshops. The program has been operating since 2011 and continues to expand.



In 2015-16 Madison's RISE Program served a total of 108 clients most of whom come from Iran, Iraq and Syria. 53 clients 'graduated' from the program, 55 new clients joined the program, and the staff team provided a total of 81 group workshops with a total number of 209 participants.



In a proposal Madison submitted to IRCC in 2015-16 for fiscal year 2016-2017, we asked for the addition of one more Arabic speaking case manager and one more Farsi speaking case manager to increase the program's capacity to provide supports to refugees from the Middle East – especially refugees from Syrian, Iran and Iraq.

We are extremely pleased to report that our proposal for this extra funding was approved as one-time funding up to March 31, 2016. To date in 2016 - 2017 we have been able to serve 104 Syrian, Iranian and Iraqi refugees through this increase in our staffing.

Another exciting highlight for the RISE program is that a proposal we submitted in 2015-16 to the Bell Let's Talk Community Fund was approved. Through that funding we have been able to add one other Arabic speaking case manager on contract to serve the Syrian and other refugees.

**Supportive Housing Program:** Madison currently has 129 units in houses owned and leased and apartments leased through partnerships with sector agencies, Toronto Community Housing, The City of Toronto and private landlords.

In our 5 year Strategic Plan, goals were established for Madison to play an active role in the mental health supportive housing sector to advocate for the need for more funding for supportive housing and to diversify and expand Madison's housing stock.

Throughout 2015-16 and into 2016-17 Madison has been an active member of the Toronto Mental Health and Addictions Supportive Housing Network (the Network) and the Toronto Alliance to End Homelessness (TAEH) and involved in their advocacy work for more deeply affordable supportive housing.



The need for more Mental Health and Addiction Supportive Housing units is urgent. In Toronto there are now over 11,000 people on the centralized waiting list administered by The Access Point: there are over 5,000 individuals homeless and living on the streets and over 50% of the homeless population has mental health and addiction challenges and require housing with supports.

In 2015-16 there were 10,524 on the supportive housing waitlist and only 378 housed in the same time period.



*(Stats taken from Toronto Mental Health and Addictions Supportive Housing Network’s 2015-16 Progress Report)*

Moving into 2016-17, Madison is proud to have been actively involved in the development of the TAEH submission to the federal government’s National Housing Strategy consultations.

We join with others in the sector to be very positive about the federal government making a commitment to playing a leadership and funding role re housing – which stopped in 1993. This commitment comes at a time when Toronto and Ontario have also demonstrate their commitment in investing in housing opportunities including mental health and addictions supportive housing.

This is a time when each level of government has the opportunity to work together to create deeply affordable housing and make real difference in the lives of the most vulnerable and marginalized populations in Toronto.



**Madison's Supportive Houses:** Madison has 7 houses which provides single occupancy rooms and shared common areas – kitchens, bathrooms; living and entertainment areas.

In 2013 we launched our 'Houses to Homes' Project to renovate, refurnish and decorate our houses to make them more conducive to our client -residents healing and recovery journeys.

In 2015-16 with \$56,000 from the City of Toronto Affordable Housing Office through the Homeless Prevention Strategy (HPS) federal funding, we were able to complete the 3rd and final phase of the extensive renovation work on our Craigeigh house. Craigeigh is a 120 year old house with 10 bedrooms- which required a significant amount of renovation and decoration. The phase 3 work included the total renovation of the kitchen and 2 bathrooms, painting of the entire interior; improvement to the entry steps/porch including painting and a new front door.

Moving into 2016-17: We are thrilled to announce that the proposal we submitted in 2015-16 was approved for \$75,000 by the city's Affordable Housing Office with HPS funding. With that funding we will be doing extensive repairs and renovations to our 96 year old Clinton St. House including: new front and back walkways; the front porch; the 2 bathrooms and the kitchen. In addition, the TC LHIN approved an additional one-time funding of \$13,000 for work on one of the house bathrooms.

**CAMH-LPM-Madison On-Site High Support Program:** Is a collaborative partnership between Madison Community Services, the Centre for Addiction and Mental Health (CAMH), and Lansdowne Property Management (LPM). The Program provides 20 subsidized bachelor apartments to support CAMH in-patients make a successful transition from hospital to independent living.

Many of our client- residents of this program had a history of repeat and/or lengthy hospitalizations, and many had also experienced periods of homelessness.

