

MidToronto

community services inc.

bringing care home

A United Way Member Agency
Charitable Number 119040467 RR0001

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Toronto, ON M5A 2K8
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ANNUAL REPORT 2013

'Better
Together'

'Better
Together'

ANNUAL REPORT 2013

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Toronto, ON M5A 3J7
416.863.0499
info@dixonhall.org
www.dixonhall.org

Dixon Hall



*Dreams. Possibilities. Growth.
Since 1929*

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Charitable Number 11888 6308 RR0001



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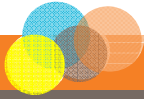
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ORDER OF DIXON

In 2009, as part of Dixon Hall's 80th anniversary celebration, we introduced the Order of Dixon to recognize people whose tremendous gifts of time, money or expertise have made a significant difference to the work of Dixon Hall.

The Order of Dixon is our highest honour and we acknowledge the special contributions of a few individuals annually.

2013 Recipients

Pat McNamara Lily Szeto

2012 Recipients

Gordon Henderson
Dr. Robert Heyding

2011 Recipients

Pat Bearclaw
Peter Halsall

2010 Recipients

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*Kaarina Luoma,
Executive Director*

*Darren Cooney,
Board Chair*

2013 was certainly an exciting year! Mid-Toronto Community Services and Dixon Hall continued to gather momentum as we worked together toward a voluntary integration of our organizations. Founded in 1929, Dixon Hall – a multi-service, multi-population organization – has served the downtown east side of Toronto for over eighty-four years. Known for its excellence and innovation, Dixon Hall provides programs and services through the Children & Youth Centre, Music School, Seniors Services, Housing, Homeless, Shelter Services and Employment Centre.

Since 1965, Mid-Toronto Community Services has been helping seniors and adults who are disabled or ill. Mid-Toronto Community Services began with a group of caring women at St. Luke's United Church responding to a need for meals to be delivered to homebound elderly in downtown east Toronto. Since then, the organization has grown to include a wide range of programs and services aimed at helping seniors and adults who are ill or disabled to stay living in their homes in the community.

Given our similar approach to service delivery coupled with the close alignment of vision, mission and values, it was evident that a 'coming together' of the Mid-Toronto Community Services and Dixon Hall would strengthen our collective ability to provide excellent, innovative and responsive services to our downtown communities.

One of the most important benefits to our integration is the enhanced ability to expand services for seniors including helping more people, growing programs and reaching those who are underserved. As well, we will be able to harmonize our business processes thereby improving the utilization of resources and build towards long term sustainability of services through our various funding sources.

This is a momentous time for the clients, volunteers, donors, staff, members and community of Mid-Toronto Community Services and Dixon Hall. Our unwavering commitment will continue to be focused on providing caring, responsive, culturally inclusive supports to those who need them.

We truly are 'Better Together' and look forward to all the future has to offer.

This year, 2013, our 84th year of operation, has an historic significance that is exciting and bold, demonstrating strong leadership. It is not unusual for Dixon Hall to show leadership in its service delivery, we practice it in every area of our broad range of services. And the leadership comes from many different places in the Agency. From our clients as they take that first step towards a new job, or a student in the Music School decides to try a new instrument. From our staff when they decide to take a new approach with a special participant who needs extra support. From a shelter resident who agrees to find housing with the support of our staff. From our volunteers who willingly offer their precious time to help someone in need.

Leadership is demonstrated in the small act of saying "let me help you with that" whether it be to advocate for someone who has not received their full entitlement, or to speak to someone who has been disrespectful to another individual or group. As you look through the pages of this annual report you will see statistics that speak to our reach into the community, but more than that, they tell the story of the people we serve. We are proud of our community and the work we do with our partners to support all those who are in need.

This year our Board demonstrated strong leadership in taking the decision to voluntarily integrate with Mid-Toronto Community Services. With an impressive 132 years of combined experience providing excellent and responsive services to our downtown communities as well as a strong alignment between our missions, visions, and values, it was evident that joining the two organizations together made perfect sense. So the Boards of both organizations agreed to voluntarily integrate effective January 1, 2014. Since that time we have joined under the Dixon Hall umbrella. All the former MTCS services, and the volunteers, and employees we need to provide those services have become part of the new Dixon Hall.

Our integration is about leadership, and a strong belief in the future, and in the capacity of our organization. We believe that together we are more able to respond to the needs of our community members, now and in the future. We are committed not only to keeping our existing service levels the same but expanding. We have found that we are more able to assist the most marginalized in our community. We are excited that our clients, our staff, our volunteers and our donors have supported us in the integration and that they share our vision of the future.

*Kate Stark,
Executive Director*

*Vivien Dzau,
Board Chair*





Representing nearly **43,000 bed nights**, the occupancy rate of our two shelters — **Heyworth House and Schoolhouse** — surpassed 98%.

We served more than **132,000 meals** to shelter residents plus 10-15 meals a day to others in need.

More than **17,000** men and women sought out the services of **Out of the Cold** during the 2013 season.

Over **400 youth** and **100 families** from the Regent Park, Moss Park, Rivertown, Esplanade and St. James Town communities were supported by our **Children & Youth Department**.

