

2008-2009

ANNUAL REPORT

Neighbour to Neighbour Centre
(Hamilton)

28 Athens Street
Hamilton, Ontario
L9C 3K9
905-574-1334

n2ncentre.com

admin@neighbourtoneighbourcentre.com



Help is Just a Neighbour Away

Today me and mom went to
the store we don't have
to borrow dinner anymore,
She said Dad has a job.
Dad says we got help
from a neighbour



Our Mission Statement:

Through diverse programs and partnerships we are the first stop for individuals and families who want help with difficulties they encounter on their path to self-sufficiency.

TABLE OF CONTENTS

Page	Item
3	Board and Staff
4	Annual General Meeting Agenda
5	Minutes of Annual General Meeting
8	President's Report
10	Treasurer's Report
10	Strategic Planning Committee Report
11	Fund Development Committee Report
11	Nominating Report
12	Bookstore Report
13	Food Access Services Report
16	Family Services Report
19	Educational Services Tutoring Report
20	Employment Services
22	Volunteer Management Report
	Audited Statement

BOARD & STAFF
APRIL 1, 2008 – MARCH 31, 2009

2008/2009 BOARD OF DIRECTORS

Glen Watts	President
Kathy Dewling	Past-President
Marlene Atlas	Vice-President
Ed Brink	Treasurer
Robin O'Brien	Secretary
Alan Beech	Director
Joany Verschuuren	Director
Jim Rankin	Director
Jim Drury	Director

STAFF

Denise Arkell	Executive Director
Wendy Hayes	Administrative Supervisor
Rose Mallais	Director of Employment Services
Rene Tunney	Job Developer
Carol Ferber	Administrative Assistant
Deban Brunette	Tutoring Co-Ordinator
Claire Richard	Secretary/Reception *
Sara Collyer	Operation Manager
Carol Ann Stewart	Secretary/Reception*
Lee Anne Bodo	Secretary/Reception*
Harold Paul	Driver *
Evon Greger	Warehouse Co-Ordinator *
Snezana Jevtic	Director of Family Services & Skills Development
Mary Millar	Volunteer Co-Ordinator *
Bruce McNair	Building Custodian
	* Part Time Staff

NEIGHBOUR TO NEIGHBOUR CENTRE (HAMILTON)

ANNUAL GENERAL MEETING

AGENDA

1. Call to order
2. Minutes of the Annual General Meeting held June 19th, 2008
3. President's Report
4. Treasurer's Report and Financial Statements for the Fiscal Period ending March 31st, 2009
5. Appointment of Auditor
6. Election of Directors
7. Nominating Report
8. Ratification of the Acts and Deeds of the Board of Directors for the year 2008-2009
9. Other Business

NEIGHBOUR TO NEIGHBOUR CENTRE
MINUTES OF ANNUAL GENERAL MEETING

PLACE: NEIGHBOUR TO NEIGHBOUR CENTRE (HAMILTON)
DATE: June 19th, 2008

IN ATTENDANCE: Glen Watts (President); Barry Cruickshanks; Tim Woods; Denise Arkell (Executive Director); Wendy Hayes (Minutes); Toni Forsyth; Rose Mallais; Marlene Atlas (Vice-President); Carol Ferber; Rene Tunney; Joany Verschuuren; Doug Marshall; Marilyn Chalupka; Dennis; Aspy; Snezana Jevtic; Evon Greger; Gloria Collizza; Jack Robertson; Mary Millar; Pat Hall; Mary Trout; Ann Fenner; Brian Everest; Deban Brunette; Remo delCol; Dave Carson; Jim Drury; Jim Rankin; Robin O'Brien (Secretary); Alan Beech; Deborah Campbell; Bob Stephens; John Boich; Elizabeth Kroch; Ed Brink (Treasurer); Wanda Bailey

REGRETS: Kathy Dewling

CALL TO ORDER: Glen Watts, President called the meeting to order.

APPROVAL OF MINUTES: The minutes of June 13, 2007 Annual General Meeting were read and accepted.

MOTION: That the minutes of the June 13, 2007 Annual General Meeting be accepted.

JIM RANKIN/MARLENE ATLAS

CARRIED

PRESIDENT'S REPORT (Page 7) – Glen Watts presented the following:

- It's been my privilege to have acted as President of the Board this past year. It continues to amaze me, the level of commitment and enthusiasm shown by the staff and volunteers as they respond to the growing and changing needs in our community.
- This agency, once again, has taken a leadership role in dealing with the root causes of these needs. Poverty, of course, is the single biggest reason we are here, and all of the programs administered by this agency are somehow linked to it. Neighbour to Neighbour Centre (Hamilton) remains a participant in the work of the Hamilton Roundtable for Poverty and we continue to enthusiastically support their goal of making Hamilton "the best place to raise a child."
- It's been a busy year. We've expanded the tutoring programs from 7 to 8 schools, with more schools on a waiting list.
- We've replaced our Bundle Up programs with "Coats for Kids". And we're developing new partnerships within our community. The community gardens projects with West Highland Baptist and Immanuel Christian reform churches are just the beginning

**PRESIDENT'S
REPORT cont'd**

- Our continued efforts in food raising last year saw an increase in the value of food distributed by \$320,000 to over 1.5 million dollars.
- Through the marketing and fundraising strategies that have been developed with the help of the market study we commissioned last year, we've been fortunate to have outside organizations sending us the proceeds of their fundraising efforts. The Beverly Classic golf tournament that brought \$25,000, and Gowling's "Hot Jazz/Cool Blues" event in February that brought over \$13,000 to this agency are two examples.
- As you should notice when coming into the building, we've made some overdue improvements to the building, all new windows, new air conditioners, and the much needed landscaping out front.
- Our new strategic plan is almost complete. With it comes a new mission statement "Through diverse programs and partnerships we are the first stop with individuals and families who want help with difficulties they encounter on their path to self-sufficiency."
- And a new Vision statement...'Leading poverty prevention in our neighbourhood.'
- And lastly, we continue in our advocacy with the provincial government. Denise is now working with Sophia Aggelonitis, MPP for Hamilton Mountain, in establishing a roundtable with key mountain leaders to study issues relevant to our neighbourhood.
- I'd like to extend my thanks to Denise, our executive director, the staff, volunteers and our most generous donors for their support and dedication to Neighbour to Neighbour.