With the supports available to them through this Program clients have been able to:

- experience stability in their housing situation, with no evictions since the program's inception in 2011
- reduce their use of emergency medical services
- create and implement personal goals and plans
- increase their participation in the community and in social settings
- increase their ability to function independently
- and a number have found employment opportunities with the support of the program

*(From CAMH's 3 year evaluation of the program in 2014)*

Another highlight in 2015-16 for this on-site high support housing program was that 3 of the client-residents were awarded CAMH's Richie Award which is given in recognition and celebration of a client's significant progress in their recovery journey.

Also in 2015-16, with the support of CAMH, we were able to add a medication management service for clients to the program. This is a significant addition to our program because the primary cause of our client-residents having set-backs and needing to return to the hospital is the challenge for some of them to remember to take their medications at the right time of day and the correct dosage.





We anticipate that the new medication management service will lower the return rate of our program clients to the hospital.

Also in 2015-16, a Case Study article about this program- as an example of a successful public-private-non-profit agency partnership - was written by Madison in collaboration with a city of Toronto staff person and was included in a book on solutions to homelessness.

**Art Expression Group Program:** Is a multi-cultural expressive art-based weekly support group for our clients which Madison has offered since 2006. In 2015- 16, the program was able to continue through the renewal of the generous financial support of \$10,000 which has been provided by Equitable Bank for 3 years.

Madison has a partnership with Eden Community Homes for use of its Van Duzer Art Studio for our program. As part of our partnership, the program is open to Eden and other community members to participate.

In July 2015 there was the annual Art Expression Studio Open House where there was an impressive exhibition of the client’s art. There was a large turn-out of provincial and city government representatives, including MPP Cristina Martins, the sponsor of the program – Equitable Bank, as well as many other guests from the community.



*Artwork by one of the Art Expressions Group clients*





**The Equitable Bank-Madison Client Education Bursary Program** started in the 2012-2013 fiscal year with a first donation of \$15,000 from Equitable Bank. 9 clients were awarded bursary grants in that first year.

In 2015-16, Equitable increased its annual donation to \$25,000 and 31 clients were awarded bursary grants for education/training in areas as diverse as: Payroll Accounting; Home-Based Child Care Training; Bridal Hairdressing Certificate; Driving Lessons; University Liberal Arts Degree Program; English to Spanish Translation; Mindfulness training; English as a Second Language (ESL); Microbiology and Medical Equipment Inspection.

We are thrilled to announce that as of October 2016 we have reached the milestone of a total 100 clients who have received bursary fund grants!

What is also significant is that a large number of refugees in our RISE program have been able to access this fund and pursue education which has led to their being able to improve their English language skills; find employment in Canada or get the credentials which will support them in their job search.



## Partnerships

Madison has forged many partnerships and collaborations over the year which continue to date such as with: CAMH; Lansdowne Property Management- a private landlord; UHN – Toronto Western Hospital; Fred Victor's Concurrent Disorder Program; St.Clares Multifaith and Mainstay Community Homes which allocate units to Madison and we provide the case management support to the client-residents to ensure housing stability and retention; COSTI Immigrant Services which refers many newcomers to Madison's RISE program; and Eden Community Homes with our Arts Expressions Program.



## New Partnerships

**City of Toronto – Shelters, Support & Housing Administration (SSHA):** *An informal partnership to house and support 5 residents of Seaton House was created in 2015-15.*

Madison was allocated more bachelor units from a private landlord in 2015. An informal partnership was established where the SSHA would provide the necessary housing allowances for 5 long-term users of the Seaton House Shelter.

This enabled these users to move out of the shelter into permanent housing with Madison providing the units and the case management support to ensure housing stability and retention.

**RFP Proposal Collaborations:** In 2015-16 Madison collaborated with a number of other agencies as well as LPM in responding to RFP funding opportunities for developing new affordable housing stock as well as partnering on the creation of new support service programs. Although these proposals were not selected, the commitment to the partnership relationships and seeking other sources of funding for the proposals which were developed continues into 2016-17.

These are just a few highlights of the accomplishments and growth for Madison in 2015-2016. As always – none of this would have been possible without the dedicated work of our staff and volunteers; our Board of Directors, our government funders – Ministry of Health and Long Term Care, the Toronto Central LHIN, Immigration, Refugees, and Citizenship Canada, City of Toronto Affordable Housing Office and Toronto Employment and Social Services; our sector and private landlord partners; our corporate sponsor- Equitable Bank; our other corporate and individuals donors ; and of course – our clients themselves who are actively involved in Madison’s programs and services and in our planning for new ones.



