



Annual Report

2021-2022



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Land Acknowledgement

The City of Toronto acknowledges that we are on the traditional territory of many nations including the Mississaugas of the Credit, the Anishnabeg, the Chippewa, the Haudenosaunee and the Wendat peoples and is now home to many diverse First Nations, Inuit and Métis peoples. The City also acknowledges that Toronto is covered by Treaty 13 signed with the Mississaugas of the Credit, and the Williams Treaties signed with multiple Mississaugas and Chippewa bands.





VISION

A healthy, engaged, and empowered community where all people thrive.

MISSION

Acknowledging the consequences of intersecting forms of oppression on the health and well-being of individuals, families, and communities, Delta Family Resource Centre offers programs, services and supports for Black and other priority populations in Northwest Toronto, which amplify their resilience and strengths.

STRATEGIC DIRECTIONS

- Reducing poverty and community capacity building
- Enhancing family wellness and mental health
- Prioritizing programs focused on Black communities
- Enhancing programs for families, youth and seniors
- Enhancing organizational infrastructure & Information management

MESSAGE FROM PRESIDENT & EXECUTIVE DIRECTOR

63

Current number of staff
membersW

Greetings, friends of Delta Family,

As we mark the passage of another year, we thank you for your continued support for our programs and we hope that Delta Family's evolving services continue address your needs and the changing priorities of our community.

2021/22 has been a period of fluctuation, where there have been many changes. COVID restrictions were adjusted time and time again. Your health and safety, as well as that of our staff, are of paramount importance, and our operations necessarily shifted to reflect these changes. While we are now open to the public daily, we continue to take steps to limit the number to staff who are in the office at any one time. We currently operate in a hybrid model—most programs

remained virtual in 2021, but slowly re-opened in 2022. As a community agency, we are committed to being available to you, both in person and virtually, and ask for your continued support and feedback as we strive to achieve this goal.

As we reflect on the past five or so years, we note that Delta Family has grown from a small organization of 17 staff and two major programs (Family Resource Program and Community) to a complex mid-sized organization with four times the programming (including Counselling, Youth Justice, SNAP, Student and Family Advocates, Capacity Building and Poverty Reduction, Mpatapo and Youth In Transition) and more than 60 staff members. These programs were

introduced to address service gaps we observed in these areas – and we've been delighted by the community's response and engagement with them.

Under the leadership of our management team and support from the Board, Delta Family successfully completed accreditation with Imagine Canada in mid-2022. This is a tremendous achievement. It is a public endorsement that Delta Family has the highest standards and systems in place in key areas such as board governance, financial accountability and transparency, staff management fundraising and volunteer involvement.

As the impact of the pandemic lingered on, we were able to pivot to provide critical supports that community members needed, thanks to funding partners such as the City of Toronto and United Way, and community partners such as the Hub agencies, partners in Black Creek Humber Summit and many grassroots organizations. While the volume of food being distributed has decreased, we continue to work with partners to address this significant need in our communities.

Other achievements of this period include the acquisition of additional technology supports to enable residents to connect digitally during

the isolation of the pandemic; the introduction of a new Youth Student Success Initiative in partnership with Kipling Junior Middle School, Trust 15 and Community Motion Ball, focusing on Black students; the expansion of the Capacity Building program to community residents, with monthly sessions covering topics such as Grant writing, Writing winning reports and the support and mentorship of a group of nine grassroots agencies. Partnerships have flourished, and we truly value the opportunity to work with a variety of community-based agencies, donors, residents and friends to enhance services in our region.

As we come to the close of 2022, we are delighted to announce that we will once again have a location in Humber Summit, and our new EarlyON centre will open in November 2022. COVID-19 and the changes it has wrought has affected our communities irrevocably. With support from you—our community and family of friends—we will continue to examine our services, the community's needs, and the ways in which we connect to ensure that we evolve in step with you, your strengths and priorities.

President and Executive Director

Jo - Anne Liburd
President



Kemi Jacobs
Executive Director



Youth Justice	Ounce of Prevention - OZ
	Mmere Dane

Community Engagement	Youth
	Seniors Circle
	YSSI
	Olori
	LIP
	After-School Programs
	Food Security
	COVID Equity

SNAP	Stop Now And Plan (SNAP)
	Student Family Advocate

Counselling & Wellness	Counselling
	Black Agency Network (BAN)

CAPACITY BUILDING

Capacity Building	Trusteeship
	Poverty Reduction
	Local Economic Development (LED)
	Sewing Hub
	Training

Operations Manager	Office Assistants
	IT
	Book Keeping
	Communications

FRP	Family Resource Programme
	Kujistahi

Care Support	Youth In Transition/HSW
	Mpatapo - Journey to Zero

EMPOWERED

HEALTHY

YOUTH FAMILY

TEEN

MULTICULTURAL

WELL-BEING

SENIORS

29

Families were supported through the Mmere Dane Program

5

Youth and Families completed the Mmere Dane Program August 2021 -March 2022

4

Charges dropped August 2021 -March 2022.

MMERE DANE

Responding to the over-representation of Black and racialized youth in the criminal justice system, Delta Family Resource Centre has committed to be part of an initiative of the North-West Justice Centre which focuses on supporting Black youth primarily between the ages of 12 to 17 and their families who are in contact with the Justice system.

Mmere Dane (Adinkra symbol meaning 'Time Changes') has developed a tailored, wraparound approach which provides FREE services- advice on navigating the justice system and other complex systems, Africentric counselling and ongoing supports while in court and after release, that help Black and racialized youth achieve better life outcomes. The Mmere Dane team consists of qualified Youth Justice professionals who reflect the communities served and provide culturally relevant support to the participants and the circle of care.