Nominating Report:

The following individuals have been nominated and have agreed to stand for a second – 2 year term ending 2010

Joany Verschuuren	2006	2008-2010
Robin O'Brien	2006	2008-2010
Marlene Atlas	2006	2008-2010

The following individual has been nominated and has agreed to stand for a third – 2 year term ending 2010

Ed Brink	2004	2008-2010
-----------------	-------------	------------------

MOTION:

That the report of the Nominating Committee be adopted and that the slate herein named, be elected to the Board of Directors of the Neighbour to Neighbour Centre (Hamilton).

MARLENE ATLAS/JIM RANKIN

CARRIED

Audited Statement for the Fiscal Period ending March 31, 2008

MOTION: That the balance sheet as of March 31, 2007 and the statement of revenue, expenditures and fund balances for the twelve month period then ended, together with the auditor's report therein, be approved and adopted.

ED BRINK/JOANY VERSCHUUREN

CARRIED

Appointment of Auditor:

MOTION: To give the Board the discretion to approve an auditor to be appointed by the Board of Directors during the year.

ED BRINK/ROBIN O'BRIEN

CARRIED

Further Business:

MOTION: To ratify the acts and deeds of the Board of Directors for the year 2007/2008.

ROBIN O'BRIEN/MARLENE ATLAS

CARRIED

Adjournment:

MOTION: That the Annual General Meeting be adjourned.

JIM RANKIN/JOANY VERSCHUUREN

CARRIED

PRESIDENT'S REPORT
FISCAL 2008/2009

It's been a humbling experience acting as President of the Board these past two years. On the outside it looks pretty simple. There is a need within the community, Neighbour to Neighbour identifies that need, and puts together the necessary programs to administer to it. But on the inside....the interchange that is necessary between community partners, and agencies. The planning and paperwork, and the extraordinarily complex web of various levels of government. And that's just to get it started. Finding the funds and the people to keep it going is another matter altogether. In order to fulfill our mandate we need help from so many different places.

I'm overwhelmed by the dedication and compassion that the staff of Neighbour to Neighbour displays, in order to get this all done. I'm also in awe of the ever-growing legion of volunteers that we have, who become ambassadors for the agency, as they, like me, become aware of all the necessary services this agency provides.

With the addition of Sarah, as Operations Manager, Denise has had more time to meet with community leaders to familiarize them with our services and needs. People like MPP Sophia Aggelonitis, Councillor Scott Duval, and Deb Matthews; Minister responsible for Women's Issues and Minister of Children and Youth Services... Mark Chamberlain, Chair of the Round Table on Poverty, and Joanne Priel, the General Manager of Community Services in Hamilton. We have, in conjunction with Sophia Aggelonitis, developed the Human Services Advisory Committee for Hamilton Mountain, which allows us the opportunity to advise our MPP, and advocate to City leaders regarding Mountain issues.

We've extended, and expanded, improved and added programs this year.

Our tutoring program is now in 10 schools, up from 8 last year. CHML's Children's Fund has come on board to provide graduation gifts to the kids within this program, at a cost of over \$5000.

Employment Services has been amended with sessions lasting 2 weeks instead of 3, allowing for better efficiency. To better serve the client we've added a resume service and a piece on using the computer for Job searches.

Another partnership has been instituted, this time with Interval House. We are now providing VAW services at the Centre, along with the Stages of Change training to volunteers and weekly visitation of a transitional worker.

Our Christmas Hamper program has moved to Immanuel Christian Reform Church. This has afforded us a great new partnership with the church and it's parishioners.

The Foodbank software has been updated. HIFIS will be used by all major foodbanks. Our centre was instrumental in assisting in the development of the reporting requirements.

We've partnered with the SPCA to provide food for families that have animals.

Our fundraising capacity has gone from 678,976 lbs in '07-'08, to an incredible 1,008,724 lbs. this past year. To that end we hired Group Eight Engineering to provide a structural analysis of our building, so that if and when it is necessary we will know if we can make this building larger.

The Job requirements of the janitor have been revised to include maintenance. As a result we've since hired Bruce McNair.

As a result of erosion, it was necessary to remove and replace the north and south steps on the front of the building at a cost of \$9,000.

Our Web page has been revised, and will be monitored, and revised as necessary with help from a newly implemented Marketing committee.

We've reviewed several properties for the purpose of moving our bookstore out of the building, and possibly sharing the new space with the Women's Centre.

A huge undertaking was the completion of our Strategic Plan through 2012. A major part of that is the identification of our goal as being a "One Stop Shop" for the many needs of our clients.

Neighbour to Neighbour Centre was invited to kick off the Santa Claus parade last December, and we've received confirmation that we will be doing so again this year.

With all of these initiatives, and projects completed and underway, we still have to look forward to the challenges of the next year. We have two major areas of concern

The first will be securing ongoing operational support for our foodbank. The people of Hamilton are extremely generous in donating food. But few people realize how costly it is to pickup, sort, store, and distribute food. This year that cost will be about \$350,000.

The second challenge, will be maintaining our Employment Ontario status as the Ministry of Training Colleges and Universities restructures Employment Services after the downloading of these services from the Federal Government to the Provincial Government. Given our proximity to Mohawk College this could very well be a challenge.

I'd like to extend my thanks to Denise, our Executive Director, the staff, volunteers and our most generous donors for their support and dedication to Neighbour to Neighbour Centre (Hamilton).

Glen Watts,
President

TREASURER'S REPORT FISCAL 2008/2009

The financial position of the Neighbour to Neighbour Centre (Hamilton) continues to be very positive. As the programs have continued to grow and expand this year, so too the budget was expanded to fund the changes in the programs.

Thanks to the efforts of our staff, volunteers and donors, we have met our budget targets for the year.

As we move forward into the upcoming year, we have again stretched our budget with the goal of continuing to look towards growing, developing and expanding our programs in order to better meet the needs of those in our neighbourhood.

We look forward to continuing to work together to meet the financial challenges ahead.

Ed Brink,
Treasurer

STRATEGIC PLANNING COMMITTEE REPORT FISCAL 2008/2009

The Strategic Planning Committee continued work arising out of the new mission and vision statements developed in the previous fiscal year. The Committee finalized the agency's values as follows:

- Respect
- Non-judgmental
- Innovative
- Fiscal accountability
- Sustainability
- Learning

Working with the mission and vision statements, and these values, the Committee drafted the agency's strategic plan containing 5 elements:

- ✓ Developing relationships in our neighbourhood
- ✓ Anticipate and initiate strategies to address new and emerging issues in our neighbourhood
- ✓ Ensure that the Centre sustains a financial base to respond to the future needs of the community
- ✓ Bringing our mission, vision and values to life
- ✓ Develop structures to support the continued success of the organization

After the Board adopted the strategic plan, the agency held a meeting of volunteers, staff and directors to determine operational strategies. This resulted in an operational plan setting out specific objectives that will help N2N achieve each of its strategic goals. Following Board adoption of the operational plan, the Committee disbanded, as its mission had been achieved.