Stephany Mandin  
President  
Madison Community Services



Jean Stevenson  
Executive Director  
Madison Community Services



## Client Testimonials

### Lisa Ferries

My name is Lisa Ferries and I have been a client of Madison Community Services for the last 4-5 years. When I became a client I was very confused and did not know what I wanted to do with my life. Then I decided to go back to school, and Madison paid for the tuition and I completed the course with honors. Madison has always been there for me no matter good or bad, and they have always supported me. I would not be where I am today without all of their support, guidance, understanding, encouragement, and motivation as well as all of the staff. Over the years, I have accomplished and completed numerous courses and have improved my life and been in my housing for the past ten years. I am extremely appreciative of Madison for showing me that I can do anything I would like to do as long as I put my mind to it. Madison helped to show me my full potential. There are a few people that I would like to say thank you to, they are Alexis, John, Yvonne, Jean, and Sandra Grant.

Today, my life is totally different. I am now working and I am starting to find my true self. Thanks a lot guys!



### Nessie Villaruel

“When I came to Madison I was not doing well at all. I was depressed, and very sick with Parkinson. Plus after 24 years of marriage my husband asked for separation. With Madison staff help and support I have come a very long way to the stability that I have today. Including but not limited to Housing and financial aid from social services. Also Madison staff have encouraged and supported me to get out of isolation and to participate in social recreation activities to the point that I could enjoy life and other people’s company. Then I started to work through Madison Clerical Program that was a very big change in my life. And last but not least I started taking classes at college using Madison Bursary program. I am still studying and I feel active, happy and alive again. I was very shy, now I am in college studying a certificate program. Thank you Madison, you saved me.”



## Sharzad

My name is Sharzad. I came to Canada almost 3 years ago and as a newcomer I faced so many challenges for which my settlement worker at COSTI referred me to the RISE program at Madison. When I met with my worker for the first time I was going through health issues and I had to undergo some medical procedures, which made me feel emotionally down. During this difficult period of my life time, I was both mentally and emotionally supported by my RISE case manager that facilitated my recovery journey.

I was interested to take an education program which I had hoped would help me build my future career. Madison's Bursary Fund afforded me to take the program, a makeup course and I was able to obtain a certificate in it. I also attended Madison's Art Expression which helped me to release my stress through the production of art work and paintings. My RISE worker also supported me to manage everything following my financial struggle after I faced identity theft and bank fraud.

Today I feel strong and determined to achieve all of my goals, in order to establish a great life in my new country Canada. Without the support I received from my RISE worker/program, I wouldn't feel the way I do now.



## Sonia

When I came to Madison Community Services I was a survivor of abuse, mental illness, trauma and the legal system. I was able to pick up the pieces of my life slowly by actively working with my case manager, receiving counselling, self-care management and self-love. I have developed a great sense of self-awareness, determination, sense of humour and acceptance in facing adversity. I have been to a number of Madison's annual camping trips. I've found great relief by coming to Madison and I have felt fully supported and encourage in learning new things.

I'm now at a place in my life where I am a writer, a poet, an artist and a playwright and in the last 4 years I became a published author and have joined several Writer's Associations in Toronto. My book is called "Cadmium Red" which is available on Amazon.ca. I was offered a lifetime opportunity to travel to China to write my book. I am very grateful for everything that Madison has done for me. Thank You Madison!



## Joe Rinella

My name is Joe Rinella, I just wanted to thank Michelle and Madison for placing me at the Craigh Leigh House. Not only are the clients very nice, but the people there treat me like my own family and my family relationships have improved since I have moved there. Thank you very much Michelle and Madison for making this experience a positive one. I think that I am a success story because I have been out of the hospital for 3 years. Although there is a lot of stigma about schizophrenia, I don't see it as a label anymore. Instead, I tell people to focus on positive traits like being a kind and hardworking person, because people with this condition still deserve to show their talents and work hard.

I want to end this with a message that happiness and health go a long way, one is useless without the other. Never give up hope because there's always light at the end of the tunnel.



## Maria Conte

Since I've been with Madison, the workers there have helped me a lot. When I lived in a Madison house, I found the tenants in the house to be like me; learning to cope with an illness and trying to make life better. The housing workers would hold meetings to resolve problems between the tenants or to fix a problem with the clothes dryer. Even though I no longer live in a Madison house, I continue to get visits from my case manager to help me with an appointment or dealing with my bills. Thank you Madison!

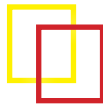


## Madison's Programs and Services

Although Madison is a relatively small agency compared to others in the mental health sector, our impact in supporting our clients in their journey to recovery through our wide range of programs and services is large and significant.

With the support of our funders and in collaboration with our partners, in 2015 -2016 Madison continued to provide a broad array of effective programs and services to our clients as well as created new ones.