Delta Family's Mmere Dane Youth Justice programs focus is on creating a Toronto where the future of Black and racialized youth is not wrecked by contact with the criminal justice system, but as times change can acknowledge and move forward successfully and with better outcomes. Mmere Dane works with partners and provides referrals to relevant resources for Black and racialized families and youth in crisis.

Mmere Dane launched in May 2022 and key objectives that guided the creation of this initiative were:

1. The development of a customized curriculum, program framework, and referral strategy for youth participating

in the Toronto-Northwest pilot

2. Development of legal education resources that can be delivered remotely to increase knowledge of the justice system and criminal justice processes in Ontario for youth accused of a criminal offence and their families. These videos are available on our website and Delta Family's Youtube Channel.

3. Building community capacity to support justice-involved youth and their families.
4. Working with leading experts on culturally relevant programming for racialized youth and their families, with a view toward informing service delivery.

Furthermore, Mmere Dane reflects principles and exhibits activities which focus on Self-care, wellness, identity, creative expression as well tips on understanding family dynamics, developing and fostering stronger relationships with family and others. Participants are exposed to various resources and equipped to understand systemic oppression, the impact of Anti-Black racism; given tools for self-advocacy and information about culturally relevant community groups and initiatives that can further support their efforts.



Mmere Dane Team: L-R Jacqueline Dyer (Program Manager), Lucky Magagula and Natasha DeRouche.



In their own words

ON MMERE DANE

Participant

During the last couple of months, I've been through so much. I thank everyone that was there to support me through everything. The first person I want to thank is Natasha because, during those hard months, she talked to me and helped me realize that I can live a good life. The Mmere Dane Youth Justice program I took with Natasha changed my life for the better. Doing this program really made me rethink my whole life. I feel like, without this program, I would've been in a worse spot in my life. At first, I never wanted to do this program because I thought that it wouldn't help me and how it would've been a waste of my time, but I came to realize that this program was helpful and I needed someone to talk to and help me with my life, and this program has done that for me. I would 100 percent recommend this program to anyone in need of support at a time that it is needed. I learned that if you need to talk to someone about something there are always people to go to and ask about and if you feel like nobody cares about you there is always someone that does and that can really help you. At the time of me writing this I am only 17 turning 18 and I want everyone to know that the Mmere Dane Youth Justice Program really helped me and it could help you too. A Lot of teens around my age or younger are scared to come forward and ask for help and when I did this program it made me feel more confident about life itself. I'm a changed person because of the Mmere Dane Youth Justice Program. Thank you so much and keep on changing youths' lives for the better.

I was at the Mmere Dane youth justice program at the Delta family resource centre. A couple of months ago I was given charges which were outrageous for a youth of my age. I have learned from the program that as a black person is hard being in Canada. The things I learned are how to communicate better and how I need to be aware of myself when talking to others. Sometimes when I say something it can be interpreted differently. All am trying to say is that I got better with my communication skills because speaking to the youth justice worker helped me come out of the bubble I was living in, now that am done with the program am doing better at school. This program has shown me there are a lot more things to life so I will take my Dad's advice and follow the path that is best for me.

ON MMERE DANE

S.H. -Student

I had the pleasure of working with the Mmere Dane team at Delta Family Resource Centre to complete my 600 practicum hours for the social service worker program 2021/22. In the midst of Covid we worked via hybrid models. The Mmere Dane program was still in its infancy stage... my learning was administration, supporting with monthly stat reports. I had the opportunity to attend various workshops and seminars as a part of the team. Being a part of the planning committee for the united way fundraising event, showed how supportive and committed the Mmere Dane team was to one another, the organization and the community. The teameam have been an absolute pleasure to work with and gain experience and share knowledge with. I will forever cherish the bond in which I created with each individual.

ON MMERE DANE

Natoya Gabidon: Social Service Worker Program

PROGRAMS

FRP

The past 2 years, the Family Resource Program (FRP) had its challenges and successes. 877 virtual sessions of drop-in, parenting and making connection one-one have supported children and family with activities that prevented isolation, build children self-confidence, support their mental well-being and connected parents/caregivers with various community services and resources. There were some challenges as parents and staff learned to navigated their way around virtual programs and supporting their school age children with online classes. However, both staff and participants have developed the skills and knowledge and thus the programs and services were very much attended. In addition, families were supported with the tools in which to help them access services i.e., laptops, phones, resources materials delivered to family's home so they could participate in the activities. At the end of 2021 changes to the pandemic mandate have be lifted, and the department has been working on how services and support will be

delivered in the future. staff are trying to address the logistics of service delivery in the emerging environment in person and continuing virtual services. While there is much to be celebrated in the way organizations and programs have met the challenges of the pandemic and its impact certain areas have suffered and new immerging needs have been identified.

1. *Outreach and the ability to engage new participants - The staff outreach committee are working on several strategies to reach a wider audience in the various communities.*
2. *Immerging needs: The pandemic has impacted the mental and financial well-being of families; especially Black and racialized. Thus, the need for specialized mental health and food security for families and children are our top priorities.*

6,611

Clients served virtually between January and December 2021

877

Sessions delivered between January and December 2021



Mmere Dane Team: L-R Jacqueline Dyer (Program Manager), Lucky Magagula and Natasha DeRouche.

In their own words

"I'm mother of 4 kids. I never through I will need help of any kind until my 3rd child. He was having troubles to communicate. He refused to talk so a friend told me to Join early on Program and Yes, They did help me to get contact the right people and my son was diagnose with Autism Spectrum Disorder. They did a lot for me. I'M so thankful for all the help I got and right now my son 5 years old child it's enjoys school and my 2 years old girl having fun and learning sand socialize more with other kids and having this time make her more strong to deal with her brother with autism. I'm really thankful for everything".

