



2015 – 2016

COMMUNITY IMPACT REPORT

A better quality of life through caring support.

CELEBRATING OUR TENTH ANNIVERSARY WITH A RENEWED VISION AND PLAN

2016 marks the 10th anniversary for Links2Care. This milestone provides an opportunity for us to review the road travelled and look to the road ahead. The past 10 years have seen tremendous growth and evolution of programs and services provided by Links2Care, including our expansion of services into the community health arena that complement the myriad of our social care programs. Much of this done in partnership and/or collaboration with community partners.

Links2Care is an award-winning provider of early intervention services and programs that foster independence and resilience for people across the age continuum. We invite you to look at page 6 of this Impact Report that illustrates our 10-year journey. We have been part of trends in care that include accountability, quality, innovation, collaboration, and, more recently, integration of programs and services that support an enhanced care experience for our clients. We have witnessed increasing levels of complexity for people seeking assistance and needing care or support, as well as more complex systems that create challenges for people seeking easy access to care and care providers. It compels us to look at the road ahead with new perspectives and approaches.

The Links2Care Board of Directors has provided strong leadership over the past 10 years, and have just completed a strategic planning process that will guide the organization over the next three years and reflect the scope and breadth of our capacity to meet the diverse needs of people in our communities. Most recently, we have invited community partners from different sectors to join us in our new location in Georgetown to create a collective of community providers intended to provide easier access to an array of services and programs through integration of services and/or back office operations.

We are excited about developing and participating in new programs and opportunities that are emerging aimed at contributing to a dynamic and responsive care environment.

And, we thank our outstanding staff and volunteers who bring our mission to life each and every day.

Maureen McCallister
President & Board Chair

Kate Power
CEO and Executive Director



BOARD OF DIRECTORS

As of June 2016

EXECUTIVE

Maureen McCallister, President
& Board Chair

Tracey McKinley, Secretary

Don Benoit, Treasurer

DIRECTORS

Cindy Doucette

David Hamon

Khurram Musti Khan

Shelley Martin

Jim Medeiros

Matthew Rempel

OUR VISION

A BETTER QUALITY OF LIFE THROUGH CARING SUPPORT

OUR MISSION

To support healthy living, prevent isolation, and foster independence for people in our community.

OUR VALUES Our culture of caring is rooted in being: Respectful, Trustworthy, Accountable, and Responsive...to our clients, partners, supporters and each other.

2016-2019 STRATEGIC PILLARS AND GOALS



CLIENT WELLBEING

- Early intervention accessible to vulnerable population
- Equitable and responsive access to services based on community need
- Impact client wellbeing and community wellness through collaboration and partnership

CULTURE OF CARING

- Effectively support client transitions to right care at right place at right time
- Engage and support change management
- Equity and Quality Plans centred on caring support
- Support capacity to link clients to community services

SUSTAINABILITY

- Re-define core programs and services
- Promote our brand to improve community awareness
- Develop a service capacity framework

COLLABORATION IN ACTION!

HealthLink

Halton Hills HealthLink

Let's Make Healthy Change Happen

Patient-centred Integrated Services

Did you know that 5% of patients with complex needs account for 66% of health care costs?

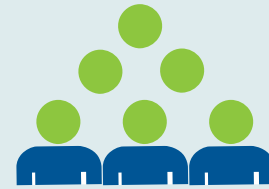
In order to improve quality of care for these vulnerable clients, the Ministry of Health initiated community Health Links naming Links2Care the co-lead agency for Halton Hills partnering with the Halton Hills Family Health Team.

Health Links are designed to bring local providers from across the continuum together with patients and families to better coordinate care. With collaborative coordination and information sharing, patients receive faster care, will spend less time waiting for services and will be supported by a team of health care providers at all levels of the health care system.

Our Health Link team advocates for Halton Hills clients in an effort to avoid service duplication, reduce emergency room and hospital visits, decrease referral times, and ultimately improve overall client experience and save health care dollars by building capacity.



