



ANNUAL REPORT

ALBION
NEIGHBOURHOOD
SERVICES



2023



VISION

Resilient communities where everyone has access to opportunities, services and growth.

MISSION

(We exist to) Build vibrant communities through social inclusion and accessible services.



MESSAGE FROM THE CHAIR

In 2023 ANS continued to build on the progress made in 2022 and initiated several projects to support the community.

In the spring, the Board commissioned an Organizational Assessment to provide details on the strengths and weaknesses of ANS along with current and potential opportunities and threats. ANS staff and Board members were interviewed, and the results were collated resulting in strong recommendations to strengthen ANS for now and into the future. The leadership team has been focused on rolling out these changes.

The Organizational Assessment formed the basis for a new Strategic Plan, which is built based on many voices including ANS staff, board members, community members, clients and partner organizations. – Our vision of creating “Resilient communities where everyone has access to opportunities, services and growth” is bold but achievable. We look forward to continuing to advance this vision in 2024/2025 with all of you.

The Board has continued the implementation of a new governance structure, including new bylaws to comply with the Ontario Not for Profit Corporations Act 2010 (ONCA), with the goal of establishing clearer separation of operational (staff) and governance (Board) accountability with a focus on advancing ANS’s strategic plan.

Finally, a word about ANS staff. The Board has been made aware, through word of mouth and other informal channels, of the outstanding contributions of staff in their service to clients and the community. This year we received the following acknowledgment included in the Organizational Assessment:

“Two important sentiments underpinning ANS can not go unmentioned. First, the staff of ANS are hardworking and dedicated to ANS’ mission of working in partnership with the community to enhance peoples’ lives through the delivery of programs, services and supports that are engaging, accessible and responsive. They love the work that they do. Period full stop. They demonstrate incredible heart and compassion for their clients. Second, Pablo Vivanco, a relatively new Executive Director at ANS, is making a very positive impact on both the staff and Board.”

On behalf of the Board, our gratitude and appreciation to Pablo and the ANS staff for all that they do. To our community and our partners, a heartfelt thanks for your support and commitment to ANS. Your actions really demonstrate what community is. Thank you for all that you do to support ANS.



Steve Adams
Chair
Board of Directors

MESSAGE FROM THE EXECUTIVE DIRECTOR

Rexdale, Mimico and every Etobicoke neighbourhood in between has been changing rapidly, and residents are facing an increasing number of complex challenges in adjusting to these changes.

What we are experiencing has meant that Albion Neighbourhood Services has also needed to change, not only in order to better serve our community today, but also to be better prepared for what the future has in store.

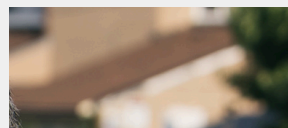
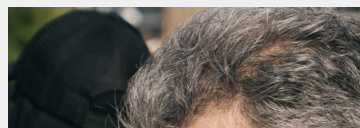
This past year, our housing support services have seen an astounding increase in demand for supports from community residents, and our staff have worked hard to meet these needs in spite of the crisis in housing affordability and availability, and working with our partners in the City, hundreds of people have been housed and or supported to stay housed.

Partnerships are also underway to meet the housing needs of vulnerable groups such as asylum seekers, seniors, and youth.

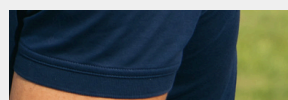
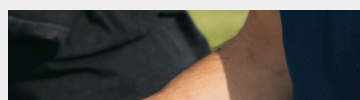
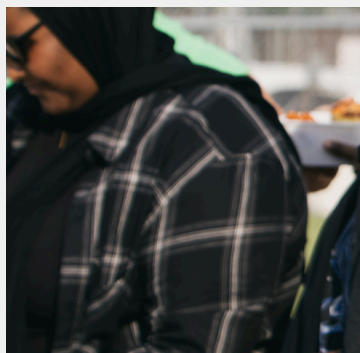
Housing stabilization requires financial stabilization, and our Access Centre has continued to support newcomers, seniors and resident to access benefits, while also helping people become more in control of their finances.

BGC Albion has not only provided tens of thousands of meals and snacks to children and youth, it has provided a safe and nurturing space where social recreational activities flow seamlessly with mentorship, leadership, tutoring, and more. BGC Albion has taken on new programs supporting young people in courts and addressing violence in the community, and the Club is poised for big things in 2024.