ON FRP

Mariuxi Salas
-Parent

As a provider working with children find this program very helpful with the different workshops. How the staff engaged with parent and children in different activities. The program is a community of parents and providers. We can share and network with each others and have been coming here since 2011. It is very Helpful to me.

ON FRP

Matilda Campbell
Social Service Worker Program

58

unique clients (made up of families in crisis, some dealing with CAS and/or addiction or abuse) served in 2021

FRP Parenting

Lots of participation from clients - in terms of sharing their successes and struggles, what has been working and what they needed help with

1. *clients felt heard when topics requested were presented, they found the forum a safe and friendly space to share and be vulnerable*
2. *clients were able to relate to the material and found it easy to understand*
3. *many clients shared that they felt alone before joining the sessions and*

that their children's struggles were a reflection of their "negative" parenting capabilities but through listening to others share their stories they realized that many other families were facing the same challenges and their children's behavior's were very normal

4. *clients expressed that they were apprehensive to try the strategies talked about, but realized that with persistence they worked, some said it was a lot of trial and error to fine tune the strategies to the needs of their child*

96

Repeat clients served in 2021

73

sessions delivered

123

Number of vulnerable families that received culturally case management counselling support

58

of families touched reside in TCHC communities

COUNSELLING SERVICES

The work of the counselling team is focused on supporting families, mainly single-parent households, who are dealing with the stress and trauma of managing lives with limited financial, emotional and community resources and juggling myriad responsibilities while trying to sustain and shore up their families. Mental health issues such as depression, despair, intergenerational trauma and inter-personal challenges prevail as presenting challenges. The forced dynamic of being close contacts for an extended period of time as a result of the restrictions associated with the pandemic often strained relationships which were already filled with tension.

The team provides **culturally relevant** individual, family and couples therapy, using a variety of therapeutic approaches. The therapeutic interventions utilized during the program included an integrated systems approach laden in a strength based and client centred perspective. We sought to use a holistic perspective, which includes a range of social-psychological and social cultural influences on the integrative process. This ranged from decolonizing and destigmatizing therapy woven into Trauma-informed Cognitive Behavioural Therapy, Dialectical and Narrative Therapy as well with a main focus on Solution-Solution Therapy.

The primary focus was to achieve positive and healthy functionality in clients across all areas of their lives, in addition to relieving psychological distress and presenting symptomatology. This approach employs a range of evidence-based therapies and other strategies to build strengths and assets simultaneously while treating Clients also looked forward to Wednesday Wellness workshops where they participated in activities pertaining to self-care, often within the context of Traditional healing and indigenous practices.

There is a constant demand for counselling supports and this was no exception for the Delta Family Counselling Team due to the unique nature of our services.

The response to this program was very positive. It provided a platform to share and learn to maintain a sense of wellbeing. Clients have stated that they felt motivated with a renewed sense of purpose that allowed them to ground themselves with confidence to navigate the systematic barriers that they were unable to cope with prior to accessing services. With the support of our counsellors, they found a space where they learned and practised deep breathing, visualization techniques and an attitude that left them with a hopeful outlook in the midst of what would have otherwise been a hopeless and helpless state of being.



In their own words

I am writing this letter to advocating and telling you my experience and success story with working with Miss "Maureen mc Sween, from the time she started counselling me, my life has been going tremendously well. I am a victim of domestic violence and on the verge of being deported from Canada. I also suffer from anxiety due to all my experiences. I was never able to verbally speak out or go out among people of society because of my anxiety but working with "Miss Mc Sween has able me to that's slowly going back into society and has made sure that I can advocate on my behalf on the behalf of my children. I also suffered with insomnia but for the past few months of talking with her and letting her know what is bothering me, she has given me some sort of peace and Hope, where I can sleep. I have worked with counselors before and no one has ever gotten what I was trying to say to them not like her. the one thing I could say about her is when she works with a client she gets to the roots of where the problem started and I am so grateful that I got the opportunity to meet her and to work with her so, thank you very much for allowing her to be part of Delta. I would recommend Delta to anyone that I know who is going through traumatic stress anxiety or any depression because of my experiences with Miss Maureen Mc Sween."

ON WELLNESS

OB
-Participant

"Thank you for everything. I have a new life perspective; I've learned so much about myself and will continue working on me." "I was about to end the relationship with my husband and I was scared of how I was going to get ahead alone with my daughter because my whole family is back home. But now everything is clearer about what was happening to me, in addition to the relationship with my husband and his stepson are improving. Today I no longer think about the divorce and rather I am focused on creating my company here to resume my economic independence and for the moment remain married. With this I am in peace." "Thank you for accompanying me in the process while CAS separated me from my husband and children while I was pregnant. I am confident that everything will be fine in the future"

ON COUNSELLING

Young Participant

PROGRAMS

Kumba Krew Paint Night



493

Clients served in 2021

168

Sessions delivered 2021

KUJISTAHI

Kujistahi (Self-Respect) is a Parenting and Family initiative. Our focus is on enhancing pride in Black identity and on increasing the availability of effective parenting supports for Black parent/caregivers; and improving outcomes for Black children, youth, and their families. Our programs are centered around Dr. Maulana Karenga's Nguzo Saba Principles: Umoja (unity), Kujichagulia (self-determination), Ujima (collective work and responsibility), Ujamaa (cooperative economics), Nia (purpose), Kuumba (creativity), and Imani (faith).

Our current online programs include:

1. *Harambee Heritage Program: a space for children and their families to explore African Heritage, traditions and history.*
2. *Motivated Mamas: A space for Black Mothers to discuss the challenges and successes of Black Motherhood.*
3. *Black Dads Link: A space for Black Fathers to connect and discuss the*

successes and challenges of Black Fatherhood.