181 STAFF



20 STUDENTS



250 VOLUNTEERS

IT TAKES A VILLAGE...of 450 staff, volunteers, and students to provide over 30 Programs to thousands of clients.



MISSISSAUGA HALTON LHIN
REGIONAL LEARNING CENTRE

Education Through Collaboration

In 2014 the Mississauga Halton Local Health Integration Network (LHIN) coordinated a partnership between Links2Care and Nucleus Independent Living in the launch of the Regional Learning Centre (RLC).

The RLC was designed to strengthen the skills and abilities of direct care providers and informal caregivers through education, development and focused learning.

In 2015 Nucleus and Links2Care were recognized by the MH LHIN Community Capacity Award for this collaborative partnership.



Partnering to Support Caregivers

The Caregiver ReCharge Program is a Mississauga Halton LHIN funded service providing temporary relief for caregivers in crisis or experiencing high levels of stress.

This collaborative community service is available via a partnership of Links2Care, Nucleus Independent Living and the Alzheimer Society of Peel, and sends trained personal support workers to client homes to allow the primary caregiver the opportunity to recharge.

The Caregiver ReCharge Program won the MH LHIN 2015 Pinnacle Award at the Partnering for a Healthier Tomorrow Event, and the 2016 3M Award for Quality Improvement & Innovation in Health Services.



COMMUNITY IMPACT HIGHLIGHTS

156,617 HEALTH CARE
SERVICE UNITS

HELPED SENIORS
IN THEIR HOMES

HEALTH CARE PROGRAMS

- Home Help
- Bathing
- Caregiver ReCharge
- Client Intervention and Assistance
- Home Maintenance & Repair
- Friendly Visiting
- Companion Respite
- Supportive Housing
- Meals on Wheels / Meals on Ice / Wheels2Meals
- Congregate Dining
- Health Link
- ElderTalk

4,268

SOCIAL CARE
SERVICE UNITS

IMPROVED LIVES
FOR FAMILIES AND
INDIVIDUALS

SOCIAL CARE PROGRAMS

- General Assistance & Advocacy
- Transitional Housing
- Backpack Program
- Holiday Giving Program
- Jumpstart Program
- Utility Assistance: Winter Warmth, LEAP, OESP
- Community Income Tax Program
- Food for Life
- Fresh Food Box

NURTURED HEALTHY
DEVELOPMENT

23,412

CHILDREN AND YOUTH SERVICE UNITS

CHILDREN & YOUTH PROGRAMS

- Ontario Early Years Centres
- Family Resource Programs
- Before & After School Care
- Youth Program
- Healthy Snack

We support healthy living, prevent isolation and foster independence for people in our community.

HIGHLIGHTS FROM THE PAST 10 YEARS

01

2006 IN THE BEGINNING...

Halton Helping Hands and Halton Hills Community Support and Information amalgamated to become incorporated as Links2Care, June 29, 2006.

02

2006-2009 – MARKS A PERIOD OF SIGNIFICANT PROGRAM GROWTH AT LINKS2CARE

- ✓ Home At Last program recognized at Halton Health Expo
- ✓ The Acton Employment Centre and Winter Warmth programs launch in Halton Hills
- ✓ Transitional Housing Program to address homelessness launched in Halton Hills
- ✓ Links2Care is Lead Agency for PSW Training Fund
- ✓ Links2Care partners with Canadian Tire's Jumpstart Program in Halton Hills
- ✓ Home Help, Bathing, and Home Maintenance & Repair Programs initiated through MH LHIN funding for Mississauga, Halton and Burlington
- ✓ Food for Life launched in Acton Site
- ✓ Supportive Housing site in Acton administered by Links2Care
- ✓ Before and After School Programs opened in Halton Hills
- ✓ Backpack program to support a 'good start' for the school year launched
- ✓ LEAP program in partnership with Halton Hills Hydro launched for assistance with arrears
- ✓ Holiday Giving program to support families in need at Christmas launched
- ✓ Links2Care opened the Clarkson office as part of our Expansion into Mississauga with StoreFront Humber
- ✓ Links2Care amalgamates with Moore Place, launching Links2Kids
- ✓ IT partnership with Credit Valley Hospital

03

2012 Links2Care earned our first CARF Accreditation – 3 years with no recommendations with a 3-year accreditation in 2015-2018.

