

# ANNUAL REPORT 2024-2025



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# MESSAGE FROM THE LEADERSHIP

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Dear Community Members, Partners, and Supporters:

As we reflect on the 2024–2025 year, we feel immense pride and gratitude for all we have accomplished together. At Madison Community Services, supporting individuals living with mental health challenges and helping newcomers navigate complex systems has remained at the heart of everything we do.

This year has been marked by resilience, renewal, and hope. Thanks to our dedicated staff and the support of our community, we have continued to provide compassionate, culturally responsive, and trauma-informed care to those in need. In a time of growing mental health demands and increasing pressures on housing and social support, we have not only strengthened our existing programs but also built new partnerships. We are committed to inclusive, person-centered care, ensuring that those we serve do not walk their journey alone.

## Key highlights from the year include:

- *A focus on staff engagement, wellness, and professional development.*
- *The successful expansion of our supportive housing programs, providing stability and dignity to more individuals in need. These expansions ensure the availability of high-quality, affordable housing along with necessary support services in place.*
- *Ongoing predevelopment work for the expansion of one of our supportive housing sites.*
- *Enhancements in our newcomer mental health programs reflecting our commitment to serving diverse and marginalized populations.*
- *Expansion of the drop-in program and the revamping of our core programs, including the Hispanic programs.*
- *Stronger collaborations with community partners to address systemic barriers and promote equity in mental health access. We also worked together on Diversity, Equity, and Inclusion (DEI) initiatives.*
- *Continued quality improvement efforts, including signing a service agreement with Accreditation Canada and starting our preparatory work for the accreditation process.*

None of this would have been possible without the unwavering support of our board of directors, funders, partners, and the communities we serve. To our clients, your courage inspires us every day. To our staff and volunteers, your dedication makes our mission a reality.

As we look to the future, we are focused on one goal: creating a world where mental health support and housing are treated as a right, not a privilege. We are investing in bold ideas, empowering our staff, and forging partnerships that open doors for those who might otherwise be left behind. At Madison, we do not just offer services; we walk alongside people through their toughest days, celebrate their victories, and advocate for a system that treats everyone with dignity and compassion.

Thank you for being part of this journey. Together, we are building a stronger, more compassionate community where everyone has the chance to thrive.

With gratitude,

*Stephany Mandin, Board Chair  
Madison Community Services*



*Chama Chongo, Executive Director  
Madison Community Services*



# ABOUT US

## 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, Madison Community Services has a long-standing history of supporting individuals living with mental health challenges.
2. We were Toronto's first community-based supportive housing agency and the first to offer mental health case management services.
3. Madison was founded by a program director, senior management, and social workers from the Queen Street Mental Health Center (now CAMH).
4. The agency was created to address the urgent need for housing and support for individuals discharged from psychiatric hospitals.
5. We established one of Ontario's first high-support housing programs, providing 24-hour staff support to residents.
6. Madison is a founding member of several key organizations, including:
  - 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
  - The Dream Team – a group of consumer/survivor advocates who use their lived experience to promote supportive housing.
7. Today, Madison is a multi-service agency offering supportive housing, case management, and a wide range of programs and services for 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.



# PROGRAM HIGHLIGHTS

## PATHWAYS TO HOME



### Clients Served

29

Individuals supported with stabilizing housing through comprehensive Case Management.

### Harm Reduction

10

Clients were regularly supplied with safe kits, contributing to a reduction in PTH client overdoses and overdose-related deaths.

### Partnerships

- LOFT Community Services
- Parkdale Queen West Community Health Centre (Clinical Services)
- WoodGreen Community Services – Dual Diagnosis / Supported Independent Living Worker
- Second Harvest – Food Donation Bank
- Centennial College – Addictions & Mental Health placement students
- Parkdale Queen West Community Food Bank – Weekend-only partnership
- Christie Ossington Neighbourhood Centre – Event-based collaboration

### Capacity Building

- Five LPM Security staff were trained in trauma-informed mental health crisis intervention to better support clients in crisis.
- PTH will continue to provide training as needed to ensure staff remain well-equipped.

### Client Engagement Activities

- Client BBQ – August 27th:
- Held at Earscourt Park, with 8 clients attending. The event included food, games, and meaningful conversations.
- Friday Morning Coffee Chat & Hot Breakfast Program:
- Held weekly, this program consistently welcomes 12 clients each Friday for a warm meal and casual conversation with staff and peers.