Our organization has now also adopted a new Strategic Plan that includes the hundreds of voices including residents, staff, Board members and other stakeholders. We are excited to build on ANS's history, guided by this new plan towards a sustainable, responsive and inclusive organization that is prepared for the challenges ahead, and accountable to our people and community.



Pablo Vivanco
Executive Director



MESSAGE FROM THE DIRECTOR OF OPERATIONS

As I reflect on the past year, I am filled with a profound sense of amazement and gratitude. It has been an incredible journey witnessing the growth and impact of our organization.

The year 2023 has been particularly a milestone as we continued to embrace change management and improved our operational efficiencies while celebrating numerous accomplishments and achievements throughout our Administration, Access, Housing, and BGC Albion Club departments. I am truly honored and proud to have worked alongside such diverse, resourceful, and dedicated staff teams and their commitment to combat anti-Black racism, decolonization, and foster anti-oppression into ANS's foundation and its equity, inclusion, and cultural safety practices and policies. We continue to strengthen our commitment to creating an inclusive and equitable environment for all.

I would like to formally acknowledge and express my sincere gratitude to our Executive Director, Pablo Vivanco, and the Board of Directors for their stewardship and guidance in steering us closer to achieving ANS's mission and vision. Their unwavering support and direction have been invaluable in shaping our organization's future.

As we look ahead, I am filled with excitement and optimism for the future. With the continued support of our partners, stakeholders, and the community, we will continue to grow, innovate, and make a meaningful impact on the lives of those we serve. Our commitment to excellence, inclusivity, and community empowerment remains steadfast, and we are eager to embrace the opportunities that lie ahead.

Thank you for your continued trust and support. Together, we can create a brighter future for our communities, where everyone has the opportunity to thrive and reach their full potential.



Khudaija Sheikh
Director of Operations

BGC ALBION

IMPACT

4930

children and youth
participated in at
least one of our
various programs
and activities



90%



Because of BGC Albion
90% of our children
and youth are excited
to try new things

87%



Because of BGC Albion
87% of our children
and youth are
confident in their
abilities

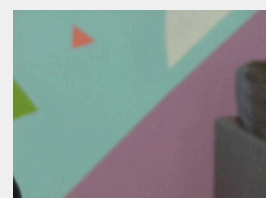
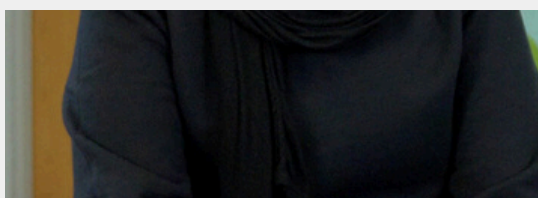
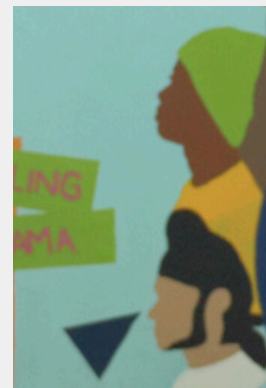
86%



Because of BGC Albion
86% of our children
and youth have more
people they like to
spend time with

In some of our homes, you don't really get that emotional support that we like necessarily need. And I think over here, we do get that support ... it's like another trusted adult, it's different because you're allowed to express those emotions without being judged. Here there's people that who do listen to you, people who do give you resources.

Munira
BGC Albion Youth leader



MESSAGE FROM THE BGC ALBION MANAGER



Chelsea Davenport
Manager
Children & Youth
BGC Albion

I am grateful to have served another year as the BGC Albion Manager, working alongside a dynamic, vibrant and supportive group of individuals including our Directors, the Program Coordinators, Site Leads and Staff. Together we were able to continue to provide safe, supportive programs where participants can experience new opportunities, overcome barriers, build positive relationships and develop skills for life.

It has been a year marked by creativity, innovation, and a steadfast commitment to the diverse community we are privileged to serve. One of the highlights of this year has been the introduction of several new programs aimed at enhancing the lives of the children and youth in our community. These initiatives were born out of a deep understanding of the evolving needs of our community and a dedication to providing comprehensive support systems. This includes extending our reach to provide support during the lunch periods, evolving the way we run our camps, and the integration of a full-time Youth Justice Case Manager, all to help address the unique challenges and aspirations of the young individuals we serve.