4. *Young Giants Youth Program: Young Giants youth program is a space where young people can discuss identity, and culture through artistic expression.*
5. *Kuji Kids: A drop-in program for children (0-6) and their parents/ caregivers to enjoy story time, create art and learn science.*

The issue

When measures got lifted, many parents returned to work, consequently their schedules and availability changed and many were no longer able to participate in programming. After March Break, we noticed a significant drop in participation. A lot more kids were going back to school. Shift from being online to going back to face to face.

The headway made in getting parents to join with kids in programming has to some degree been lost. Parents don't seem as invested in online programs. Some of the obstacles to participation reported by parents include:

1. *Working from home and needing a quiet space, therefore children can't be online*
2. *Scheduling of parents work not conducive to participating in programming.*
3. *Mental health challenges impact on commitment*
4. *Making the time to commit.*



In their own words

"In 2020 I was at a really low place – dark place – after we got locked down and being so isolated. I knew about Delta Family – where I work we actually partner with Delta. I never dreamed I would be in the place of needing support myself. I was always the one helping people find resources and navigate different systems. Even after joining the program there were days that I didn't want to participate, but if I came I found a level of comfort. Being able to access the program from my home was hard to come to grips with a first – now I am so grateful that we can do it from home. It's a great comfort being among people who look like me and experience the world like me. I am motivated to do things I have not done before. I couldn't afford to pay for this level of "therapy" every week. My experience has prompted me to encourage others to join the group, and even if they choose not to, I am able to pass on the wisdom. Initially I felt a bit guilty using a service that I thought I didn't need. I thought I should be giving room for other people. But then I realized that I am a part of this community. As a result of connecting to the program, I have enrolled my daughter in KujiKids. She really looks forward to attending, and it has been enriching for her and for me to watch her participate so enthusiastically." [Participant]

ON KUJISTAHI
Participant
-Motivated Mamas

"The program has taught me to ignore and stand up to bullies. Before it was difficult for me to say that I was being bullied and to share my feelings about what I was going through. But being able to connect and share with others in a place where I feel like I am among friends and family, I have become more trusting the more I have come to the program. I feel like I can escape to this program for help when I need it. I feel I have the power to stand up for myself. Being able to connect – to be able to share with other people what I am going through has helped me to erase the negative and erase the fear, and replace it with positive to help me to battle everyday life challenges."

ON KUJISTAHI
Participant

PROGRAMS

300

Clients served by
2021-2022

15

Sessions delivered 2021-
2022

WOMENS HEALTH

Delta Family, encourage women to take responsibility for their own health at all stages of their lives and to remember that they are not alone. Online sessions for women's health are currently being offered. The program provides isolated residents with a chance to interact socially, discuss health concerns, and get workshops and resources. Women's health, educational workshops, and skill-building sessions. The program encourages participants'

participation in collectively managing health-related challenges through a strength and community engagement approach. This can improve personality and self-awareness, develop leadership abilities, and increase knowledge of community resources. We provided sessions on resettlement & mental health, stress management, dealing with anger, positive self-talk dealing with loneliness, healthy family relationships, women's rights in Canada, self-employment and home business and much more.

1840

Clients served by Cook &
Learn 2021- 2022

38

Sessions delivered by Cook &
Learn 2021- 2022

COOK & LEARN

The Cook and Learn program is offered at two locations (Humber Summit Gord and Irene Risk and Firgrove Middle School), however due to the pandemic our programs shifted to offer virtual services. This holistic food security program addresses many aspects of food security, including access to food through cooking healthy meals together, accessing food, education about

nutrition, learning about healthy eating and health in general, in addition to providing critical information about relevant services and providing social interaction for isolated women. Program provides information on:

1. *Healthy eating choices for the whole family*
2. *Health related workshops*
3. *Share new recipes*
4. *Prepare and share multicultural food*
5. *Socialize and meet new people*



In their own words

I would like to thank Delta Family Resource Centre and Amandeep Sekhon. I have been attending Cook and Learn program over five years, and have always known Amandeep to be an organized, diligent, knowledgeable and engaging individual. During the pandemic, Amandeep has provided a wide range of opportunities to engage with our fellow community members over the platform Zoom. The zoom meetings were highly successful as we were able to meet up with our fellow community peers, and also had the opportunity to learn a wide variety of in-depth topics including Health and wellness, self-care, stress management, healthy eating habits, the risks of high blood pressure and sodium intake, and how to read food labels (determining the difference between saturated and unsaturated fat.) These in-depth zoom meetings were an amazing way to learn interesting facts and tips on maintaining a healthy mindset and body. Amandeep made sure to make these meetings very engaging, informative and fun. She gave us the opportunity to take breaks and interact with our fellow community center peers. I was not surprised at the success of the zoom videos because Amandeep never fails to make us happy even at the Delta Family Resource center. She is the reason people our age are able to interact with others and enjoy life. During the pandemic, Amandeep kept our fellow community peers in touch and taught us many important and interesting things that are crucial to know during these times. I really appreciate Amandeep's hard work and enthusiasm towards keeping seniors happy!

