



MADISON
COMMUNITY SERVICES
ANNUAL REPORT 2021-2022

Message From The President & Executive Director



The COVID-19 pandemic has caused significant hardship on our Madison community and society in general. Even with these challenges, we have seen our community come together and push through these challenges with a tremendous amount of positivity and go above and beyond to ensure that our clients are supported.

There is no doubt that the pandemic has had a lasting impact on the way we work and support our clients. Virtual supports even though present in pre-COVID-19 times have become a common model of our service delivery. Throughout these changes, our clients have remained resilient, patient and many have shared their success stories even in the face of the many system barriers they have experienced.

Our focus during the 2021-2022 fiscal year has been to continue providing the services our clients have come to rely on, to continue delivering on our mission, and to take opportunities to deepen our understanding of the needs of our clients. It has been important to reflect as an organization on what we have learned from the COVID-19 crisis and what steps we need to take to establish a realistic path forward as we work to close new and existing system gaps facing our clients living with mental health illness. Our commitment to supporting our clients through a social determinants of health lens has not wavered. We saw how the pandemic exposed and exacerbated existing social vulnerabilities in society that are interlinked with gender, ethnicity, educational level, and class. Throughout these issues and challenges, we have seen our wonderful and compassionate staff work to minimize the challenges experienced by clients and thus facilitate their thriving.

As we move forward in this “new normal”, our focus will continue to be to work with our clients, staff, board of Directors, funders, community, and sector partners to advance the work of supporting our clients. We will continue to focus on capacity building, ensuring the delivery of needed community health care supports, and the Madison tradition of identifying service gaps in mental health and continuing to create program streams to meet those gaps.

The pandemic unfortunately has put the spotlight on the tremendous injustices in our society especially in the health care system that has fallen short in providing equal health care opportunities for all members of our society. There is a fundamental inequality in our community which more than ever highlight the challenges that are faced by those who are indigenous, from racial minority groups, are from the LGBTQ+ community, those living with disabilities and seniors when navigating the mental health and addictions system. We recognize that there is need for work to be done in creating a mental health system that creates an equitable and accessible care. Diversity, equity, and inclusion are important part of the work as we further our commitment to have all voices heard and represented in our organization as well as community. We encourage and challenge everyone to be advocates of an inclusive society and hold everyone accountable. We are truly optimistic about the future and are looking forward to continuing to lend our voice to issues impacting our clients and organization.

Sincerely,



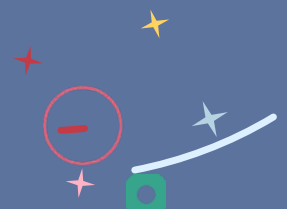
Stephany M.

**Stephany Mandin,
Board Chair
Madison Community Services**



Chama C.

**Chama Chongo,
Executive Director
Madison Community Services**



ABOUT MADISON

Madison's mission is to promote 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.

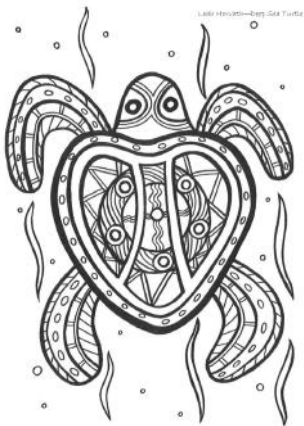
Madison is a founding member of the Ontario Federation of Community Mental Health and Addictions Programs (now Addictions and Mental Health Ontario); The Supportive Housing Coalition (now Mainstay Housing); The Toronto Mental Health and Addictions Supportive Housing Network and the Dream Team (an organized group of consumer/survivors who use their stories to advocate for more supportive housing).

Madison Community Services has been operational since 1977 as the first community-based supportive housing agency in Toronto and the first to offer mental health case management services. Madison is 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.



Land acknowledgement

We would like to start by honouring the land that Madison operates on, which has been the site of human activity since time immemorial. It is the traditional territories of the Huron-Wendat, Anishinabeg, the Chippewa, the Haudenosaunee Confederacy and most recently, The Mississaugas of the Credit River First Nations. Ontario is covered by 46 treaties and other agreements, and is home to many Indigenous Nations from across Turtle Island, including the Inuit and the Metis. These treaties and other agreements, including the One Dish with One Spoon Wampum Belt Covenant, are agreements to peaceably share and care for the land and its resources.



