

2007-2008

ANNUAL REPORT

Neighbour to Neighbour Centre
(Hamilton)

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Hamilton, Ontario
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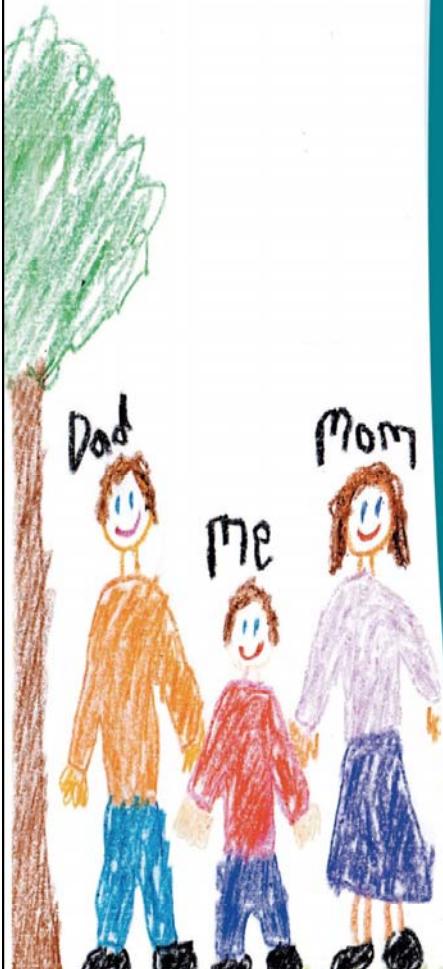
n2ncentre.com

admin@neighbourtoneighbourcentre.com



Help is Just a Neighbour Away

Today me and mom went to
the store we don't have
to borrow dinner anymore,
She said Dad has a job,
Dad says we got help
from a neighbour



Our Mission Statement: In a dignified and non-judgmental environment Neighbour to Neighbour Centre supports individuals and families and assists them in becoming self-sufficient through family support, tutoring programs and employment skills development.

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BOARD & STAFF
APRIL 1, 2007 – MARCH 31, 2008

2007/2008 BOARD OF DIRECTORS

Glen Watts	President
Kathy Dewling	Past-President
Marlene Atlas	Vice-President
Ed Brink	Treasurer
Robin O'Brien	Secretary
Alan Beech	Director
Joany Verschuuren	Director
Jim Rankin	Director
Jim Drury	Director

STAFF

Denise Arkell	Executive Director
Wendy Hayes	Administrative Supervisor
Rose Mallais	Director of Employment Services
Rene Tunney	Job Developer
Carol Ferber	Administrative Assistant
Deban Brunette	Secretary/Reception *; Tutoring Co-Ordinator
Claire Richard	Secretary/Reception *
Sara Collyer	Secretary/Reception*
Carol Ann Stewart	Secretary/Reception*
Harold Paul	Driver *
Evon Greger	Warehouse Co-Ordinator *
Snezana Jevtic	Director of Family Services & Skills Development
Mary Millar	Volunteer Co-Ordinator *
Patricia Basham	Janitorial Services
	* Part Time Staff

**NEIGHBOUR TO NEIGHBOUR CENTRE
(HAMILTON)**

Annual General Meeting

4:00 p.m.

AGENDA

1. Call to order
2. Minutes of Meeting held June 13, 2007
3. President's Report
4. Nominating Report
5. Audited Statement for the fiscal period ending March 31, 2008
6. Appointment of Auditor
7. Further Business – Ratification
8. Adjournment

NEIGHBOUR TO NEIGHBOUR CENTRE
MINUTES OF ANNUAL GENERAL MEETING

PLACE: NEIGHBOUR TO NEIGHBOUR CENTRE (HAMILTON)

DATE: June 13, 2007

IN ATTENDANCE: Kathy Dewling (Chair), Barry Cruickshanks, Anne Flanagan, Sister Aloysia Fischer, Rose Mallais, Marlene Atlas, Glen Watts, Robin O'Brien, Bob Stephens, Tim Woods, Mary Millar, Ed Brink, Denise Arkell, Wendy Hayes (minutes)

REGRETS: Alan Beech, Jim Rankin, Joany Verschuuren, Steve Austin, Evon Greger, Marilyn Chalupka

CALL TO ORDER: Kathy Dewling, President called the meeting to order.

APPROVAL OF MINUTES: The minutes of June 14, 2006 Annual General Meeting were read and accepted.

MOTION: That the minutes of the June 14, 2006 Annual General Meeting be accepted.

