



Annual Report 2023 - 2024

About Madison

Our Mission

Promoting recovery and independence for people in need through:

Housing, case management, services.

Our Values

Diversity and Inclusion, Responsive Client Care, Collaboration, Wellbeing, Growth and Adaptability.

Madison Facts

1. Operating since 1977.
2. The first community-based supportive housing agency in Toronto and the first to offer mental health case management services.
3. Founded by a program director, along with senior management and a group of social workers, from the Queen Street Mental Health Centre (now CAMH).
4. Created to address the critical need for housing and support for discharged psychiatric patients.
5. One of Ontario's first high-support housing programs with 24-hour staff.
6. 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 consumers/survivors who use their stories to advocate for more supportive housing).
7. Now a multi-service agency providing case management, supportive housing as well as a wide range of other programs and services for adults experiencing mental health challenges.

Program Updates

Case Management

- The case management programs have operated smoothly throughout the fiscal year. Case Managers have continued to provide support to individuals within the community who are in need.
- Through a partnership with North York General Hospital's Health Team, Madison has had the opportunity to offer and secure employment for two individuals within the North York community as Community Health Ambassadors.
- The RISE program has expanded to provide services to Ukrainian speaking clients and youth newcomers with mental health and settlement issues. In addition, the program has secured an office location to serve newcomers in Toronto's west end at 128 Sterling Road.



- As a mobile community support service, RISE continued to work closely with all four Local Immigration and Partnership (LIPs) on projects related to health, housing, food security, domestic violence, and wellness as it relates to newcomers across Toronto.
- Group programs such as The Art Expressions, Women’s Dance Group, Arabic-speaking Men’s Group and Social Recreation Program activities have been operating efficiently offering clients the space to create art, dance and socialize. These programs play a key role in addressing the Social Determinants of Health as they provide participants with opportunities to meet new people, develop a community of friends, learn new skills, and improve their overall life experience.
- As part of Madison’s commitment to Equity, Diversity and Inclusion (EDI), Madison staff participated virtually in critical trainings, such as Anti-Islamophobia (via the National Council of Canadian Muslims); Indigenous Cultural Awareness, Strategic Planning & Effective Engagement (via the First Nations Communities Program); and Blanket Exercise (via KAIROS Canada). Additional agency wide trainings included Cyber Security Training (via Asurtec Cyber Security Awareness Training and Risk Aware); and Hoarding Support Through a Trauma Informed Lens (via Toronto Hostels Training Center). At Madison, we strive to ensure staff continue to expand their expertise in providing quality and equitable services to all community members.



Pathways to Home

Program Summary

Program Highlights for the Year

The Pathways to Home program reached client capacity this year, providing crucial housing, mental health, and addiction support to those in need. This achievement underscores the growing demand for our services and the program's continued impact on the community. The Pathways to Home program is proud to announce that it is now almost fully staffed, marking a significant milestone in its growth and capacity to provide high-quality services. With the addition of dedicated professionals across various roles, the program is better equipped than ever to support clients in their journey toward stable housing, improved mental health, and recovery from addiction. This increase in staffing allows for more personalized care, quicker response times, and enhanced programming, ensuring that clients receive the comprehensive support they need to succeed. The team's commitment and expertise are key drivers in advancing the program's mission and making a lasting impact in the community. With respect to meals, the in-house chef prepares nutritious and delicious meals that align with Canada's Food Guide, ensuring a balanced intake of fruits, vegetables, whole grains, and proteins for all clients. The menu is thoughtfully crafted to provide both nourishment and variety, with meals changing seasonally to incorporate fresh, locally sourced ingredients. By adjusting the dishes to reflect the natural abundance of each season, the chef ensures that the meals are not only nutritious but also flavorful, sustainable, and aligned with the community's commitment to wellness.