### Staffing Update

- PTH has reached full-time staffing capacity. There is availability for additional team members on the relief list.

### Client Recognition & Involvement

- Client of the Month:
- Each month, one client is recognized as Client of the Month for their achievements in daily living skills and overall progress.
- Monthly Client Meetings:
- Held on the first Wednesday of each month, these meetings offer clients the opportunity to provide feedback, voice concerns, and suggest service improvements directly to the management team.

# CASE MANAGEMENT

The Case Management Programs continued to operate smoothly and efficiently over the last fiscal year. Clients were supported according to their unique needs through individualized services within the community, as well as through various group programming initiatives.

## Community Partnerships & Resource Distribution

- Through a partnership with CLEAResults, the program received and distributed Energy Saving Kits to eligible individuals meeting specific criteria, helping clients reduce utility costs and improve energy efficiency at home.

## Equity, Diversity & Inclusion (EDI) Initiatives

- In alignment with Madison's Strategic Plan, a number of EDI-focused trainings and cultural programs were implemented:
- Hispanic Heritage Event:
- Successfully resumed in September 2024 with approximately 30 clients in attendance. The event celebrated culture, community, and connection among Madison clients.

## Community Health Outreach

Through collaboration with North York Toronto Health Partners, Madison continued to employ two Community Health Ambassadors, who:

- Conduct outreach to equity-seeking communities.
- Facilitate access to family doctors, health clinics, and community services in the North York region.

## Academic Partnerships & Student Engagement

- The Case Management Program provided placement opportunities to students from:
- York University – Bachelor of Social Work Program
- Toronto Metropolitan University (TMU) – Internationally Educated Social Work Professionals Bridging Program
- These placements enriched both student learning and agency service capacity.

## RISE Program Engagement & Recognition

The RISE team actively participated in numerous community-based events and initiatives, including:

- Local Immigration Partnerships (LIPs)
- ACSA Hub
- Pop-Up Mobile Housing Supports Hub
- Newcomer Day
- Persian Interagency Network (PIN)
- Build a Better Fairview (BaBF)
- North York Cluster Meetings

## Special Highlights

Kids Up Front (KUF) Community Agency Appreciation & Information Event 2024:

RISE staff participated in this recognition event, which celebrated community partners and provided insight into KUF's upcoming youth initiatives. KUF supports RISE clients' children and youth by providing access to arts, culture, and sporting events.

## Award Recognition

The RISE Program was honored with the 2024 Toronto South Local Immigration Partnership (LIP) Collaboration Award, recognizing its outstanding efforts in community partnership and service delivery.



## Client Support & Group Programming

The following group programs operated successfully throughout the year, offering creative outlets, social connections, and wellness opportunities:

- Esperanza Support Group:
- Resumed biweekly sessions on Fridays at the Madison Head Office (355 Church St.) for Spanish-speaking clients.
- Art Expressions, Women's Dance Group, Arabic-Speaking Men's Group, and Social Recreation Program:
- These programs provided safe, welcoming spaces for clients to create, dance, share, and connect. They played a crucial role in addressing the Social Determinants of Health by supporting personal development, reducing isolation, and improving overall well-being.

# CAMH AND CONGREGATE HOUSING

It has been nearly three years since the program relocated from 1011 Lansdowne Avenue to 12 Lansdowne Avenue, and it is now operating at full capacity. The program provides permanent, high-support housing to individuals experiencing severe mental health challenges.

## Support Services Provided

- The program offers comprehensive support 24 hours a day, 7 days a week, including: On-site Engagement Support, Overnight Security, Freshly Cooked Meals, Laundry Services, Housekeeping, and Social and Recreational Activities.

## Client Referrals & Participation

- Referrals are received from our key partners, CAMH and Habitat, and to date, 32 clients have been successfully housed. Residents continue to actively participate in joint social activities hosted by MCS, including: Annual Holiday Party, Center Island Trip, Movie Afternoon, Pancake Brunch, and Information Session with the Toronto Fire Department

## Partnership with Centennial College

MCS has developed a valuable partnership with Centennial College, allowing Social Service Program students to complete their field placement hours at this location. This year, we are pleased to share that two students successfully graduated after completing their placements with us.