ON COOK & LEARN

Joginder Azimal
-Participant

ON SENIORS PROGRAME

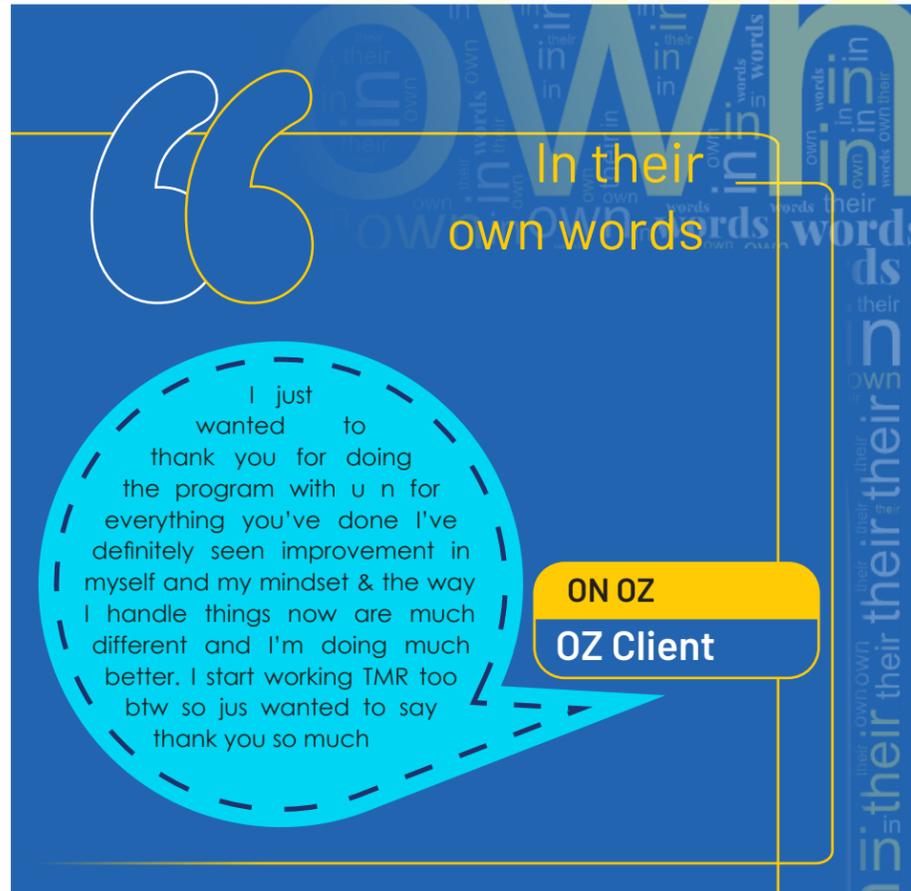
Sukhpal Soora
-Senior

I would remark that the workshops I attended on women's health were really beneficial, and I also shared what I learned with friends. I hope Delta Family continues to run its excellent services in the future.

OZ

The Delta Family Resource Centre, Pempamsie “Ounce of Prevention” (Oz) Program offers a one of a kind Africentric wraparound holistic approach that places the youth and their families at the core of its programming. Our program has relatable practitioners who provide safe spaces where the critical healing process can begin and be sustained.

Our roster includes youth justice workers, pre-release workers, re-integration workers and clinical counsellors who provide support and leverage their expertise in navigating the criminal justice and public education systems, free of charge. The Oz team reflects the communities served and works with four partners to deliver this five-year initiative.



CARE SUPPORT

Mpatapo is a program offered by CAS and Delta Family Resource Centre which provides culturally appropriate supports for Black families involved in CAS Toronto. It aims to provide timely, customized community-based supports and resources to Black families, keeping more children and youth out of Care or if removed, reducing the length of the separation.

Mpatapo offeres services to Black or Black Bi-racial children ages 0-15

Youth in Transition program is one of the Youth programs that aim to improve youth's life skills, including cultural appropriate

mentorships, workshops, and trainings. We chose to focus on leadership, self-confidence, communication,

problem-solving, team building, and trust; To increase the perception of healthy lifestyles and a sense of purpose and future. Providing at-risk, newcomers, LGBTIQQ, Black and radicalized youth with clear and attainable life goals.

The goal of the programs is to improve the lives in the youth living in Rexdale and West Toronto communities by engaging them in activities that increase their resilient attributes and providing opportunities for their success.

YSSI

The Youth School Success Initiative (YSSI) was established to encourage and assist Black youth's academic success. As an afro-centred collaboration, YSSI collaborates with a network of Black-led/ focused organisations to support youth empowerment, address service gaps, and increase academic success rates in Rexdale area. The basic goal of YSSI is to increase the assets, qualities, and capacities of partner organisations so they can better meet the multifaceted needs of Black families and adolescents.

The programs that were offered in the spring consisted of academics, leadership, culture and sports. One of the challenges we faced was having to keep the programs within the scope of Black youths only; as some non-black students were also interested.

YSSI is a great initiative that has evolved since it started in Peel region. It is an initiative that has the potential to go beyond the scope of academic improvement. It has proven to be a multilayered undertaking where Black youths can have a sense of belonging and identity, while elevating their academic future goals.

18
Enrolled in in Africana program

15
Enrolled in Motion Ball basketball program

DELTA FAMILY SUMMER CAMP REPORT 2022

10
Number of tutoring sessions in n 2021

6
Number of repeated clients served in 2022

The camp had some amazing participants as well as youth counselors that facilitated different activities throughout the day. A tutor was hired to conduct 2 sessions weekly. The combination of fun activities, field trips and academics made it fun for the youths. Some of the challenges were personality conflicts among that participants, which were immediately addressed

before it escalated. Overall, it was a successful run.

The summer camp was a success because it gave families that needed the break at home and also a safe place for the participants to meet new friends and have fun. It was also free which reduced the financial burden on families.