The Pathways to Home (PTH) programming has seen remarkable success, particularly with initiatives **like the Coffee and Chat and Hot Breakfast Program**. These programs have become essential touch points for clients, fostering a sense of community and belonging. The Coffee and Chat sessions offer a relaxed environment where clients can connect with peers and staff, breaking isolation and enhancing their social support networks. Meanwhile, the Hot Breakfast Program ensures that clients start their day with a nutritious meal, contributing to their overall well-being. Both programs have consistently received positive feedback from participants, highlighting their impact in promoting stability, health, and engagement within the community. Strong partnerships with key organizations played a pivotal role in our success, including **Parkdale Queen West Community Health Centre, LOFT Community Services, Woodgreen Community Services, and Second Harvest**. These collaborations allowed us to offer comprehensive, wraparound care, ensuring clients received not only housing but also health and nutritional support. As we continue to meet the needs of our community, these partnerships remain essential to maintaining the high quality of services we provide, enabling clients to stabilize their housing and achieve long-term wellness.

Housing Updates for 12 Lansdowne and Congregate Houses 2023-2024

CAMH Program:

The program moved from 1011 Lansdowne Avenue on October 1st, 2023 to the new location at 12 Lansdowne Avenue, a major intersection of Queen and Lansdowne. Currently, the program is fully functional and operates 24 hours a day, 7 days a week, supporting clients who require a higher level of support. Since the move, MCS with its partners CAMH and Habitat have housed 31 clients. The services provided are as follows: On site Engagement Support, Overnight Security, Social Activities, Housekeeping, Laundry Services, and Freshly Cooked Meals prepared by the Lead Cook daily. The highlight for this year was the BBQ which was well attended by the clients.

This program is part of the community and shows its support by accepting students from the Colleges who are currently pursuing a career in the Social Service Worker Program. The students have the opportunity to complete their field placement hours at this location.

This year, three students were accepted, one from Humber College, who graduated. The other two are from Centennial College and will graduate in April 2025.

Congregate Houses:

This program is highly successful in Madison. Each of the six locations has formed a community of clients who support one another. In addition, Madison's case management model ensures that clients retain their housing, and vacancies are rare. To add to Madison's housing stock, Madison has purchased two more houses that were previously owned by Toronto Community Housing. As a result of this achievement, the clients residing at these two locations will have long-term housing.

Equitable Bank-Bill Walker Memorial-Madison Client Education Bursary Fund 2023-2024

532 Madison clients have benefited from the Equitable Bank-Bill Walker Memorial Madison Client Education Bursary Fund as of March 31st, 2024.

During the fiscal year 2023-2024, we were able to approve 69 bursary grants, thanks to the generous support of Equitable Bank. The 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.

The level of educational attainment has been recognized as an important social determinant of health affecting the health and well-being of clients and Madison with the support from Equitable Bank has always recognized the need for our clients living with mental health illness to have access to grants to pursue learning through formal education or job/life skills training with the extra supports needed for them to excel. Many of the grants have led to employment opportunities and have had an extremely positive impact on the client's mental health and moved them along in their recovery journey. The transformational impact on the lives of clients has been substantial and is one of our most effective tools in supporting them to move out of the poverty line by working towards becoming financially independent.

Social Determinants of Health Impact Statistics

2023-2024

At Madison, we work with a diverse group of clients, providing essential support services across various needs. Here's a snapshot of the impact we made:

37.0% improved their immigration status.

86% of Madison clients had stable housing.

36% attended specialized training or improved their education.

Only **10%** encountered any legal issues during this period.

58% of our clients from all our programs took part in Social or Community groups.

12% gained or maintained volunteer work.

71% were connected to family and had family support.

87% were connected to community services like tax clinics, service Ontario, service Canada.

14% received technology support from Madison.

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

Of the **38** clients who experienced homelessness or unstable housing – Madison Case Managers assisted **40%** to find housing.

