

20,000 SUCCESSES BECAUSE OF YOU

WITH YOUR VOLUNTEER HELP,
WE ARE ABLE TO PROVIDE
SENIORS SERVICES,
EMPLOYMENT SERVICES,
HOUSING AND HOUSING SUPPORT,
COMMUNITY SERVICES,
YOUTH PROGRAMS, AND
NEWCOMER SUPPORT.

THANKYOU
20,000 TIMES OVER.



NEIGHBOURHOOD LINK
SUPPORT SERVICES

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PHOTOGRAPHY: DAVID VAN DYKE DESIGN: ALAN PRITCHARD



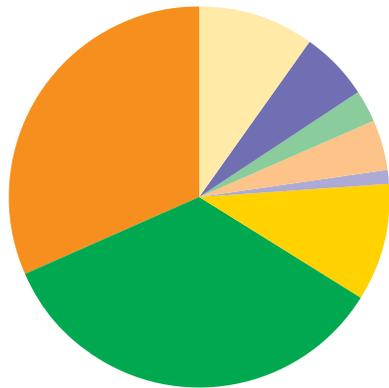
ANNUAL REPORT 2011
NEIGHBOURHOOD LINK SUPPORT SERVICES
NEIGHBOURHOOD LINK HOMES



NEIGHBOURHOOD LINK
SUPPORT SERVICES

INDEPENDENCE. DIGNITY. COMMUNITY.

2010 AT A GLANCE



Employment	9.84%
Youth	5.88%
Community	2.72%
Homelessness	4.28%
Newcomers	1.18%
Administration	9.96%
Housing	34.53%
Seniors	31.61%

 **30,687**
Total meals served

 **13,687**
Trips made by 664 seniors

 **27,421**
Total hours donated by
734 volunteers

 **12%**
Staff with more than 15 years
with NLSS

 **77%**
Clients accessing our
employment services
have found employment

 **429**
Total people housed

296 youth attended **20,205** hours of programming

20,000 SUCCESS STORIES. YOU HELPED WRITE THEM.



Our clients are people, not numbers. Because of this, Neighbourhood Link has never believed in pre-set solutions. We offer tailored practical assistance to meet our clients' individual needs and respect their choice and preferences. It reflects values put in place by two of our founders, Cecelia Murphy and Norm Houghton: independence, dignity and community. They recognized its importance then and we recognize it now, more than ever.

In an annual report, however, numbers are important and as well, enlightening. The number of meals served for instance, or the number of volunteer service hours, the number of people housed, the number of senior service clients who rely on us each year. The bottom line number is 20,000, which is the total number of people we were able to help last year! Each of the 20,000 cases is a success story on some level. We have reflected on them throughout this report.

2010 saw us implement the new Employment Ontario service delivery model, resulting in tremendous change to our resource centre and the work we do. Now, clients work one-on-one with an employment counsellor and we have three job developers who actively seek employers that fit our clients' skill sets. Also in 2010:

- **LIFE SKILLS:** A seven week program led by our staff, provided clients an opportunity to develop strategies for improving their lives.
- **STORYTELLING:** A new program for seniors was launched at 11 Coatsworth, providing seniors an opportunity to share their stories and socialize in a friendly, supportive group.
- **OPEN DOORS:** Scheduled tours of our agency are now available. We have been visited by local politicians, other non profits organizations, parents and staff of two schools in the community.
- **YOUTH PROGRAMS:** Our immensely popular after-school club is operating at capacity and has a long waiting list.

You have probably noticed the new signs on our head office and branch locations. They reflect the updated branding and how we are raising our profile in east Toronto.

In closing, I would like to extend a heartfelt thank you to the volunteers and staff who have contributed to our many success stories in 2010.

