

ANNUAL REPORT

2018-2019

FUTURE
LEADER



massey
centre

new lives start here

Message from the Board President and CEO

It is the last year of our three-year strategic plan. It was a great plan and journey for the agency! We are beginning to see a significant shift in organizational culture, client outcomes and satisfaction rates as we work to integrate infant and early mental health strategies as well as to enhance our adolescent mental health services.

Evidence-based interventions and tools are now a regular part of our service delivery model. At intake, we use the Child and Adolescent Needs and Strengths, Parenting and Pregnant Youth assessment tool. Our Maternal Infant Mental Health program uses the validated Edinburgh Postnatal Depression Scale at intake and at discharge. Infant and early mental health research informs us that the mental health of the parents/caregivers are inextricably linked to the brain development, and social and emotional wellbeing of infants. This is why we also offer Baby Love, an evidence-based preventative intervention in all our programs to support infant security and attachment.

The Residential, Transitional Housing and Secondary School Treatment programs support life skills development. We use the empirically supported Inventory for independent living for Young Mothers and Babies (Wittenberg and Prencipe, 2016) tool to measure the young parents' progress in acquiring life skills in 13 domains.

In the EarlyON, Early Learning and Child Care Centre and Residential and Transitional Housing program, all children from one month to 6 years old are offered a developmental screening using the evidence-based Ages and Stages Questionnaire. This early identification tool provides data on child development including social and emotional needs. Communication is often a top issue. When the opportunity came to establish a partnership with the Early Abilities (Speech and Language) Program at the Hanen Centre, we quickly formalized this partnership to offer their services onsite.

The good news continues, we received over \$700,000 from the City of Toronto to expand our Preschool program by 16 spots. Children will now leave the program at 4 years instead of at 3.5 years.

Most of the funding for the infant, child and youth mental health agencies moved from the Ministry, Children, Community and Social Services to the Ministry of Health. We will remain with MCCSS. In partnership with other Young Parent and Infant Agencies, we are advocating to keep all mental health funding within the same ministry.

We are excited to be partners in two Ontario Health Teams (OHTs). These OHTs are new and will have the responsibility for developing responses to local health issues. The East Toronto Health Partners and the North York Central Health System OHTs have invited us to be a "partner" on their teams. We look forward to participating in this significant health transformation opportunity.

Our strategic plan laid out the framework for the implementation of our evidence-based interventions outcome evaluations and partnerships. We could not do this work without a strong and capable board of directors, senior and program management, staff, volunteers and students who are all committed to our mission and vision. We are grateful and want to thank our donors, funders and partners for their tremendous support. New lives would not start at Massey Centre without all of your help!



Jennifer Dockery
Board President



Ekua Asabea Blair
Chief Executive Officer

A handwritten signature in black ink, appearing to read "J. Dockery".

A handwritten signature in black ink, appearing to read "E. Asabea Blair".



Board of Directors 2018–2019

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President

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Sibel Turkman *left prior to
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Jody Maltby (Rev.)
United Church of Canada
Ex-officio

Eku Asabea Blair
Chief Executive Officer
Ex-officio



Strategic Directions

2016-2019

1. Embed Infant and Early Childhood Mental Health Evidence-Based Practices in our Programs and Services
2. Measure and Improve Leading-Edge Programs
3. Advance Massey Centre's Funding Model
4. Create a Long-term Sustainable Human Resource Plan
5. Foster Collaboration and Partnerships
6. Build Profile and Awareness



NUMBERS MAKE A DIFFERENCE

2018 - 2019



1,432

parents, caregivers,
and children served
in the EarlyON Child
and Family Centre



309

individual psychotherapy
sessions for children,
families, and young moms
in the Maternal Infant
Mental Health program

875 were new



67

clients in
the community
program started
job training



72

children received
support in the
Early Learning
Centre.