Marlene Atlas
Strategic Planning Committee Chair

**FUND DEVELOPMENT COMMITTEE REPORT
FISCAL 2008/2009**

The Fund Development Committee had another busy year overseeing and advising on all fundraising activities at Neighbour to Neighbour Centre (Hamilton).

Reflecting upon the past year, our Committee is most grateful to the many individuals, groups and businesses that organized fundraising events, which benefited Neighbour to Neighbour Centre (Hamilton) significantly. Special Event Fundraising totaled \$98,022. which was 10% less than budgeted.

Together with the care and generosity of our community, we exceeded \$ 287,000 in unrestricted donations and \$128,603 in restricted funds (allocated to specific programs). The total represented a 28 % increase from the previous year.

Special Event Fundraising 2008/2009

Name of Event	Budget	Actual
Volleyball	6,082	4,959
Tag Day	2,200	2,134
August Golf	25,587	22,339
Bowl-a-thon	7,098	6,887
Vintner's Dinner	24,000	22,546
Corporate Golf	28,875	20,279
Gowlings	15,000	18,878
	108,842	98,022

Joany Verschuuren,
Fund Development Committee Chair

**NOMINATING REPORT
BOARD SLATE 2009-2010**

1st Term	Began Board	Term
Kyle Watts	2009	2009-2011
Trish Colton	2009	2009-2011
Brenda Ness	2009	2009-2011
Sam Febbraro	2009	2009-2011
Jack Robertson	2009	2009-2011
2nd Term		
Joany Verchuuren	2006	2008-2010
Marlene Atlas	2006	2008-2010
3rd term		
Ed Brink	2004	2008 -2010
Jim Rankin	2005	2009- 2011
Glen Watts	2009	2009-2011

BOOKSTORE REPORT FISCAL 2008/2009

This has not been a year of significant change in the Bookstore, but there have been some highlights. We were nominated and won one of the top awards for the "Best Used Bookstore" in the Hamilton Spectator's Reader's Choice contest last fall. We were also nominated this spring and won the overall Diamond designation in the Mountain News Reader's Choice Awards.

At the end of February 2009 we held our annual book sale and it was the best ever. Crowds were fantastic and we raised \$2310 in just 3 days. This was a \$700 increase over 2008 and next year we hope to pass \$2500.

Overall our sales declined slightly this year to \$14,500. Based on this we are considering some changes for the coming year. These will include a staged price increase and the possibility of taking advantage of some Internet advertising. After checking out prices in some of the other used bookstores and thrift stores we feel there is definitely room for an increase and we are still working out the details with Denise.

Some other changes that will take place include the purchase of a basic cash register that will allow us to track, which books are selling and which are not. Changes can be made accordingly. We will also get a telephone for the desk as there are an increasing number of calls coming in for us and there is not always a phone available.

We lost a few hard working volunteers this year but recently we have had several new ones start and they helped tremendously during the book sale. Challenges for the coming year include utilizing these new volunteers in a way that keeps them interested.

Another challenge is addressing our perennial problem of marketing the store in a cost effective way, which brings us to the Internet. We will also try and come up with a way to streamline our special pricing so that it is less labour intensive and easier for all volunteers to be involved in. We hope that the price increase will help with this issue.

Lastly, we think the store is due for a change in layout. This will be fairly labor intensive and give the store a fresh new look.

Kathy Pipe & Marilyn Chalupka

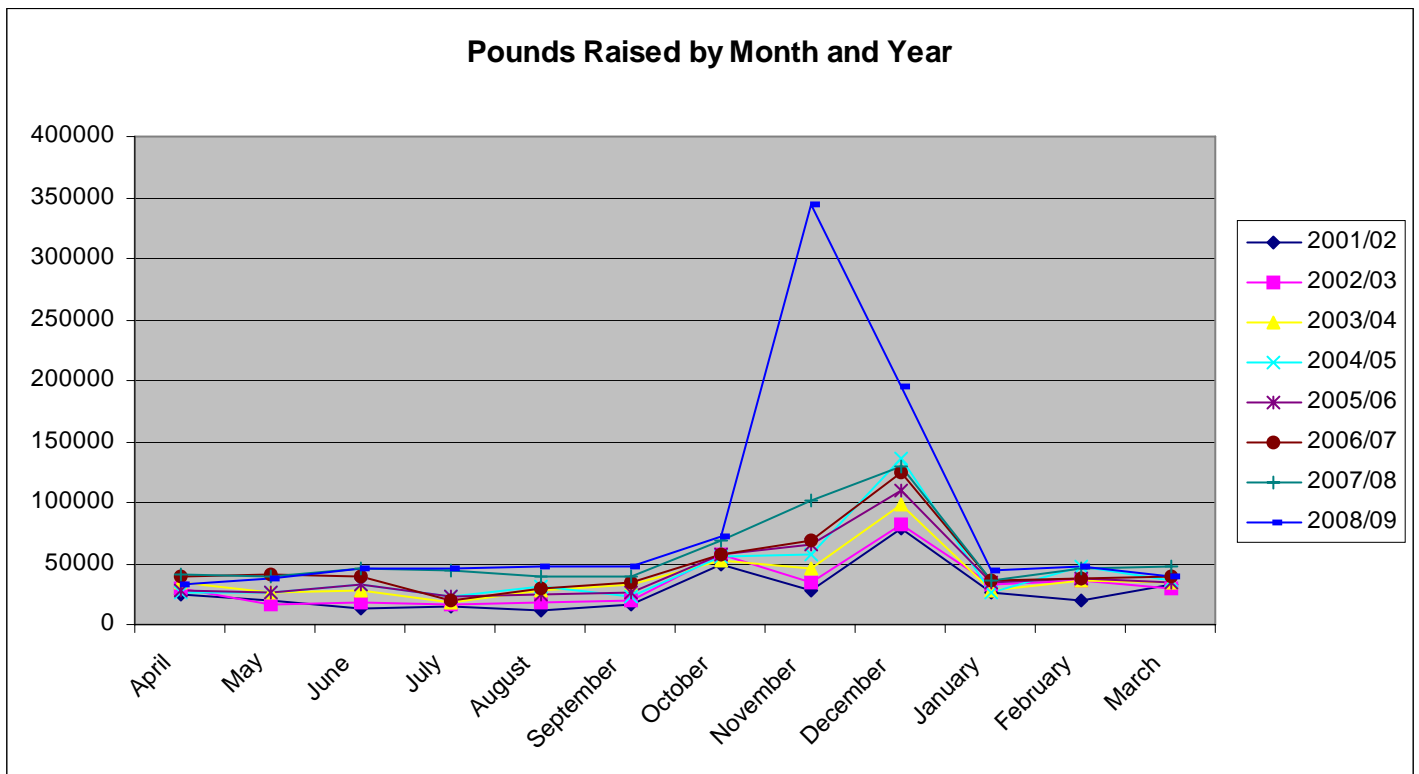
**FOOD ACCESS SERVICES
REPORT
FISCAL 2008/2009**

