

OUR VALUES

In Action



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Message from our Chief Financial Officer



...and more!

LAND ACKNOWLEDGEMENT

We acknowledge the land we live, work, and play on is the traditional territory of many nations including the Mississaugas of the Credit, the Anishinabeg, the Chippewa, the Haudenosaunee, and the Wendat peoples and is now home to many diverse First Nations, Inuit, and Métis peoples. We also acknowledge 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.

We also acknowledge that we are all Treaty peoples – including those who came here as settlers – as migrant either in this generation or in generations past and those of us who came here involuntarily, particularly as a result of the Trans-Atlantic Slave Trade. Today, we pay tribute to the ancestors of those of African and Indigenous origin and descent.



OUR VISION

A society where everyone belongs. A society where everyone is valued.



OUR MISSION

Community Living Toronto fosters inclusive communities by supporting the rights and choices of people with an intellectual disability.



OUR CORE VALUES

Inclusion • Choice • Diversity

WHO WE ARE

The “community living movement” began with families who wanted their children to live in the community, rather than institutions. Today, Community Living Toronto continues to advocate for full inclusion and belonging by providing opportunities for people with an intellectual disability to live the life they choose.

OUR SERVICE STREAMS:



Everyone learns and develops in their own ways. Intellectual disabilities tend to arise before adulthood and last throughout life. People with an intellectual disability can face barriers in living the life they want.

An estimated **one to three per cent** of people in Ontario live with an intellectual disability. Of that population:

Only 25%
of those between the ages of 18 and 65 are employed in Canada.

More than 15,000
adults are waiting for supportive housing – roughly the same number of people who are currently living in supportive housing.

People who have an intellectual disability are 17.5 times
more likely to live in a long-term care facility than people without one.

Over 70%
of working-age adults who have an intellectual disability and live on their own, live in poverty.

Sources: CAMH/H-CARDD, Statistics Canada, Community Living Ontario, Inclusion Canada

EQUITY, DIVERSITY, AND INCLUSION

At Community Living Toronto, we define Equity, Diversity, and Inclusion as the following:



EQUITY refers to the fair and equitable treatment of all people, while recognizing that people have different needs. Equity is in the design of our systems, processes, and communities, and it helps to uphold diversity and inclusion-related goals and actions. Equity is the process; equality is the result.



DIVERSITY is a concept that includes physical and other characteristics that distinguish one person from another. These include, but are not limited to: gender, race, ethnicity, physical or intellectual ability, age, culture, ancestry, place of origin, citizenship, religious beliefs, family and marital status, learning styles, sexual orientation, gender identity, socioeconomic status, social perspectives, values, and beliefs.



INCLUSION speaks to the extent to which individuals and groups value, respect, and embrace differences in knowledge, preferences, and perspectives. An inclusive environment fosters respect for individuals, values them for who they are, and commits to supporting them so that individuals have the opportunity to contribute, thrive, and meet their full potential.

MESSAGE

FROM THE CEO AND BOARD CHAIR

Emerging from a time of great transformation and learning, we have navigated numerous challenges to refocus on our organization's priorities. Our journey has led us to provide personalized supports and services in local neighbourhoods, modernize our program design, and deepen our commitment to Anti-Racism, Equity, Diversity, and Inclusion (AR/EDI). These efforts have allowed us to meet people with intellectual disabilities where they are.

Above all, upholding the rights and choices of people we support remains central to everything we do. We have translated our core values of Inclusion, Diversity, and Choice into action by advocating for the needs of our community. These values have also guided our relationships with our employees, donors, volunteers, members of the Board of Directors, Association members, the Anti-Racism Committee and EDI Team (AR/EDI), CUPE Local 2191, and government partners. As we reconnected through more in-person events, we eagerly embraced the sense of belonging that unites us. It is a privilege to work with such a talented and generous group of people. Once again, the staff at Community Living Toronto have proven their exceptional dedication to the people we support and we remain inspired by their passion.

Belonging is realized when people are given the opportunities to live the life they choose. With this in mind, we have invested in services and supports for people with intellectual disabilities and their care networks to continue fostering inclusive and welcoming communities. Alongside the renovation and rebuilding of our facilities across the city, we have prioritized choice, reimagining our Community Participation Supports, options for Supported Living, and Specialized Services that support people's mental health and social needs.



In 2022, our colleagues at CLTO formed employee resource groups focused on Anti-Racism and Equity, Diversity, and Inclusion (AR/EDI), both celebrating and educating one another on our diverse identities. We have demonstrated our sector-leading investments in AR/EDI, engaging our Board and staff through various activities and integrating these principles and practices into the fabric of the organization.

Throughout the year, we have tirelessly advocated alongside like-minded organizations and groups for increased investments in the developmental services sector, in particular to meet the growing complex needs of the people we support. We are grateful for our strong partnership with the Ministry of Children, Community and Social Services, and look forward to continuing to collaborate on key initiatives, including the Ministry's long-term vision for developmental services in Ontario.

Now in our 75th year, we are thrilled to celebrate over seven decades of belonging. The people we support are always at the forefront of everything we do. We continue to advocate for their rights to make informed choices and experience meaningful community participation.

With hope and determination, we are ready to face challenges and opportunities that lie ahead. Together, we will build a future where inclusivity, diversity, and choice are pillars of our society.

