

# Linking Community *Together*



Our 2014-15 *Impact* Report

# Community Driven

Excerpt from a letter sent to Links2Care from a Community Support Client

**Kim** was an Interior Decorator for 25 years until fibromyalgia and strokes forced her to retire and subsist on Ontario Works at \$570 a month. Kim's health declined further while she and her dog moved three times in search of a place to live. Then she found Links2Care.

"Cathy and Janet helped me so much with food and general support. Then, miraculously, she was able to get me a subsidized ground floor apartment. I wouldn't have made it if not for Links2Care and the support services it provides.

**Low income, a growing shortage of affordable housing, mobility issues, and owning a pet can make living with dignity a continuous struggle.**

***They are making a huge difference in our community."***

*Together*

we  
helped

1

9

6

5

people in our  
Halton Hills  
Community  
Support Program

## IMPACT



**791**

people persevered with general support, help with heating bills, and donations of basic needs



**10**

parents and children in our three transitional housing units averted homeless



**793**

children started school with filled backpacks, received new clothing for the holidays, and participated in sports and recreational activities



**371**

people had volunteers complete their tax returns



# Delivering Dignified Care to Seniors



*Together*  
we provided

Mrs. Glebe

tells us about her Links2Care PSW, Cynthia

"I live alone and am legally blind and so would be unable to bathe without Cynthia's help. We get along extremely well and she is very attentive to my needs.

The other day, she noticed a rash on my leg that I never would have seen, encouraged me to call my doctor, and later helped me with the cream he prescribed.

**Links2Care helps me to remain in my home surrounded by all the things that I love."**



**IMPACT = 4,860**

Seniors and adults with disabilities continue to live independently, with dignity in their own homes

# Steering Youth Toward Success

Adapted from one of several 2014 articles on youth homelessness in Halton Hills

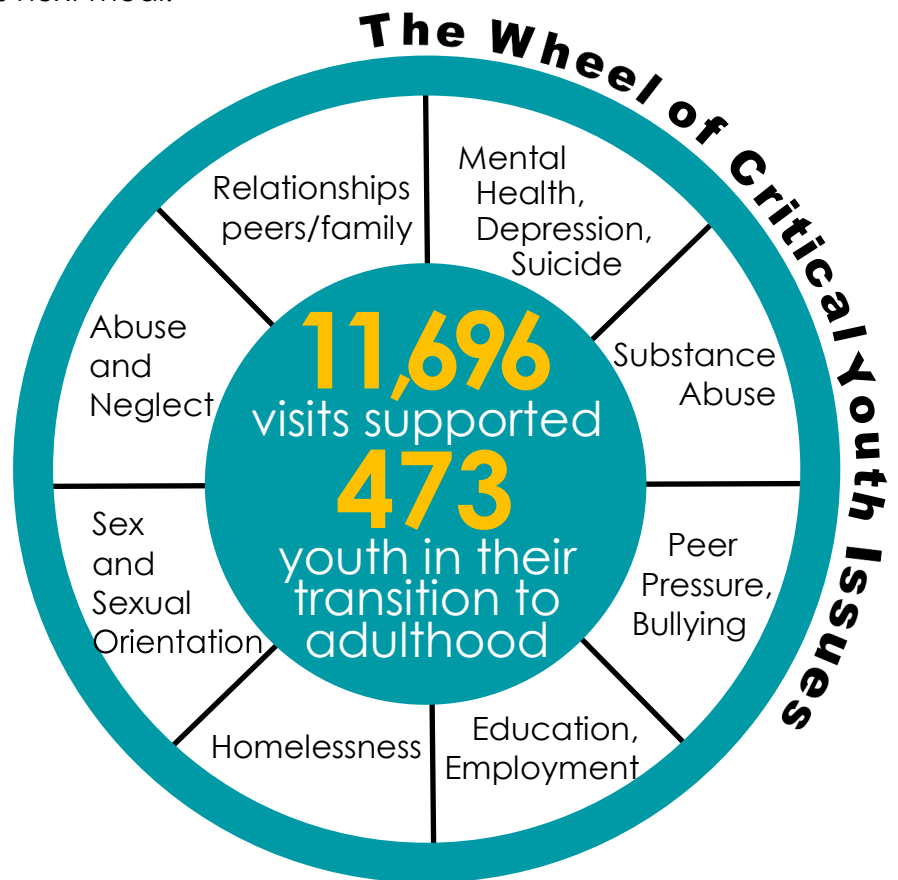
It was just another typical evening for **Howard**, a Halton Hills teen. After hanging out with his buddy, he headed into the frigid winter air to sleep in a car and worry about his next meal. Then he found Links2Care.