Other Indigenous Nations, Europeans, and newcomers, were invited into this covenant in the spirit of respect, peace, and friendship. We are mindful of broken covenants and we strive to make this right, with the land and with each other. We are all Treaty people. Many of us, have come here as settlers, immigrants, newcomers in this generation or generations past. We would like to also acknowledge those of us who came here forcibly, particularly as a result of the Trans-Atlantic Slave trade.

Madison reaffirms our commitment and responsibility in improving relationships between nations and to improving our own understanding of local Indigenous peoples and their cultures. We acknowledge the harms and mistakes of the past and consider how we are and can each, in our own way, try to move forward in a spirit of reconciliation and collaboration.

SOCIAL DETERMINANTS OF HEALTH



**IMPACT STATISTICS
2021 - 2022**

How have our clients been impacted by our services?

95.5%

Stable Housing

Madison Case Managers assisted **34.2%** to find housing.

49.7%

Connected to Psychiatrist/ Mental Health Therapist

Only **5.5%** of our clients were **hospitalized for mental health reasons** during this period.
5.8% of our clients received support to manage their **substance use addiction** during this period.

94.5%

Connected to Physician

21.6% of our clients were connected to holistic supports such as acupuncture, chiropractic, nutritionists, etc.

51.9%

Food Security Support

54.8% of our clients were **connected to food banks** in this period.

37.7%

Education

26.5% received technology support from Madison – this was in the form of cell phones, laptops and internet.
28.1% of our clients **gained or maintained employment**.
6.5% of our clients gained or maintained **volunteer work** during this period.

56.8%

Family

Case Managers assisted **41.0%** of our clients to **receive social assistance** in this time period.
84.5% of our clients were **connected to community services** such as tax clinics, service Ontario, service Canada, etc.

56.8% of our clients were **connected to family or had family support**,

41.0%

Income

34.9% of our clients **improved their immigration status** in this period.

26.8% of our clients **achieved permanent residence status** in this time period.

8.1% of our clients **achieved citizenship** in this time period.

11.3%

Legal

Only **11.3%** of our clients experienced any **legal issues** in this period

34.9%

Immigration

27.1%

ADL

27.1% received support with ADLs (Activities of Daily Living) and IADLs (Instrumental Activities of Daily Living)
44.8% of our clients **took part in Social or Community groups**.



PROGRAMS & SERVICES

01.



MENTAL HEALTH CASE MANAGEMENT PROGRAM



Madison provides comprehensive recovery-based case management services to over 520 clients with mental health challenges from diverse backgrounds through the TCLHIN (Ontario Health) funded program. Madison facilitates life skills and other workshops to over 300 participants in the community. Madison serves a diverse clientele, with expertise focused in offering services to newcomers, to Spanish speaking clients and to clients who require high support.

Madison case managers focus on identifying clients' needs and set goals to ensure social determinants of health are considered and are supported through advocacy, communication, education, facilitation, and identification of appropriate resources.

"Hardly a day goes by where I don't take a moment to reflect how fortunate and thankful I am for the support and guidance that my Madison case worker Lindsay has brought to my life in the past year and a half. In the short time she has been my support worker, I have made great strides in improving my mental, spiritual, and physical well-being. Last year when I was diagnosed with Diabetes, she was reassuring that she would be there with me to deal with this new challenge. That was extremely comforting to know. During medical appointments she always is a strong advocate who asks pertinent and relevant questions...and quickly builds a good rapport with the health professionals who are tasked with helping me...once again, many thanks to Madison and Lindsay for making a huge difference in my life"

- M.C



MENTAL HEALTH SUPPORTIVE HOUSING PROGRAM



02.

In 1977, Madison became operational providing supports to clients with one congregate care home. Today, we now provide 188 units to our clients through our congregate housing program and partnerships with outside housing agencies. Madison operates seven congregate care homes that provide supportive living to our clients, along with having partnerships with Mainstay Housing, St. Clare's Multifaith Housing, Toronto Community Housing, the City of Toronto and private landlords which gives Madison the opportunity to offer bachelors, one-bedroom and two-bedroom units to clients who require medium support and prefer to live independently.