Thank you for your support,



Valérie Picher
Chair of the Board
of Directors



Brad Saunders
Chief Executive
Officer

WHAT OUR TEAM BROUGHT TO LIFE THIS PAST YEAR



Advocating for supportive housing

On March 27, 2023, Community Living Toronto joined the Intentional Community Consortium, a network of organizations that provide services to people with disabilities, for a day of advocacy on Parliament Hill. Topics discussed included the Federal Budget, the National Housing Strategy, and the need to increase supportive housing in Canada.

Using data to inform decision-making

We launched *MyServicesConnect*, which leverages new technology to support data-driven decision making. We are working smarter by investing in technology that modernizes our operational supports, enabling staff across the organization to save time so they can focus on what matters most – the people we support.



MyServices
CONNECT



Connecting people to meaningful employment

Through an investment of \$1.4 million by the Ministry of Labour, Immigration, Training and Skills Development, Community Living Toronto has created a new supported employment process with a complementary online tool – *MyJobMatch*. By building a more efficient system for matching great candidates with great positions we can provide more opportunities across multiple developmental service agencies. We can begin to create a system where we all work together and ensure shared success. *MyJobMatch* is changing employment supports in Ontario.



Creating innovative opportunities for Supported Living

This year was a pivotal one for building inclusive vertical communities. In the fall, we officially welcomed residents into Tretti Way — offering a new high-rise living experience in North York for a number of people in our Supported Living programs. An investment from the Government of Canada and the City of Toronto was made for the creation of a new building on Birchmount in Scarborough featuring dedicated deeply affordable and barrier-free units for CLTO. We are eagerly anticipating the completion of Birchmount Green, in addition to our

Sibley redevelopment project, which will further expand Community Living Toronto's support and housing options for the coming years.

Community Living Toronto has partnered with Tridel on the redevelopment of our Lawson property. Together, over the next decade, we will build a world-class inclusive community in Scarborough designed with accessibility and belonging in mind.

For more information on Lawson, visit: cltoronto.ca/lawson-redevelopment/

Becoming a more inclusive and equitable organization

We completed our multi-year strategy to support Anti-Racism and Equity, Diversity, and Inclusion. The strategy consists of five key pillars:

- Policies and Practices
- Awareness and Education
- Commitment and Engagement
- Commitment to our Diverse Communities
- Equity-based Data

This will serve as a roadmap for our organization in fostering a sense of belonging for everyone.



Artist:
Conrod Skyers

It's all about choice

COMMUNITY PARTICIPATION SUPPORTS

CHOICE

Community participation means different things to different people, so here at Community Living Toronto, we are focused on giving people the choice to decide how, when, where, and with whom they spend their time. To facilitate this, we are creating options for experiences that build community and relationships in our neighborhoods, inviting our neighbors and partners into our newly renovated facilities, and building capacity to enable the people we support to meet their goals.

For Nicola, community participation means spending time with new and old friends. Nicola is 48 years old and uses Wheel-Trans three times a week to attend one of our in-person program locations. Nicola enjoys the sense of independence she gets from going to programs on her own as well as the chance to spend time doing what she loves with her friends.

This year, we began the process of re-imagining our Community Participation Supports with the help of People Minded Business to facilitate a codesign approach. As a member of the design team, Nicola was able to share her experiences and ensure that those supported had a seat at the table. Our design teams had representation from key stakeholder groups including people supported, family members, frontline staff, and leadership.

I like the activities that we do, some of my favourites are bowling, bingo, dancing, and exercising. The staff and my friends help me with each activity.

Nicola, CPS Participant



“I think this program is the right fit for me because of the people that are part of it; they make me feel happy, welcomed, and included,” continued Nicola. Nicola is one of approximately 120 people who are currently participating in our recently re-imagined center-based Community Participation Supports program.



In 2023 we will be increasing the number of CPS spaces available to **350**, and continuing the work of evolving the program using this codesign approach so that people, like Nicola, can feel that they belong.

A lifelong commitment to belonging

EQUITY, DIVERSITY, AND INCLUSION

INCLUSION

In 2020, we renewed our commitment to a lifelong approach of ensuring everyone felt like Community Living Toronto was a place they could belong. We formed our Anti-Racism (AR) Committee which informed the creation of new policies and frameworks to support equity, diversity, and inclusion.

Andrew, a support worker in our children's respite program, has been part of the Committee since its inception. He has been an activist for inclusive, equitable rights for those on the margins throughout most of his adult life.

This story continues on the next page ➔



“Being part of a progressive Committee has given me hope that we can dismantle systemic inequities and racist structures and work toward building a more equitable organization.”

Andrew, Support Worker III

As a support worker in our Respite program, Andrew helps families get the well-deserved rest they need so they can focus some attention on themselves.

“The families and children we support are diverse and their supports should be culturally and racially appropriate. The same systems that impact racialized frontline workers also marginalize Black, Indigenous, and racialized families and the people we support. Our Anti-Racism Committee has started the conversations and actions towards dismantling these systems,” shared Andrew.

Over the past three years, we have expanded our efforts and founded a provincial Equity, Diversity, and Inclusion Community of Practice with representation from developmental service organizations and educational institutions from across Ontario.

“Equity and inclusion must be at the core of everything that we do as an organization. They are the thread that weaves the fabric that ensures the people we support and our staff have a sense of belonging,” concluded Andrew.