Revenue & Expenses

2024

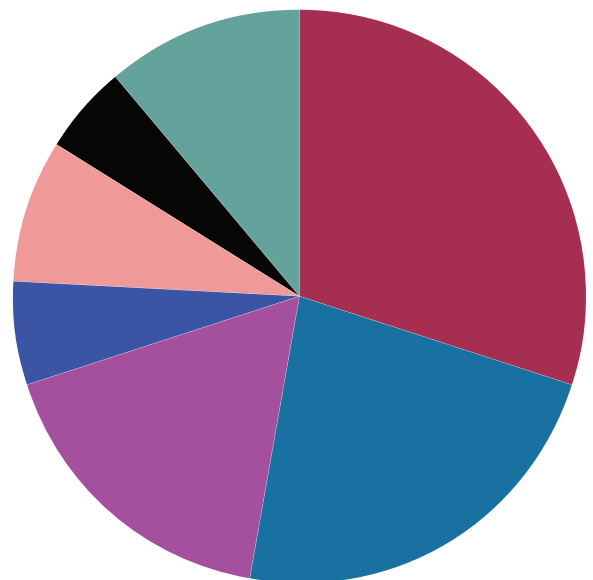
Statement of Revenues and Expenses and Changes in Fund Balances

Year ended March 31, 2024

Revenues March 2024

City of Toronto-SSHA	1,966,206	30%
Toronto Central Local Health Integration Network	1,533,190	23%
Immigration, Refugees & Citizenship - Canada	1,104,907	17%
Ontario Ministry of Health & Long Term Care	416,737	6.0%
CAMH	518,139	8.0%
Habitat Services	336,903	5.0%
Other Partnerships & Funding	758,555	11%
Total Revenue	6,634,637	100%

- 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

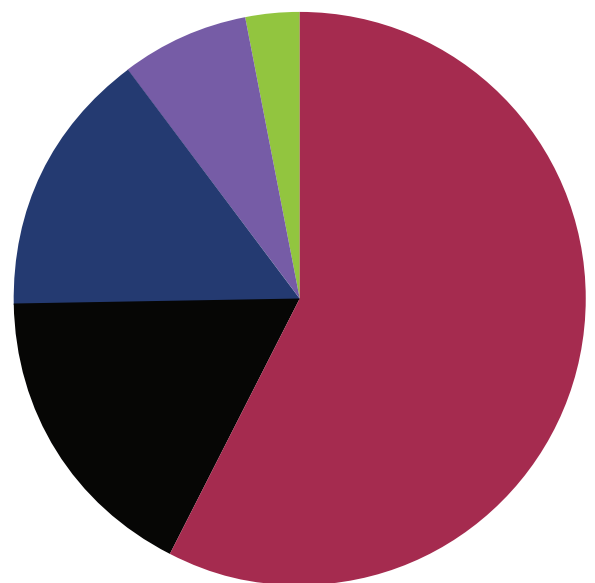


Expenses March 2024

Salaries and Benefits	3,564,45	57%
Rent and Building Costs	1,086,260	17%
Supplies and Equipment	949,128	15%
Administrative	424,323	7.0%
Others	198,630	3.0%
Total Expenses	6,222,386	100%

Excess of Revenues over Expenses	412,251
Return of Funding	-184,883
Excess of (Expense Over Revenue)	227,368
Net Asset Beginning of the Year	1,509,403
Net Assets , End of Year	1,736,771

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



Partners & Collaborators

The Access Point

Agincourt Community Services Association (ACSA)

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

Lansdowne Property Management (LPM)

Local Immigration Partnership

(North, East, South and West)

Mainstay Housing

Newcomer Women's Services

St. Clare's Multi faith Housing Society

The Cross-Cultural Community Services Association (TCCSA)

Thorncliffe Neighborhood 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)