FOODBANK

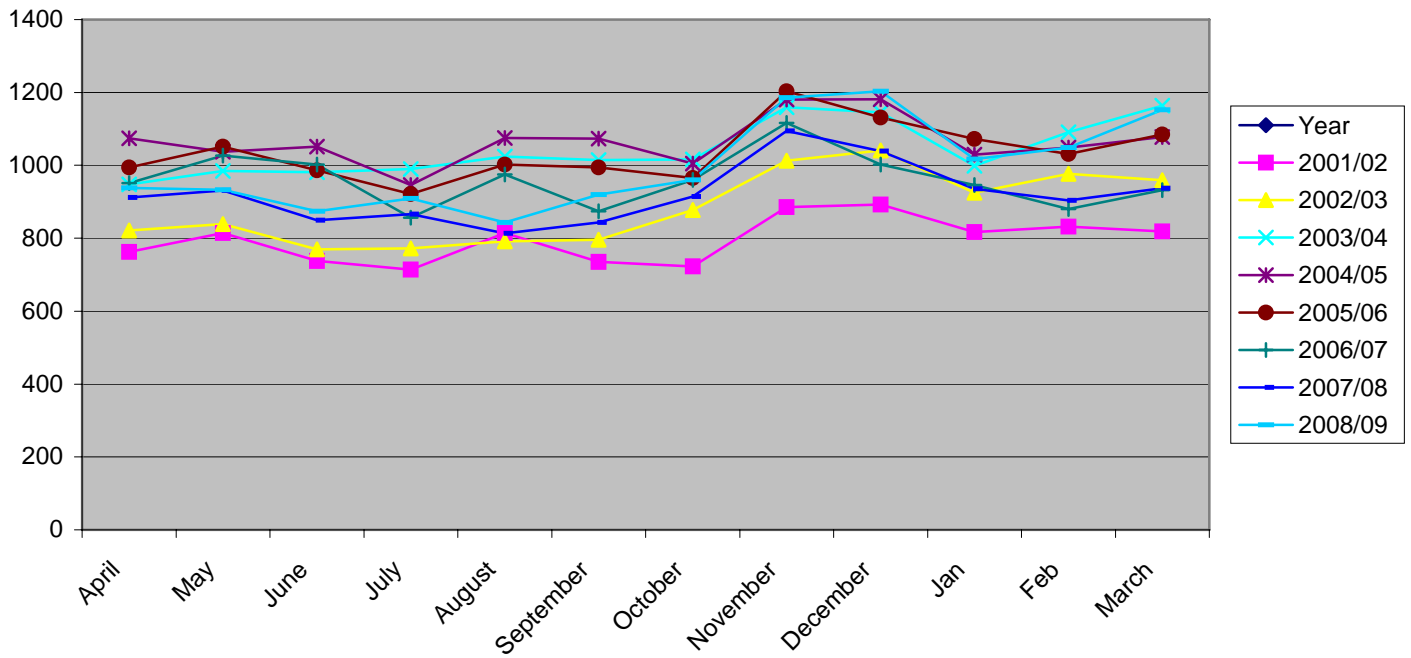
Neighbour to Neighbour Centre's Foodbank provides emergency food once a month for an average of 1,000 families on Hamilton Mountain and surrounding areas who have exhausted their resources.

A new program to Neighbour to Neighbour Centre, called Animeals, was rolled out in April/09. In partnership with the Hamilton Burlington SPCA and IAMS pet food Neighbour to Neighbour Centre distributes dog and cat food to needy families on the Hamilton Mountain and surrounding areas.

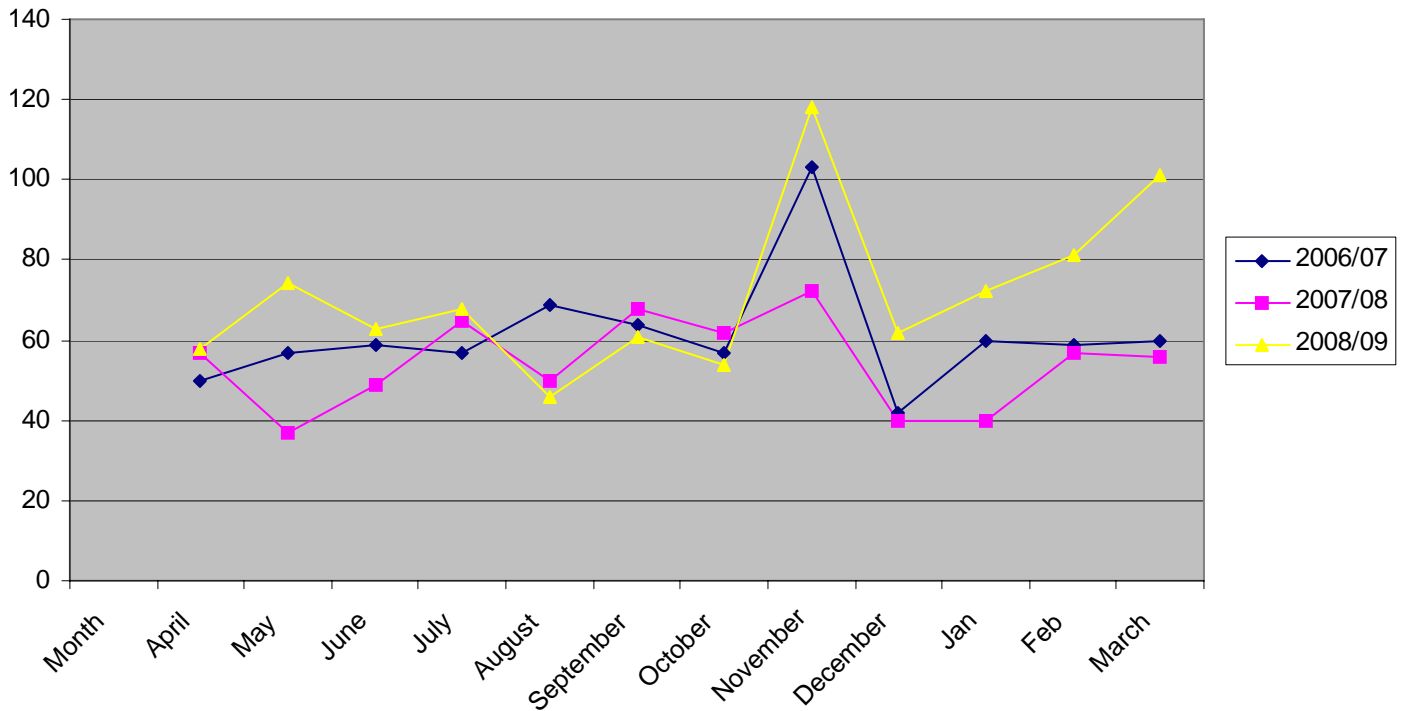
	2008/2009	2007/2008	2006/2007
Pounds In-Foodshare	234,698	229,210	152,293
Pounds In- Neighbour to Neighbour	774,026	449,766	415,697
TOTAL	1,008,724	678,976	567,990
Pounds in Value-Foodshare (\$ 1.75) *	\$ 410,722	\$401,118	\$266,513
Pounds in Value-Neighbour to Neighbour (\$ 2.50) *	\$ 1,935,065	\$1,124,415	\$1,039,243
TOTAL	\$ 2,345,787	\$1,525,533	\$1,305,756
Average Monthly Use	935	860	968
Total New Registrations	859	675	738
Total Registrations since 1986 opening	16,047	15,188	14,513