Investing in meaningful employment

MYJOBMATCH

CHOICE

Through a significant investment from the Ministry of Labour, Immigration, Training and Skills Development, we have created a new and innovative approach to employment supports. With MyJobMatch, we are making supported employment easier and quicker by matching job seekers with employers based on skills, experience, and values.

Collaboration has been key to the success of MyJobMatch. Together, employment supports professionals from Community Living Toronto, Corbrook Awakening Abilities, Ready, Willing and Able, and Placemaking 4 Good have shared their knowledge and experience to create the platform. Our dedicated employment support professionals ensure that candidates are ready for the job and act as the first point of contact, so everyone is successful along their employment journey.

Shineeca is one of more than **450 people** using MyJobMatch. Her job requires organization, planning, scheduling, decision-making abilities, and knowledge of chemical compounds to mix the appropriate products for cleaning.



Having an intellectual disability doesn't make me any different, and I'm not ashamed of having it.

Shineeca, MyJobMatch User

This story continues on the next page →



Shineeca believes that employers who want to create an inclusive workplace must be open-minded, learn to accommodate various learning and communication styles, and make an effort to understand what opportunities best suit them. Currently, there are approximately 420 employers using MyJobMatch, and we have successfully matched over 90 people with jobs in the 140 open job postings. Soon, we will be launching a mobile version of the MyJobMatch platform and onboarding more job seekers. We will also be rolling out MyJobMatch to more developmental service agencies and launching a self-directed portion of the tool for job seekers.

With MyJobMatch, we put the people we support at the forefront of their own employment journey; they determine where they want to work and who they want to work with.



Saving time so we can spend it with people that matter most

MYSERVICESCONNECT

INCLUSION

Our new MyServicesConnect platform seeks to automate processes in our day-to-day work through management of our programs, financials, and Human Resources all in one place. By connecting information and systems across our organization, we can deliver consistent, high-quality supports and services in more efficient ways.

We have intentionally designed the platform to capture the unique identities of the people we support and better provide appropriate care.

We are grateful to the entire project team, whose dedication has led to enabling our supervisors, managers, and staff to save time so they can spend it on what matters most – the people we support.

The logo for MyServicesCONNECT features the text "MyServices" in a blue sans-serif font above the word "CONNECT" in a larger, bold, black sans-serif font. The letter "O" in "CONNECT" is replaced by a stylized icon consisting of two overlapping circles, one blue and one green, with a white dot in the center.

I was expecting the platform to be problematic and difficult and challenging, and it was none of those things. It turned out to be really user friendly and easy to navigate. I'm really pleased that it was implemented across the agency because this is what we frontline staff have been asking for.

Mita Hans, Support Worker I

Creating inclusive communities

SUPPORTED LIVING

INCLUSION

This year, we supported more than **1,000 people** on their Supported Living Journey with Community Living Toronto, which helps adults (aged 18+) make informed choices about their life goals, including where they live and who they live with.

Moving into a home of one's own creates a sense of pride and belonging as well as a chance to engage in community activities that are meaningful. We help people build relationships with neighbourhoods and networks.



JERRY'S JOURNEY

"I recently moved to Coatsworth because I needed more support. Leaving my friends at Dan Leckie Way was hard, however; the staff and my new roommates at Coatsworth all made me feel welcome and had a welcome party for me. Everyone at Coatsworth knows that I am big on Karaoke, so I now attend the Karaoke event every Wednesday at Foster Clubhouse at Main and Gerrard"

When Jerry turned 68, he started to need more assistance, and that was when he moved to a senior-focused apartment building.

"I feel very supported every day and the staff make me feel happy," Jerry shared.





The Supported Living Journey is designed to help us collaborate with people we support and their families to co-create a home of their own. People, like Jerry, were invited to share their journey so we could build a better program based on their experience.

Our focus now is on strengthening the Supported Living Journey by accessing new housing to provide more choice for people now and in the future. We are also looking at expanding support for youth just beginning their journey, adjusting our housing and support for people who are aging with complex care needs, and creating more integrated and engaging programming in Supported Living settings through Community Participation Supports.

Inclusion is about ensuring the people we support are part of their own journey, helping to make decisions about their own care and lifestyle, so that they can live the life they choose.



OUR IMPACT

Here is statistical information about Community Living Toronto for the year ending March 31, 2023.

WE ARE IN YOUR COMMUNITY.

We support over **4,000** children, youth, and adults with an intellectual disability that access a variety of services and supports.

SUPPORTED LIVING

A range of housing and support options that foster choice, independence, and neighbourhood connections.

Here's **how many people** CLTO impacted with Supported Living in 2022-2023:

GROUP LIVING

276

LIFESHARE

22

SUPPORTED INDEPENDENT LIVING

177

INDIVIDUALIZED SUPPORTS

45

CLUSTERED SUPPORTS

143

LIGHTS

31

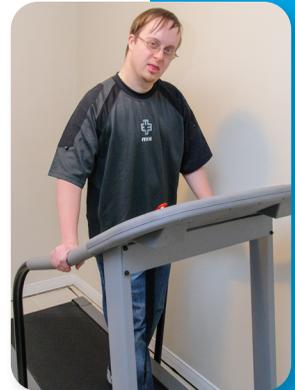
financially engaged

STEPUP!