"I truly don't know what I would do without my Madison case manager. They helped put food on my table by connecting me to meal programs in my neighbourhood, they helped put money in my pocket by helping me apply for financial support programs from the government, and they helped get me back on my feet by obtaining a beautiful new walker for me, which I named Nancy, after the old Hollywood actress Nancy Walker. But most importantly, they helped put a little more hope back in my heart by always being there for me. Without my Madison case manager, I wouldn't have the life I have today. And I like the life I have today!"

- LK

03.

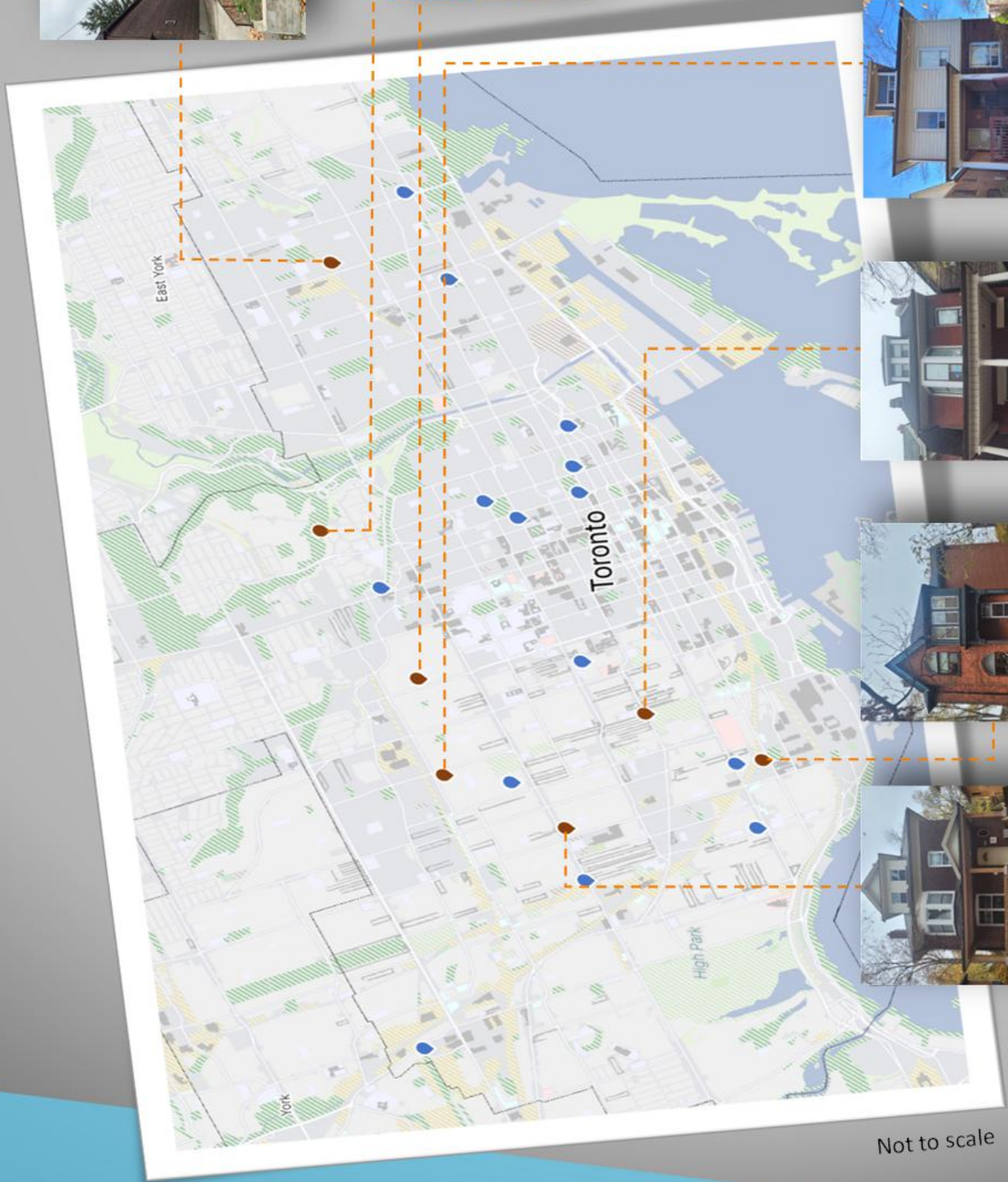


ON-SITE HOUSING SUPPORT PROGRAMS



Madison Community Services has partnerships between various community service agencies around Toronto to provide on-site, wrap around housing supports to clients in need of more intensive care. We operate two on-site housing support programs that provide clients with case management support, meal programs, PSW support, engagement activities and harm reduction support. The first is our On-Site High Support Housing Program in partnership with CAMH - to transition in-patient clients to permanent housing with supports. The other is our On-Site 24/7 Intensive High Support Pathways to Home (PTH) Program - in partnership with the City of Toronto's Shelter, Support & Housing Administration (SSHA) to provide housing to homeless individuals who require a high level of supports to successfully transition from shelter to independent housing with supports. Each client is provided a bachelor unit that is fully furnished and provided with a rent supplement to ensure sustainability of their unit.

- Index:**
- - Madison's operated houses
 - - Madison's Partnerships



Recovery During Immigration & Settlement Program



04.

In partnership with and through funding from Immigration Refugee and Citizenship Canada (IRCC) and from the United Way of Greater Toronto (UWGT) - (to support refugee claimants), Madison has developed and expanded its Recovery during Immigration and Settlement (RISE) program significantly since it started in 2011. Many RISE clients come from war-torn countries where they have experienced trauma and persecution. The program therefore supports RISE newcomer clients living in Toronto who are experiencing substantial stress during their settlement process. RISE provides a wide range of community-based, holistic services to address mental health and settlement challenges for newcomers and refugees, such as individual case management, crisis management, vocational counseling, group orientation sessions and social activities.



"I'm writing to you to inform you that, I did the citizenship test recently and I passed, thanks to you and to your support. So I would like to thank everyone who has supported me with my citizenship and being part of this great community. Not only that, also you have supported me in too many things and different ways.

It's an honour to be a Canadian citizen and that makes me feel safe and secure. From now on I can establish my future and build my confidence on strong basics."
- S.T

05.



HISPANIC PROGRAM