04

2014 Links2Care combined the former Oakville and Mississauga sites, opening a site at 2030 Bristol Circle in Oakville, co-locating with Nucleus Independent Living and Seniors Life Enhancement Centres.

06

2015 Health Links was launched, with Links2Care co-leading the Halton Hills Health Link with the Halton Hills Family Health Team.

05

SEPTEMBER 2015

Links2Care's inaugural Community Event was launched, featuring House Calls founder, Dr. Mark Nowaczynski and Links2Care client Pearl Cameron.

10

2016 LOOKING AHEAD...

Our relocation to a new site for Halton Hills at 360 Guelph Street and the beginnings of a collective of service providers to support collaboration, integration and ease of access for residents of Halton Hills.

09

FEBRUARY 2016

We had the flood at Armstrong during one of the coldest winters on record.

08

2016 The six partner collaborative for the Caregiver ReCharge Program was awarded the 3M National Health Care Quality Improvement Initiative Across The Health System Award.

07

2015 Links2Care won three inaugural awards for collaboration and service excellence:

- The MH LHIN Partnering for a Healthier Tomorrow Pinnacle Award for High Quality Person-Centred Care for Caregiver ReCharge, a collaborative of 6 community partners.
- The MH LHIN Partnering for a Healthier Tomorrow Enhanced Community Capacity Award for the Regional Learning Centre in partnership with Nucleus Independent Living.
- Halton Hills Chamber of Commerce Community Excellence Award of Achievement.

BY THE NUMBERS

OUR FINANCIAL ROADMAP

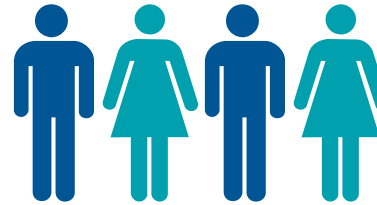
As of March 31, 2016, Links2Care had Net Assets totalling \$781,181, Working Capital of \$664,705, and no long term liabilities.

The '2016 Revenue by Source' chart shows the major categories of operating revenue for the agency. Some programs are funded and some have a user fee. Most user fees are set by applying a means test to promote affordability.

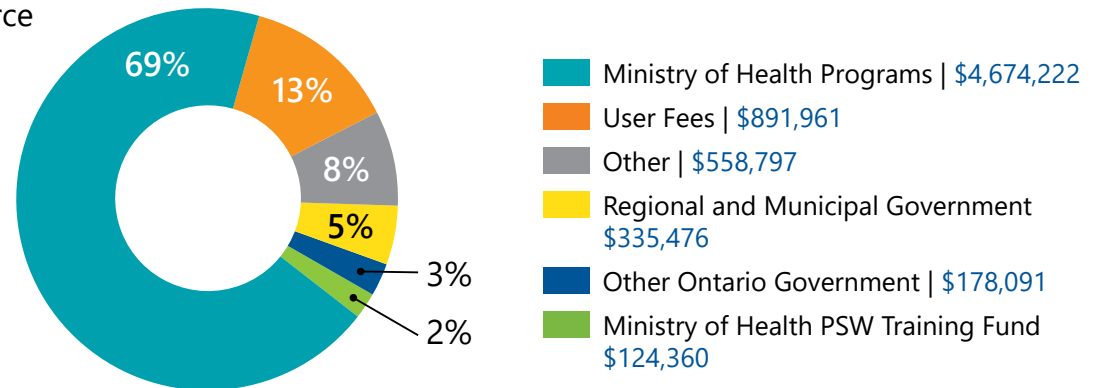
The increase in our revenue this year comes mainly from a one-time donation of \$300,000.