We engaged a total of **190 young people** in our **MVP (Mentoring for Violence Prevention) Program**, which uses sport (ice hockey, soccer, cricket, basketball) as a platform to provide mentorship to young people and to address issues around youth violence.

80 youth participated in the **Summer Camp**.

2013 marked the conclusion of our youth gang prevention program titled the **MY Regent Park Project**. This 3.5 year federally funded project engaged over 200 at-risk youth from the Regent Park community, and their families.

150 immigrants and **newcomers** to Canada were supported by our **Settlement Services**.

We saw over **1500 visits** to our **Employment Centre**. Over 65% of those served by the Centre have found employment. Over 15% of those served by the Centre have been connected with training programs.

Over **300 children** per week benefitted from subsidized music lessons in 21 different private and group classes offered by the **Dixon Hall Music School**.

In partnership with ACT, **2,122 hot meals** were delivered by **Meet and Eat and Good Company Lunch Program** to 103 people living with HIV/AIDS.

Case Management provided **3,565** supportive counselling hours to 246 people helping with emotional and practical support navigating the health care system, accessing programs and provided services, supportive counselling, crisis management and more.

Providing **9,152** activity hours to **89 seniors**, the **Adult Enrichment and Wellness Program** offers members a warm and welcoming place to connect and make new friends while taking part in activities such as fitness, jewelry making, calligraphy and outings.

We provided **17,766 rides** to **441 people** taking them to essential medical, and therapy appointments. Our **Community Transportation Program** also takes people to social outings, shopping and community programs. Our specially trained drivers and door-to-door service are appreciated by all who use this service.

23,000 activity hours were provided to **127 people** living with Alzheimer disease or a related dementia and for people who are disabled or dealing with a physical illness. The **Social Circle — Adult & Alzheimer Day Programs** offer a place where people can make friends and feel like they belong.

64,881 meals were delivered to **522 seniors** and people living with HIV/AIDS through **Meals on Wheels & Food for Life**. Just as vital as the hot, nutritious meal is the daily connection with our friendly volunteers. Delivered seven days per week these essential programs really make a difference in their lives.

An amazing **1,374 volunteers** donated **21,625 hours** in 2013. Without our dedicated volunteers, we would not be able to provide the care we do in our community.





Statement of Operations

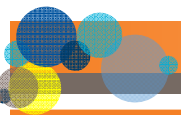
Year ended December 31

	2013	2012
Revenue		
Grant revenue - City of Toronto	4,244,668	4,134,511
Grant revenue - Province of Ontario	1,716,973	1,724,185
Grant revenue - Federal Government	497,321	1,200,080
Donations and fundraising - Operating fund	937,915	774,785
United Way of Greater Toronto	622,113	632,843
User fees	188,732	244,268
Amortization of deferred contributions	182,155	172,383
Interest - Operating fund	2,115	1,572
Interest - Restricted fund	428	369
	8,392,420	8,884,888
Expenses		
Neighbourhood programs	1,626,608	2,306,455
Housing and homelessness programs	4,073,506	3,962,780
Seniors programs	940,186	950,390
Employment programs	1,180,183	1,044,017
Infrastructure and support services	568,319	617,304
	8,388,802	8,880,946
Excess of revenue over expenses	3,618	4,050

	2013	2012
Revenues		
Province of Ontario	1,228,568	1,222,956
United Way of Greater Toronto	236,109	239,624
City of Toronto - CSP	121,060	116,385
City of Toronto - ESS	28,529	25,954
Medical escort grant	6,989	-
Summer student grant	5,540	5,263
Total grant revenues	1,676,795	1,610,182
Net user fees	268,360	250,798
Donations and fundraising	155,814	145,037
Deferred contributions	40,487	43,976
Investment income	8,194	6,811
Total revenues	2,149,650	2,056,804
Expenditures		
Wages and benefits	1,366,540	1,349,341
Program food and supplies	359,176	338,173
Facility and administration	290,559	226,235
Transportation	112,875	103,879
Education and promotion	41,582	30,743
Amortization	40,510	44,004
Total expenditures	2,211,542	2,092,375
Deficiency of revenues over expenditures for the year	(61,892)	(35,571)
Net assets, beginning of year	536,147	571,718
Transfer to board restricted contingency reserve	(49,744)	-
Net assets, end of year	424,511	536,147

Statement of Operations and Changes in Net Assets

Year ended December 31

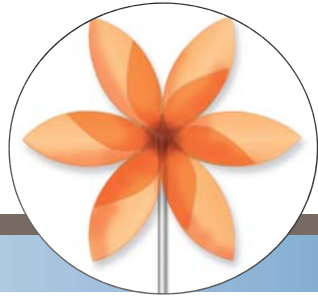


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 The Jordan and Lymne
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You can support the work of Mid-Toronto Community Services and Dixon Hall by:

- Donate in the name of a special individual to honour a birthday, anniversary, or as a thank you.
- Make a gift in memory of a loved one and send a special in-memory card to family or friends.
- Host a third-party fundraising event.
- Make a one-time donation by credit card, cheque, money order or cash.

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Thank you to all our 2013 monthly donors!

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