30%

are children
of residents

59

Transitional
Housing
Program

young moms
and babies
lived in the



31

clients in the
community program
started education



30

young moms and
babies lived in the
Prenatal residence

8

young moms participated in the
New Lives Start Here program





New Starts

Residential Program

All Allison wants for herself and her baby is stability and happiness. She had been in and out of shelters since she was a baby herself. As Allison would put it, her childhood was "difficult and sad". She dropped out of high school at fourteen years old and continued on a downward spiral of drug addiction and experience in the criminal justice system. It wasn't until she became pregnant at 18 years old that she decided to make a change. She was living in a shelter, watching other kids play in the shelter playground where she grew up, and became determined to not let her baby grow up in the same environment as her.

Finding out she was pregnant was terrifying for Allison, but it was also an opportunity. She stopped using drugs the moment she found out she was pregnant, and is proud to say that she is now one year clean.

While pregnant, she desperately needed a place to live. She outstayed the allowed amount of time at a shelter, and couldn't find an apartment she could afford. Allison's shelter worker referred her to the prenatal program, and Allison has never looked back!

She moved in while seven months pregnant. She had no experience with babies, and was terrified. After moving in,

she quickly befriended other young moms. Through them, she learned to be comfortable with babies. Allison is now glad that she stayed at Massey Centre before living alone. She said she needed the support of staff and her peers to learn how to be a mom and to help deal with the challenges she was facing. Allison received 24/7 support in our prenatal program and accessed a variety of other programs at our centre. She especially liked that she could attend high school onsite, just down the stairs from her room. She is determined to finish her high school education and earned 4 credits in the months after having her baby.

With the help of our staff, Allison has secured an apartment in the community. She's excited to live alone with her baby, but will miss our centre. When asked what she'll miss most, she said "I'll miss Anna, my social worker, the most. Every day I wake up and talk to her. She has helped me through so much and I wouldn't be where I am today without her support."

This year, thirty young moms and babies lived in our prenatal residence. They received 24/7 support from social workers and residential counsellors and took part in a variety of wraparound programs including high school, mental health support, life skills workshops, and programs to learn how to develop secure attachment with their babies.



New Educational Achievements

New Lives Start Here

Asia's life changed forever when she was just 17. She found out she was pregnant, and to her family's disappointment, she decided to keep her baby. Having an infant while being in high school was stressful. She didn't have a lot of support but was determined to graduate on time, which she was successful in doing.

Determined to make a better life for herself and her daughter, Taliyah, she started college at age 18. But her first year of school was difficult and she failed her courses. There was too much for her to juggle - her commute was 2 hours each way, she'd have to leave class if her daughter's daycare called or if her daughter was sick, and her home life had reached its breaking point. Bullied by her family, Asia and Taliyah were on the verge of being kicked out. That's when they moved into Massey Centre and everything changed. Asia lives in a townhouse at our centre where she can focus on herself and her studies. She attends our daily breakfast program, and received psychotherapy support for herself and her daughter who was having behavioral issues.

Today, Asia is thriving! This spring, she graduated from college and received her Bachelor of Child Development Degree. But she isn't done yet – she's been accepted into a Master's program. This fall, she'll be starting her Master of Early Childhood Studies at Ryerson University!

Asia can't wait to finish school and be financially independent. She dreams of being a university professor. As for her daughter, she is now learning to read, and her favourite book is *The Gruffalo*.

Asia and Taliyah are part of New Lives Start Here – a housing and education program for young moms pursuing postsecondary educational or training. This year, eight women participated in this program and two of them were accepted into Master's programs!



New Friends Made

EarlyON Child and Family

When Abebi stopped by our EarlyON Child and Family Centre for the first time, she didn't know what to expect. New to Canada, she didn't have any friends and neither did her son. She was lonely and socially isolated and was desperate to get out of the house. Little did she know that she would make a connection that would change her life. She attended the program almost every day with her son and befriended a woman named Rutul, who regularly attended with a young boy she cared for. Today, Abebi and Rutul are the best of friends! Recently, both boys attended the program wearing the same shirt. When staff pointed it out, they laughed and said in unison "we planned that".

