

2014 ANNUAL REPORT

DIXON **HALL**
neighbourhood services



Mission, Vision, Values

Dixon Hall Neighbourhood Services is a multi-service agency located in the heart of east downtown Toronto.

For more than 85 years, we've offered a wide variety of supportive programs and services to a diverse range of community members living in downtown east Toronto, including Regent Park, Moss Park, Cabbagetown, St. James Town and surrounding neighbourhoods, as well as to homeless men and women and people searching for employment from across the city.



Our Mission: We are community partners in creating opportunities for people of all ages to dream, to achieve and to live full and rewarding lives. Our programs and services promote healthy and independent living.



Our Vision: We are leaders in creating good jobs, good health, good shelter, vibrant, strong, safe and caring community.



Our Values: Respect, Caring, Compassion, Integrity, Equity, Accessibility, Excellence, Pride.

Message from the Executive Director & Board Chair

KATE STARK, Executive Director

ELLIOTT JACOBSON, Board Chair



New Beginnings is the phrase that best describes our accomplishments over the past year.

First, Dixon Hall Neighbourhood Services is the new name that came out of the voluntary integration with former Mid-Toronto Community Services on January 1, 2014.

Second, we have a new vision, new logo and new colours.

Third, we have new leadership in our hard working employees, our inspired management team and our Board of Directors.

Our employees, our look and our vision provide the necessary foundation for the new initiatives we've launched in the past 12 months. You'll read more about them in the pages of this Annual Report, but let us highlight a few here.

Our Music School became the only eastern Canadian, full charter member of the Berklee College City Music Network. This partnership provides an incredible opportunity for our students to be part of an internationally acclaimed music network.

We were very excited to receive funding for our Youth Incubator program, which will enable us

to support youth in the hospitality and trades sectors by providing real life training opportunities through our beloved Mill Centre and Show Love Café.

We successfully launched the Show Love Café this year, a bustling social enterprise located on the main floor of Daniels Spectrum. The Show Love Café is an employment training program and performance arts venue that helps youth gain the skills and confidence needed to be job and life ready.

A new partnership with Egale and 519 Church Street Community Centre enables us to more effectively support homeless LGBT youth by helping them find necessary safe housing and employment.

Our seniors have access to more programs and recreational trips and now benefit from a streamlined intake process that gets them connected to services they need quickly and efficiently.

These are a few of our new beginnings. As you read through the Annual Report you'll see great examples showcasing the many important accomplishments of our community members as well. We are honoured to be able to help them in their new beginnings.

New Beginnings in 2014

60 YOUTH



RECEIVED EMPLOYMENT
TRAINING THROUGH
OUR BRAND NEW
SHOW LOVE CAFÉ.

Our new Incubator Program will give youth an opportunity to gain real life training experience through the Mill Centre & Show Love Café.



1 OF ONLY 2

music schools in Canada, our Music School became a **full charter member** of the Berklee College of Music's 'City Music' program in October.

30 HOMELESS MEN & WOMEN



attended our new Monday Evening Drop-in Program committed to the principles of **Harm Reduction.**

New TRANSPORTATION ENHANCEMENTS for Seniors:

standardized service, uniform fees & coordinated resources across all Toronto Ride member agencies.



1 placement volunteer student donated **1,000+** hours of his time.

Children & Youth

200 youth received **one-on-one mentorship** to help them make positive life choices through our **Drop-in Centre**.

275 youth joined our Hockey, Cricket, Basketball or Soccer teams and **received guidance** in our **Mentoring for Violence Prevention (MVP)** program.

160 youth gained **positive memories** to last a lifetime through our **March Break and Summer Camps**.

500 youth were engaged and participated in our **weekly community Show Love events**.

125 youth and their families benefitted from **expert support** provided through our **Growing Up Healthy Downtown** programs.

Employment Services

1,500 job seekers visited our Employment Services Centre and participated in **free workshops and job fairs**.

300 job seekers found employment through expert support provided by our employment specialists.

Music School

Students received **11,000 music lessons** for as low as **\$3 a lesson**.

300 students a week studied 1 or more of **20 different music subject areas**.

13 different music and arts camps were offered to students throughout the year at **no cost** to them.

An average of **81%** (First Class Honours) was achieved by our students in their **Royal Conservatory of Music exams**.

Our **first String Orchestra** performed **4 concerts** in partnership with a professional orchestra made up of Toronto's finest classical musicians.

Our popular **Rock Band** program was extended to Queen Victoria Public School **2 days a week** for children living in Parkdale.

Seniors Services

66,002 hot, nutritious meals were delivered through our Meals on Wheels and Food for Life programs.

1,632 hot meals were served to members of our Meet and Eat and Good Company HIV/AIDS Lunch programs.

19,458 rides to medical, therapy and social appointments were provided through our Community Transportation program.

3,193 supportive counselling hours were provided through our Case Management department.

27,970 activity hours were provided through our specialized Adult and Alzheimer Day Programs.

Seniors enjoyed 8,974 activity hours through our Adult Enrichment & Wellness Program.