Further details of our financial position and results of operations can be found in our Audited Financial Statements at www.Links2Care.ca

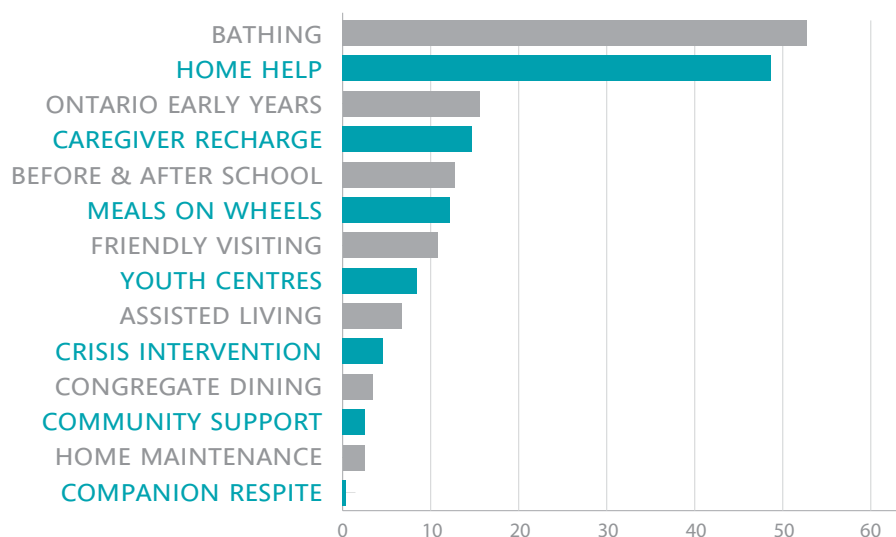
WE PROVIDED
AT TOTAL OF
195,900
UNITS OF SERVICE



2016 Revenue
by Source

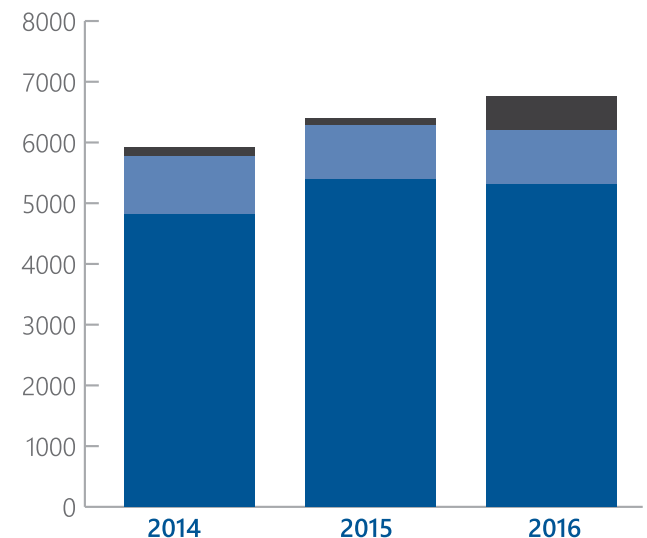


Units of Service (in thousands)