**Last year, Links2Care assisted 31 homeless youth and 6 at risk of homelessness.**

**"Links2Care's Youth Centre is like a home, says Howard, "you've got support and food. If you need to talk, you can. It's safe."**

Links2Care helps Halton Hills youth navigate resources for housing, food banks, physical and mental health, employment, and education; fills basic needs of food, bathing, and clothing; and helps rebuild relationships.

**"My priority is that youth are safe," says Amanda Kostjuk, Youth Program Coordinator. "My phone goes off at all hours of the night because I'm checking in and saying, 'Are you alive?'"**



**ENGAGEMENT**  
via  
Drop-in Centres



**SUPPORT**  
by  
Youth Workers



**Together**  
we foster  
**YOUTH RESILIENCE**

**IMPACT** = Reduced health, justice, and social services costs  
Increased educated, skilled, self-sufficient adults

# Children's Learning Curve

12,074 Visits to Early Years Centres

1,128 Children developed a solid foundation

841 Parents impacted their child's future

**ART PROGRAM**  
Motor skills, hand eye coordination, self-expression



85

Children thrived in quality Before & After School care

*Together* We set our kids on the road to lifelong learning, behaviour and health



**GYM/ OUTDOOR PLAY**  
Balance, cooperation, muscle development

**SAND/ WATER PLAY**  
Scientific concepts sensory development

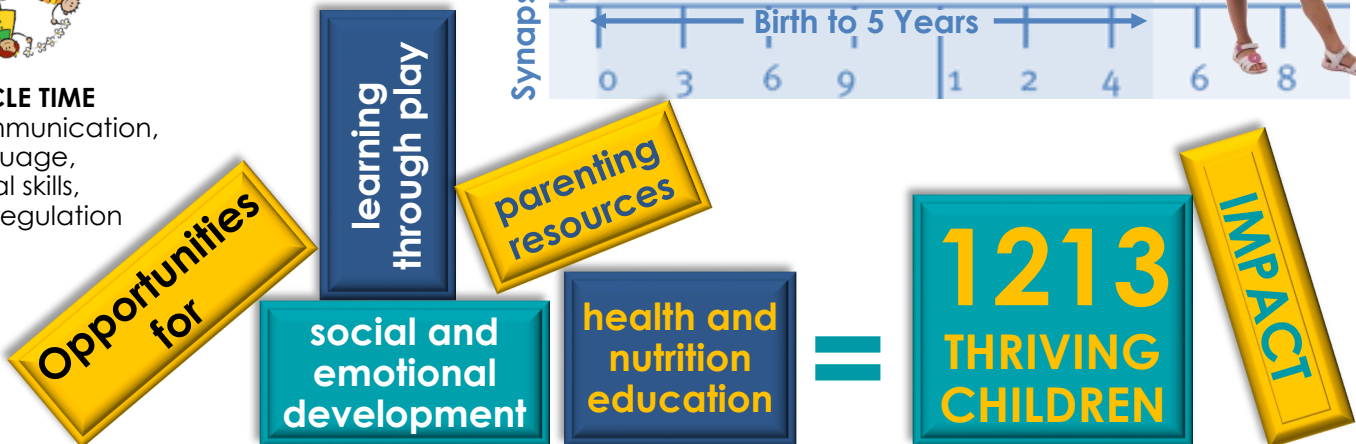


90% of the brain develops by 5yrs

Synapse formation in the brain



**CIRCLE TIME**  
Communication, language, social skills, self-regulation

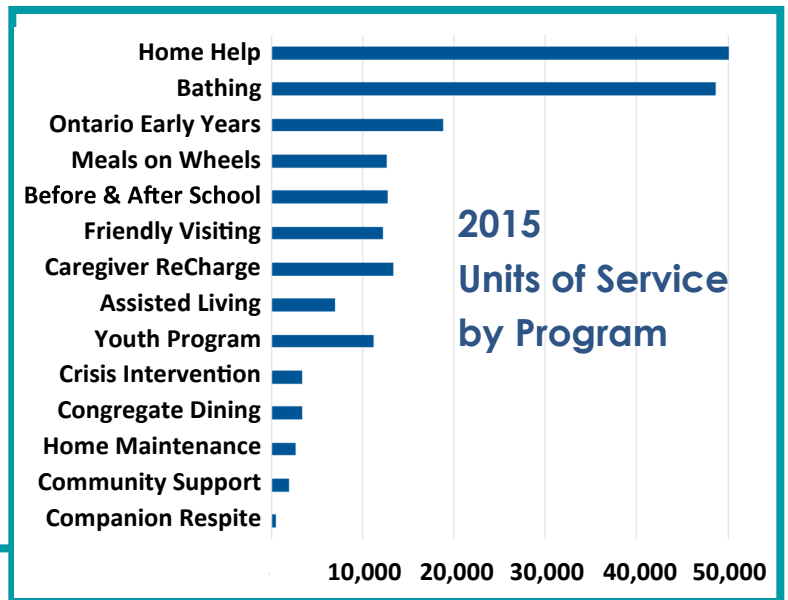


# Our Financial Roadmap

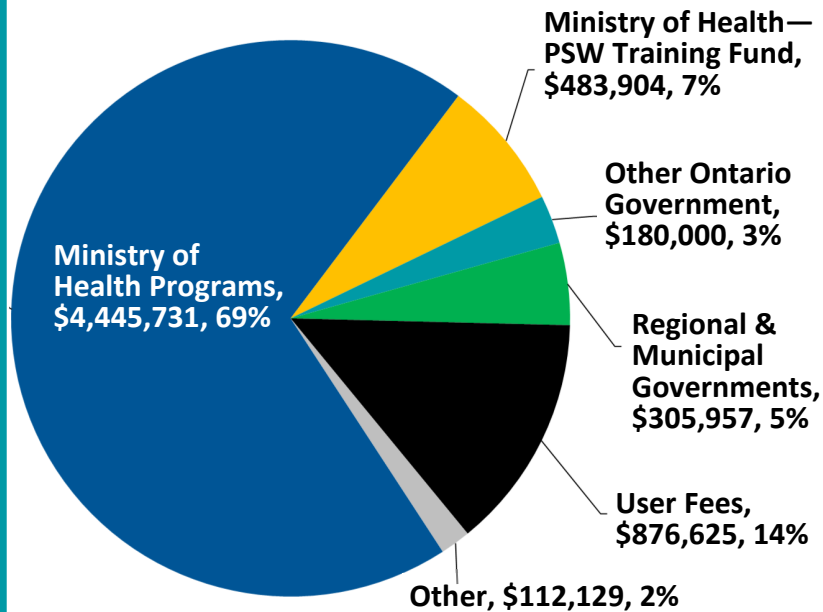
As of March 31, 2015, Links2Care had Net Assets totaling \$485,834, Working Capital of \$337,519 and no long term liabilities.

Links2Care provided 198,600 units of service in the year ended March 31, 2015 up from 192,926 in 2014.

The '2015 Revenue by Source' chart shows the major categories of operating revenue for the agency.