63

278

supported with planning



We support over **1,000 people** in a variety of Supported Living arrangements.



COMMUNITY PARTICIPATION SUPPORTS AND RESPITE

Meaningful, inclusive experiences that promote neighbourhood connections and personal interests, skills, and development.

Here's **how many people** CLTO impacted with Community Participation Supports and Respite in 2022-2023:

COMMUNITY PARTICIPATION SUPPORTS

1076

ADULT DEVELOPMENT PROGRAM (ADP)

129

FRIENDLY CONNECTIONS

573

FEE-FOR-SERVICE

85

Creative Village Studio

CHILDREN'S RESPITE

53

VIRTUAL SUPPORTS

172

82

Community Junction

25

Autism-focused



DIGITAL PRODUCTS

Our digital products, developed with the Government of Ontario, people with an intellectual disability, families, and service providers, provide Ontarians with tools, information, and resources.

Connect**ABILITY.ca**

22,553

visitors per month

 **MyCommunityHub**

31,325

registrants

MyDirectPlan

50,947

funding holders

 **MyJobMatch**

140

open jobs

421

employers

461

job seekers

SPECIALIZED SERVICES

Individualized clinical services that optimize quality of life for the diverse range of people we support and their families.

Here's **how many people** CLTO impacted with Specialized Services in 2022-2023:

**SPECIALIZED
RESOURCE HOMES**

9

children

7

adults

**FAMILY SUPPORT
COORDINATION**

72

children

214

adults

**TRANSITION AND
MENTAL HEALTH**

82

BEHAVIOUR SERVICES

195

HEALTH AND WELLNESS

70

**ADULT PROTECTIVE
SERVICES**

425

**EARLY CHILDHOOD
SERVICES**

582

CHILDREN/YOUTH RESPITE TREATMENT PROGRAM

15



...AND MORE!

Here's **how many people** CLTO impacted in some ways this year:

INDIVIDUALIZED
PASSPORT SERVICES

494

PERSON DIRECTED
PLANNING

84

INDIVIDUAL
EDUCATION CONSULTS

84

VOLUNTEERS

165 | 5,099
hours!

MOM'S GROUPS

3 | 70
sessions | moms

MOM'S RETREAT

30
moms

MEMBERS

1,022

SIBSHOPS

(Sibling Workshops)

10
siblings

EMPLOYMENT
SUPPORTS

66
people found new
employment

SHADOW LAKE
CENTRE

602

IOPEN

*(Individualized On-Campus
Post-Secondary Experience
Network)*

10
students

250
receiving continued
support

SEXUAL HEALTH
TRAINING

8
students



Our culture of community in action

STAFF RECOGNITION

DIVERSITY

There are approximately **1,200 full and part-time staff** that work at Community Living Toronto – some have only just joined the team and others recently celebrated their 40th anniversary with us. Recognizing a team member throughout their journey at the organization is just one way our diversity and culture of community can be seen in action.

Our staff have always been invaluable. Without their resilience and commitment, our supports and services would not have continued throughout the last few challenging years. They are flexible and responsive to change, and display great endurance and creativity in ensuring that the people we support can continue to develop, flourish, and live meaningful lives.



As of April 21, 2022, the Government of Ontario officially instated the permanent wage enhancement – a \$3 increase in base salaries for developmental services workers, including eligible employees at Community Living Toronto. This increase helped us recognize the contributions of our direct support staff historically and under the extraordinary circumstances created by the pandemic.

We are grateful for each member of our team. Thank you for continuously rising to any challenge and helping us create a culture and a society where everyone belongs, a society where everyone is valued.

The wage enhancement, which started as a temporary initiative, was a welcome recognition of frontline staff who put themselves at risk throughout the pandemic. Making the wage enhancement permanent was a valuable investment in the retention of our committed staff and helps to attract new staff. It's made my life easier by helping with challenges associated with the rising costs of inflation.

Mike Ritz, Support Worker III

From surviving to thriving

SPECIALIZED SERVICES

CHOICE

Harry is sixteen years old and lives with a complex diagnosis that requires 24/7 intensive supports.

“In 2019, when our son joined Community Living Toronto, we were very burnt out and having a hard time coping. It was gut-wrenching applying for residential placement, but we knew it was the best option,” shared Sandra, Harry’s mom.

Harry moved into a Specialized Resource Home. Our Specialized Services team supports people with an intellectual disability and their families through Specialized Resource Homes, Community Supports, and Interdisciplinary Services. We provide unique, innovative, evidence-based, and person-centered strategies for complex situations.



You enter this journey because of the devastatingly complex diagnosis that has afflicted your child and the debilitating effects it has had on everyone trying to manage their care. Eventually, you find yourself in desperate need of help just to survive.

