

## Report from the President and Executive Director

**This past year** has been hectic at York Community Services as we experienced change at all levels of the organization.

**Services were expanded** to ensure greater access for community members. We hired additional staff for our Health Clinic, opened up a third night each week and welcomed more than 800 new patients over a four month period. Our Housing, Counselling and Adult Protective Services also experienced significant growth as new staff were brought in to meet community needs.

**Management of the Centre was also strengthened.** New positions were added and our Management Team restructured to provide more effective direction and support for staff. Our Board experienced renewed vision and clarity through review and adoption of a new governance model developed during preparation for accreditation.



President Lee Fairclough with Zanana Akande, YCS tribute dinner honouree

YCS also took a hard look at how we could work more effectively with the community. The Board engaged in an intensive Strategic Planning consultation with staff, clients and community partners as the first step in development of our new plan. Staff prepared for an enhanced role in the community by undergoing training in community development. Throughout the year, we continued to explore new opportunities offered by the development of our satellite centre and collaboration with anchoring partners for the community hub.

Our relationship with funders is also in the process of change. Demonstration of service excellence has become a key theme at YCS. Government funders are demanding increased accountability, measured by new standards of performance. Management and staff have been working diligently to meet these government expectations.

YCS is committed to the provision of comprehensive integrated service delivery for the entire community and will continue to work closely with partner agencies and community members to fill gaps and provide seamless service.

Thank you to our staff, partners and community for working with us as we grow and develop to meet your ongoing needs.

*Lee Fairclough*  
Lee Fairclough, President

*Steven Harrison*  
Steven Harrison, Executive Director



Steven Harrison, Executive Director, with drawings for YCS Satellite Centre and Community Hub

## Special Events and Programs



Thanks to our top Walkathon fundraiser

YCS Walkathon, Raising funds for Satellite CHC.  
E.D. Steven Harrison, MPP Laura Albanese, Councillor Frances Nunziata and President Lee Fairclough



Spanish Parenting Group participants and volunteer



Announcement of funding for Satellite Clinic and Community Hub

Winning entry in poster contest for community hub hoarding




**YORK COMMUNITY SERVICES**  
1651 Keele Street  
Toronto ON M6M 3W2  
Phone: 416-653-5400  
Fax: 416-653-1696  
www.ycservices.com



**York Community Services (YCS) - Housing Program**  
Overview: This unique Housing Program is changing the lives of thousands of individuals and families at risk of homelessness. People seeking assistance in securing stable, affordable housing, eviction prevention services or rent bank loans can access counselling, legal assistance, dental care and other needed supports under one roof at this multi-disciplinary centre. The program is an important resource to agencies unable to handle more complex cases and provides help to the hidden homeless who are often overlooked by official statistics due to their transient nature. The Housing Program assists with a wide range of needs, including housing, food, clothing, and other necessities.

**BRINGING SERVICES TO WESTON-MT. DENNIS**  
MPP Laura Albanese joined Minister of Health and Long Term Care, George Smitherman, to announce over \$3 million for a new health clinic and community service hub at Jane Street and Sheppard Ave that will improve the delivery and coordination of health care and social services for the community. The health care and social services hub will provide health care as well as settlement, employment, and support programs for:  
• CHILDREN  
• YOUTH FAMILIES  
• WOMEN  
• SENIORS  
• IMMIGRANTS

**YCS expands services, looks forward to new facility**  
York Community Services (YCS) is pleased to announce the opening of its new facility at 1651 Keele Street. The new facility will provide a wide range of services, including housing, food, clothing, and other necessities. The facility will also provide a space for community meetings and activities.