Family Service Toronto

Hard Feelings Mental Health

Toronto Mental Health and Addiction Network

Addiction and Mental Health

Ontario - AMHO

Ontario Non for profit housing association - ONPHA

Parkdale Queen West Community Health Centre

LOFT

The Learning Enrichment Foundation

The Church of Freedom

La Iglesia Adventista de Brampton

CLREAResults

Delta Family Resource Centre

Rexdale Women's Centre

Scott Mission

Funders



United Way
Toronto & York Region



Immigration, Refugees
and Citizenship Canada

Immigration, Réfugiés
et Citoyenneté Canada



Ontario

Ministry of
HEALTH AND
LONG-TERM CARE



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Message from the President and Executive Director

We want to express our sincere appreciation to the clients we serve for entrusting us with their lives and the Madison staff team, without whom supporting the clients we serve would not be possible. We also recognize that it requires a collective commitment from our funders, partners, and volunteers, including our incredible Board of Directors. We thank you for your support, as it makes a significant difference.

As we look back on the past year, we are filled with gratitude and pride for the progress we have made together. The 2023-2024 fiscal year has been marked by remarkable achievements, resilience, and an unwavering commitment to our mission. This year, we encountered challenges that tested our resolve, yet the strength of our community shone brightly. Together, we navigated obstacles with innovation and determination, reinforcing our core values and commitment to excellence.

Highlights of Our Achievements:

1. **Community Engagement and Program Expansion:** We have seen a significant increase in participation in our initiatives to foster inclusivity. We launched several new programs and expanded existing ones, bringing our community closer and providing valuable resources and support to those in need. We also continued our involvement in sector work to bring attention to issues impacting our community.
2. **Educational Advancements:** We are proud to report enhancements in our educational offerings, including the introduction of cutting-edge technology and curriculum updates that align with industry standards. This commitment to quality education ensures that our staff are well-prepared for emerging and future challenges. We also continued our commitment to deepening our knowledge of equity, inclusion, diversity, and anti-racism. We recognize how initiatives and programs impact different groups of people with diverse racial and gender identities. To advance this work, Madison's staff has taken advantage of equity training opportunities through networks that we are part of and in partnership with our partners Family Service Toronto (FST) and Newcomer Women's Services (NEW).

3. Sustainability Efforts: Our dedication to sustainability has led to measurable improvements in our operations. From energy-efficient practices which are aimed at shaping a better future for our organization but also for the planet. We continued our partnership with FST and NEW and collaborated on a project whose aim was to enhance our recruitment and marketing strategies for a Shared HR Services model at Citywide Commons. The primary objective of this review was to identify a recruitment model that widens the reach of Citywide Commons (a shared HR services model) to attract and retain qualified talent with a focus on diverse candidates, including joint job fairs, marketing campaigns and training programs for recent graduates by implementing joint recruitment strategies.
4. Financial Stewardship: Despite economic uncertainties, we have maintained a strong financial health. In the years ahead, our careful management and strategic investments have positioned us to thrive, enabling us to uphold our commitments to our community. In 2023-2024, Madison expanded its property portfolio by acquiring three new properties.

Looking Ahead:

As we look to the future, we are dedicated to fostering a vibrant and inclusive environment. We will continue to seek innovative solutions, prioritize the needs of our community, and uphold the high standards of excellence that define Madison. We invite you to join us on this journey. Your engagement and support are crucial to our success. Together, let us build on this momentum, embrace new opportunities, and create a lasting impact. Thank you for being an integral part of the Madison family.

Warm regards,

Stephany Mandin, Board Chair
Madison Community Services



Chama Chongo, Executive Director
Madison Community Services





Get Connected

Phone: 416-977-1333

Fax: 416-977-1024

Email: info@madisoncs.org

Website: www.Madisoncs.org

Mailing Address: 473 Church St, Suite 407. Toronto, ON M4Y 2C3

Office Address: 355 Church St. Toronto, ON M5B 0B2

Media Contact: For all news media representatives, please contact Chama Chongo,
Executive Director, at 416-977-1333 ext.102



@MadisonCSHelps



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