### Toronto Central LHIN Funded Case Management Services



Thanks to funding through the Toronto Central LHIN, Madison provides comprehensive recovery-based case management services to over 410 clients with complex mental health challenges from diverse backgrounds. Although Madison serves a wide range of individuals, we have honed our expertise to meet gaps in the mental health system, such as services to newcomers, to Spanish speaking clients and to clients who require high support.

### Supportive Housing



Two integral pieces that are very important for people that suffer from mental health challenges is acquiring and successfully maintaining housing. Without stable housing it is extremely difficult for any individual to accomplish any other goals. In 1981, Madison was one of the first agencies to provide supportive housing to clients experiencing mental health challenges as well as homelessness. We now provide a total of 129 units to our client residents. Madison operates seven homes which provide congregate living in a supportive housing setting to 46 client-residents through funding provided by the Ministry of Health and Long-Term Care. In partnership with CAMH, Madison leases 20 bachelor units and provides on-site high support services to patients who are making their transition from hospital to the community. In addition, Madison has partnerships with Mainstay Housing, St Clare's Multi-faith Housing, and UHN, which gives Madison the opportunity to offer bachelors and one bedroom units to clients who require medium support and prefer to live independently.



## IRCC - RISE Program

In partnership with and funding from Immigration Refugee and Citizenship Canada (IRCC), Madison has developed and expanded its Recovery during Immigration/Settlement (RISE) program. Many RISE clients come from war-torn countries where they have experienced significant trauma and often persecution. RISE provides a range of community-based, holistic services to address mental health and settlement challenges for newcomers, such as one-on-one case management, group orientation sessions, peer support and social activities. Working in partnership with and referrals from COSTI Immigrant Services, Thorncliffe Neighborhood Office, Working Women and Canadian Centre for Victims of Torture, Madison's RISE program is designed to support a positive settlement experience that promotes independence, health, recovery and a sense of belonging in Canada. Both the clients and the staff members of the RISE program come from diverse backgrounds and immigration experiences. Madison staff members offer services in English, Arabic, Farsi and Amharic.



## CAMH/ LPM/ Madison High Support Housing Collaboration

In collaboration with CAMH and LPM (a private landlord) 20 subsidized bachelor apartments are available to CAMH clients who are making their transition from hospital to independent living. With the support of LPM, Madison has established a community center in the building for the clients of this partnership and provides a wide range of programs including: two daily meal programs that help develop skills such as prepping, cooking, and cleaning. Clients have the opportunity to use the community room to watch television, use the computer, play video games and socialize. We also provide support around developing activity of daily living skills such as maintaining their home, laundry, budgeting, grocery shopping, banking etc. We provide support around using the computer, helping clients to look for jobs, education and or volunteer opportunities. Our staff works collaboratively with CAMH, outside resources, and other agencies. We also provide short term counseling, teach self-advocacy skills, and advocate on clients behalf when necessary.





## The Hispanic Program Peer Support Groups

Madison offers two specialized programs to our Spanish-speaking clients, which are both held weekly. The Esperanza (Hope) group supports clients with addictions, the group engages in group discussions led by Spanish-speaking case managers. The other Spanish Speaking group focuses on helping to socialize, develop life skills, and other group activities. This second Spanish group provides a fun and enjoyable environment to socialize and help each other. These programs were developed to address the lack of such supports offered to the Spanish-speaking population who suffer from mental health and addictions challenges.



## Art Expression Group Program

Madison's Art Expression group program is a multicultural expressive art-based support group for clients. The group meets to explore and express themselves through peer led painting sessions and facilitated dialogue. Art Expression works from within a Recovery frame-work model to provide clients with meaningful opportunities to socialize, develop important life skills, build community and engage in a healing creative process.

## Client Vocational Program

Madison provides a Client Vocational Program which consists of a receptionist program and a landscaping program. Currently, there are 11 client receptionists and 4 client lawn care workers that are employed. The clients develop valuable and employable skills through the opportunities given by the vocational program and can also earn an income as well. The goal of this program is to give clients skills to enable them to look for more stable and high paying employment elsewhere.



## Women's Solution Focused Dance Group



Madison's Women's Solution Focus Dance Group has become a popular program for clients to participate in a welcoming and fun atmosphere. The participants in this group are encouraged to express themselves and share openly about their experiences in a supportive environment. The first half of the time is dedicated to learning new dance moves, yoga and crafts which is led by volunteers and creates a friendly environment. During the second half of the time clients engage in group discussion expressing their feelings, thoughts, and experiences, while focusing on how a solution-focused approach can lead them to recovery, health, and wellbeing.