Our EarlyON Child and Family Centre supports families with children age 0-6 to learn about healthy child development by building strong connections and accessing services that enhance well-being. They participate in structured activities, learn from early childhood educators, and connect with other parents and caregivers in the community. This year, the families had fun with weekly field trips, pottery classes, gardening, and many other recreational activities. They also benefited from screenings to identify childhood development challenges and participated in early mental health programs. Over fourteen hundred people attended the program this year.

New Confidence Found

Early Learning and Child Care Centre

When Mark first came to our childcare centre as an infant, he seemed just like every other baby. Eventually our staff started to notice some differences. Through close observation and tools such as ASQ SE, ASQ 3 and Communication Checklists, he was eventually referred to a doctor and diagnosed with autism. He was non-verbal and displayed social avoidance behaviors. He couldn't talk, he wouldn't look at people or interact with them. Every day he would scream and fight as he entered our building. Our staff worked closely with Mark for several years. He is now leaving our child care centre as a chatty, social, toilet-trained child who is ready for Junior Kindergarten! In a thank you card his

mother gave staff, she said "Mark went into Massey Centre as a baby, he is coming out as a little man who can count and spell his name! We can't thank you enough for everything you've done for Mark these past years!"

Seventy-two children like Mark attended our Early Learning and Child Care Centre this year. We aim to give them the highest quality of early learning and care in a warm, nurturing, and responsive environment. This year, we increased ways for families to get involved with events such as summer BBQs, Caribbean carnival, and Family Day breakfast.





New Subjects Learned

Secondary School

When the young moms in our high school told us they wanted to study math and science, we listened. In the past we focused more on vocational courses, but upon hearing these interests, we responded quickly. In 2018, we expanded the subjects we offer to include grade 10 and 11 math, grade 10 science, grade 11 environmental science, and grade 12 physics. In total, our high school students earned 12 credits in Science, Technology, Engineering, and Math subjects and earned an average mark of 82%! Program Director, Jasmine

Thibault, is thrilled to see this. She says “young pregnant and parenting teens take Science, Technology, Engineering, and Math courses and succeed at it!”

Nineteen students attended our high school this year. In addition to academic classes, they also participated in a variety of workshops including acting, healthy relationships, self-esteem, budgeting, and cooking.

New Connections Made

Maternal Infant Mental Health

As a program coordinator in our EarlyON Child and Family Centre, Chantel loves to see the difference she's making in families lives. She especially enjoys facilitating Baby Love, an evidence-based preventative intervention focused on helping parents develop secure attachment relationships with their babies. This year, a mother in the group expressed that she was having issues dealing with anxiety and depression. Chantel was quick to refer her to our Manager, Maternal Infant Mental Health, who was able to offer her individualized psychotherapy sessions.

Chantel is proud to be able to offer families a full range of supportive services. She is also happy to see the social and

emotional support that parents and caregivers offer each other. Each Baby Love group has a WhatsApp chat where Chantel shares information and resources. Parents in a recent group became such good friends that they regularly use the chat to talk to each other and plan outings for their kids.

Infant and early childhood mental health evidence-based curriculum such as Baby Love is embedded throughout our programs and services. These interventions improve the social and emotional well-being of vulnerable children living onsite and the broader community.



Ontario Health Teams

Ontario Health Teams (OHTs) will be a new way of organizing and delivering services for patients. Local health care providers within an OHT will work as a team and towards the smooth transition for patients across the continuum of care. At maturity, OHTs will be responsible for delivering all of the care for their patients, understanding their health care history and needs, and directly connecting them to the different types of care they need. OHTs will improve the patient experience. And over time, the expectation is that OHTs will provide seamless access to various types of health services, which could include:

- o Primary care
- o Hospitals
- o Home and community care
- o Palliative care
- o Residential long-term care
- o Mental health and addictions

In the Spring 2019, there was a call for organizations to submit a self-assessment to determine their readiness to establish an OHT.

