



**FAMILY
SERVICE
ONTARIO**

We're stronger together

ANNUAL REPORT

— 2025 —



Vision

An Ontario where individuals and families thrive through an integrated, well-resourced network of community-driven services.

Mission

To be the trusted voice and leader, connecting family service agencies with policymakers, funders, partners, and one another to enhance capacity and create sustainable solutions.

Land Acknowledgement

Family Service Ontario and all our member agencies work on stolen Indigenous land. The province of Ontario is covered by 46 different treaties and is the home of over 133 First Nations communities.

Settlers stole this land from Indigenous people and caused immense harm by bringing disease, violence, racism, and poverty. Colonialism is still alive today in the form of oppression perpetuated by institutions and social structures against Indigenous communities.

Family Service Ontario's commitment to transformative justice for Indigenous people is twofold. First, in our government advocacy, we look for ways to uplift the voices of Indigenous organizations and encourage the prioritization of funds towards Indigenous communities. Second, we support our member agencies in providing culturally affirming care to Indigenous clients by creating opportunities for learning and growth on Indigenous cultural safety and humility.

As we move forward in our work at Family Service Ontario, we will continue to keep the voices and experiences of Indigenous communities at the forefront of our minds.



Thank You For Your Service!

Board of Directors

Kirsten Armbrust (Chair), Brenda Spitzer (Vice Chair), Joyce Zuk (Secretary), John Matos, Anna Victoria Wong, Stafford Murphy, Vicki Hartman, Mohit Dudeja, Kevin Forrest, Jennifer Bowen

Executive Committee

Kirsten Armbrust (Chair), Joyce Zuk, Brenda Spitzer

Governance Committee

Kirsten Armbrust (Chair), John Matos, Brenda Spitzer, Mohit Dudeja, Jennifer Bowen

Public Affairs Committee

Brenda Spitzer (Chair), Nancy Chamberlain, Cameron Dearlove, Sharon Mayne, Nicole Perryman, Anna Victoria Wong, Chris Brillinger, Michelle Bergin

Member Services Committee

Kevin Forrest (Chair), Vicki Hartman (Past Chair), Kirsten Armbrust, Nicola Memo, Chondrena Vieira-Martin



Message from the Board Chair



As you know, this year's conference theme is "Under One Umbrella." Over the past year, we've taken meaningful steps to strengthen what was already a collaborative and committed network.


The clearest example is the Men's Counselling Link. With 33 agencies now participating in this province-wide initiative, we are demonstrating both strength and unity. More importantly, more men across Ontario now have access to a service that is critically needed in our communities. This would not have been possible without the cohesion and trust within our network.

This is just one example of how FSO has continued to grow under Susan's leadership. While supporting and strengthening our member network has remained central, Susan and the Board have also focused intentionally on strengthening FSO itself. Our operational plan includes a clear commitment to long-term financial stability, including diversifying revenue streams. The Board continues to pursue new grant opportunities, projects and partnerships that will position FSO for sustainability. Susan has also raised FSO's provincial profile. She has been appointed to a provincial committee, and FSO's voice was reflected in the final report of the Standing Committee on Justice Policy on Intimate Partner Violence (IPV). As a result, FSO now has a place among recognized provincial experts in IPV. That is significant. The IPV sector is specialized and tightly connected, and earning credibility within it requires consistency, expertise and relationship-building.

We know the challenges facing our sector are real. At the same time, our membership remains strong, nimble and deeply committed. Through our communities of practice, regional meetings and conferences, we continue to share innovative approaches, practical solutions and opportunities for collaboration across the province.

One of FSO's greatest strengths is the willingness of members to support one another. I know this personally, as there have been many times leaders in this network have responded without hesitation when asked for guidance, policy templates, or advice. That spirit of generosity and shared learning is not incidental – it is foundational to who we are.

We don't know exactly what next year will bring. What we do know is that we will move forward together – under one umbrella. Thank you to Susan, the Board of Directors, and each of you for your leadership, commitment and dedication.



Klrsten Armbrust, MSW, RSW

Message from the Chief Executive Officer



As we reflect on 2025, one message stands out: the strength of our network is built, day by day, through relationships. Relationship-building isn't a side project or a nice add-on. It's the foundation that allows a diverse network like ours to align, learn, and act together with purpose.

Our network of family service agencies is beautifully diverse. Our members vary in size, funding mix, community context, and areas of specialization. That diversity is one of our greatest strengths because it allows us to respond to families and communities across Ontario with depth and flexibility. But diversity becomes strength at scale only when it is connected, when we invest in trust, shared learning, and a sense of collective direction.

This year, we saw what that connection can make possible. The rollout of the Men's Counselling Link showcased the best of who we are: our ability to collaborate across the province, support one another in practical ways, and partner with a major provincial association, 211 Ontario, to meet a gap that communities have named for years. It is meaningful and impactful work, and it demonstrates what we can accomplish when we operate as a true network.