Sandra, Harry’s Mom

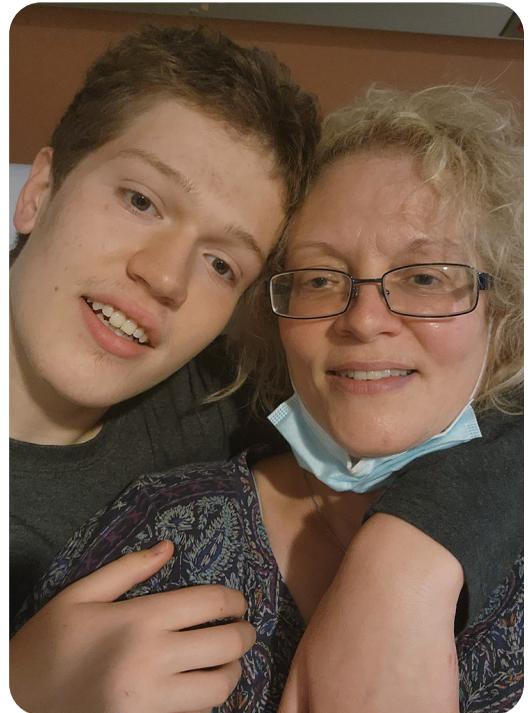
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“You enter this journey because of the devastatingly complex diagnosis that has afflicted your child and the debilitating effects it has had on everyone trying to manage their care. Eventually, you find yourself in desperate need of help just to survive,” shared Sandra.

The Specialized Services team utilizes an interdisciplinary and biopsychosocial approach to clinical services to ensure people have access to the individualized supports they need to thrive in their home and in their community. The teams also play an important advocacy role when dealing with complex and challenging situations. They are always looking for ways to streamline processes, enhance access to services, increase the quality of support, and achieve the most meaningful outcomes for people.

Harry is well supported in our Specialized Resource Home by an interdisciplinary team of direct support professionals and clinicians such as behavioural consultants, transitional coordinators, and health professionals.

“There are no words to express how important Community Living Toronto has been to his health, behaviour, and well-being, or just how grateful we are for such a great team approach to his care,” shared Sandra.



There are no words to express how important Community Living Toronto has been to his health, behaviour, and well-being, or just how grateful we are for such a great team approach to his care.

Sandra, Harry's Mom

MAKING EVERY DOLLAR COUNT

FINANCIAL REPORT | Fiscal 2022-2023

As a part of our commitment to being open, transparent, and accountable to our community, the following information summarizes our financial results for the fiscal year ending March 31, 2023.

While putting our values into action, Community Living Toronto (CLTO) remained focused on purposeful, fiscally responsible investments into our supports and services while managing public and donated funds. In doing so, we are better preparing our organization for the growing demand to diversify services, support sector transformations, and undertake effective Ministry reporting.

The total revenue for fiscal year 2022-2023 was **\$107.8 million**. Approximately 80 per cent of this revenue came from the **Ministry of Children, Community and Social Services (MCCSS)**. The remaining balance was provided by the **City of Toronto, the Ministry of Labour, Immigration, Training and Skills Development (MLITSD), the United Way of Greater Toronto**, our fundraising efforts, fee for service programs, and entrepreneurial ventures. Our total expenses were **\$109.5 million**.

Expenses exceeded revenue in 2022-2023 as a result of fewer pandemic-related government investments, increased spending on internal business transformation projects, and further unexpected expenses for some of our direct-support programming.

Thanks to continued investments from the Government of Ontario, we have been able to expand and evolve our supports and services. At the start of the fiscal year, **\$7 million** in funding from MCCSS was allocated to the **Permanent Wage Enhancements** of direct support professionals. As a result, CLTO's eligible staff received an additional \$3 per hour on their base salary. We also received a grant for **\$1.45 million** through the **Skills Development Fund** via MLITSD to create MyJobMatch, an innovative disability employment service.

In 2022-2023, CLTO received two investments from the provincial **COVID-19 Residential Relief Fund (CRRF)**: **\$174,000** for the **Sector Emergency PPE Hub**, and **\$771,000** specifically for our Supported Living stream. We remain grateful to the Government of Ontario for their continued partnership and investments to promote inclusion and wellbeing for people with intellectual disabilities and their support networks.

Continues on the next page →



Our Sibley location in Scarborough has been undergoing extensive renovations to welcome people from Respite Services, Specialized Resource Homes, and Supported Independent Living. The total construction cost for this project is approximately **\$4 million**, and renovations were supported by a **Canada Mortgage and Housing Corporation (CMHC)** grant of **\$525,000** this year.

CLTO made an investment of **\$3 million** into our new **MyServicesConnect** platform. The analytics capabilities as well as future upgrades to this system will allow us to track and manage how we utilize funding at the individual level, resulting in more efficient service delivery.

Financial results for CLTO are prepared by our Finance Department team, which are presented in accordance with the Chartered Professional Accounting Handbook. **These financial results have been audited by our external auditors at KPMG.** Audited financial statements, the Auditor's Report, and notes pertaining to our financial statements are available on our website and upon request through the CLTO Executive Office at 20 Spadina Rd.

TO SUMMARIZE...

This year's spending reflects our commitment to **inclusion, choice, and diversity** at all levels of the organization. Whether it be a renovation of our facilities, an overhauled operations system, or a redesign of our programs, we are making thoughtful investments for the most impactful results. We invested substantially into improvements that benefit the people we support, our workforce, our services, and the places where people live, learn, work and play. Our fiscal approach focuses on both service excellence and the longevity of Community Living Toronto. We have been working hard to foster a sense of belonging for the last 75 years, and we will continue to make meaningful investments to inspire and support the creation of inclusive communities.