PROGRAMS

417

Individual clients served Jan -Dec 2021

4851

Repeated clients served Jan 2021 to Dec 2022

FOOD PANTRY

Our food pantry program is delivered in partnership with North York Food Harvest Food Bank. The program serves as a local food bank for Humber Summit and Rexdale/ Kipling Heights community areas. The goal of the program is to reduce food insecurity by providing food to low-income families in need of food support. Our participants benefit as follows:

1. Reduce the burden of food expenditure and enhance the community economic status
2. Improve food security by providing non-perishable and perishable food items.
3. Reduce malnutrition and hunger
4. Increase food recycling and reduce food waste that would otherwise go off to the land fill
5. Improve mental health by reducing stress and worries about food insecurity
6. Provide volunteer opportunities for our clients
7. Build capacity and a sense of belonging to our volunteers- who are mostly seniors- and participants
8. Reduce the feeling of isolation, negligence, and loneliness for our senior

volunteers. They get a sense of purpose and feel that they can still contribute to their society.

Through creative partnerships and the generous support of our donors, our Food Pantry features fresh produce, milk, eggs, and whole grains.

Every month, highlight a seasonal vegetable - our Food of the Month - and give tips and examples on how to use and prepare it through food demonstrations and recipes.

Challenges and new initiatives

All the programs are running very well. The food pantry program is facing the challenge of not meeting the needs of clients. This is because the number of clients has increases to the point that the supply we get from North York Harvest Food bank do not meet the need of our clients. We have tried to contact many donors but only Food Share has responded and agreed to give us surplus whenever is available. Toronto Police did food drive and donated two cruisers full of food that helped to top up our clients hampers. Another private donor Raj Grocers donated three skids of food items that helped us a lot during this time of a greet need. We continue to contact new donors to who will help us to meet the needs of our clients.



PROGRAMS



450

Repeated clients for Seniors Circle

1950

Repeated clients for Zumba

13

Individual Clients for Seniors Circle

16

Individual Clients for Zumba

SENIORS CIRCLE

Delta Family Seniors' Telling Stories program is funded federally by New Horizons for Seniors and currently running virtually on Zoom platform every Tuesday of the week. The primary goals of the program are to enhance seniors' social well-being,

community vitality, and support the social participation and inclusion of seniors through storytelling. The storytelling virtual program has

helped create a safe space where the seniors connect with each other, check in, tell stories, and continue to share their knowledge, skills and experiences with each other.

80

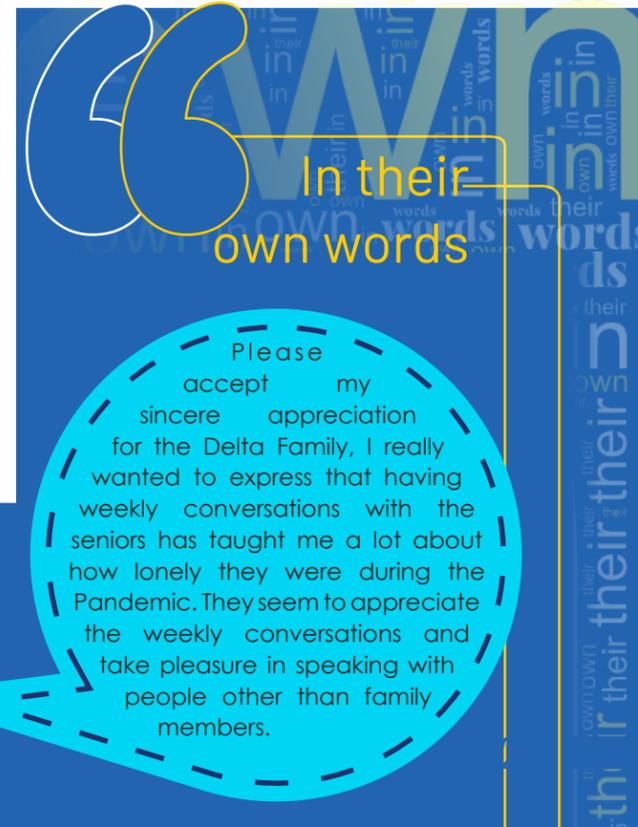
Seniors called weekly

4

Animators for Seniors Circle

Seniors reaching out to seniors program

Four seniors who were working for the Senior Reaching Out to Seniors program were animators and were responsible for making weekly calls to other seniors. On a weekly bases, 80 seniors were reached out to through phone calls. They encouraged seniors to practice self-care techniques and healthy lifestyles, and they also provided community resources that are appropriate to their needs and referred to as necessary. Check-ins were done once a week to discuss any struggles families have been facing.



ON SENIORS CIRCLE

Sukhpal Soora
-Senior

Please accept my sincere appreciation for the Delta Family, I really wanted to express that having weekly conversations with the seniors has taught me a lot about how lonely they were during the Pandemic. They seem to appreciate the weekly conversations and take pleasure in speaking with people other than family members.

Number of support students that participated in the SFA program

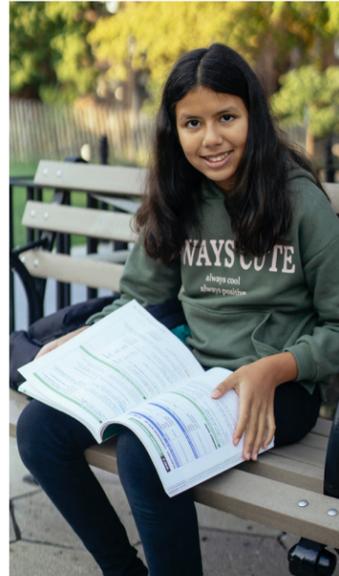
SNAP AND SFA

Delta Family offers Stop Now And Plan (SNAP), is an evidence-based cognitive behavioural model that provides a framework for teaching children struggling with behaviour issues, and their parents, effective emotional regulation, self-control and problem-solving skills. Funded by the Ontario Ministry of Children, Community and Social Services as part of the Ontario Black Youth Action Plan supports are available to all families particularly those of African descent. The program offers free culturally appropriate services with the primary goal of helping children to stop and think before they act and keep them in school and out of trouble. SNAP offers supports for children ages 6-11 and their families in the following areas: gender specific boys/girls groups, parent groups, individual counseling and community connections, school advocacy/support, homework club/tutoring and other interventions as needed.