Mandarin-speaking seniors received 11,434 activity hours through our Mandarin Elderly Persons Centre Program.

5,144 fun and fulfilling activity hours were provided through our Seniors Health & Wellness Program.

2,322 friendly phone calls were made to isolated seniors through Telephone Reassurance.

1,397 in-home service hours were provided to homebound seniors through Respite Care.

13,030 assistive living hours were provided through Supportive Housing.

2,806 hours of personal assistance were received through our Home Help program.

Housing, Homelessness Services

132,000 hot shelter meals were served to residents in our Schoolhouse and Heyworth House Emergency Shelters.

With an occupancy rate of 97%, 43,000 warm, clean bed nights were provided through Heyworth House and Schoolhouse.

17,000 homeless men and women received critical, life-saving services and 64,000 bed nights through Out of the Cold.

Volunteer

1,555 volunteers contributed 24,425 hours to the various programs and services at Dixon Hall Neighbourhood Services.

49 volunteers donated more than 100 hours of their time.

DIXON HALL

Statement of Operations

Year ended December 31

REVENUE

Grant revenue - City of Toronto	
Grant revenue - Province of Ontario	
Grant revenue - Federal Government	
Fundraising	
United Way of Greater Toronto	
User fees	
Amortization of deferred contributions relating to property	
Interest	

EXPENSES

Neighbourhood programs	
Housing and homelessness programs	
Seniors programs	
Employment programs	
Community development	
Infrastructure and support services	

Excess of revenue over expenses from continuing operations

Contribution of net assets from Mid-Toronto Community Services Inc.

Excess of revenue over expenses after giving effect to voluntary integration of Mid-Toronto Community Services Inc.

	2014	2013
	\$ 4,545,208	\$ 4,244,668
	3,086,215	1,716,973
	254,421	497,321
	1,183,649	937,915
	808,146	622,113
	480,767	188,732
	148,731	182,155
	13,427	2,543
	10,520,564	8,392,420
	1,191,678	1,347,057
	4,106,346	4,073,507
	3,193,437	940,187
	1,327,446	1,280,677
	212,441	179,055
	481,728	568,319
	10,513,076	8,388,802
	7,488	3,618
	502,635	-
	\$ 510,123	\$ 3,618

Our Donors

A special thank you to all of our donors. It's not possible to list everyone here but please know that all of our good work and accomplishments were enabled by your generous support.

\$100,000 - \$999,999

The Geoffrey H. Wood Foundation

\$25,000 - \$99,999

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Charity Account
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David Wills
Charles Witherell
Sharon Wood
Rochelle Zorzi

Order of Dixon 2014

Established in 2009, the Order of Dixon Award acknowledges those people (or their families) whose tremendous gifts of time, money or expertise have made a significant difference to the work of Dixon Hall Neighbourhood Services.



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

The recipients of the 2014 Order of Dixon are:

1. **VIVIEN DZAU** for her immense support while she was Chair of our Board of Directors, as well as for her continued involvement in the agency's work.
2. **CHARLIE WITHERELL** for an astounding 24 years of volunteer service in our Meals on Wheels program.

On behalf of Dixon Hall Neighbourhood Services, we would like to sincerely thank Vivien and Charlie for their dedicated service and invaluable contribution to the critical work of our organization.

'Those who can, do. Those who can do more, volunteer.'

– Author Unknown



Award recipients are presented with a pin, which is a petal burst from the former Dixon Hall, marking our 80 year anniversary as an organization.

Past Award Recipients

2013

Pat McNamara
Lily Szeto

2012

Gordon Henderson
Dr. Robert Heyding

2011

Pat Bearclaw
Peter Halsall

2010

Pat MacKay
Barbara Volk

2009

Neil Clarke
Barbara Dixon
Patrick Gossage
Bill & Cathy Graham
Steve Hudson
Tony Minard
Robert Patillo
Ada Slaight

Our Funders

Dixon Hall Neighbourhood Services is pleased to acknowledge the following funders.

We would like to thank our funders for their constant and generous support, which enables us to continue to serve our clients innovatively and effectively.

1. Government of Canada

- Citizenship & Immigration Canada
- Service Canada
- New Horizons
- Family Services Toronto – Brighter Futures

2. Province of Ontario

- Employment Ontario
- Ministry of Health and Long-Term Care
- Ontario Seniors Secretariat
- Ministry of Training, Colleges and Universities
- Toronto Central Local Health Integration Network

3. City of Toronto

- Children's Services
- Community Services Partnership – CSP
- Investing in Neighbourhoods – ESS
- Employment & Social Services – Local Initiatives
- Shelter, Support & Housing Administration
- Social Development, Finance & Administration
- Toronto Arts Council

4. United Way Toronto

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“The people who work here,
these are my people.

YOUR SOLIDS.

They're like my *family.*”

TREVLIN KENNEDY

About our Children & Youth department



Facebook: DixonHall1929

Twitter: @dixon_hall

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A United Way Member Agency
Charitable Registration # 11888 6308 RR0001

DIXON **HALL**
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