We are pleased to be part of two Ontario Health Teams self-assessment applications to the Ministry of Health and Long-Term Care:

EAST END HEALTH PARTNERS

The East End Health Partners (EETHP) is a network of health and social service providers who have worked in partnership for many years, and deliver a comprehensive basket of services. We are a new member to this table and will be an “engaged partner” in the OHT process.

NORTH YORK CENTRAL HEALTH SYSTEM

The partners forming the North York Central Health System (NYCHS) are committed to supporting the overall health of the approximately 400,000 people living in the North York Central area. The NYCHS partners represent the breadth of the health care system and reflect cultural diversity and population needs. NYCHS partners work together through Health Links, Integrated Funding Models, Bundled Care, and many more initiatives that fostered strong relationships that primed them to become an Ontario Health Team. We are pleased to join this table as a “broader alliance partner”.

New Homes Found

Community Housing, Support and Referral Services

Nene did not expect to be living in a shelter again! At 22 years old, she was just starting to do well. She was living in a basement apartment with her young daughter and planning her next steps. One day, she came home and found out she was being evicted! Her landlords had decided to sell their house and didn't give her much notice. Not being able to find an apartment she could afford, she moved into a shelter with her daughter. While at the shelter, she was connected with a community worker at our centre, who made her aware of her rights as a tenant and helped her advocate for herself in front of the Landlord and Tenant Board. She was successful with her case and was awarded financial compensation! But she still needed a place to live. She was in the shelter during the winter, which was hard on her. She was referred to our Baby and Me: Our Home program for assistance with housing. A community worker sent her online

apartment listings, helped her get her documents in order, and helped her get approved for an \$800/month housing subsidy. This subsidy allowed her to qualify for a great apartment and she recently moved in! Now that her housing is stabilized, she is looking into her educational options and is planning on going back to school!

Nene is one of over one hundred young moms who accessed our Community Housing, Support and Referral Services, including the Baby and Me:Our Home this year. This service is a housing first, eviction prevention program that creates a bridge to permanent housing by increasing life and work skills to prepare young moms to live independently in the community with healthy, happy babies.





New Partnerships Formed

Fostering collaboration and partnerships is a strategic priority. We were excited about our new partnerships in this fiscal year! Our partners are critical to the work we do and complement existing programs or address service gaps.

We warmly welcomed The Hanen Centre as a new partner in 2018.

This organization enables young children to develop the best possible language and literacy skills. The agency is dedicated to addressing a pressing social

problem – delays in language development in young children, including children with developmental delays and autism.

This new partnership enables us to offer speech and language services on site five days per week. Parents with children 0-6 years old, living in the east end of Toronto, now have a more convenient location to access this service. Young children who live or attend programs onsite can now access this service as part of the comprehensive range of supports already available to address their physical, social/emotional and mental health issues. Referrals by our Maternal Infant Mental Health staff to speech and language services is very high.

FINANCIALS

REVENUES

| | | \$4,886,961 |
|--|-----|--------------------|
| Government Funding | 77% | \$3,777,492 |
| Fundraising | 7% | \$346,136 |
| Special Project Donations/Grants | 2% | \$115,337 |
| Rental & Other Income | 6% | \$265,822 |
| Amortization of Deferred Capital Contributions | 8% | \$382,174 |

EXPENSES

| | | \$4,783,171 |
|-------------------------------|-----|--------------------|
| Programs | 93% | \$4,444,898 |
| Special Projects | 2% | \$118,632 |
| Management and Administration | 5% | \$219,641 |



Thank you funders and donors

Thank you, Ramp Communications, for designing all of our materials this year.