At the heart of everything we do lies a celebration of diversity and inclusivity. We have made it our mission to create an environment that not only acknowledges but also celebrates this diversity. Through our community events (Black History Month, Asian Heritage, Truth and Reconciliation Day) and our discussions on world issues (Gaza and Sudan), we have fostered a sense of belonging and acceptance among the children/youth we serve, empowering them to embrace their identities and aspirations with confidence!

A special thank you to Ayan Hashi, Jessica Sudhir, Priyanka Sharma and Priscilla Agyemang for their support launching our first qualitative research study, where we interviewed 31 participants. This project's purpose was to help our Club improve our impact on the lives of children and youth. We are using our findings to guide our learning and development both locally and nationally today and, in the years to come!

I am confident that with continued collaboration, innovation, and celebration of diversity, BGC Albion will achieve even greater heights of success!

MESSAGE FROM THE HOUSING MANAGER

In 2023, Toronto residents continued to experience a lack of affordable housing, limited affordable private market vacancies, complicated by the escalated rising cost of living. Not surprisingly, the ANS housing supports programs experienced a higher-than-normal caseload in each of our programs.

Our street outreach program attended to dozens of encampments and sightings of overnight sleepers while also engaging with encamped individuals along major intersections, under bridges in TTC shelters and in personal vehicles. Program staff exceeded their goals for clients were placed into housing and clients supported with provided with basic needs, despite the ongoing shortage in affordable private market vacancies and housing resources such as COHB, RRHI and PATHS, as well as the lack of secure shelter spaces.

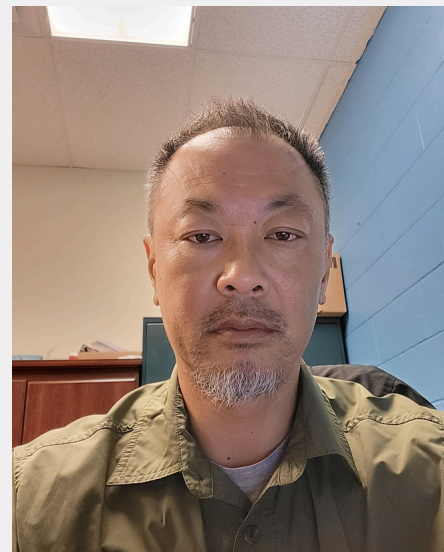
Our Follow Up program is there to ensure that those who have been housed can stay housed, and supported over 150 clients with access to basic needs, referrals to clinical and treatment services and other community resources that are critical to clients being able to maintain their housing and prevent them from returning to homelessness.

The Epic Program supported medium-high needs people facing imminent eviction, continually engaging and providing comprehensive case management and sustainability planning to achieve a positive outcome. Though the program is not publicly facing and requires a referrals from the City of Toronto, over 80 evictions were prevented through the creativity and persistence of staff.

Our Rent Bank Program experienced a significantly higher number of dispatched referrals ever since the program transitioned from an interest-free loan to a grant. It wasn't unusual to see between 30-48 new referrals dispatched to each of intake workers monthly. Even though intake workers are faced with these challenges, program staff was able to provide 180 prevention services.

Program Team Leads have played a critical role in supporting and overseeing the daily operations of their programs and in achieving a positive outcome for the client. They have been the catalyst in proposing alternatives, supporting case management, and manoeuvring client's files from start to end. All frontline staff, regardless of their fluctuating and often high caseloads devoted their social skills, expertise, compassion, advocacy, negotiation skills and even personal time to their client's situations.

I wanted to thank every housing staff and have appreciated your willingness, desire, ambition, mental strength, determination, fight, advocacy, and perseverance even through the struggles you've experienced this past year. If it wasn't for your dedication and hard work, our city would be in a deplorable state.



Richard Chu-Yow
Manager
Housing Supports

HOUSING SUPPORT SERVICES

IMPACT

I was being evicted, so I didn't have nowhere to go. I couldn't pay no bills because I had no money. I met Sharrie (ANS EPIC Lead)... and that's how I got here. And then after that, it's thanks to all the ladies that helped me.

I tell all my friends, come down here. I say, I don't care what your situation is. They got a program for you. They can help you whatever way you need help. You just got to show up.