Madison's Hispanic Program is one example of Madison creating 'niche' programs to address a service gap. For over 20 years, Madison had been the only agency to offer mental health case management services in Spanish to the ever-growing Hispanic population in Toronto. The Program also offers specialized group sessions to our Spanish-speaking clients.

"They helped put a little more hope back in my heart by always being there for me. Without my Madison case manager, I wouldn't have the life I have today. And I like the life I have today!"
- LK



ART EXPRESSION GROUP



06.

Madison's Art Expression group program is a multicultural expressive art-based support group for our clients. The group meets weekly to explore and express themselves through peer led painting sessions and facilitated dialogue. Art Expressions works from a recovery framework to provide clients with meaningful opportunities to socialize, develop important life skills, build community, and engage in a healing creative process. Madison thanks Equitable Bank for its generous annual funding to the Art Expressions Program – without which this transformational program would not be possible.



07.



WOMEN'S SOLUTION FOCUSED DANCE GROUP



Madison's Women's Solution Focused Dance Group is 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 dance sessions are volunteer led, and focus on learning new dance moves, yoga and crafts in a friendly environment. Group discussions are about expressing feelings, thoughts, and experiences are part of the experience, while focusing on how a solution-focused approach can lead them to recovery, health, and wellbeing.

People living with mental health issues, usually suffer from isolation, and that threatens their health and well being. The mandatory physical distancing due to Covid 19 and its variances caused even more isolation for our clients. After the mandatory restrictions were lifted the women have happily enjoyed meeting in-person to dance and participate in other activities together. The current slogan for the group is "Safety, Positivity, Friendliness, Thriving".

SKILLS FOR LIFE PROGRAM



08.



The skills for life program is available for clients who want to come together on a weekly basis to provide support for one another as well as encourage each other to remain optimistic when they are facing struggles. In addition, the group sessions cover topics around education, employment and community resources.

09.



FOOD SECURITY PROGRAM

"This is a great program for newcomers who wish to settle and integrate in the Canadian society. It gives the newcomers a realistic experience of expectations, difficulties, and culture of the Canadian. The support that I have received from my case manager at RISE Program was great, despite the service offered most of the time over the phone or online due to COVID, it did not change the quality of it. The case manager at RISE program was available to provide me with the answers for my questions and how to navigate the system, the resources and was doing that very generously. The bursary fund helped me to apply for the citizenship and I got it recently. So proud to be Canadian.

Adding to that, I am so thankful for the Good Food Box delivery.