Mary McGowan
Executive Director

FINANCIAL SUMMARY

JANUARY 1, 2010 – DECEMBER 31, 2010

NEIGHBOURHOOD LINK SUPPORT SERVICES

INCOME	2010	2009
Province of Ontario	4,330,265	4,151,178
City Of Toronto	898,771	826,207
United Way Toronto	524,224	536,712
Government of Canada	370,003	397,184
Trillium	80,547	40,420
Other	499,374	475,826
	6,703,184	6,427,527

EXPENDITURES		
Wages/Benefits	5,477,328	5,114,219
Rent and Property Expense	500,466	418,086
Purchase of Service/Admin	165,104	180,332
One -Time Expense	127,816	89,375
Insurance	34,856	43,022
Other	431,907	453,450
	6,737,477	6,298,484

(Deficiency)		
Excess of Income over Expenditures	(34,293)	129,043

NEIGHBOURHOOD LINK HOMES

INCOME	2010	2009
Rental Income	1,943,537	1,911,566
City of Toronto	2,855,122	2,809,888
One Time Capital Funding	11,260	496,630
Other	126,204	77,379
Non-Shelter	35,160	35,160
	4,971,283	5,330,623

EXPENDITURES		
Repairs and Maintenance	662,541	612,229
Utilities	636,332	640,388
Insurance	50,963	39,076
Administration	263,981	252,782
Mortgage Interest	1,442,539	1,488,921
Depreciation	975,112	928,732
Property Taxes	479,218	482,163
Reserve for Major Repairs	151,733	151,204
One Time Capital Funding	11,260	496,630
Due to funder	147,208	98,627
	4,820,887	5,190,752

150,396 **139,871**

Violet was a participant in the New Knowledge New Steps program. One of the barriers to employment was her lack of computer skills which she tried hard to rectify. She would often stay late to practice on the computers because she did not have one at home. At the end of the six week program, she enrolled in the St. Stephen's Community House Administrative Support course. As part of the course, her practical placement was at the Royal Bank of Canada. After just three weeks at the bank, she called with the exciting news that she was now working there full time.

Abida Sultana started as a beginner with the Explore Toronto – Computer Program in September 2010 and by December she had learned how to use Microsoft Word, Power Point, Excel, internet and e-mail. Ready to move on, she instead offered to volunteer and assist staff with teaching the class. A teacher in her homeland, Bangladesh, she stated: “teaching is my passion, and teaching these computer classes would give me Canadian experience and really enhance my resume”. Her new found skills have given her self confidence and independence, and have been of great help to NLSS.

Kiera had been coming to the Newcomer conversation circle for one year but had not actively participated in group discussions. Recognizing that she was struggling with a lack of confidence coupled with her shy personality, the staff implemented word games, group poetry writing and language competition. The dynamic of the group shifted from individual participation that caused nervousness of ‘sounding stupid’, to group support, personal positive challenges, and participant leadership. Kiera, who had never spoken out before, now proudly smiles and stands up willingly to verbally explore her English knowledge.

Ben, a senior living on his own, fell down his basement stairs and suffered a broken neck, knee and elbow. His injuries required extensive surgery and seven months of rehab. Upon release, he returned home with his caseworker, and was confronted by a flooded and freezing cold house. While away, his utilities had been shut off and his home insurance terminated. NLSS was notified and they were able to place him immediately in Jean Dudley House as well as connect him with a reputable contractor who started on the restoration of his home.

Gregory, 45 and struggling with mental health challenges came to see us after being out of work for more than one year. His NLSS counsellor arranged for him to attend a hiring fair with Paragon Security, where he decided he wanted to take the training course to become a security guard. Gregory was able to pay for the training using his own money but NLSS found client incentive dollars available through Employment Ontario to pay for his security exam and license. Upon successfully passing the exam and receiving his license, Gregory received assistance from our job development team to secure an interview with Paragon. He was subsequently hired and is doing incredibly well in his new role.

JOAN SMALE, 1922-2010

Joan Smale had a long association with Neighbourhood Link and it was with great sadness that we learned of her death in August. Joan began with Senior Link as a driver. She joined the board in 1996 and served until 2005. From 2006 to 2009 she served as Director Emeritus. Joan was a woman of great fortitude, courage and independence who was very proud of her association with NLSS. We, her friends and colleagues, are honoured to have known her and worked with her.