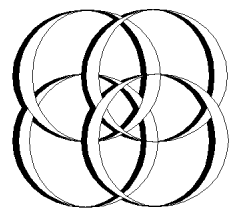


Stronger because of you!

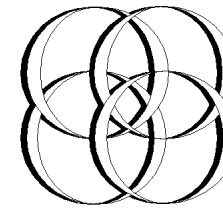
With your help, we are able to provide

- Seniors Services
- Employment Services
- Housing and Housing Supports
- Community Services
- Youth Programs
- Newcomer Support
- Volunteer Opportunities



Neighbourhood Link

3036 Danforth Avenue
Toronto, ON M4C 1N2
Tel: 416-691-7407
Fax: 416-691-8466

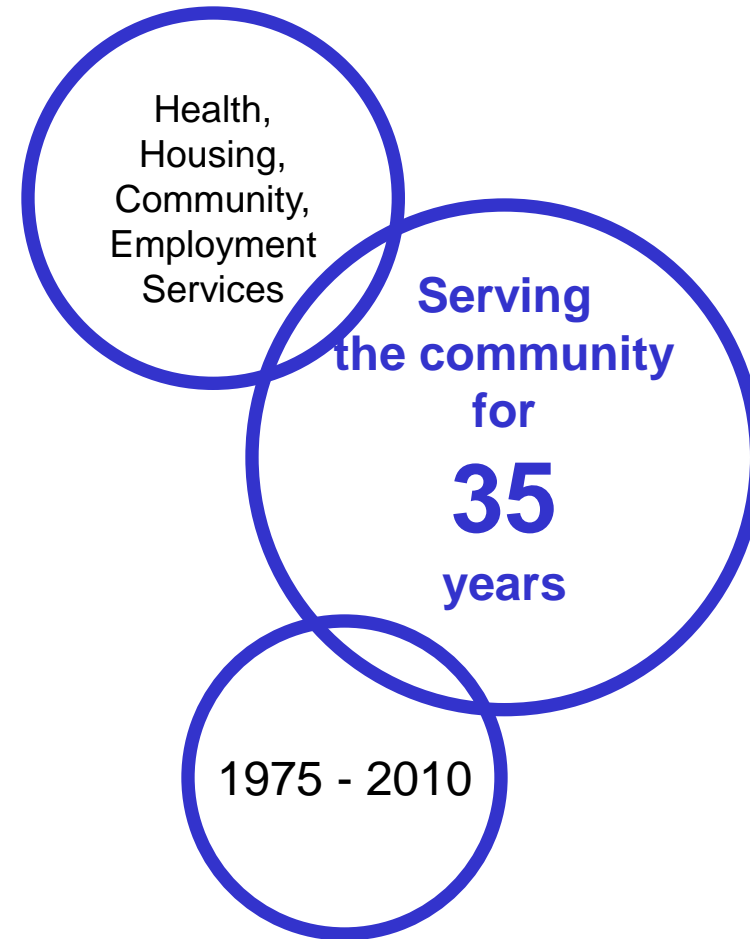


Neighbourhood Link
Support Services
and
Neighbourhood Link Homes

2010

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Independence, Dignity and Community

Stronger because of you!

Since 1975, Neighbourhood Link has been helping people, primarily in our east Toronto community, to live independently and with dignity. The work of our staff team is magnified by the work of nearly 850 volunteers, touching the lives of over 20,000 people every year.

We continue to work with our colleague agencies across the city, in cooperation with the Toronto Central LHIN, to integrate the many services for seniors into a seamless whole. This is a monumental task, but one which is already seeing some success. Over the next few years, we hope that our clients will also be able to see that the health system is working better as a system, and that they are getting the care that they need, when they need it and where they need it.

Employment services funded by the Ontario government will be changing quite dramatically, as of the first of August. For the past 10 years, we have operated one of the largest Employment Resource Centres in Toronto, augmented with programs tailored to specific groups, such as newcomers and the older worker. After August 1st, our focus will change so that every client who uses our centre will have an assigned employment counselor to work with. Very importantly, we will also have three Job Developers on staff, whose responsibility will be to promote our clients to employers, thereby creating opportunity for our job-seekers. This change is very exciting, and we are looking forward to seeing real success.

Kick-Start, our youth homework and recreational club, continues to expand. This is an after-school program that gives stimulating activities and homework help to kids between 8 and 13. A unique feature is that older youth (14 to 20) provide much of the mentoring. In return, they receive leadership training to help them to develop life skills and character. If we had the resources, we could easily double the number of participants.

Our many other programs continue to provide much needed assistance. For example, the Partners for Access to Identification Project has applied for 2,647 pieces of ID for 1,954 people in the first 5 months of this year. The Community Dinner has served 1,760 meals to 1,046 people (left-overs are sent home with guests). The Action for Neighbourhood Change project is beginning its third year of community engagement, and starting to develop grass-roots projects.

The agency is vibrant, thanks to the on-going support of our community. Our neighbours partner with us to initiate new programs, make financial contributions to ensure that we have the necessary resources, remember us in their estate planning, and volunteer their time and talent. Volunteers stretch every \$1.00 of funding to \$1.40 in value.

Program Statistics – 2009

Senior Services

Adult Day Program	program days 5,775
Transportation	trips 12,719
Visiting – Social & Safety	visits 21,254
Congregate Dining	meals 21,774
Client Intervention & Assistance	visits 20,204
Supportive Housing	resident days 77,238
Social/Recreational Programs	days 23,190
Clients Served	2,465

Employment Services

Employment Resource Centre	visits 61,072
Resource Centre	workshops 843
Clients Served	6,639

Community Services

Community Dinner	attendees 321
	meals prepared 3,980
Newcomer Outreach & Support	clients 317
Partners for Access & Identification	individuals 4,283
Pre-Employment Development	participants 217
Kick Start – Youth Program	attendees 258

Neighbourhood Link Homes

Total Housing Units	301
Wheelchair Accessible Units	42
People Housed	394
Housing Help Clients	173

Volunteers

People giving their time and talents	848
Hours given	27,790

Staff Highlights

	Years of Service	
Brenda Mahoney, Finance Director		22
Jenny Lewis, Housing Manager		21
Sophie McCormack, Finance and HR Assistant		20
Lorraine Walkinshaw, Community Worker		20
Joyce MacDonald, Supportive Housing Manager		19
Margot Sommen, Intake Worker		19
Connie Ilios, Community Worker		16
Mike Gallacher, Maintenance Lead Hand		16
Phebe Pang, Community Worker		15
Elizabeth Crone, Community Worker		15
Kim Tenn, Receptionist		15
Gerri Badcock, Operations Director		15
Mary McGowan, Executive Director		15

Financial Summary

for the period
January 1 to December 31, 2009

Neighbourhood Link Support Services

Income

Government of Canada	57,628
Province of Ontario	4,531,154
City of Toronto	826,207
United Way	536,712
Other	475,826

Expenses

Wages and Benefits	5,114,219
Rent and Property Expenses	418,086
Purchased Service Administration	180,332
One-time expense	89,375
Insurance	43,022
Other	453,450

Balance

129,043

Neighbourhood Link Homes

Income

Rent from Tenants	1,911,566
City of Toronto Subsidy	2,809,888
SHRRP Subsidy	496,630
Other	77,379
Non-Shelter	35,160

Expenses

Repairs and Maintenance	612,229
Utilities	640,388
Insurance	39,076
Administration	252,782
Mortgage Interest	1,488,921
Depreciation	928,732
Property Taxes	482,163
Reserve for Major Repairs	151,204
Reserve – SHRRP	496,630
Due to Funder	98,627

Balance

139,871