## Social-Recreation

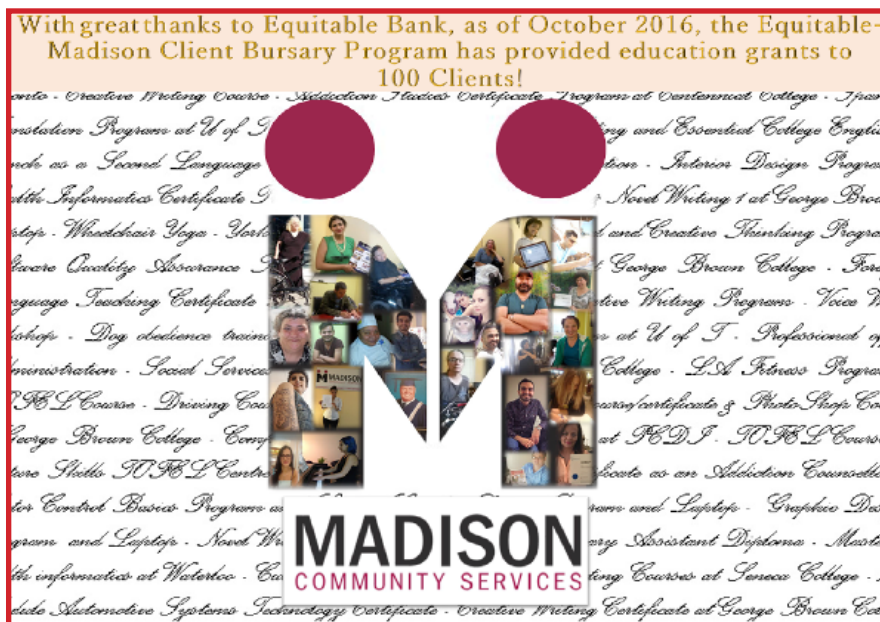
Madison provides support for clients through social and recreation activities and is committed to maintaining and expanding this program as such activities play a large role in the recovery journey of our clients. This program provides opportunities to meet people, build friendship, socialize, develop a community of friends, learn new skills, and improve their overall life experience. This program is completely planned and organized by a social recreation committee made up of volunteer staff and clients. In 2015-2016 some of the events/outings included the

AGO, the ROM, Spring Dance, Centre Island and CNE. Also, this year the clients participated in a two part Financial Literacy Seminar and had a Celebration of Life Event for clients who passed away. With the help of our donors we have been able to hold an annual holiday dinner party and invite all of our clients to attend. The party is one of the most popular events and receives the most client attendance. The committee would like to thank all the members and the staff who assist in making our numerous social recreation events possible.ities possible.

## Equitable Bank-Madison Client Bursary Program

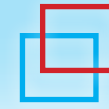
With the generous funding provided by Equitable Bank, the Bursary Program has been extremely successful. The goal of the program is to provide clients with the necessary funds to pursue learning through formal education or life skills training. The joy on the faces of clients whose application has been approved and their letters about the numerous positive effects the learning experience

has had on their lives is testimony to the power of this program. This year, the program reached a milestone of providing grants to over a hundred clients since the program began in 2013. Madison is proud of this achievement and in celebration of the milestone, has collaborated with clients and case managers to create the collage below as a thank you gift to Equitable Bank for its generosity.