Households Served in Foodbank by Month and Year



New Clients in Foodbank by Month and Year



COMMUNITY GARDEN

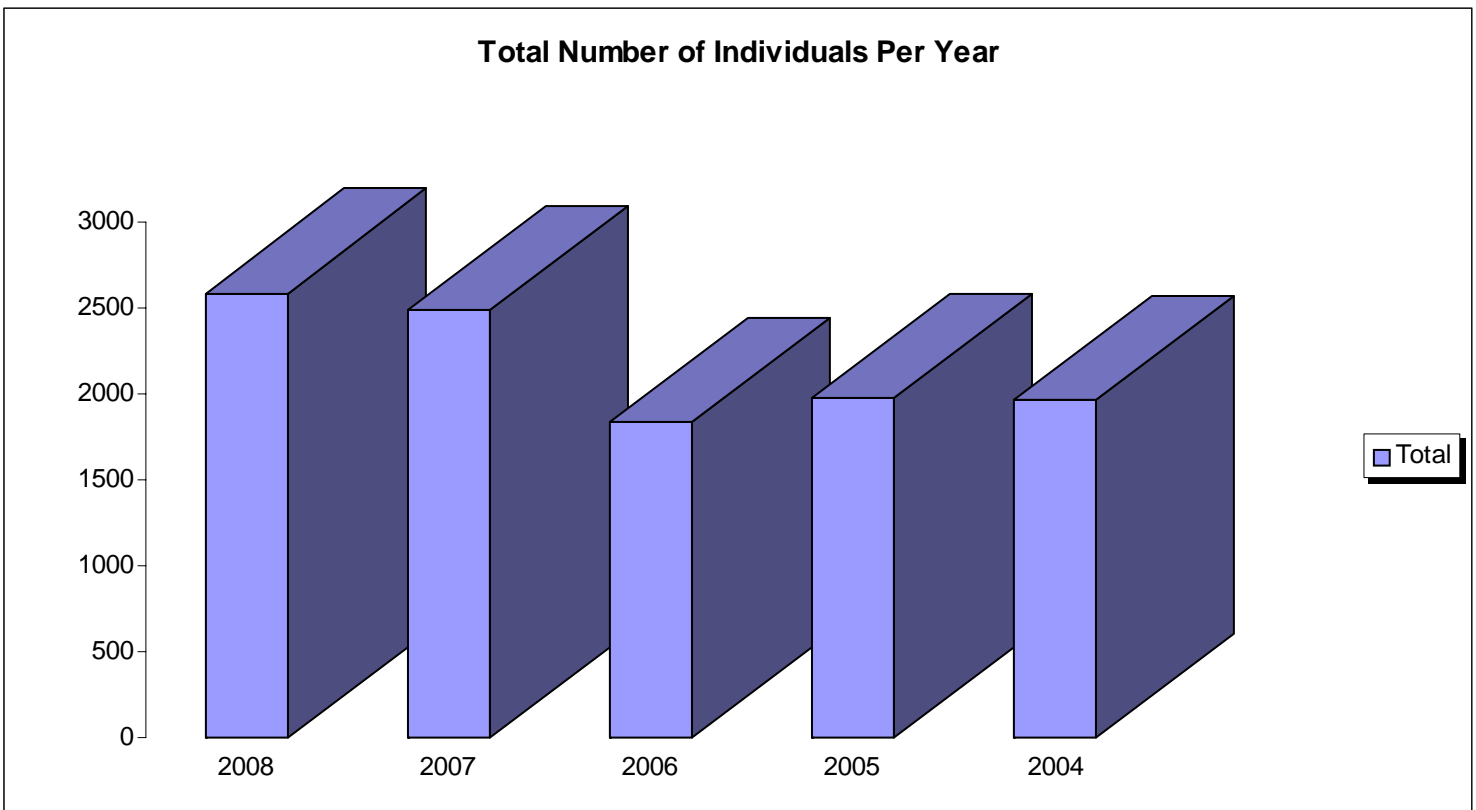
The Athens Street Community Garden is a joint effort by Immanuel Christian Reformed Church and Neighbour To Neighbour Centre. The Community Garden provides individual plots for gardeners to grow some of their own food. A \$5.00 fee provides each family with a variety of seeds and plants to grow.

Immanuel Christian Reformed Church members coordinate the goings-on at the garden, provide garden plots, plants, and seeds, and garden alongside the community gardeners. Neighbour To Neighbour makes applications available to its clients in April and May and provides water for the garden plots.

CHRISTMAS PROGRAM

The Christmas Hamper Program ran from Dec. 14th – Dec 20th in 2008. This year we had great success with our first off site location at Immanuel Christian Reformed Church. We provided food for Christmas dinner, toys and stocking stuffers for children under 12, and a family gift.