FINANCIALS

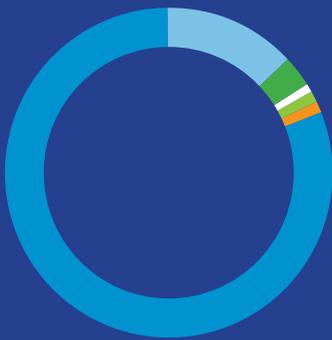
	2023	2022
Total Assets	52.0 M	51.0 M
Total Liabilities	28.7 M	26.0 M
Revenue	107.8 M	106.2 M
Total Expenses	109.5 M	104.0 M
Administrative cost on every dollar received	8.74%	8.5%

REVENUE (Millions)	2023		2022	
Ministry of Children, Community and Social Services	87.1	81%	85.4	80%
City of Toronto	3.0	3%	3.0	3%
Ministry of Labour, Training and Skills Development	1.5	1%		
United Way of Greater Toronto	0.9	1%	0.9	1%
Entrepreneurial ventures	0.7	1%	0.9	1%
User Fees, Recoveries, Amortization of Deferred contribution, Other	14.4	13%	14.5	14%
Gain on sale of capital assets	0.2	0%	1.5	1%
	107.8	100%	106.2	100%

EXPENSES (Millions)	2023		2022	
Salaries and benefits	64.5	59%	65.3	63%
Purchased services	22.6	21%	17.8	17%
Occupancy costs	7.5	7%	8.5	8%
Supplies	10.9	10%	9.5	9%
Travel and transportation	1.4	1%	1.0	1%
Other program costs	2.6	2%	1.9	2%
	109.5	100%	104.0	100%
Excess (deficiency) of revenue over expenses	\$ (1.7)		\$ 2.2	

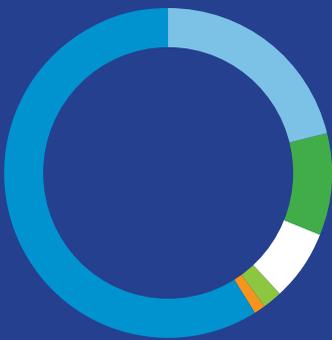
Approximately 1.0% of our annual organizational budget comes from fundraised dollars. In the 2022-23 fiscal year, \$1.0 million was donated by individuals, corporations, foundations, and service/religious organizations.

2022-23 REVENUE DISTRIBUTION



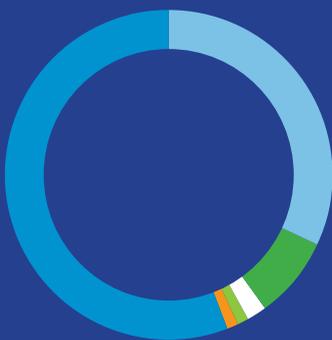
■ Ministry of Children, Community and Social Services	81%
■ User Fees, Recoveries, Amortization of Deferred contribution, Other	13%
■ City of Toronto	3%
■ United Way of Greater Toronto	1%
■ Entrepreneurial ventures	1%
■ Ministry of Labour, Training and Skills Development	1%

2022-23 EXPENSES DISTRIBUTION



■ Salaries and benefits	59%
■ Purchased services	21%
■ Supplies	10%
■ Occupancy costs	7%
■ Other program costs	2%
■ Travel and transportation	1%

2022-23 SERVICE DISTRIBUTION



■ Supported Living	56%
■ Community Participation	32%
■ Specialized Resources	8%
■ Other programs	2%
■ Fundraising	1%
■ Covid related	1%

FUNDRAISING REPORT

Donors help people like Erik achieve their goals. When Erik decided to go back to school, he asked for our help with the purchase of a laptop so he could attend courses online. With support, Erik applied for a financial grant from CLTO's Choices that can Change Lives Fund. He received funding for the laptop and was empowered to pursue his dreams of continued education!



From laptops to sporting equipment, camp stays and vacations, donors have helped over 100 people reach for their goals through this fund.



\$981,671
Fundraising Revenue

\$204,469
Direct Fundraising Expenses

\$777,202
Net Revenue



Community Participation Supports	38%
Greatest Needs	26%
Shadow Lake Centre	12%
Supported Independent Living	9%
Family Supports	6%
Respite	3%
Employment Supports	3%
Training and Development	3%



Individuals	91%
Corporations	6%
Foundations	2%
Service/Religious Organizations	1%

CLTO Influencers

INCLUSION

The CLTO Influencers are a group of people who have a developmental disability and lots of abilities. Together, they are raising awareness and creating positive change in our communities and beyond.

The CLTO Influencers officially kicked off in 2022, and in 2022-2023, they took things to the next level! They were actively involved in initiatives across the organization, both in-person and virtually. Here are their top ten engagements from the year:

MAY 2022

ITookABreak22 Campaign



SEPTEMBER 2022

Presented to a packed house at the Community Living Ontario Conference

OCTOBER 2022

United Way Campaign – Influencers delivered gifts to staff, participated in the Great Community Lemonade Stand at 20 Spadina, and fundraised for the campaign by holding the “Where in Toronto are the Influencers?”

NOVEMBER 2022

Helped to plan the *Night on the Nile* fundraiser in support of the self-advocate group in Alexandria, Egypt





NELSON



LORRAINE



JOSH



JENNA



SAM



FARRAH



JANUARY 2023

Jenna presented to Parliamentary Assistant to the Minister of Children, Community and Social Services, Logan Kanapathi

FEBRUARY 2023

Josh created an anti-bullying video for Pink Shirt Day

FEBRUARY 2023

Collaborated with Community Living Ontario and held an Inclusive Education Workshop

WINTER 2023

Presented and participated in the Community Participation Supports planning as advisors

MARCH 2023

Provided mentorship to self advocates and staff at Hutton House

ALL YEAR

Continued to develop their social media presence with engaging, personalized content



It was a great year, and we can't wait to see what's next for the CLTO Influencers.