Perry
EPIC Client



260+



**Evictions Prevented
through housing
support services**

150



**Individuals supported
to retain housing
through Follow Up
supports**

250+



**Street Outreach and
basic need services
were provided to the
homeless clients**



MESSAGE FROM THE

ACCESS MANAGER

ANS's Access Department - Social Services continues providing services to our community as with every other year. Our challenges grow with our wide range of programs and services within our department.

Despite the challenges faced by the staff at the Albion Access location and with the small compliment of staff, we continue to enable our clients to better integrate into Canadian Society by providing intervention to reduce, prevent and eliminating poverty, Immigration Settlement, Advocacy with Service Canada, Human Resource Development Canada, Revenue Canada Agency, income tax services, Commissioner for taking Oaths, voice mail services, information, and referral services, etc. We also offer translations and interpretations offered in more than 19 different languages and many other services to meet the needs of our diverse community members.

The income tax service continues to thrive in volume and quality, with the collaboration of our staff, volunteer, and student placements. I was able to complete approximately 3180 tax returns this year alone, regardless of our challenges, this season was a great success.

With great honour, the Albion Access location achieved increase success and was able to advocate and serviced approximately 6267 people to obtain or maintain their income and essential services and assisted 5227 adults, 557 seniors, 483 youth, and an additional 1986 individuals and families with information and referral services, whilst completing 3571 forms. We also provided services to 519 individuals and families with housing services, including with LEAP and OESP applications, and our Trusteeship program supports 20 clients, and the Asylum Seekers worker has 41 clients at this location.

I would also like to thank my staff members, partnering agencies, volunteers and 10 placement students completing 1275 hours. Your hard work, dedication and compassion are greatly appreciated. As a staff member and community member for many years, I am proud to be a part of such a dynamic team.



Maria Pereyra
Manager
Access Centre

ACCESS CENTRE

IMPACT



3180

6267

519



**Personal Income Tax
returns were filed**

**Individuals obtain/
maintain their
income and essential
services**

**Individuals received
energy support
services/programs**

I was bouncing from side to side, couch to couch, people to people ... and I called Sherique (ANS Street Outreach Worker), and she came to my rescue. They're there for your needs. They're there to help you. As long as you have a fight in you, this is the people to go to.

**Cassandra
Street Outreach Client**



BOARD OF DIRECTORS



Steve Adams
Chair



Dara Maracoccia
Vice Chair



Adam Chanda
Treasurer



Derek Grant
Director



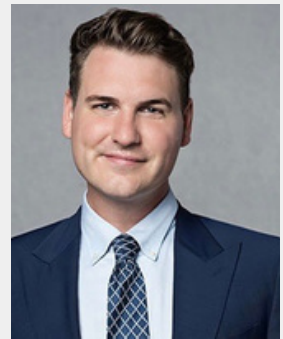
Elzar Sipin
Director



Lawrence Shwartz
Director



Farzana Khan
Director



Ryan Guptill
Director



Spencer Burger
Director



Yoosrie Sahlia
Director



Angie Lamanna
Director



Sandra Jean
Director



ANS/ BGC ALBION STAFF

AGYEMANG, NANA
 ALI, AFNAN
 ALI, HABIBA
 ALI, SARA
 ALLEN, ANTOINETTE
 ASLAN, SONYA
 ATENKAH, REBECCA
 BANARSEE, MONIKA
 BARKY, ARI
 BELL, LERRICK
 BISsoon, SARA
 BONILLA, JOSE
 CHAMPANERI, SHRUTI
 CHU-YOW, RICHARD
 COOK, CINDY A
 CRAWFORD, JORDAN
 CROOKS, PRUDENCE
 DARTEY JR., ALEXANDER
 DAVENPORT, CHELSEA
 DAVID, JAYDA
 DE SILVA, PRANEETH
 DURRANT, SAHAI
 ELLIS, JAMIE
 ENO, DESTINY
 ERAZO, SANDRA
 FAJUYIGBE, JAVEL
 FAJUYIGBE, JAYDEN
 FORRESTER, SOLANGE
 FRAGISNA, EDWIN
 FRANCIS, DEONAH
 FRIMPONG, TREVOR
 GIVANS, KASIA
 GWAZA, ELLIOT
 HADIBHAI, HABIBA
 HARRY, MOSI