Your continued support and dedication to Massey Centre is truly inspiring!

\$20,000 +

Anonymous
Compugen Finance, Green4Good
Greater Toronto Apartment Association
Peter Gilgan Foundation
TD Bank Group
The Tawse Family Charitable Foundation

David Brown
Edward Popp
Eglinton St. George's United Church
Ekua Asabea Blair
J. S. Cheng & Partners Inc.
Jackman Foundation
Jean A. Ballinger
Kathleen Spence
Kingsway-Lambton United Church Women
Laurie MacLachlan
Leaside United Church
Lee Allison Howe
Marsha Copp
Mead Johnson Nutrition
Mount Albert Home Hardware Building
Centre
Nancy Brown
Nixon Charitable Foundation
Omo Akintan
Parkwoods United Church
Rotary Club of East York
Sharon Dowdall
Shoppers Drug Mart LIFE Foundation
The Dawson Family Sharing Foundation
The Fregin Family Foundation
The United Church of Canada
Timothy Eaton Memorial UCW
Toronto Education Workers / Local 4400
CUPE
Toronto United Church Council
Wal-Mart Canada Corp
Wendy Anne Atkinson

George G. Macri
Janet Bodley
Jennifer Dockery
Jonathan P. Abbott
Jordan Christensen
Josephine ten Brummeler
Knox United Church
Living Waters Presbyterial United Church
Women
Michelle Illiatovitch
Oliver Blunn
Pamela Henderson
Patrick Leslie
Paulett Ramsey
Reverend M. J. Perry
Silke Dorego
St. Matthews United Church Women
(Richmond Hill)
The Big Carrot Natural Food Market
Wilma Spence
Woodbridge United Church

\$10,000–\$19,999

Aqueduct Foundation c/o Scotiabank
CIBC Children's Foundation
Estate of Dorothy Dilworth
iA Financial Group
The Brian and Belva Piercy Fund at The
United Church of Canada Foundation
The Catherine & Maxwell Meighen
Foundation
The Home Depot Canada Foundation
Tippet Foundation

\$5,000–\$9,999

Alice & Murray Maitland Foundation
Audrey S. Hellyer Charitable Foundation
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Julia MacBain
Ontario Realtors Care Foundation
Pamela Hodgson
Steve Gunn and Patti Bunston-Gunn
Telus Community Affairs
The Presbyteries of the Toronto
Conference Corp
The United Church of Canada,
Toronto Conference
Traquair Family Foundation

\$500–\$999

Alexandra Thalassinos
Andrea Schabkar
Bonnie Reid
Branksome Hall School
Charlotte Sharkey
Christian Mayer
Citi Flooring
Cummer Avenue United Church Women
Elizabeth Marquez
Enrico and Donna Dilello
Gail MacNaughton

\$1,000–\$4,999

Aeolia Ng
Ann Laughlin
Barbara Mitton
BOMB Fitness
Chubb Insurance Company of Canada
CHUM Charitable Foundation

GOVERNMENT OF CANADA

Canada Revenue Agency, Children's Special Allowances
Canada Summer Jobs
Human Resources & Skills Development