Learn more about what the CLTO Influencers are up to by following them on social media! [@cltoinfluencers](https://twitter.com/cltoinfluencers).

Visit cltoinfluencers.ca to check their social media handles.

Advocacy and Impact

CHOICE

Over the years and in partnership with families and people we support, Community Living Toronto has continuously advocated for investments into supportive housing, adequate wages and supports for our workforce, and changes to the Ontario Disability Support Program (ODSP) to better reflect the needs of those in the developmental services sector. Our advocacy work aims to centre stories of lived experience to compel decision-makers to understand the true impact of policy changes on our community.

In the lead up to the 2022 provincial election, we hosted a debate featuring candidates from each party with a focus on issues relevant to the disability community. Following the results of this election, we pursued regular meetings with elected officials to continue these valuable conversations.



Access to supportive housing continues to be one of our key priorities with both the provincial and federal government. To expand our reach, we helped organize and participated in several affordable housing initiatives throughout the year. Most notably was the National Housing Forum at Parliament Hill in Ottawa on March 27, 2023, held in partnership with other organizations and with the aim of sharing success stories and securing dedicated funding for housing in the developmental services sector.



The permanent wage enhancement for developmental services workers was a vital investment from the Government of Ontario in spring of 2022. We continue to advocate for more investments to help build a strong and stable workforce, including additional increases to staff wages, reduced barriers to education and employment, and retention initiatives for developmental services workers.

The 2022 Ontario Fall Economic Statement announced valuable investments into Ontario Disability Support Program (ODSP), including the fact that core funding would be indexed to inflation, recognizing the need for adjustments over time as cost-of-living expenses rise across the country. Additionally, by increasing the employment income threshold from \$200 to \$1000, recipients of ODSP will see improvements to their lives through meaningful employment and increased independence.

This year, we continued adapting to new realities following the pandemic and, thanks in part to support from the Government of Canada, the Government of Ontario, and the City of Toronto, were better equipped to handle its challenges. CLTO remains grateful for the continuous dedication of our partners in government.



These changes to ODSP are a game changer. Better yet, a potential life changer. People who have a disability in Ontario, who can and want to work can do so and not be penalized before they even get above the poverty line! Add to that, ODSP rates being tied to inflation, makes it even better. People can have a little more confidence that they can pay their bills and maybe even have a little extra to participate in their communities.

Angela Bradley, Senior Director, Social Enterprise, Development and Philanthropy

A Year of Growth and Renewal: Celebrating the Achievements of Shadow Lake Centre

SHADOW LAKE CENTRE

CHOICE

Shadow Lake Centre had an eventful year!

In May of 2022, a devastating storm hit southern Ontario, causing extensive damage to the camp including fallen branches and uprooted grounds, destroyed beach shelters and fences, and a tree that crashed through the roof of the recreational hall. The new Camp Director, Muhammed Irshad, led the charge to restore the camp to its full potential and beauty with help from a team of volunteers.

This year, Shadow Lake had other reasons to celebrate. The camp was able to expand its capacity for the first time since the pandemic began, hosting up to 40 guests at a time with indoor and outdoor thematic activities and programs each week. Plus, Kath and Jan Schweizer, who had worked at the camp in 1979 and 1980, returned after 40 years to run the operations at our camp kitchen!

The end of summer marks the start of our Shadow Lake Respite Weekends, bringing fun and excitement with each new season. Weekend guests spend time together, doing activities such as hiking, cooking and baking, movie nights, building campfires, lots of singing and dancing, making treasures to take home, hanging out with their friends from near and far, exploring the campgrounds and just having a great weekend getaway.

This year was magical at Shadow Lake Centre, despite the challenges from Mother Nature. Community Living Toronto is thankful to all the families, volunteers, donors, alumni, staff, and the Stouffville community who made this year such a success. With their continued support, there will be more opportunities for families to come together, make new friends, and create unforgettable memories at Shadow Lake Centre.



United Way of Greater Toronto

COMMUNITY LIVING TORONTO HAS BEEN RENEWED AS AN ANCHOR AGENCY!

INCLUSION

We are so grateful to have The United Way of Greater Toronto as a funder and community partner for more than 50 years.

The United Way of Greater Toronto has always been about supporting community and empowering people to thrive. As an Anchor Agency, a number of CLTO's programs are funded by the United Way, and we are thankful for all that they do to help us ensure that people with an intellectual disability belong and are valued.

With United Way funding, CLTO has been able to reach into many neighbourhoods of Toronto through our Community Engagement initiatives. We empower our volunteers and members to advocate alongside and amplify the voices of people with intellectual disabilities. We strengthen our communities through building diverse partnerships and connect people to valuable resources.

Project SEARCH is a successful, immersive employment training program that helps youth in their last year of high school gain real, on the job training and experience while completing their diploma and successfully attaining a job. These are just two of many initiatives that would not be possible without the strategic investments from the United Way of Greater Toronto.