## MCS Congregate Housing Program

The congregate housing program provides permanent, independent housing for individuals aged 16 years and older. Clients may reside in one of seven locations for as long as they choose. Notably, some residents have lived in their homes for over 40 years, reflecting the program's stability and long-term success.

## Program Growth and Infrastructure Improvements

- **New Development Project:** MCS received funding approval from the City to convert one of the congregate houses from a five-bedroom unit into a 15-unit apartment building. Once completed, the new development will provide housing for an additional 10 clients. The building is owned by MCS and is located near the Bloor and Dufferin intersection in Toronto.
- **Renovation Funding:** Additional funding was received to renovate another MCS-owned congregate home located near Yonge and Mt. Pleasant Road. Renovations will include: Roof repairs, Repairs to the accessible ramp, and Upgrades to one of the washrooms.

This year, two clients transitioned from congregate housing to independent living units, made available through one of MCS's housing partner agencies. This successful move demonstrates the clients' growth and progress, showing they no longer require high-level support and can now live with medium or low support.

**Community Partnerships:** MCS continues its partnership with Scott Mission, which generously provides hot meals once a month to all clients residing in congregate housing.

**Program Impact:** Overall, the MCS housing programs maintain a high success rate, providing stable, supportive environments that promote client well-being, independence, and community connection.



# EQUITABLE BANK-BILL WALKER MEMORIAL MADISON CLIENT EDUCATION BURSARY FUND 2024-2025

As of March 31st, 2025, 600 Madison clients have benefited from the Equitable Bank-Bill Walker Memorial Madison Client Education Bursary Fund since the Fall of 2012.

During the fiscal year 2024-2025, we were able to approve 68 bursary grants for a total of \$60,468.90, 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 funds are used to cover the tuition for the educational/skills development programs our clients are interested in pursuing. The courses and programs vary significantly in nature and purpose, ranging from language studies to practical training and even covering fees for obtaining Canadian citizenship and permanent residency. These elements are essential in the settlement process and have a profound impact on the client's mental health and stability.

For a lot of our clients, the bursary program plays a crucial role in their achievements and provides them with valuable opportunities, especially for those who are new to Canada. This initiative paves the way for Canadian citizenship and enables our clients to engage in formal education or acquire job/life skills training with the necessary assistance to succeed. Our clients have shared how beneficial the scholarship program has been in their lives, as evident from the testimonials provided below:



E.S. - Received a bursary grant to attend the Pharmacy Assistant Program at George Brown College.

E.S. came to Canada several years ago from Iraq to escape persecution due to her gender identity. Since becoming a client of Madison in 2018, she has successfully used four previous bursary grants to attend an adult learning school, apply for Canadian citizenship, obtain a Canadian passport, and attend driving school. E's focus is now on education and career building. She has been working hard on upgrading her high school credits, is ready to pursue post-secondary education, and has been selected for the Pharmacy Assistant Program. She is a recipient of ODSP, and she greatly benefited from the bursary fund.

S.S. – Received a bursary grant to take the Bridging program from PSW to PN.

S.S. is dealing with mental health challenges because of her gender dysphoria, which was the main reason she moved to Canada in search of a safer life. She is a dedicated personal support worker who is eager to pursue further education and a career as a practical nurse. She prefers to work rather than depend on income from Ontario Works. The bursary helped her to follow the path she wanted.

# CLIENT TESTIMONIALS

“

I want to express my heartfelt gratitude for the support and kindness I received from Madison Community Services as a newcomer and refugee in Toronto. From the start, Madison gave me more than services—it gave me hope! I’ll never forget how Bitia made me feel at home when I was at my lowest. From movie nights that eased my anxiety to the programs that helped me find stability, Madison’s impact has been life-changing.

Though my housing journey continues, I smile knowing the greatest gift I received wasn’t material, it was the belief Bitia had in me when I had lost faith in myself. After 18 years in finance back home, I felt invisible, but she reminded me I could start again.

Today, I’m proud to say I’ve secured a finance job with a non-profit in Toronto. This milestone wouldn’t have been possible without its compassion, encouragement, and belief in me. Thank you Madison Community Services for being a place of hope and healing. You truly change lives and mine is proof of that.