**YCS looks to provide care for 5,000 patients**  
Local residents can receive basic medical services by calling YCS.

Charitable Business No. 10822 5871 RR0001



# York Community Services

Annual Report  
2007 / 2008

## York Community Services Centre

### Condensed Statement of Revenue & Expenses

Year Ended March 31, 2008

|                                       | 2008             | 2007             |
|---------------------------------------|------------------|------------------|
| <b>Revenue</b>                        |                  |                  |
| Province of Ontario                   | 4,185,545        | 3,501,040        |
| Legal Aid Ontario                     | 620,754          | 566,938          |
| City of Toronto                       | 293,265          | 303,284          |
| Federal Government                    | 173,711          | 175,798          |
| Capital Fund                          | 16,100           | 16,100           |
| United Way                            | 93,750           |                  |
| Contingency Fund / Donations          | 237,053          | 230,277          |
| Interest                              | 10,290           | 78,507           |
| Other                                 |                  | 38,499           |
|                                       | <b>5,630,468</b> | <b>4,910,443</b> |
| <b>Expenses</b>                       |                  |                  |
| Salaries                              | 2,796,059        | 2,797,851        |
| Employee Benefits                     | 475,296          | 471,158          |
| Building Occupancy                    | 293,490          | 272,174          |
| Office Supplies, Computers            | 484,560          | 172,241          |
| Professional Costs                    | 446,613          | 157,273          |
| Program Costs                         | 404,030          | 313,651          |
| Capital Expenses                      | 154,630          | 181,740          |
| Insurance                             | 51,411           | 46,035           |
| General Administration                | 52,164           | 45,679           |
| Purchased Services                    | 201,838          | 201,421          |
| Special Purpose Programs              | 100,132          | 102,822          |
| Other                                 | 64,588           | 9,389            |
|                                       | <b>5,524,811</b> | <b>4,771,434</b> |
| Excess (Deficit) Income over Expenses | 105,657          | 139,009          |
| <b>Net Assets</b>                     |                  |                  |
| Invested in Capital Assets            | 635,221          | 571,767          |
| Externally Restricted                 | (213,470)        | (309,459)        |
| Vacation Pay                          | (192,027)        | (160,274)        |
| Internally Restricted                 | 1,398,288        | 1,435,716        |
|                                       | <b>1,628,012</b> | <b>1,537,750</b> |

The above statement of revenue and expenditure has been extracted from the financial statements of York Community Services upon which the auditors, Deloitte and Touche, have reported under date of March 31, 2008, copies of which are available upon request.

#### Midwifery Program

As Transfer Payment Agency (TPA) for the Ontario Midwifery Program in the Greater Toronto Area, York Community Services is responsible for the administration and monitoring of the obligations of the agreements signed between the Ministry of Health and Long-Term Care, York Community Services and thirteen Midwifery Practice Groups. In addition to financial administration, YCS takes an active role in human resources planning by predicting future needs for midwifery services and assessing and recommending proposals for new practice groups.

The revenues and expenses related to the Ontario Midwifery Program are not reflected in the YCS statement of operations as they are not transactions of York Community Services. According to a separate audited statement, revenue for the Midwifery Program totaled \$15,689,580 and expenses were \$15,534,421. Funding from the MOHLTC - OMP not spent at March 31, 2008 of \$155,159 relates to the surplus from the program budget. An amount of \$171,038 (2007 - \$636,043) is included in cash and short-term investments and in OMP funds.



**800 new** health patients received access to medical care this year

**830** classes, workshops and health promotion activities were held to heighten life skills and awareness of community resources



**13,215** people attended group programs to increase self-confidence, coping skills, peer support and personal knowledge



**1,200** people sought housing and rent bank assistance to ensure more stable, affordable accommodation



**3,432** people received legal advice, representation or referral services

**2,075** people received crisis or counseling support to deal with personal challenges



## Mission Statement

Our mission is to support, enhance and contribute to the development of healthy communities, families and individuals by providing a broad range of human services in partnership with the community.

We are a community-based non-profit organization offering primary health care, legal services, counseling and community programs within an interdisciplinary environment, primarily to current residents in Central West Toronto (former city of York).



#### Board of Directors

as of September, 2007

##### President

Lee Fairclough

##### Vice President

Iris Fabbro

##### Vice President

Byron Goulbourne

##### Secretary

Shabnum Budhwani

##### Treasurer

Lois Flaherty

##### Past President

Karen Lunam

##### Directors

Sushil Bajpai  
Dolon Chakravarty  
Linda Colman  
Rebecca Huang  
Jeff Quance  
Stella Rahman  
Sukanya Shankar

#### York Community Services, Programs and Group Activities

##### Core Services

- Primary Health Care
- Counselling and Case Management
- Community Legal Clinic
- Housing Help Centre
- Adult Protective Services
- Health Promotion

##### Community Support Programs

- Diabetes Education Centre
- Forms Completion Clinic
- Community Breastfeeding Centre
- Income Tax Clinic
- Holiday Support Program
- Emergency Food Cupboard
- ID Clinic
- Transportation assistance
- 101 Humber Lunch Program
- Dental Clinic (Public Health)
- Flu shot program
- Multicultural outreach
- Volunteer services
- Snowlink for seniors and adults with disabilities

##### Group Activities

- Art Beat
- APS Social Club
- Organic Community Garden
- Having a Baby Prenatal Drop-In
- Living and Learning with Baby Drop-In
- Latin-American Parenting Group
- Somali Parents Group
- Early Years Parenting Group
- Vietnamese Support Group
- Seeds of Harmony
- Streets to Homes Community Kitchen
- Spanish Community Kitchen
- Break Down the Barriers to Seniors Services
- Parenting Programs