The Student and Family Advocate (SFA) Program is a community-based program designed to support Black families and students as they engage with the education

system. There are seventeen (17) Black led organizations with SFAs across Ontario. Delta Family's SFA Program provides the following core services in alignment with the long-term goals of the SFA initiative:

- 1. Advocacy on Behalf of Students and Families:** SFAs advocate on behalf of Black students and families within school systems/processes.
- 2. Student and Family Empowerment:** SFAs provide navigational supports and work with Black students and families to identify their needs, aspirations, and goals, and implement culturally relevant and actionable plans to help them respond effectively to barriers to success, pursue opportunities, and self-advocate. SFAs will provide guidance and support as students and families carry out their plans.
- 3. Community Collaboration and Systems Advocacy:** in collaboration with community partners, participants and schools, SFAs will help to amplify the voices and experiences of Black students and families to activate changes in education systems.



In their own words

I have come in contact with Delta Resource Centre 4 years ago. I was in a neighbourhood mall, and I went into the information booth and found a pamphlet. I immediately went to visit the location located on Kipling Ave. The door was closed so I knocked, and a staff named (Staff) gave me some information about the program and services. Delta came around a time when I needed support with my daughter, we were going through some rough patches. We had the opportunity to do the child and parent SNAP program. It has been a God sent; the support received was incredible. The strategies we used helped my child to deal with her anger outbursts. The technique has also supported her in the school system. Delta Resource has been a one stop resource for me and my family. I also been connected with a great advocate that assists us with community resources. (Staff) has been a vital support not only to our daughter, but the entire family. Service we have benefited from include food program, link to other services, tutoring, workshops, support for school meetings, weekly call-in person, virtual support. Delta family has become part of my family, I feel blessed a sense of community still exists. I have noticed that most of the people I came in contact with a few years ago have moved on to other organizations. I can see that it not an easy job working and support families, it takes a special person. I am not bragging, but (Staff) has been a great support to me and my family. Although, my daughter graduated from the program we still maintain a great relationship with Miss (Staff). The work and support she has put in to ensure our family has support on all levels. I know she has gone above and beyond to ensure that my daughter receives holistic care. Over the years I have been connected with different workers, most have left the organization, but Miss (Staff) has remained constant. I believe having low staff turn over speaks volumes for an organization. I am not sure what role Miss (Staff) plays at the organization, but she is a great advocate, professional, supportive, and beautiful person with a kind heart. I do hope that the team at Delta continue to hire and keep staff that emblem the goals / vision of Delta Resource. A sense of community is not only the words on pamphlet, but the words being put into actions by those around you. Thank you for the support shown to my family and thank you in advance for all the other families lives that you have changed by creating that sense of community.

ON SNAP
Joginder Azimal
 -Participant

■ Statement of Financial Position (As at December 31)

Assets	2021	2020
Current		
Cash - Operating Fund	\$ 1,577,700	\$ 1,425,547
Cash - Reserve Fund (Note 2)	154,088	152,755
Accounts receivable	10,551	20,918
Grants receivable	188,855	70,936
Prepaid expenses	22,969	30,569
	<u>1,954,163</u>	<u>1,700,725</u>
Capital assets (Note 3)	11,751	19,003
	\$1,965,914	\$1,719,728
<hr/>		
Liabilities		
Current		
Accounts payable and accrued liabilities	\$ 493,887	\$ 379,528
Deferred operating grant contributions (Note 4)	1,188,927	1,094,601
	<u>1,682,814</u>	<u>1,474,129</u>
Deferred contributions related to capital assets (Note 6)	-	481
	<u>1,682,814</u>	<u>1,474,610</u>
<hr/>		
Net Assets		
Invested in capital assets	11,751	20,050
Unrestricted operating and reserve fund (Note 2)	271,349	225,068
	<u>283,100</u>	<u>245,118</u>
	\$1,965,914	\$1,719,728

On behalf of the Board:

Bob Jager (Secretary) Director

M. Smith Director

■ Statement of Operations (Year Ended December 31)

	2021	2020
Revenue		
City of Toronto (Notes 5)	\$1,910,748	\$1,108,133
City of Toronto - Partner funding	172,050	119,285
Provincial government (Note 5) Federal government (Note 5)	1,159,944	818,125
United Way (Note 5)	1,154,119	1,133,015
Foundation grants (Note 5)	389,738	487,550
Other grants (Note 5)	513,504	376,032
Fundraising, donations and other income	545,058	90,776
Donations-in-kind (Note 1f)	45,478	70,395
	<u>20,000</u>	<u>20,000</u>
	<u>5,910,639</u>	<u>4,223,311</u>
<hr/>		
Expenses		
Salaries and related benefits	2,680,932	2,200,256
Staff training and travel	9,407	27,105
Rent and utilities	247,006	233,992
Equipment and maintenance	51,358	35,316
Program expenses	663,379	467,476
Partner expenses	1,593,820	713,694
Office and insurance	111,066	89,140
Audit and legal	37,807	32,858
Promotion	22,881	50,999
Purchased services	448,229	312,462
	<u>5,865,885</u>	<u>4,163,298</u>
<hr/>		
Excess of revenue over expenses before amortization	44,754	60,013
Amortization (Note 7)	6,772	5,198
	<u>\$37,982</u>	<u>\$54,815</u>