Most of all, I'm very grateful for organizations such as Madison Community Services that have done so much for so many newcomers."

- M.M

Madison enacted a Food Security Program in response to the negative impact of COVID-19 to ensure our clients have access to healthy food. When the pandemic began, and clients were encouraged to stay at home – it became clear that this was affecting their ability to get groceries and fresh produce and for many to prepare healthy meals. This was also affecting client engagement in services offered by Madison as well as following through with their daily living activities. In recognition of this, it was apparent the critical need of creating a food security program for Madison clients. Madison has always understood that lack of access to nutritious food is closely linked to negative mental and physical health outcomes. Food security is inherently part of the Social Determinants of Health and has been shown to have an impact on life, health, and dignity for many people. This program has been made possible by the support from United Way of Greater Toronto, Food Centres Canada as well as partnerships such as Foodshare and the National Zakat Foundation.

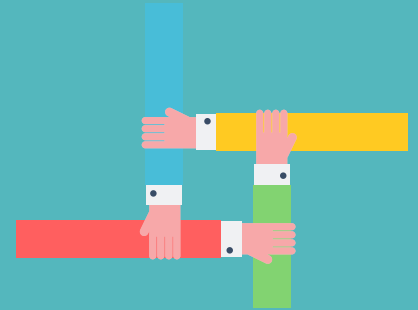


CLIENT VOCATIONAL PROGRAM



10.

Madison has a client vocational program that provides work opportunities to our clients on a part time basis. Through this program, our clients develop valuable and employable skills and earn an income to enhance their quality of life. The goal of this program is to provide clients with skills/experience to enable them to look for gainful employment.



11.



SOCIAL RECREATION PROGRAM

Madison provides support for clients through social and recreational activities that help in the recovery journey of our clients and is a key element in addressing the Social Determinants of Health. It provides our clients with opportunities to meet new people, socialize, develop a community of friends, learn new skills, and improve their overall life experience. This program is volunteer run through our social recreation committee.

Some past events include outings to the AGO, the ROM, Science Center, Centre Island, Niagara Falls and CNE. With the help of our donors, we have been able to hold an Annual Holiday Dinner party for our clients, which is one of the most popular events and receives the most client attendance.



THE EQUITABLE BANK - BILL WALKER MEMORIAL - MADISON CLIENT EDUCATION BURSARY FUND

The generous support from Equitable Bank ensures that Madison Community Services continues to fulfill its commitment and focus on improving the outcomes for our clients by ensuring that they have access to bursary grants and that we continue to address the education and employment goals of our clients, which are essential elements of recovery for people living with mental health illness. 383 Madison clients have benefited from the Equitable Bank-Bill Walker memorial Madison Client Education Bursary Fund to date and in the 2021-2022 fiscal year, 42 bursary grants were approved. The types of grants approved are illustrated below.

For many of our clients the bursary program is a key element to success and opens doors for them especially those who are new to Canada. The program creates a pathway to Canadian Citizenship and makes it possible for clients to pursue learning through formal education or job/life skills training with the extra supports needed for them to excel. Our clients have communicated the positive impact the bursary program has had on their lives as you will see from the following testimonials:



CLIENTS

testimonials

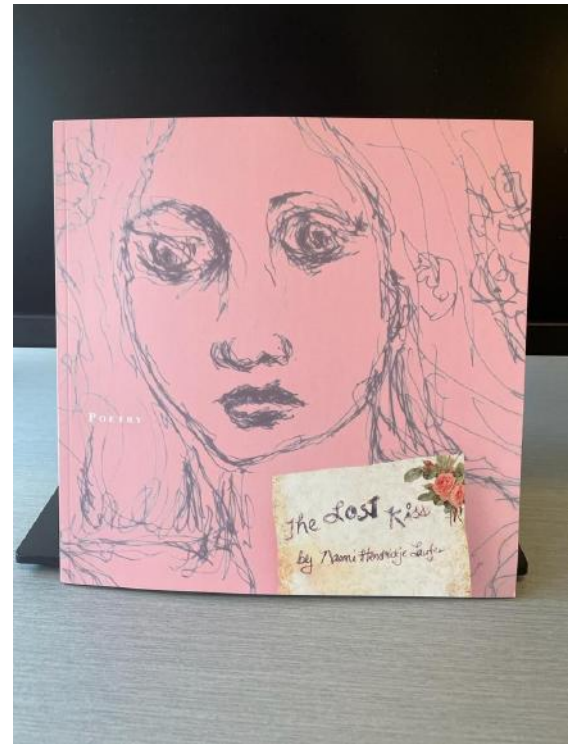
"I've been a member of Madison community services for many years and at one time lived in the original Madison house on 80 Madison. I've been involved in various creative art forms including the healing arts. Madison care givers have supported me through emotional support and bursaries for courses to further my art endeavors and allow me to heal and grow on many levels.