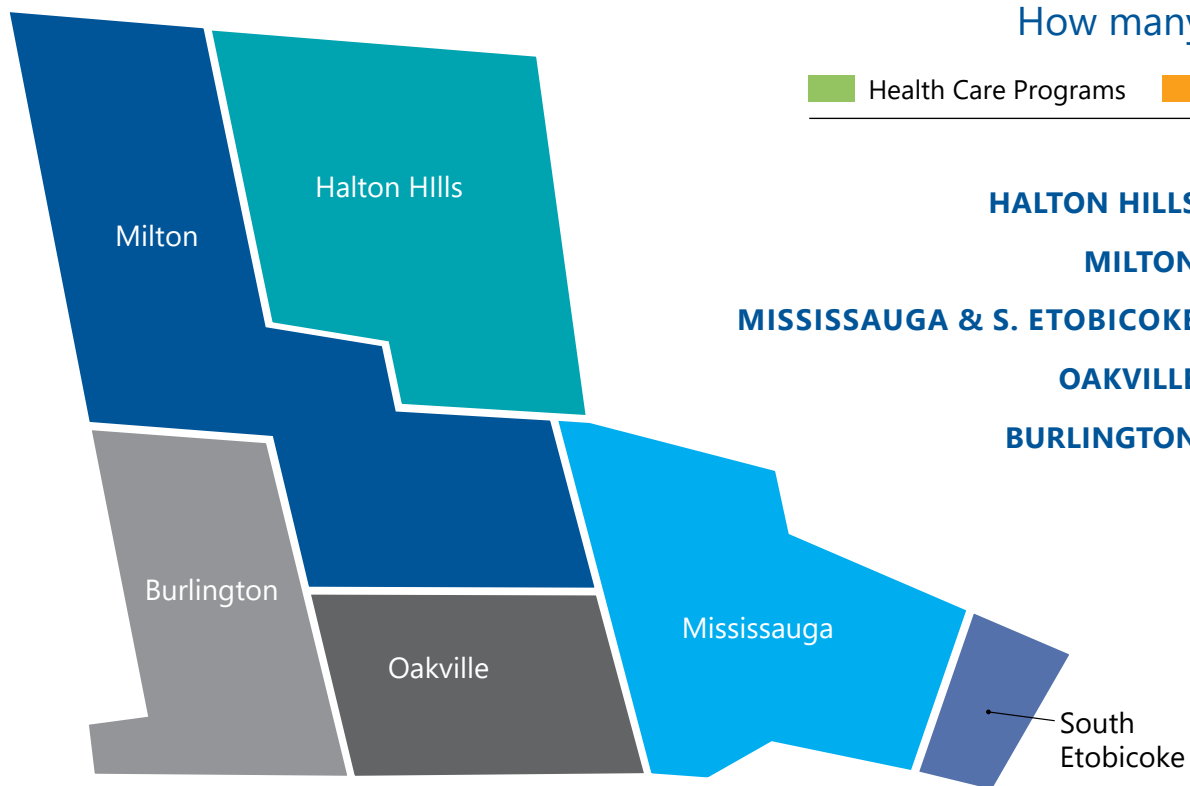


Three-Year
Revenue Growth
(in thousands)

Other
User Fees
Government

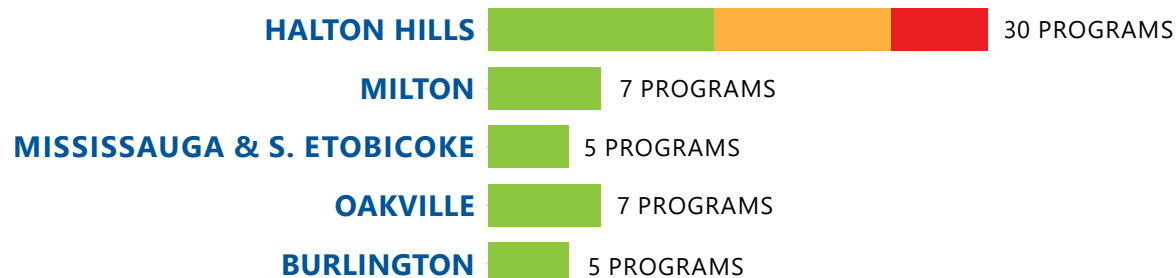


PROGRAM SERVICE AREA MAP



How many programs in each area?

Health Care Programs Social Care Programs Children & Youth Programs



Together we are providing a better quality of life through caring support.

To volunteer, donate, fund or partner, visit www.Links2Care.ca or call 1-866-844-0252

Links2Care is a proud recipient of a second 3 year accreditation for Home and Community Services