## 2015 Revenue by Source

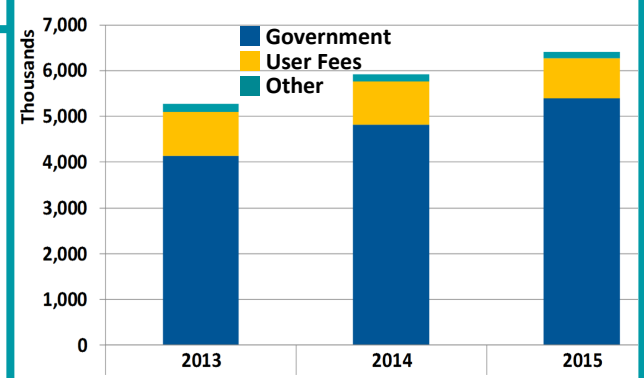


Some programs are funded and some have a user fee. Most user fees are set by applying a means test to promote affordability.

The increase in our revenue this past fiscal comes from the Ministry of Health and Long Term Care through the Mississauga Halton Local Health Integration Network for programs for Seniors.

Further details of our financial position and results of operations can be found in our Audited Financial Statements at [www.Links2Care.ca](http://www.Links2Care.ca).

## 3 Year Revenue Growth





# The Road Ahead

Under Construction

## A JOINT MESSAGE FROM OUR PRESIDENT & BOARD CHAIR AND OUR CEO

We extend our heartfelt appreciation to Jeannie Collins-Ardern for her many years of stewardship and leadership and her tremendous commitment to ensuring Links2Care continues to add value and meet the needs of our community.

With my final report as Board Chair of Links2Care, I look back to 2006 when Halton Helping Hands amalgamated with Halton Hills Community Services and Information to become Links2Care serving the Halton Region with a \$1 million budget.

Links2Care's rapid growth, evolution and change resulted in a strengthened governance model that now includes 10 professionals steering our board. We have increased our quality of care while expanding our ability to serve our communities through collaborations and partnerships such as the Regional Learning Centre, the Halton Hills Health Link, and Caregiver Recharge, to name just a few. We have begun a search for new premises in Georgetown to continue our commitment to Halton Hills, with the goal of co-locating with community partners early in the new year. We have revitalized Links2Care leadership by on-boarding Kate Power as Executive Director & CEO and Mark Spence as Chief Financial Officer. Today, we offer over 16 programs that address needs across the age continuum in Mississauga-Halton with a budget in excess of \$7 million. Most recently, Links2Care successfully achieved a second 3-year accreditation term.

I have appreciated this opportunity to serve my community and extend a big thanks to all the Board members over the years, and the remarkable staff, volunteers and funders for making our growth possible. Links2Care's ability to impact both health and social services positions us uniquely to assist people with complex needs. As such, we are ready and eager to embrace the road ahead and enhance the care experience across Mississauga and Halton. It takes a community of capable and committed people to create a culture of care. This is a hallmark of Links2Care and part of the fabric of the communities we are so very privileged to serve.

*Jeannie Collins-Ardern, President & Board Chair*

*Kate Power, Executive Director & CEO*

OUR SERVICE AREA

## OUR 2015-16 BOARD OF DIRECTORS

**Executive:** Maureen McCallister, President & Board Chair; Don Benoit, Treasurer; Tracey McKinley, Secretary; Jeannie Collins-Ardern, Past Chair;  
**Directors:** Tina Debos, Cindy Doucette, Sarika Gundu, David Hamon, Jim Medeiros, Matthew Rempel

## OUR COMMUNITY PARTNERSHIPS

We extend our profound gratitude to the large network of committed partners and community stakeholders who collaborate and coordinate with us to support people across our service area.

HALTON HILLS

MILTON

BURLINGTON

OAKVILLE

MISSISSAUGA

SOUTH  
ETOBICOKE

# Forging a

# Collaborative Path

## OUR CLIENTS



**9,352**

Children, Youth,  
Adults, & Seniors

## OUR TEAMS



**170** Staff

**239** Volunteers



**11,377**  
Volunteer  
Hours

**20** Student  
Placements

## OUR FUNDERS AND DONORS



United Way  
Halton Hills

**500+**  
Donors

## WAYS YOU CAN HELP

Donate

Fund us

1-866-844-0252  
[www.Links2Care.ca](http://www.Links2Care.ca)  
[info@links2care.ca](mailto:info@links2care.ca)

Partner

Volunteer

*Together,* we are transforming community  
health and support services