HASHI, AYAN
 HASHI, BISHARO
 HASSAN, SALAH
 JACKSON, JEROME
 JOHN, KISHA
 KAMARA, DESTINEE
 KANAKATTE, DAYANANDA
 KAPLAN, IBRAHIM
 LEE, DANTE
 LIEW, MARY
 LIN, JIA JIE
 LIVINGSTON, LESHION
 LYONS, JUSTIN
 MARFO, STEVEN
 MARRYSHOW, SHARRIE
 MCLEOD, DAVE
 MCNAB, MASCINEE
 MIYASHITA, MAMI
 MOHAN, DHARMINDRA
 MONDAY, PRECIOUS
 MORGAN, TANESHA
 MORGAN-SADIQUE
 NABAY, SARRAN
 NARAIN, FRANCOISE
 NAVOLSKA, KATERYNA
 NGUYEN, NGOC
 NGUYEN, PETER
 NIAZI, SADAF
 NNAWUCHI, EDITH
 OBASUYI, OMOSEDE
 OGUNJA, ADEBAMBO
 OKORO, NANCY
 OMAR, HUDA
 ONWUKA, JOSEPHINE
 OPOKU-WARE, JUSTINA

OSADEBAMWEN, JONATHAN
 OYELADE, JOHN
 PATEL, MAHEK
 PATEL, PRACHI
 PEREYRA, MARIA
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 RAMKISSOON, SUMA
 RODNEY, GELLIANNE
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 SAID, MUNIRA
 SALAH, SALAH-MOHAMED
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 SHARMA, PRIYANKA
 SHARPE, DANTAE
 SHAYA, ANWAR
 SHEIKH, KHUDAIJA
 SIDDIQA, AISHA
 SINGH, MEHAR
 SSEKISWA, LOUIS
 STERLING, NYOKA
 SUDHIR, JESSICA
 TATAW, GIANNA
 VAIDYA, POOJA
 VIDAD, JENNIFER
 VILLAFUERTE, ANA
 WILLIAMS, MELISSA
 WILLIAMS, SHERIQUE
 YIADOM, LINDA
 YUSUF, AMINA



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 BENNETT JONES LLP
 BESTBUY CANADA
 BGC CANADA
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 BLACK NORTH INITIATIVE
 CANADA REVENUE AGENCY
 CENTENNIAL COLLEGE
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 RECREATION
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 COMMUNITY PARTNERS GROUP
 COMMUNITY POLICE LIAISON
 COMMITTEE (CPLC)
 COPE COUNSELLING TORONTO INC
 COSTI IMMIGRANT SERVICES
 EAST YORK EAST TORONTO
 HOUSING SERVICES HUB
 EMERGENCY ENERGY FUND
 EMERY ADULT LEARNING CENTRE
 ENGAGE AND CHANGE
 ERNESTINE WOMEN'S SHELTER
 FRONTLINE WORKER AND
 MANAGER NETWORKS
 FURNITURE BANK
 FUSION CARDIO TORONTO
 GEORGE BROWN COLLEGE
 GIANT TIGER
 GOLF CANADA
 GUELPH HUMBER UNIVERSITY
 HOUSING HELP ASSOCIATION OF
 ONTARIO
 HOUSING HELP NETWORK
 HUMBER COLLEGE
 IMMIGRATION AND REFUGEE
 HOUSING TASK FORCE

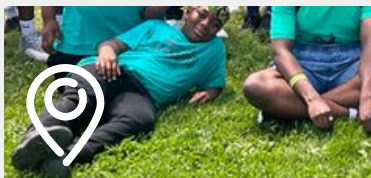
INTERNATIONAL TAX SERVICES
 OFFICE
 JR. NBA
 KIDS UPFRONT
 KINETRICS
 LAMP COMMUNITY HEALTH CENTER
 LOCAL IMMIGRATION
 PARTNERSHIP
 LUMENUS
 MARTIN GROVE UNITED CHURCH
 WOMEN
 MEGA CITY BASKETBALL
 METRO VOICE MAIL PROJECT
 MICHAELS
 MICROSOFT CANADA
 MINISTRY OF COMMUNITY SAFETY
 &
 CORRECTIONAL SERVICES
 MONDELEZ
 MOR INITIATIVE
 LEAP (LOW INCOME ENERGY
 ASSISTANCE PROGRAM)
 NEIGHBOURHOOD ACTION
 PARTNERSHIP
 NEIGHBOURHOOD INFORMATION
 POST
 NIKKI KNOWS
 NORTHERN COLLEGE
 OLD NAVY
 ONTARIO COLLEGE OF ART &
 DESIGN (OCAD)
 ONTARIO COUNCIL OF AGENCIES
 SERVICE IMMIGRANTS
 ONTARIO DISABILITY SUPPORT
 SERVICES
 ONTARIO ENERGY BOARD - OESP
 ONTARIO SCIENCE CENTRE
 OPEN CONCEPT HOSPITALITY
 OSL