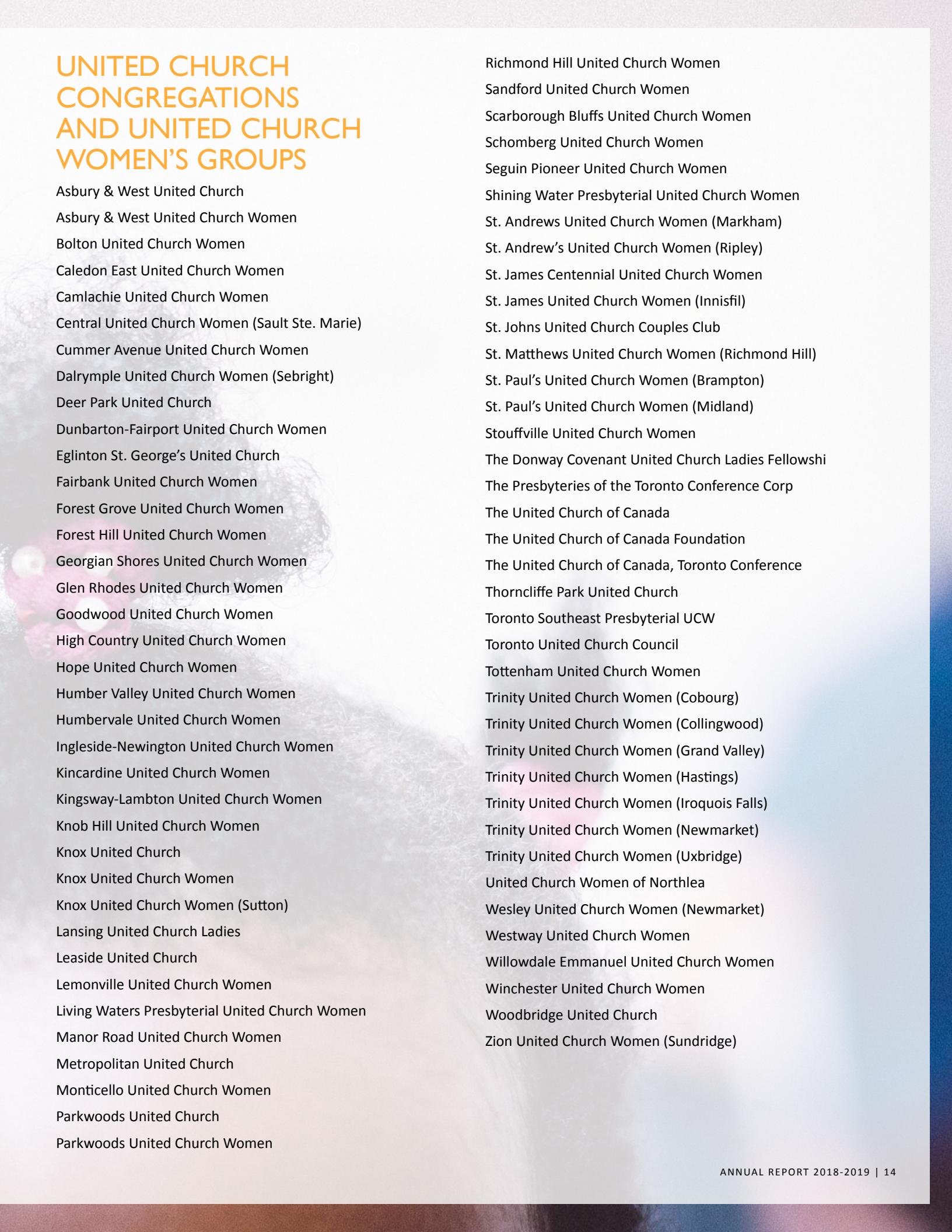
PROVINCE OF ONTARIO

Ministry of Children,
Community & Social Services
Ministry of Education

CITY OF TORONTO

Children's Services
Community Service Partnerships
Investing in Neighbourhoods
Shelter, Support and Housing
- Housing Stability Policy & Strategic Investments
- Housing Support Services