BOARD

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 Chezlie VK Alexander- Vice – President
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Jennivea Walker	Talia Merino-Sierra
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Joycelyn Pencil	Tony Hooper
Juan Pablo	Tshiela Muembi
Justica Adjetey	Uyen Vi Hoang
Kathy T	Viola Rawna
Keisha Evans	Zakya Yousifa

STAFF (Current)

Abdi Dayr	Leonice Forrester
Ahmed Mohamed	Lucky Magagula
Akill Bullin	Mahamood Mahad
Akrofi Abrafi	Marvin Samuels
Alisha Brooks	Maureen McSween
Amandeep Sekhon	Mwesigwa Moses
Amandeep Kaur	Myles Jay Smith
Augustine Obeng	Nacima Brown
Ayan Omar Hussein	Naomi Walton
Bindya Chauhan	Natasha DeRouche
Cynthia Pommells	Nazi Karimzad
Danny Ampadu	Phouladda Rajvong
Dantae Sharpe	Preethiny Karalasingam
Emmanuel Pumah	Renee Jackson
Enedina Vargas	Robertson Kwame
Erica Appleton -Forbes	Sabra Said
Eugene Chevy	Seema Alemi
Farai Gore	Sergio Guerra
Freda Bizimana	Shamiso Magumbe
Gerard Meade	Shantel Hyndman
Gillian Dennis	Shirwe Shuriye
Habibur Rahman	Shivana Gobin
Haroon Ahmed	Sixbert Himbaza
Ijaabo Mahamed	Susanna King
Ingrid Edwards	Tia Dyce
Jacqueline Dyer	Tokunbo Awe
Jean-Luc Ramphal	Tolee Biya
Jeffrey Ekenkwo	Troy Reis
Justica Adjetey	Verlisha Phillip
Kahunda J Muray	Virginia Sandlands
Lalita Beemsingam	Yolanda Moraes
Latoya Reid	

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 Greenrock Charitable Trust
 Heather Urquhart
 Laidlaw Foundation
 Margaret E. Henderson
 Nisha Certification
 Raj Grocers Inc.
 St. Andrews Presbyterian Church
 Urmila Gupta

TRUSTEESHIP

Linkz Healing Project	Mommy monitor
121 Humber Tenant Commitee	Mothers of Regent Park
Ankobe	Mozambique Community Center
Back 2 Basickz Youth Support Services	Neighbourhood Developing Careers
Belka Enrichment Center	Ontario learning development foundation
Black Compass	Power 2 Girls
Black Creek Community Health Centre	Rivertowne Tenant Rep and Committee
Braids for Aids	Scarlettwood Warriors For Change
Canadian Gambian youth development association	Seniors Safety BBQ
Chester Le Community	Smiles for Sache
Chester Lee tenant committee	Somali Women’s
Drifwood Play Fair event	SoundCheck Youth Arts
Fifty for Free	St. James Community Coop
Firgrove	Taking Back What’s Ours
Frontline Community Centre	TCCG (Tandridge Community Collective Group)
Gambian Canadian Youth Association	The Resurgence
Generation Chosen	Think2twice
Ghanaian-Canadian Association of Ontario	Toronto Developmental association of Youth
Grandravine All stars	Traci Team
Heal the Keele	Ubuntu Community Collective
iBall Canada Cares Community Organization	Unity For Life
Islington Committee (Youth Group)	Urban Rez Solution
JNF Rising	Using music to heal
Lifted By Purpose	Village 3 on 3
Loud Dreams	Women’s Wellness
Mamas Healing Garden	Youth Building n Glory
Mind on Strength	

FUNDERS

Children’s Services	Mazon Canada	EarlyON
City of Toronto	Bell Let’s Talk	Ministry of Health Promotion
Ministry of Tourism After School Program	Canada Food Bank	Sport Recreation and Community Programs Branch
Ministry of Children, Community and Social Services	Rexdale Community Centre	Ontario Secretarial for Seniors
Ministry of Attorney General	Trillium Foundation	Ontario Trillium Foundation
Canada Summer Jobs	Lumar Care	RBC Corporate Donations
Department of Public Safety	BMO Employee Charitable Foundation Regional office	United Way Toronto & York Region
Heritage Canada	Chum/CP24 Christmas Wish	
New Horizons	Citizenship and Immigration Canada	



A NOTE OF APPRECIATION TO OUR FUNDERS

Thank you for your great generosity! We, at Delta Family Resource Centre greatly appreciate your donations. Your support helps to further our mission through our many projects.. Your support is invaluable to us and to our communities. Thank you again!



DFRC Sattelite Locations

KIPLING HEIGHTS MAIN OFFICE - (2291 Kipling Ave. Unit #123)

KIPLING PLAZA - (2141 Kipling Ave. Units #202 & #207)

REXDALE COMMUNITY HUB - (21 Panorama Crt)

SEWING HUB - (2677 Kipling Avenue)

YOUNG PARENT RESOURCE CENTRE - (1900 Sheppard Ave.)

HUMBER SUMMIT LIBRARY - (2990 Islington Ave.)

DUNCANWOODS SATELITE OFFICE - (208A Duncanwood Dr.)

Other Service Locations

- Gord & Irene Risk Community Centre
- St. Roch catholic School
- Beaumonds Heights School
- Firgrove Public School
- Kipling Collegiate Institute

Delta Family Resource Centre

2291 Kipling Ave Unit #123,

Etobicoke Ontario M9W 4L6

Phone: (416) 747-1172 / Fax: (416) 747-7415

Email: contactus@dfrc.ca

Business Hours

Monday - Thursday 9am to 5pm

Friday - 9am to 3pm