GLEN WATTS/MARLENE ATLAS

CARRIED

PRESIDENT'S REPORT (Page 8) – Kathy Dewling presented the following:

- It has been my privilege to be President of the Board of Directors for the past two years. As Neighbour to Neighbour Centre (Hamilton) turned 20 this year, it has been remarkable for me to observe the high levels of energy and enthusiasm the staff and volunteers continue to have as they respond in so many innovative ways to the growing and changing needs in our community. At the root of many of those needs is the issue of poverty, which has become a focal issue in 2006 – 2007. Neighbour to Neighbour Centre (Hamilton) continues to be active in efforts to alleviate poverty in our city. The agency remains a participant in the work of the Hamilton Roundtable for Poverty and we continue to enthusiastically support their goal of making Hamilton the best place to raise a child. We have also spent time forging new alliances with key community groups such as Hamilton's Centre for Civic Inclusion with the goal of providing greater support to our diverse cultural client groups. Lastly, we have been very active in our advocacy with the provincial government, meeting with the Honourable Chris Bentley, Minister of Training, Colleges and Universities as well as the Honourable Marie Bountrogianni, Minister Responsible for Democratic Renewal and Intergovernmental Affairs to promote the need for continued financial support from the provincial government.
- Another exciting initiative started by the staff and the Board of Directors has been the visioning and strategic work. In recognition of the changing face of poverty in our city and in our client base, this work has proven extremely insightful in ensuring that we are responding appropriately to the needs of our clients. This work will continue into 2007-2008 with the creation of a new strategic plan for the Centre.
- In leaving my post as President, I extend many thanks to Denise Arkell, our Executive Director, the staff, volunteers and our most generous donors for their support and dedication to Neighbour to Neighbour Centre (Hamilton).

PRESIDENT'S REPORT CONT'D

Nominating Report:

The following changes must be made prior to acceptance of the Nominating Report.

- Nominating Report Fiscal should read 2007/2008
- Wayne Daines to be added to 1 – 2 Year Term
- 3rd 2nd Year Term – Tim Woods and Barry Cruickshanks to be removed

MOTION: That the report of the Nominating Committee be adopted and that the slate herein named, be elected to the Board of Directors of the Neighbour to Neighbour Centre (Hamilton).

MARLENE ATLAS/TIM WOODS **CARRIED**

Amendments to By-Laws

By-law changes were distributed with the notices for the Annual General Meeting and are attached to this report.

MOTION: To approve the amendments to the by-laws as distributed.

BARRY CRUICKSHANKS/GLEN WATTS **CARRIED**

Audited Statement for the Fiscal Period ending March 31, 2007

MOTION: That the balance sheet as of March 31, 2007 and the statement of revenue, expenditures and fund balances for the twelve month period then ended, together with the auditor's report therein, be approved and adopted.

ED BRINK/BARRY CRUICKSHANKS **CARRIED**

Appointment of Auditor:

MOTION: To give the Board the discretion to approve an auditor to be appointed by the Board of Directors during the year.

ED BRINK/ROBIN O'BRIEN **CARRIED**

Further Business:

MOTION: To ratify the acts and deeds of the Board of Directors for the year 2006-2007.

ROBIN O'BRIEN/MARLENE ATLAS **CARRIED**

- Kathy recognized that Tim Woods and Barry Cruickshanks are now leaving the Board after many years of dedicated and hard work. As a token of our appreciation a small gift was presented to them.
- Barry commented that it has been an honor and privilege over the past seven years and is amazed at where the agency was seven years ago and where it is now. Many thanks to the volunteers and staff and as Tim frequently says, it is the 'royal we' that makes Neighbour to Neighbour Centre what it is.

Adjournment:

MOTION: That the Annual General Meeting be adjourned.

BARRY CRUICKSHANKS/GLEN WATTS **CARRIED**

OTHER BUSINESS:

- As the first order of business in the role of President, Glen Watts presented Kathy Dewling who has completed her term as President with a gift for the last 2 years.
- Glen thanked all the previous president's of Neighbour to Neighbour Centre for being such a positive role model over the years.

PRESIDENT'S REPORT
FISCAL 2007/2008

It's been my privilege to have acted as President of the Board this past year. It continues to amaze me, the level of commitment and enthusiasm shown by the staff and volunteers as they respond to the growing and changing needs in our community.

This agency, once again, has taken a leadership role in dealing with the root causes of these needs. Poverty, of course, is the single biggest reason we are here, and all of the programs administered by this agency are somehow linked to it. Neighbour to Neighbour Centre (Hamilton) remains a participant in the work of the Hamilton Roundtable for Poverty and we continue to enthusiastically support their goal of making Hamilton "the best place to raise a child."

It's been a busy year. We've expanded the tutoring programs from 7 to 8 schools, with more schools on a waiting list.

We've replaced our Bundle Up programs with "Coats for Kids". And we're developing new partnerships within our community. The community gardens projects with West Highland Baptist and Immanuel Christian reform churches are just the beginning.

Our continued efforts in foodraising last year saw an increase in the value of food distributed by \$320,000 to over 1.5 million dollars.

Through the marketing and fundraising strategies that have been developed with the help of the market study we commissioned last year, we've been fortunate to have outside organizations sending us the proceeds of their fundraising efforts. The Beverly Classic golf tournament that brought \$25,000, and Gowling's "Hot Jazz/Cool Blues" event in February that brought over \$13,000 to this agency are two examples.