UNITED CHURCH CONGREGATIONS AND UNITED CHURCH WOMEN'S GROUPS

- 
- Asbury & West United Church
 - Asbury & West United Church Women
 - Bolton United Church Women
 - Caledon East United Church Women
 - Camlachie United Church Women
 - Central United Church Women (Sault Ste. Marie)
 - Cummer Avenue United Church Women
 - Dalrymple United Church Women (Sebright)
 - Deer Park United Church
 - Dunbarton-Fairport United Church Women
 - Eglinton St. George's United Church
 - Fairbank United Church Women
 - Forest Grove United Church Women
 - Forest Hill United Church Women
 - Georgian Shores United Church Women
 - Glen Rhodes United Church Women
 - Goodwood United Church Women
 - High Country United Church Women
 - Hope United Church Women
 - Humber Valley United Church Women
 - Humbervale United Church Women
 - Ingleside-Newington United Church Women
 - Kincardine United Church Women
 - Kingsway-Lambton United Church Women
 - Knob Hill United Church Women
 - Knox United Church
 - Knox United Church Women
 - Knox United Church Women (Sutton)
 - Lansing United Church Ladies
 - Leaside United Church
 - Lemonville United Church Women
 - Living Waters Presbyterial United Church Women
 - Manor Road United Church Women
 - Metropolitan United Church
 - Monticello United Church Women
 - Parkwoods United Church
 - Parkwoods United Church Women
 - Richmond Hill United Church Women
 - Sandford United Church Women
 - Scarborough Bluffs United Church Women
 - Schomberg United Church Women
 - Seguin Pioneer United Church Women
 - Shining Water Presbyterial United Church Women
 - St. Andrews United Church Women (Markham)
 - St. Andrew's United Church Women (Ripley)
 - St. James Centennial United Church Women
 - St. James United Church Women (Innisfil)
 - St. Johns United Church Couples Club
 - St. Matthews United Church Women (Richmond Hill)
 - St. Paul's United Church Women (Brampton)
 - St. Paul's United Church Women (Midland)
 - Stouffville United Church Women
 - The Donway Covenant United Church Ladies Fellowship
 - The Presbyteries of the Toronto Conference Corp
 - The United Church of Canada
 - The United Church of Canada Foundation
 - The United Church of Canada, Toronto Conference
 - Thorncliffe Park United Church
 - Toronto Southeast Presbyterial UCW
 - Toronto United Church Council
 - Tottenham United Church Women
 - Trinity United Church Women (Cobourg)
 - Trinity United Church Women (Collingwood)
 - Trinity United Church Women (Grand Valley)
 - Trinity United Church Women (Hastings)
 - Trinity United Church Women (Iroquois Falls)
 - Trinity United Church Women (Newmarket)
 - Trinity United Church Women (Uxbridge)
 - United Church Women of Northlea
 - Wesley United Church Women (Newmarket)
 - Westway United Church Women
 - Willowdale Emmanuel United Church Women
 - Winchester United Church Women
 - Woodbridge United Church
 - Zion United Church Women (Sundridge)

MISSION

- Massey Centre is a client-centred infant and early childhood mental health organization. We serve two main community-based groups of clients: vulnerable pregnant and parenting adolescents and their children, and families and caregivers from the local community. Our goal is to improve their lives through integrated evidence-informed practice, education and transitional supports.

VISION

Massey Centre will be Toronto's leading provider of infant and early childhood mental health services.



We'd Love Your Support

Volunteer

Give the gift of time. Our moms and babies benefit from the participation of volunteers across our programs. Each year, Massey Centre volunteers contribute more than 3,000 hours to support our programs alongside our staff.

Make a Donation

By making a donation today, you can bring real help and hope to thousands of moms, babies, and caregivers served by Massey Centre. Every dollar counts!

Donate Items for our Young Moms and Babies

The young moms and babies in our programs rely on your in-kind donations. Diapers, baby clothes, personal care items, and grocery store gift cards are always needed.

Host an Event in Support of Massey Centre

Commit to being a leader in your community by organizing a fundraising event for Massey Centre! Organizing an event is a lot of fun! Your fundraiser can be as modest or ambitious as you choose. Dinner parties, toonie drives, raffles, and bake sales are all great ideas to start with.

Leave Massey Centre a gift in your Will

Create a legacy while maximizing tax and other financial benefits. Give a pre-determined or residual amount of your estate to ensure that support services needed by young moms and babies are available in the future.

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