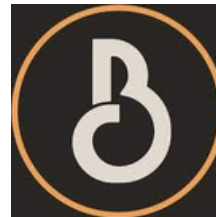


PARTNERS

PAID - DOCUMENT REPLACEMENT PROGRAM
PARC HOUSING SERVICES HUB
PRESIDENT'S CHOICE CHILDREN'S CHARITY
PRIVATE LANDLORD (ALI GHAFORI)
PRIVATE LANDLORD (DEVON WILSON)
PRIVATE LANDLORD (OMA/ CHRIS MAHATOO)
RECONNECT MENTAL HEALTH SERVICES
RENT BANK SERVICE PARTNERSHIP
RENTAL HOUSING ADVISORY COMMITTEE
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REXDALE COMMUNITY HUB
REXDALE COMMUNITY LEGAL CLINIC
REXDALE EMPLOYMENT SOCIAL SERVICES
REXDALE FOCUS TABLE
REXDALE WOMEN'S CENTRE SENECA COLLEGE
REXDALE WOMEN'S CENTRE
RISING YOUTH
ROTARY CLUB OF TORONTO WEST
ROYAL BANK
ROYAL ONTARIO MUSEUM - ROMCAN PROGRAM
SECOND HARVEST
SENIORS CO-PAYMENT PROGRAM
SERVICE CANADA
SERVICE DEVELOPMENT INVESTMENT PROGRAM
SHEILD BASKETBALL
SHOW LOVE TO
SOCKS FOR SOULS
ST. BASIL THE GREAT COLLEGIATE
TALK IT OUT
THE HOUSING HELP CENTER HOUSING SERVICES HUB

THE INFLUENTIAL TEAM
THE NEIGHBOURHOOD GROUP
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THE ROTARY CLUB OF TORONTO HUMBER
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UNION CHICKEN
UNISON HEALTH AND COMMUNITY SERVICES
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VIBE ARTS
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YMCA - YOUTH EMPLOYMENT SERVICES
YORK UNIVERSITY
YORK REGIONAL POLICE
YOUTH FORWARD TORONTO







THANK YOU TO OUR SUPPORTERS!

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 SUCCESS
 TORONTO STAR FRESH AIR FUND
 UNITED WAY TORONTO & YORK REGION
 UNITED WAY SIMCOE-MUSKOKA - LEAP
 WEST JET
 WOODBINE CARES FOUNDATION

REMEMBERING BEVERLY



In loving memory of **Beverly Poyser**, a dedicated community worker, whose passion for serving others knew no bounds. She selflessly devoted her time and energy to uplift the lives of countless individuals, children and youth within our community.

Her legacy of kindness, compassion, and service will forever inspire us all. Though she may no longer be with us, her spirit lives on in the countless lives she touched and the enduring impact she made on our community



OUR VALUES

RESPECT & DIGNITY

We are a caring organization that reflects and appreciates the dignity, abilities, beliefs, values, opinions and expressed needs of our community and each other. Our employees, volunteers and community members model honesty, fair play, positive attitudes, and respect for self and others.

EQUITY AND ACCESS

We actively outreach to those who face barriers accessing community services. We support people experiencing their full potential and well-being and that they not be disadvantaged because of their race, ethnicity, religion, gender, age, social class, socio-economic status, or other socially-determined factor.

DIVERSITY

We appreciate and value the diversity and individual strengths of our employees, volunteers and people in our community. We demonstrate this through our organizational policies and practices, decision making, sharing of information, and in the ways we ensure access.

CLIENT-CENTRED

We are committed to clients receiving the highest quality programs, services and supports from well-informed, skilled staff and volunteers.

COLLABORATION

We recognize the strengths and knowledge of our employees, volunteers, partners and community members. We encourage broad stakeholder engagement to identify community strengths and opportunities to enhance the way we respond.

ACCOUNTABILITY

We demonstrate responsibility for our actions and results. We are committed to measuring, evaluating and reporting results and to using all funding effectively and efficiently.





416-740-3704



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www.albionneighbourhoodservices.ca