We also saw this momentum in other ways. Two family service agencies returned to FSO, and participation grew across communities of practice, training, and network events. These aren't small wins; they're signs of cohesion, shared learning, and real movement in the same direction.

The year ahead will require steadiness, focus, and continued collaboration. We will not future-proof this work by standing alone. We will do it by staying connected, strengthening relationships across our differences, and choosing alignment even when it takes effort. That is how we ensure Ontarians can continue to count on our services for years to come. We stay strong and hopeful under one umbrella.



Susan Somogyi, MSW, RSW, MBA



2025 HIGHLIGHTS

✓ **THE NETWORK GREW!**

We are now 44 family service agencies strong. CFS Ottawa and Compass Community Services rejoined the network.

✓ **OUR EXPERTISE IS RECOGNIZED**

FSO and its members were increasingly called on this year for their expertise, particularly in men's services and intimate partner violence. We have strengthened the sector's credibility, which can open doors for future initiatives.

✓ **CONNECTING OUR NETWORK**

This year saw strong participation in FSO-facilitated activities, allowing agencies to learn from one another through the conference, networking events, communities of practice, and peer-to-peer problem-solving.

✓ **NEW FUNDING FOR OUR SECTOR**

Ontario's Men's Counselling Link launched, creating new funding for participating members and raising the profile of our network, particularly how we fill the gap in services for men.

✓ **EMBRACING AI**

Members received support in navigating the AI revolution, including training, articles, consultations, tools and policies. Overall, we are embracing innovation and demonstrating our capacity for change.

✓ **SUPPORTING OUR COMPETENCIES**

Training focused on developing and maintaining our network's core competencies, including trauma, couple counselling, and single session counselling.





We're stronger together

Family Service Ontario STATEMENT OF OPERATIONS

Year Ended December 31, 2025

Prepared by:

Allay LLP, Chartered Professional Accountants

Revenue	2025	2024
Membership fees	\$349,669	\$334,427
Annual conference	\$40,155	\$38,327
Webinars	\$25,939	\$20,058
Ontario Men's Counselling Advisory Group	\$24,500	
Interest	\$1,875	\$1,526
Total Revenue	\$442,138	\$394,338

Expenses	2025	2024
Salaries and employee benefits	\$130,824	\$153,918
Consulting fees	\$117,335	\$84,115
Annual conference	\$53,309	\$45,579
Member services	\$16,659	\$7,844
Professional fees (audit and legal)	\$13,408	\$13,494
Board meetings	\$10,491	\$12,327
Office and administration	\$10,072	\$15,011
Special projects	\$8,860	\$16,584
Staff travel and meetings	\$6,973	\$3,694
Strategic planning	\$5,197	
Insurance	\$4,737	\$4,434
Postage, printing and telephone	\$3,245	\$3,098
Membership and subscriptions	\$1,317	\$1,138
Website enhancement	\$273	\$1,925
Training and development	\$199	\$1,950
Total Expenses	\$382,899	\$365,111
Excess of revenue over expenses	\$59,239	\$29,227

Access the full 2025
Audited Financial Statement



2025 Members

Algoma Family Services
 Camino Wellbeing + Mental Health
 Catholic Community Services of York Region
 Catholic Family Services of Durham
 Catholic Family Services of Peel-Dufferin
 CFS Wellbeing + Mental Health (Simcoe County)
 Catholic Family Services of Toronto
 Community Counselling & Resource Centre (CCRC)
 Community Counselling Centre of Nipissing
 Compass Community Services
 Counselling and Family Service Ottawa
 Counselling Centre of East Algoma
 Community Family Services of Ontario
 Family Counselling Centre Niagara
 Family Service Kent
 Family Service Thames Valley
 Family Service Toronto
 Family Services Durham Region
 Family Services of Peel
 Family Services Ottawa
 Family Services Perth-Huron
 Family Services Windsor-Essex

For You Telecare Family Service
 Haldimand-Norfolk R.E.A.C.H.
 Ifarada: Centre for Excellence
 Indus Community Services
 Interfaith Community Counselling Centre
 Jewish Family Services of Ottawa
 Kind Minds Family Wellness
 North of Superior Counselling Programs
 North Renfrew Family Services
 Parry Sound Family Service
 Porchlight Counselling and Addiction Services
 Resolve Counselling Services Canada
 Riverside Community Counselling Services
 Roots Community Services
 Shalem Mental Health Network
 Shalom Counselling Services
 Sudbury Counselling Centre
 Thrive Counselling
 Thunder Bay Counselling
 Timmins Family Counselling Center
 Willowbridge Community Services
 Woolwich Counselling Centre

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