—J.O.

These sessions have given me a safe and welcoming space to share my thoughts and concerns. Raisa’s compassionate, judgment-free support has helped me untangle my thoughts, find clarity, and better navigate the many changes I’m facing as a newcomer.

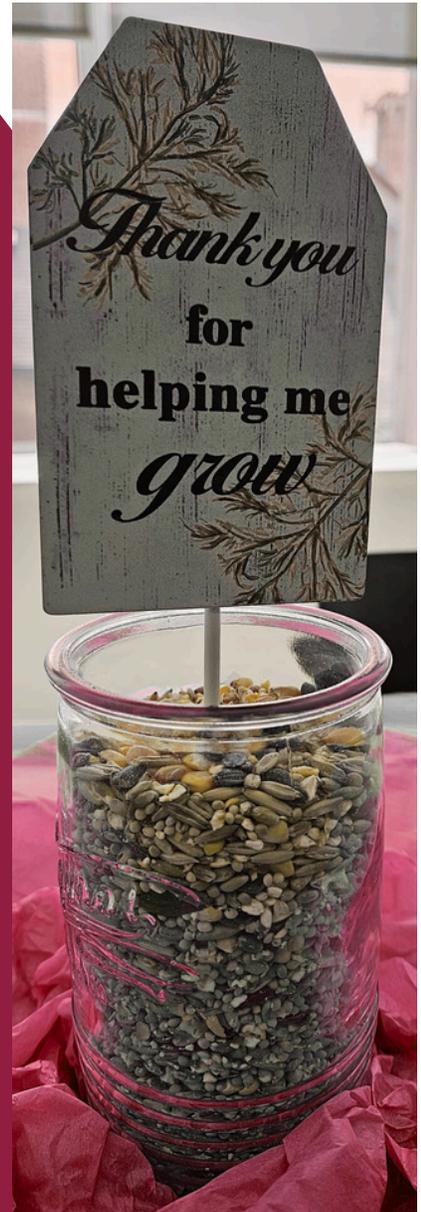
-J.J

”

“I would like to express my sincere gratitude for your timely financial support. I was introduced to your organization in December 2024, when I was facing financial challenges in enrolling for the NAC OSCE examination.

Your generous assistance covered part of the exam fee, and with God’s help, I successfully passed the exam with a strong score. I am now working as a Physician Assistant while continuing my journey toward becoming a Family Physician. Thank you Madison Community Services once again for your invaluable support.”

-M.K.R



# SOCIAL DETERMINANTS OF HEALTH IMPACT STATISTICS 2024-2025

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**85%** of Madison clients had stable housing.

Only **7%** of our clients experienced any legal issues in this period.

**93%** of our clients in the TC LHIN, RISE, CAMH & PTH programs were connected to a family doctor or primary care physician.

Only **8%** of our clients were hospitalized for mental health reasons during this period.

**55%** of our clients were connected to family and had family support.

**13%** of our clients received food security support from Madison's Food Security Programs (This includes the CAMH & PTH Food Programs)

**12.0%** received technology support from Madison – this was in the form of cell phones, laptops, and internet.

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

**38%** received support with ADLs (Activities of Daily Living) and IADLs (Instrumental Activities of Daily Living)

**59.0%** of our clients were connected to a psychiatrist/ mental health therapist in this time period.

Case Managers assisted **20.0%** of our clients in receiving social assistance in this time period.