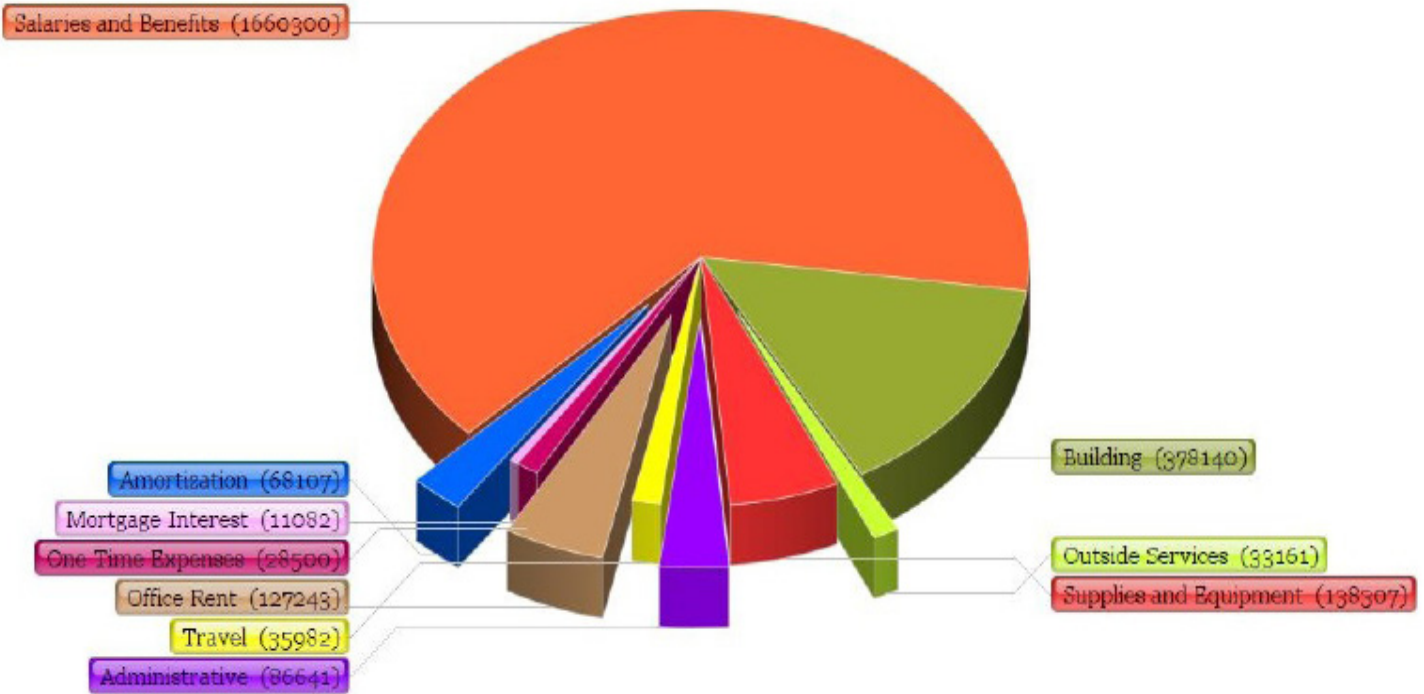




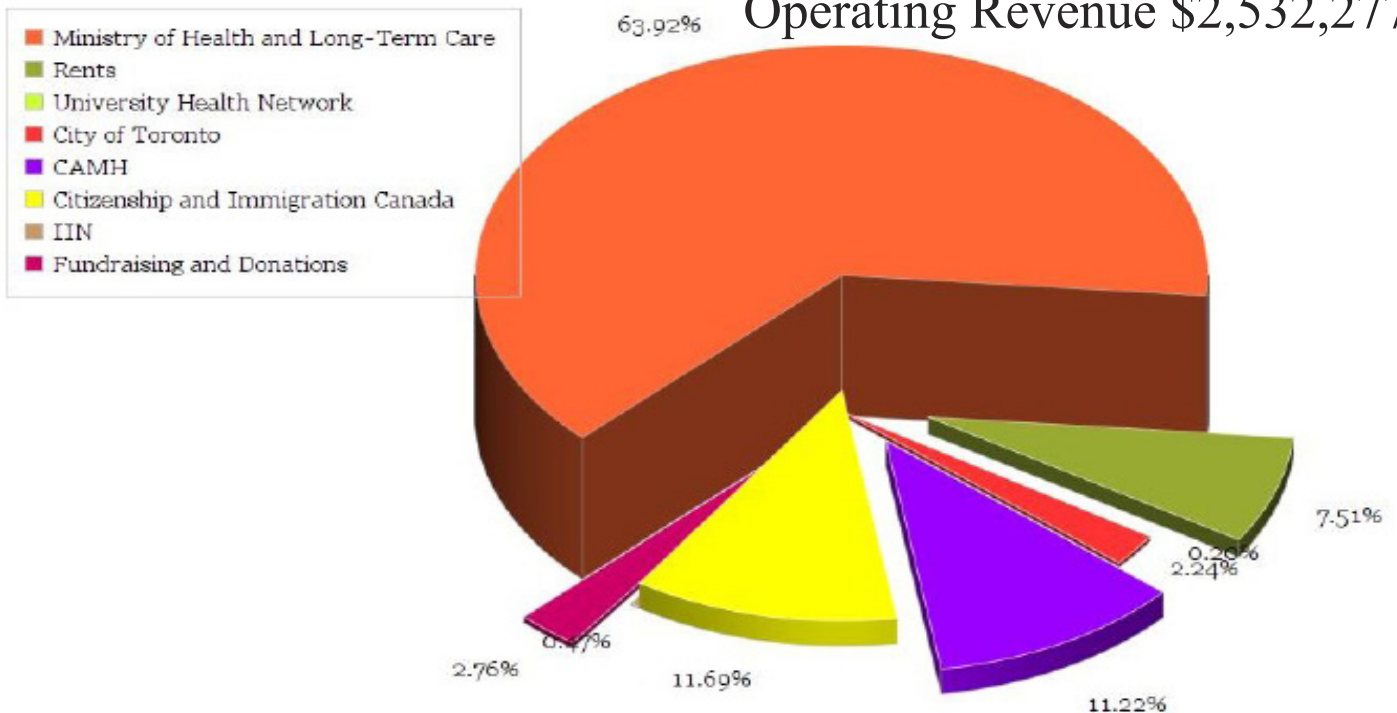
# 2015 - 2016 Financials



## Operating Expenses \$ 2,567,463



## Operating Revenue \$2,532,277



Audited Financial Statements available upon

## Board of Directors



Stephany Mandin

### President & Chair

Stephany is a litigation lawyer and a partner of Goldman Hine LLP, a downtown Toronto law firm.

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.

In addition to her law degree, Stephany also has her Masters degree in socio-legal studies with a focus on economic rights, discrimination and marginalization. Stephany joined Madison's board of directors in 2010 and looks forward to many more years with the agency.



Michael Bublavy

### Vice President

Michael has been a member of Madison's board of Directors since 2009.

He has served Madison as vice-chair and as a member of board development committee.

Michael's connection to Madison began in 1992 and he has watched Madison evolve from primarily a small housing provide into a fuller support agency.

His contributions on the board allow him to remain connected to Madison—participating in the agency's growth.



Jared Kligerman

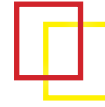
### Secretary

Jared is the VP Business Development at Witz Education, an international training company specializing leadership, customer service, and sales.

His academic BSc neuropsychology and MBA specializing in strategy and marketing allow Jared to have a deep understanding of how to connect with others.

Along with being a keynote speaker and trainer, Jared contributes to the course development and white papers at Witz.

## Board of Directors



Cailin Philips

Cailin is Assistant Manager for Prime Residential Mortgages at Equitable Bank and has been a member of the Madison Board of Directors since early 2015. She has been involved with Madison House and its clients through various Equitable Bank corporate sponsor initiatives since the corporate relationship inception in 2011. She is a member of Madison's bursary and fundraising committee. Cailin is the founder and Captain of Equitable Banks Ride for Heart Corporate Charity Cycling team and hopes to lend her skillsets to new fundraising initiatives in addition to assisting in the growth and continued success of the Equitable Bank Bursary Fund



Adrienne Magennis

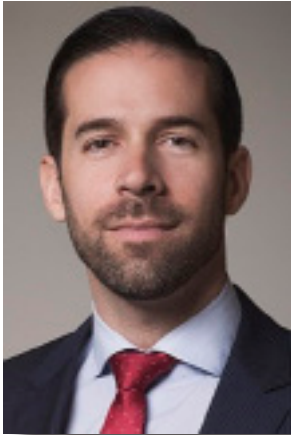