	2008	2007	2006	2005	2004
Families Served	768	743	721	673	667
Adults	1832	1567	1034	1015	1000
Children	757	922	806	962	963
Total	2589	2489	1840	1977	1964



FAMILY SERVICES REPORT

RESOURCE COUNSELLING

There are currently 23 active Resource Counsellors. These volunteers assist clients by listening to their needs and referring the clients to both internal and external programs. An additional shift of volunteer counsellors was added this year to accommodate the demand for this service.

	2008/2009	2007/2008	2006/2007
Clients	2,430	2,144	2,791
Referrals	5,834	4,259	3,055

VAW COUNSELLING

Over the course of last year we were seeing an increased need for services for women experiencing violence. Our partnership with IH that started in June of 2008 and is proving more than effective way of reaching women who otherwise would not access regular VAW services. Many women in our program would not access traditional serviced because they are not allowed due to family pressures to access services outside food support and literacy services. Many of them are experiencing “invisible” homelessness and/or maybe accessing other non-VAW services. Together IH of Hamilton and Neighbour to Neighbour Centre can close the gap and increase the community supports for women transitioning from violence who live on the Mountain. Our collaboration will increase the support services available for women who face both episodic or longer term homelessness due to fleeing violence. Neighbour to Neighbour Centre is identified as multi-service agency, and thus seen as a non-threatening place for an abusive partner. A woman can freely access our Centre and while receiving emergency food services as well as other services the Centre has to offer, she can also receive VAW counselling.

A Transitional Support Worker from Interval House is available at Neighbour to Neighbour Centre every Tuesday for one on one therapeutic counselling.

	2008/2009 (July 08-March 09)
Total # of women seen	269
# of women who identify abuse	71
# of children	113
Type of abuse disclosed	
Physical	34
Emotional	38
Verbal	30
Sexual	10
Spiritual	5
Cultural	4
Financial	23

GIFT OF SIGHT PROGRAM

In partnership with Lenscrafters Foundation, our clients are given free glasses. Clients referred into this program are those who do not qualify for a drug benefit allowance i.e., are not receiving Ontario Works and/or ODSP, and do not have a private health benefit package. Those eligible to receive eyeglasses may go to the Limeridge Mall location on a designated day each month.

	2008	2007	2006
# of Referrals	62	59	11

INCOME TAX CLINIC

In March and April an Income Tax Clinic is available free of charge to low income families in our community. This service is available at Neighbour to Neighbour Centre by appointment only.

	2009
# of Clients	75

UTILITY SUBSIDY PROGRAM

Share the Warmth was not available at the Centre as of July of 2008. We are currently working on bringing Utility Subsidy Program back in partnership with Ontario Energy Board.

In March 2009, OEB established the new Low-Income Energy Assistance Program (LEAP) that is recognizing the needs of low-income energy consumers in Ontario.

The LEAP emergency energy fund totaling about \$5 million annually will be available year round on a consistent basis across the province, and will be provided by both electricity and gas energy providers together with social service agencies in each community. This will ensure that the program is available to low-income energy consumers in need all across Ontario. We provided OEB with our feedback and input, and applied to be part of Working groups trying to establish eligibility criteria and other parameters of program delivery. We have also applied to be one of the social service agencies to deliver LEAP program.

	2008/2009	2007/2008 (SEPT- JULY)	2006/2007 (SEPT – AUG)	2005/2006 (SEPT – AUG)
Number of Households applied	N/A	163	167	156
Average	N/A		14	13
Number denied service	N/A	16	18	22
Number received service	N/A	147	147	134
Single Parents	N/A	79	68	69
2 parent families	N/A	47	48	48
Singles	N/A	22	31	19
Number of children	N/A	279	249	265
Average Monthly Expenses of those serviced	N/A	\$1,074.00	\$1,438.20	\$954.89
Average Monthly Income	N/A	\$1,576.79	\$1,103.79	\$1,379.20
Total Assistance	N/A	\$66,228.85	\$43,781.15	\$38,834.37

COMMUNITY HEALTH BUS

The Community Health Bus is a mobile health, medical and dental clinic. Community Health Bus was available at the Centre every other Wednesday. The Bus provides: free services to children, youth and adults who are residents of Hamilton, dental prevention and treatment- including extractions, fillings, antibiotics and teeth cleaning, immunization, health information counselling and referral to services, Ontario Works information, sexual health, head lice, harm reduction, healthy living and smoking cessation.

A total of 183 clients were serviced on our Community Health Bus in 2008-2009 fiscal year.

At the end of April 2009, we learned that starting in June 2009, CHB will be at N2N Centre every Wednesday, with the dentist on site.

Service	2008	2007
Dental	99	95
Nursing	84	72
Total	183	167

LAYETTES FOR NEWBORNS

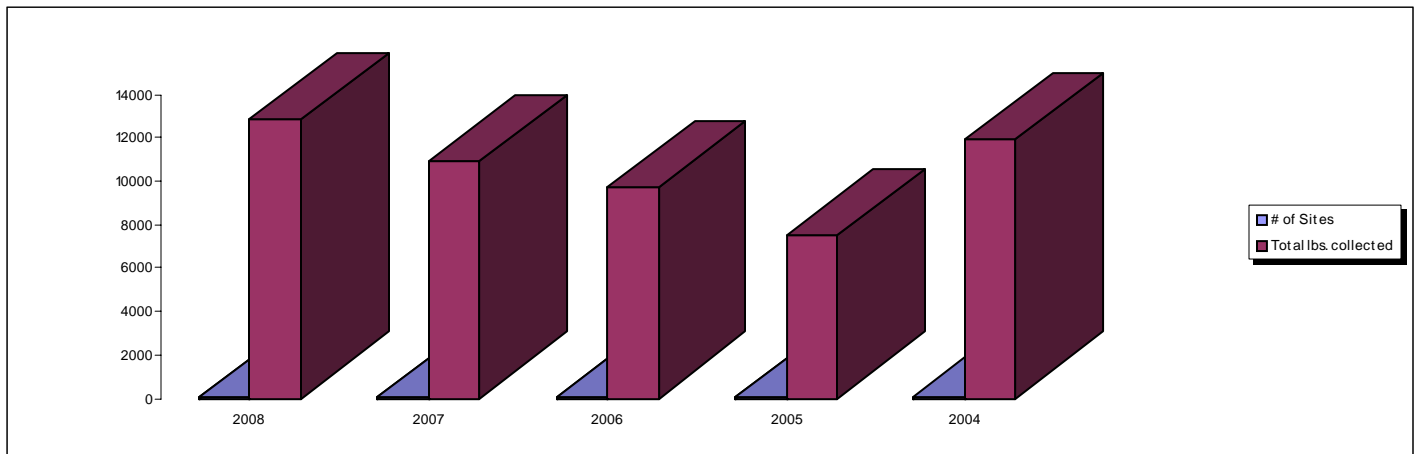
Baby Layettes were distributed to clients who were either soon-to-be mothers or new parents. Volunteers supplied hand knitted baby clothes, shopped for infant items and sorted and assembled the gift packages.