**51.0%** of our clients were connected to food banks in this period.

**9%** of our clients achieved permanent residence status in this time period.

**22.0%** of our clients were connected to holistic supports such as acupuncture, chiropractic, nutritionists, etc.

**6%** of our clients achieved citizenship in this time period.

**11%** of our clients improved their immigration status in this period.

**45.0%** of our clients from all our programs took part in social or community groups.

**76.0%** of our clients were connected to community services such as tax clinics, Service Ontario, Service Canada, etc.

**25%** of our clients attended specialized training or improved their education.

**24%** of our clients gained or maintained employment.

**12%** of our clients gained or maintained volunteer work.

**48.5%** of our clients identified as female in this period.

**48%** of our clients identified as male in this period.

**1%** of our clients identified as transgender.

**10.0%** of our clients were seniors in this period.

**4.0%** of our clients were youth.

**1,487**

**Madison Clients Were Served**

# BY THE NUMBERS

## REVENUE MARCH 2025

|  |                  |             |
|--|------------------|-------------|
| City of Toronto-SSHA                             | 1,966,207        | 29%         |
| Toronto Central Local Health Integration Network | 1,499,040        | 22%         |
| Immigration, Refugees & Citizenship - Canada     | 1,067,464        | 15%         |
| Ontario Ministry of Health & Long Term Care      | 406,181          | 6%          |
| CAMH   | 543,908          | 8%          |
| Habitat Services                                 | 495,879          | 7%          |
| Other Partnerships & Funding                     | 918,244          | 13%         |
| <b>Total Revenue</b>                             | <b>6,896,923</b> | <b>100%</b> |

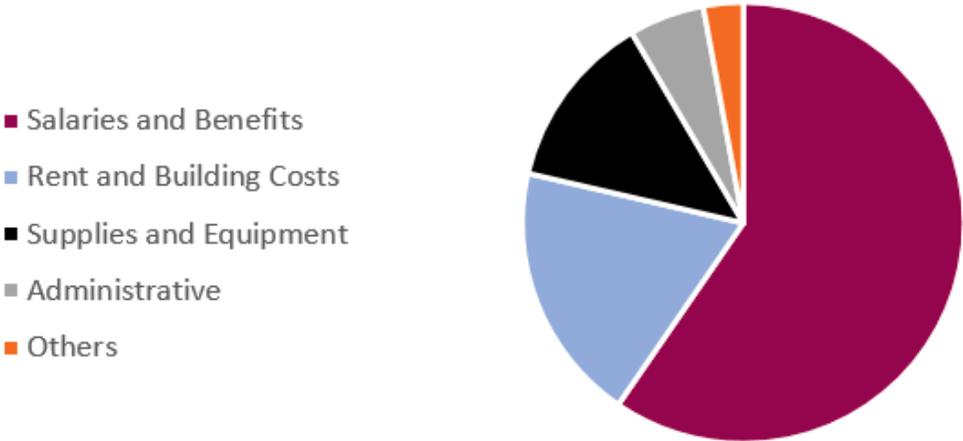
- City of Toronto-SSHA
- Toronto Central Local Health Integration Network
- Immigration, Refugees & Citizenship - Canada
- Ontario Ministry of Health & Long Term Care
- CAMH
- Habitat Services
- Other Partnerships & Funding



# EXPENSES MARCH 2025

|                         |                  |             |
|-------------------------|------------------|-------------|
| Salaries and Benefits   | 3,999,198        | 60%         |
| Rent and Building Costs | 1,277,578        | 19%         |
| Supplies and Equipment  | 869,322          | 13%         |
| Administrative          | 370,342          | 6%          |
| Others                  | 195,656          | 3%          |
| <b>Total Expenses</b>   | <b>6,712,096</b> | <b>100%</b> |

|                                  |           |
|----------------------------------|-----------|
| Excess of Revenues over Expenses | 184,827   |
| Return of Funding                | -70,559   |
| Excess of (Expense Over Revenue) | 114,268   |
| Net Asset Beginning of the Year  | 1,736,771 |
| Net assets , end of year         | 1,851,039 |



# BOARD OF DIRECTORS

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**Stephany Mandin**  
President



**Adam Wheeler**  
Vice Board Chair



**Margaret Hancock**  
Board Secretary



**Tony Do**  
Treasurer

# PARTNERS & COLLABORATORS

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- 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 Multifaith Housing Society
- 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
- Rexdale Women's Centre
- Delta Family Resource Centre
- 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 Bramptom
- CLEAResults

# FUNDERS AND DONORS

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**United Way**  
Toronto & York Region



Immigration, Refugees  
and Citizenship Canada

Immigration, Réfugiés  
et Citoyenneté Canada

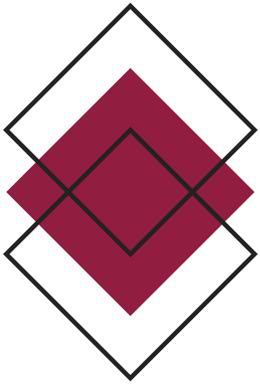
## DONORS



**Equitable Bank**



# GET IN TOUCH



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