Adrienne is a client of Madison and has served on the Board for several years. She sits on several Boards for Non-Profit Organizations within the community and has served on committees at CAMH. Her overall interest is to develop her skills and work with organizations to improve Housing and Support Services within Toronto. Her goal is also to enhance the lives of all people living with mental illness.



Larissa Smit

Larissa is the Manager of Stakeholder Relations at Tarion Warranty Corporation. Prior to this position, she worked in both federal and provincial political offices for seven years. She was most recently the senior health care advisor to the Leader of the Official Opposition at Queen's Park where she developed a number of policy discussion papers.

## Board of Directors



**Chris Mckeown**

As a Senior Financial Planner with TD Wealth, Chris helps a wide variety of people to achieve their financial independence through investment and goal management. With an Hons. Bachelor of Commerce degree from McMaster University, a CFP designation and over 15 years experience in the banking sector, he takes pride in not only advising clients but educating them as well. He is very active in the community and has spent countless hours working with a number of community organizations like Big Brothers (and MCS, as well as local high schools) in both a general capacity as well as providing financial literacy seminars to improve the financial IQ of as many people as he can. With a wide variety of passions, including travel, photography and adrenaline sports, Chris is regularly looking for the next challenge to make life more interesting. He is very excited to be joining the Madison board in the fall of 2016.



**Elena Bonilla**

Elena is a seasoned management consultant with extensive experience within the financial services industry. She holds a Bachelor degree in Economics. In addition she holds an honour diploma and postgraduate degree in Homeopathy.

Elena has a passion to help others. She was the co-founder of the Humour Room at St Michael's Hospital to help long-term care patients and families, she was President of the Toronto Downtown Toastmasters Club to help members improve

their public speaking and leadership skills, and she did Junior Achievement Programs presentations to help students from grades 7 to 10 remain in School. She is currently President of the Catholic Women's League of Canada – CWL St Monica's Council, and a member of St Monica's Parish Finance Council.