	2008	2007	2006
# of Layettes	196	98	108

CHRISTMAS BOX DISTRIBUTION

This year we had 81 sites and 19 volunteers participating in Christmas Box.

	2008	2007	2006	2005	2004
# of Sites	81	81	77	73	88
Total lbs. collected	12,807	10,933	9,710	7,492	11,887
Cash	0	0	\$189.81	\$903.27	\$1319



**EDUCATIONAL SERVICES
TUTORING REPORT
FISCAL 2008/2009**

The Neighbour to Neighbour Tutoring Program is in its sixth year and the goals of the program have changed to reflect the students that we service:

- To improve the reading skills of children in Grades 1-3, who are reading below grade level and are under-resourced.
- To increase a child's self-confidence through one-on-one support in comprehension and decoding skills.
- To foster a love of reading, an appreciation of literature and provide positive role models.

During the 2008-2009 school year we partnered with ten schools and 96 volunteers provided 213* students with literacy support.

The schools are as follows: R.A. Riddell, George L. Armstrong, Eastmount Park, James MacDonald, Westwood, St. Michael, Chedoke, Our Lady of Lourdes, Regina Mundi and St. Margaret Mary. Regina Mundi and St. Margaret Mary are running pilot programs, which began in February 2009. They have a total of 50 students who have only been seen once a week for approximately 12 weeks.

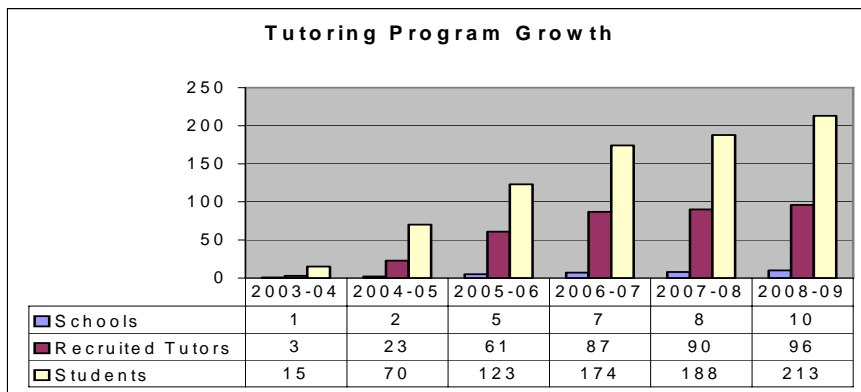
At the completion of the program, each school will be assessed individually. Survey data, reading scores, and anecdotal information from the schools and the volunteers, will contribute to the overall impact on the students and give us a sense of the culture and sensibility of the school environment. A final report will be available in July 2009.

To ensure the continued success of the Tutoring Program additional professional development for the tutors and improved tutor/teacher communication are two areas that we need to focus on next year. This will benefit not only the volunteers, but also ultimately the students.

Our goal for 2009-2010 is to have ten full programs in place, where the students are seen 2-3xs a week, 200 students, and 100 volunteers. We must continue to adapt to the needs of the students, families, volunteers, schools, and the community, in order to continue to provide a viable and sustainable program. *As of May 2009

We have many people to thank: Our founding funder; The Halo Foundation for their vision and unwavering commitment over the years, David's Learning Fund for understanding the challenges that the students face, CHML/Y108 Children's Fund for providing each student with books, a book bag, school supplies, and a sense of accomplishment.

We would like to thank our donors, too numerous to mention, who have stepped up time after time because they appreciate the need for reading skills. A very special thank you to our volunteers, who dedicate their time, talents, and heartfelt efforts because they believe that Kids Can Succeed.



EMPLOYMENT SERVICES REPORT
.....your Bridge to Employment
FISCAL 2008/2009

None of us have escaped the effects of the recession. We all know someone who has been laid-off either temporarily or permanently.

According to Stats Canada, Ontario was the only province to experience a substantial employment decline in May, down 60,000, bringing total losses since last October to 234,000 or 3.5%. While Ontario accounts for 39% of the total working-age population, it has experienced 64% of overall employment losses since the start of the labor market downturn.

Ontario's unemployment rate in May rose by 0.7 percentage points from the previous month to 9.4%, the highest in 15 years. Hamilton's unemployment rate is currently 7.7%.

Needless to say, over the year our registrants experienced much discouragement from the lack of jobs and found it difficult even finding survival work.

As the manufacturing sector continues to dwindle in Hamilton, we provided employment services to the employees of Voith, who closed their doors in December 2008.

In addition, the Canadian Auto Workers (CAW) has recently opened their Action Centre and we have made our services available to them.

Apart from the workshops, much of our time was spent providing encouragement and support through one-on-one counselling and looking at more creative ways to conduct job search.

Having said that, there were also success stories throughout the year.

Sharon is a single parent with 3 children. Sharon was a hairstylist by profession but unfortunately could no longer do this. Having a passion for cooking she furthered her education as a basic cook and received her Food Handler Certificate.

Due to life's challenges, Sharon demonstrated much anger towards the "system" and was also frustrated by the fact that no one would give her a chance to show her skills.

Sharon had to use our food bank and also took the opportunity to speak with one of our resource counsellors who encouraged her to attend the job search workshops.

During job search workshops, it was apparent that Sharon had to harness her anger and realize that she was in a group who were willing to help her find work.

Further to the workshops, we provided her with job leads, additional computer workshops and referred her to an agency that provided her with clothes for work.

Within 1 month Sharon found work as a kitchen helper at a local university.