I have post-secondary education and work experience from a number of different institutions and Madison has helped me add to that experience and brush up on previous studies.

I have volunteered and worked for various causes that support mental health and the vulnerable through fashion shows, art shows and producing books of published poetry and artwork. My second book of poetry that recently has been published is called "The Lost Kiss".

Thanks for your support and I believe we learn from each other."

- Naomi Hendrickje Laufer.



"A big thank you to Madison!!!! I have been a member for approximately 5 years and, I found that the services they offer are the real deal. I have dealt with anxiety and depression for many years. It wasn't until a short time ago that with the constant support of Courtney Evers that I came to see that my dreams could become a reality. With her help I got the medical assistant I needed, and I am working to upgrade my education so I can enter York University to study engineering.

My most favorite thing working with Madison is they don't try to fit you a box. They never once said to me "that is impossible "or that "you are too old to do that". I am also a proud recipient of the Bursary Fund support I get from Madison and Equitable Bank. I hope to be able to give back to Madison in the future."

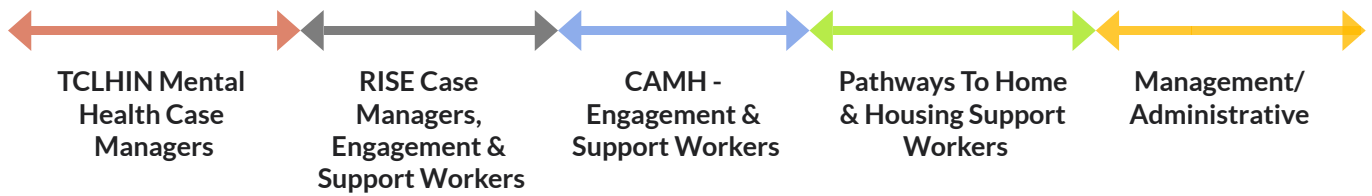
- KB





TEAM MADISON

2021 - 2022



Board of Directors

AT MADISON, WE ALSO ENJOY...

HOBBIES - SKILLS - INTERESTS

BeingAPlantLady
OthersWellBeing
InternalMartialArts
Reading FollowingSports Hiking
Socializing
RoadTrips Humour LifeCoach
TropicalVacations History
EnjoyReading Yoga
Travelling
LoveCooking Fitness
Philosophy SalsaDancing
Travel
Hiking YogaTrainer
Yoga Nature
WhipUpLargeMealInAShortTime
MyWellBeing Writing
CompleteStudies Reading
Animals
Yoga3X
PlantHobbyist Homeopathy

PAST

PRESIDENTS

SYLVIA MCFALL	1981 - 1982
RONALD BALLANTYNE	1982 - 1985
KATE SIKERBOL	1985 - 1987
CATHERINE KENNY	1987 - 1989
MARGARET HEINZ	1989 - 1991
PHILLIP CARTER	1991 - 1992
NOLA COULTER	1993 - 1994
WENDY FLETCHER	1994 - 1995
MICHAEL SMYTH	1995 - 1997
LEON RICHARDSON	1997 - 1998
BARBARA KRAKER	1998 - 2001
NORMAN HAYMAN	2001 - 2002
DINO MELISSA	2002 - 2004
MARIO NIGRO	2004 - 2010
AMANDA DACOSTA	2010 - 2011
KELLY AIZICOWITZ	2011 - 2014

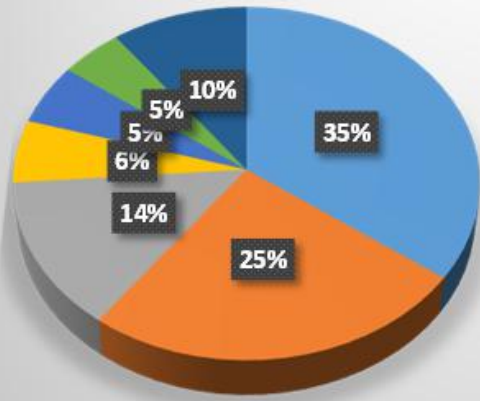
LIFE MEMBERS:

Ronald Ballantyne (May 24, 1988)
Michael Smyth (September 16, 1998)
Leon Richardson (December 13, 2000)



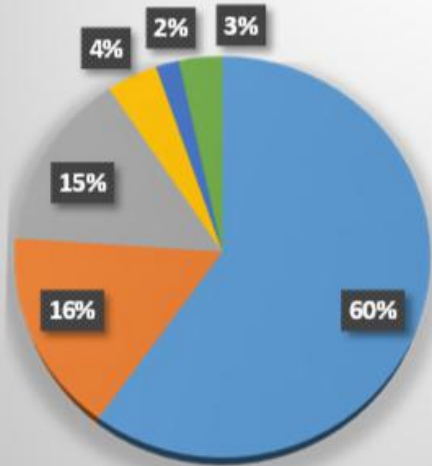
FINANCIALS 2021-2022

Operating Revenue-31Mar2022 5.6 Million



- City of Toronto-SSHA
- Toronto Central Local Health Integration Network
- Immigration, Refugees & Citizenship - Canada
- Ontario Ministry of Health & Long Term Care
- CAMH
- Habitat Services
- Other Partnerships&Funding

Operating Expenses- 31Mar2022 5.5 Million



- Salaries and Benefits
- Rent and Building Costs
- Supplies and Equipment
- Administrative
- Specialists
- Others

Madison Community Services
Statement of Revenues and Expenses and Changes in Fund Balances
Year ended March 31, 2022

	Total	
		Mar-22
Revenues		
City of Toronto-SSHA	1,990,648	35%
Toronto Central Local Health Integration Network	1,427,871	25%
Immigration, Refugees & Citizenship - Canada	777,624	14%
Ontario Ministry of Health & Long Term Care	325,864	6%
CAMH	317,027	6%
Habitat Services	265,698	5%
Other Partnerships&Funding	578,900	10%
Total Revenue	5,683,632	10%
Expenses		
Salaries and Benefits	3,307,572	60%
Rent and Building Costs	892,002	16%
Supplies and Equipment	802,956	15%
Administrative	224,177	4%
Specialists	102,176	2%
Amoritization	75,374	1%
Travel	47,391	1%
Bursaries	38,335	1%
Others	30,164	1%
Total Expenses	5,520,147	
Excess of Revenues over Expenses (Expenses over Revenues)	163,485	
Return of Funding	(237,420)	
Excess of revenues over expenses/(Expens OverRevenue)	(73,935)	
Net Asset Beginning of the Year	1,511,528	
Transfer to resticted funds	-	
Purchase of Capital Assets	-	
Net assets , end of year	1,437,593	

Partners & Collaborators



The Access Point
 Agincourt Community Services Association (ACSA)
 Access Alliance Multicultural Health and Community Services
 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
 Inner City Family Health Team (ICFHT)
 Hong Fook
 Lansdowne Property Management (LPM)
 Local Immigration Partnership (North, East, South and West)
 LOFT Community Services
 Mainstay Housing
 Mennonite New Life Centre
 Metropolitan Action Committee on Violence Against Women and Children (METRAC)

Newcomer Women's Services
 Ontario Council of Agencies Serving Immigrants (OCASI)
 Rexdale Women's Centre
 St. Clare's Multifaith Housing Society
 St. Stephen's Community House
 The Cross-Cultural Community Services Association (TCCSA)
 The Neighbourhood Organization (TNO)
 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
 Warden Woods Community Centre (WWCC)
 WoodGreen Community Services
 Working Women Community Centre (WWCC)
 YMCA (Employment and Immigrant Services)



Immigration, Refugees and Citizenship Canada

Immigration, Réfugiés et Citoyenneté Canada



community food centres CANADA good food is just the beginning



TORONTO FOUNDATION



National Zakat Foundation™

MAJOR INDIVIDUAL DONORS

Ron Ballantyne • William MacLean • Toronto Friendship Centre

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Website : www.madisoncs.org



Madison Community Services



@MadisonCSHelps