Elena knows and values the work done by Madison through her sister who as client of Madison participates in the Art Expression Program. In the past Elena led the Madison Family Council and now she wants to contribute as a board and finance committee member of Madison.

## The Madison Team

### Management and Administrative Staff

<b>Jean Stevenson</b>	<b>Executive Director</b>
<b>Safath Rahman</b>	<b>Manager, Finance &amp; Human Resources</b>
<b>John Loewen</b>	<b>Program Manager</b>
<b>Edith Ting</b>	<b>Assistant, Finance &amp; Human Resources</b>
<b>Renee Banton</b>	<b>Assistant, Management</b>

Years of employment at Madison	
	5-9 years
	10-15 years
	15-19 years



### LHIN Case Management

		<b>Laura Fajardo</b>	<b>Case Manager</b>
		<b>Manuel Minero</b>	<b>Case Manager</b>
<b>Alexis Tseng</b>	<b>Case Manager</b>	<b>Melissa Banton</b>	<b>Case Manager</b>
<b>Chama Pinzya</b>	<b>Case Manager</b>	<b>Michele Gardner</b>	<b>Case Manager</b>
<b>Charles Kabowei</b>	<b>Case Manager</b>	<b>Noemy Donan</b>	<b>Case Manager</b>
<b>Courtney Evers</b>	<b>Case Manager</b>	<b>Sandra Grant</b>	<b>Case Manager</b>
<b>Domenic Allega</b>	<b>Case Manager</b>	<b>Simin Mehrpour</b>	<b>Case Manager</b>
<b>Guadalupe Marquina</b>	<b>Case Manager</b>	<b>Yvonne Brown</b>	<b>Case Manager</b>







## IRCC- RISE

<b>Afarin Maroufi</b>	<b>Workshop Facilitator</b>	<b>Solmaz Khoujini</b>	<b>Case Manager</b>
<b>Jeribelle Quicho</b> 	<b>Case Manager</b>	<b>Tooba Satei</b>	<b>Case Manager</b>
<b>Maha Majeed</b>	<b>Case Manager</b>	<b>Zena Birhany</b> 	<b>Case Manager</b>
<b>Mona Anees</b>	<b>Case Manager</b>		
<b>Roni Issa</b>	<b>Case Manager</b>		

## Madison/CAMH/LPM High Support Program Staff

<b>Ben Jacob</b> 	<b>Engagement &amp; Support Worker—Part-time</b>
<b>Dayananda Kanakatte</b>	<b>Engagement &amp; Support Worker—Relief</b>
<b>Erick Minero</b>	<b>Assistant Engagement &amp; Support Worker</b>
<b>Gary Fischer</b>	<b>Engagement &amp; Support Worker—Relief</b>
<b>Josephine Onyemaobi</b>	<b>Engagement &amp; Support Worker—Relief</b>
<b>Lindsay Sills</b>	<b>Engagement &amp; Support Worker—Relief</b>
<b>Mark Bacit</b> 	<b>Engagement &amp; Support Worker</b>
<b>Rupa Amolik</b>	<b>Engagement &amp; Support Worker—Relief</b>
<b>Tanya Dwyer</b>	<b>Engagement &amp; Support Worker—Relief</b>
<b>Valentina Youkhanna</b>	<b>Engagement &amp; Support Worker</b>

## Thank You to our Funders and Donors



We thank Equitable Bank for its generous donations to support renovations to our housing properties and for the funding it provides for the Equitable Bank— Madison Client Bursary Fund, and Madison's Art Expression Group Program.



Madison greatly appreciates the generous donation from the ECHO Foundation, which has been used to help fund our Social Recreation program for 2015-2016.



We thank the RBC Foundation for its generous grant, which was used to help fund Madison's Client Vocational program.



Madison thanks the United Way for its generous donations in 2015-2016. The donations have been used to cover costs of our Social Recreation program's outings, events and the provision of tokens to clients so that they can participate in the program.



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A GroupM Company

We thank MEC for their generous donation. Madison has used the funds to support our social rec programs.



Madison thanks the Bell Let's Talk Community Fund for its grant, which has enable us to hire an on contract an additional Arabic speaking case manager. This has enabled us to serve a higher number of Syrian refugees.

### Donations From Individuals

**Kevin Kirkham**

**David Downie**

**Adam Kirkham**

**Teresa Pereira**

**Roslyn Brown**

**James & Maureen Botrie**



# Our Partners and Collaborators