Rose Mallais,
Director of Employment Services

EMPLOYMENT SERVICES

2008 Annual Report

... Your Bridge to Employment

PARTICIPATION INFORMATION		Total	Total	Total	Working		
		2008	2007	2006	2008	2007	2006
Total Participants		137	113	168	79	94	144
Visible Minorities/Immigrants	39%	54	26	48	28	20	38
Secondary Education	38%	52	39	22	37	36	31
Post Secondary	38%	52	46	71	25	35	58
Certificates	4%	5	13	47	2	12	40
Partial Secondary Education	12%	16	6	22	9	5	9
Elementary	2%	3	n/a	1	1	n/a	1
Masters	4%	6	5	2	2	4	2
Trades	1%	2	4	2	2	2	2
Doctorate	1%	1	n/a	1	1	n/a	1
NATIONAL OCCUPATION CODE		2008	2007	2006	2008	2007	2006
Sales & Services	28%	39	24	40	23	34	36
Trades/Transport	19%	26	17	26	15	18	23
Business/Finance/Administration	28%	38	35	57	25	17	47
Manufacturing/Processing	4%	5	15	7	1	10	4
Natural & Applied Sciences	7%	10	5	11	4	3	10
Management	3%	4	4	6	3	4	5
Social Sciences/Education	4%	5	6	7	1	2	6
Health Occupations	4%	6	5	12	5	5	11
Art/Culture/Recreation	1%	1	2	2	0	1	2
Primary Industry	2%	3	n/a	n/a	2	n/a	n/a
INCOME SOURCES		2008	2007	2006	2008	2007	2006
Other	50%	68	62	65	36	56	60
EI	34%	47	38	78	31	29	66
Ont.Works	13%	18	12	24	9	8	18
Canadian Pension	3%	4	1	1	3	1	3
PARTICIPANTS BY AGE & GENDER		2008	2007	2006	2008	2007	2006
Male -40	20%	28	25	34	15	21	32
Male +40	30%	41	31	39	20	26	32
Female -40	20%	28	25	29	18	21	25
Female +40	29%	40	32	66	26	26	55
REFERRAL SOURCES		2008	2007	2006	2008	2007	2005
Own Initiative	62%	85	66	64	53	56	66
Referral	38%	52	47	104	26	38	78
UNITS OF SERVICE (one on one help given to participants)		4428	2139	3691			
SUCCESS RATE Fiscal Year						74%	85%
Calendar Year					58%	83%	86%

**VOLUNTEER MANAGEMENT REPORT
FISCAL 2008/2009**

During the past fiscal year, close to 350 volunteers have made a measurable difference by volunteering approximately 29,000 hours at Neighbour to Neighbour Centre. We are very fortunate to have so many dedicated volunteers who make such a difference in the success of Neighbour to Neighbour Centre (Hamilton).

Special thanks to our many volunteers who help with our Special Events such as Golf Tournaments, Bowl-a-thon, Baseball Tournament, Badminton Tournament, Volleyball Tournament, Vintners Dinners, and the many presentations that are given each year to schools, churches and other organizations. This year for the first time we were invited to be a participant in the Santa Claus Parade and 25 volunteers enjoyed the day collecting food and monetary donations.

Once again, the volunteers from the Bookstore did an outstanding job during the year and especially during the Giant Book Sale held in February.

VOLUNTEER HOURS

VOLUNTEER HOURS	#Volunteers	2008/2009	2007/2008	2006/2007
Warehouse	65	9398	8154	8232
Foodbank	49	4890	4607	4375
Tutoring (April 1, 2008 – March 31, 2009)	96	4856	4339	3950
Resource Counselling/Share the Warmth	28	2636	3318	2888
Bookstore	25	2474	2454	2673
Christmas Hamper	73	1778	1600	1718
Christmas Box Program	19	144	226	236
Layette	4	152	207	130
Board, Committee & Special Events	95	2210	1576	2247
TOTAL VOLUNTEER HOURS		28,538	26,529	26,919

VOLUNTEER EVENTS

A Volunteer Development lunch was held in October with approximately 90 volunteers attending. Because of the increase in volunteers this lunch was held at Immanuel Christian Reformed Church.

This year during Volunteer Week, lunch was served each day to our volunteers. We had a great turnout each day, totaling about one hundred and fifty volunteers for the week. The volunteers enjoyed the door prizes, and meeting other volunteers from different areas in the Centre.

One hundred and twenty-five volunteers and staff enjoyed the Christmas Volunteer Pot Luck Party in December. This event was held at St. Michaels Church on West 5th St. Good food, door prizes, Karaoke and a “carol sing along” made it a very enjoyable evening.

STUDENT VOLUNTEERING

We enjoyed having an exchange student from Quebec volunteer in the Warehouse and Foodbank during the summer months.

A co-op student from Mohawk College Social Work Program has completed 400 volunteer hours in our Resource Counselling Program. Six students from Mohawk College Police Foundation Course were very helpful volunteering in the Warehouse while earning their community service hours.

Three students from the Katimivak Organization have each spent 3 months helping in every department. They have been a great asset to Neighbour to Neighbour Centre.

Students from St. Thomas More Catholic Secondary School, Westmount Secondary Hill Park Secondary School, McMaster University and Mohawk College contributed approximately 600 hours during December helping with the Christmas Hamper Program. This year volunteers filled over 900 Christmas stockings and bags of knitted mittens, hats and scarves. Girl Guide Leaders from Hamilton Mountain packaged and distributed goodie bags for our Singles/Seniors Day. Toys were packed and stored at a location outside the Centre. Volunteers were very helpful during this operation.

VOLUNTEER RECOGNITION

The following volunteers received pins for years of service at Neighbour to Neighbour Centre (Hamilton).

5 Year

Gloria Colizza	Marilyn Clayborn
Andrew Dedo	John Elliott
Dorothy Etherdon	Sister Gabriella
Ian Meldrum	Patti Risk
Mary Trout	Stephen Walsh
Pat Young	Debbie Zwicker

Zarghoona Hairdary

10 Years

Anne Flanagan	Janet Logue
---------------	-------------

Barry Cruickshanks

To date, we have presented one hundred and two 5- year pins, 33 ten-year pins, eleven 15-year pins and one 20-year pin to our volunteers for their outstanding service. This year we had new pins designed for our volunteers. This year, the following volunteers have been nominated to receive the Ontario Volunteer Service Awards from the Province in recognition for their continuous years of service at Neighbour to Neighbour Centre.

Dan Scarrow	Dorothy Moore
Elaine Popiduk	Rita DeIulio
Eileen Riley	Joe Riley

During the past 7 years, forty-three Neighbour to Neighbour Centre Volunteers have received this very special award.

Each volunteer is special in their own way and Neighbour to Neighbour Centre relies on the support provided by them.

Mary Millar
Volunteer Co-ordinator