When we asked the United Way team what belonging means to them, they replied: “calling out discrimination and accessibility issues and dismantling systemic barriers. It means that everyone, regardless of who they are, is given equal opportunities to thrive.” CLTO continues to be inspired by United Way’s mission of moving people from poverty to possibility.



WHAT WE HAVE PLANNED NEXT

WHAT'S AHEAD

As we plan for the future, we know we will continue to advocate for the changing needs of those we support, build on our culture of belonging, and pursue excellence in everything we do.



Celebrating 75 years of belonging

In 2023, Community Living Toronto celebrates its 75th anniversary! Since 1948, CLTO has been evolving, learning, and growing to support and include people with an intellectual disability. Through storytelling, we are looking back on how far we have come over the past 75 years, and looking forward to 75 more years of belonging.

Bringing back Community Rocks!

For the first time since the onset of the pandemic, we will be hosting our Community Rocks event. This party with a purpose is CLTO's signature fundraising event, with all proceeds going towards programs and services.

Visit our website here: communityrocks.ca



Launching CLTO's new Strategic Plan 2023-2028

Soon, we will be sharing our new Strategic Plan which was created through extensive engagement with internal and external stakeholders. This will serve as our roadmap over the next five years.



Advocating for change

The CLTO Influencers are presenting at the 16th Conference of States Parties to the Convention on the Rights of Persons with Disabilities. This will provide an opportunity to advocate for the inclusion and participation of people with developmental disabilities in innovation, technology, business, risk reduction, and many other important topics.

Engaging with Municipal, Provincial, and Federal Governments

Throughout the year, we are organizing and participating in several in-person engagements with all levels of government, including the May 2023 Day at the Legislature in partnership with Community Living Ontario. These opportunities foster conversations about the government's work to improve the developmental services sector, and give us a platform to share our ideas for the future.



Expanding our social enterprise projects

In the Fall, we will launch our newest social enterprise called the Social Brew and Marketplace, a coffee company that will create positive social impact on various marginalized communities globally and advocate for people with intellectual disabilities.

OUR TEAM

SENIOR LEADERSHIP

BRAD SAUNDERS

Chief Executive Officer
brad.saunders@cltoronto.ca

MALCOLM BERNSTEIN

Chief People Officer
malcolm.bernstein@cltoronto.ca

JOE PASSARETTI

Chief Operating Officer
joe.passaretti@cltoronto.ca

CASEY PRUDEN

Chief Digital Solutions Officer
cpruden@cltoronto.ca

BETTY YAM

Chief Financial & Administrative Officer
betty.yam@cltoronto.ca

CATHY BRENNAN

Executive Coordinator
cathy.brennan@cltoronto.ca

ANGELA BRADLEY

*Senior Director — Social Enterprise,
Development & Philanthropy*
abradley@cltoronto.ca

FRANCES MACNEIL

Senior Director — Supported Living
fmacneil@cltoronto.ca

JOE PERSAUD

*Senior Director — Equity, Diversity
& Inclusion*
joe.persaud@cltoronto.ca

DEANNA STRAZZELLA

Senior Director — Specialized Services
deanna.strazella@cltoronto.ca

HEATHER DAWSON

Director — Quality, Privacy & Risk
Heather.dawson@cltoronto.ca

AYMEN BEN HASSOUNA

Director, Digital Services
aymen.benhassouna@cltoronto.ca

PETRONILLA NDEBELE

*Director — Strategic Communications
& Stakeholder Relations*
petronilla.ndebele@cltoronto.ca

AKIKO MASUDA PARADIS

Director, Finance
aparadis@cltoronto.ca

DAVID RENFREW

Director — PMO & Real Estate
drenfrew@cltoronto.ca

JENNIFER STEFFLER

*Director — Community Participation
Supports & Respite*
jsteffler@cltoronto.ca

BOARD OF DIRECTORS

Our Board of Directors help guide CLTO's strategic decisions, ensuring we provide quality care, safeguard our financial well-being, and follow best practices. We also have several committees which are comprised of senior leaders, directors, and community members. They are groups of dedicated and dynamic people who help us better support those with developmental disabilities.

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Michael Douglas, *Treasurer*
Emory Gilbert

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Don Logie
Susan McCloy
Geetha Moorthy
Laura Parsonson

Jennifer Pereira
Nelson Raposo
Susan Silma

THANK YOU!

COMMITTEES

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Emory Gilbert, *Chair*
& *Board Rep*

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Amar Bajwa
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Roberta Bustard
Heather Dawson
Karla Dendrinis
Dinatil Faria
Sylvie Labrosse
Joe Passaretti
Joe Persaud
Michelle Petrides
Teison Sammy

JOIN US!

DONATE

Your generous support will help us create a future where every person with an intellectual disability has the opportunity to realize their goals and dreams.

VOLUNTEER

Share your time and skills to create stronger communities!

JOIN OUR TEAM

Check out the great opportunities posted on our website.

BECOME A MEMBER

Advocate, support, and enable our vision by supporting the rights and choices of people with an intellectual disability.

CONTACT US

Community Living Toronto
20 Spadina Road
Toronto, ON M5R 2S7

Corporate Services
416.968.0650

Information and Membership:
647.426.3220

contactus@cltoronto.ca
media@cltoronto.ca

CONNECT WITH US

     @CLToronto

Charitable Registration Number:
10769 4143 RR0001

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