As you should notice when coming into the building, we've made some overdue improvements to the building, all new windows, new air conditioners, and the much needed landscaping out front.

Our new strategic plan is almost complete. With it comes a new mission statement "Through diverse programs and partnerships we are the first stop with individuals and families who want help with difficulties they encounter on their path to self-sufficiency."

And a new Vision statement..."Leading poverty prevention in our neighbourhood."

And lastly, we continue in our advocacy with the provincial government. Denise is now working with Sophia Aggelonitis, MPP for Hamilton mountain, in establishing a roundtable with key mountain leaders to study issues relevant to our neighbourhood.

I'd like to extend my thanks to Denise, our executive director, the staff, volunteers and our most generous donors for their support and dedication to Neighbour to Neighbour.

Glen Watts,
President

TREASURER'S REPORT
FISCAL 2007/2008

The financial position of the Neighbour to Neighbour Centre (Hamilton) continues to be very positive. As the programs have continued to grow and expand this year, so too the budget was expanded to fund the changes in the programs. Thanks to the efforts of our staff, volunteers and donors, we have met our budget targets and actually ended the March 31, 2008 fiscal year with a small surplus, which we intend to pour right back into our programs.

On the Capital side, extensive renovations to our facility were started in the previous year and were concluded in this fiscal year. These renovations include the installation of new windows, siding and air conditioners. Also during the year, our front lawn was landscaped to include a new sign with flowerbeds surrounding it. Another item of note that was completed during the fiscal year was the acquisition of a new van, which was entirely funded by The Trillium Foundation.

As we move forward into the upcoming year, we have again stretched our budget with the goal of continuing to look towards growing; developing and expanding our programs in order to better meet the needs of those in our neighbourhood. We look forward to continuing to work together to meet the financial challenges ahead.

Ed Brink,
Treasurer

STRATEGIC PLANNING COMMITTEE REPORT
FISCAL 2007/2008

The work of the Strategic Planning committee has evolved from work that began in the last fiscal year by the Visioning Committee in reviewing and revising components of the agency's strategic plan. To that end the committee has revised the mission statement for Neighbour to Neighbour Centre (Hamilton) as follows:

“Through diverse programs and partnerships we are the first stop with individuals and families who want help with difficulties they encounter on their path to self-sufficiency”.

The committee felt that the new statement more accurately reflects the mission of Neighbour to Neighbour to focus on providing ‘help’ – in whatever form to all of its clients.

The committee also developed a new vision - *“Leading poverty prevention in our neighbourhood”* – reflecting our desire to be a key contributor to the alleviation of poverty in our community.

The remaining work on the strategic plan incorporates finalizing the agency's values as well as the strategic directions. These will then be integrated into the overall strategic plan and approved by the Board of Directors.

Kathy Dewling
Strategic Planning Committee Chair

FUND DEVELOPMENT COMMITTEE REPORT FISCAL 2007/2008

The Fund Development Committee welcomed several new Members. Their capabilities contributed significantly to the fulfillment of our duties & responsibilities as a Committee. We look forward to their ongoing involvement in overseeing and advising on all fundraising activities at Neighbour to Neighbour Centre (Hamilton).

Our Committee focus over the past fiscal year has been to identify sources of revenue, determine short and long term fundraising strategies, and develop fundraising campaigns.

We extend our appreciation once again to the many individuals, groups and businesses that organized annual fundraising events that benefited Neighbour to Neighbour Centre (Hamilton) significantly. Special Event fundraising netted 95,768.

Together with the generosity of our community, we exceeded \$267,000 in unrestricted donations and \$58,000 in restricted grants (allocated to specific programs).

Special Event Fundraising 2007/2008

Date of Event	Name of Event	Budget	Actual
May 2007	Tag Day	5,940	5,372
June 2007	The Keg	7,400	7,400
July 2007	Corporate Golf	19,830	22,817
August 2007	Golf Tournament	22,983	22,462
October 2007	Vintners Dinner	16,630	13,128
November - December 2007	Volleyball Tournament	5,216	4,082
January 2008	Bowl-a-thon	7,270	6,808
February 2008	Hot Jazz/ Cool Nights		13,699
Total		85,269	95,768

Joany Verschuuren,
Fund Development Committee Chair

BOOKSTORE REPORT FISCAL 2007/2008

There have been no major changes in the bookstore this past year. We made several changes to the layout and operation of the store over the last four or five years and it is now functioning smoothly. We are getting very good quality donations and have cut down significantly on the donations of books that are not saleable. We also have a good routine for sending books we cannot use for recycling and this has been working well for 2 or 3 years. This had previously been a problem for us.

Our Giant Book Sale was held February 21st – 23rd, 2008 and it was our most successful ever. We made over \$1600 for the three days. We did not incur any major advertising expenses this year and chose to advertise with flyers, some mail outs and by word of mouth. After 5 years of holding the sale we find many regulars look forward to it and have spread the word. There was great volunteer participation in this event. We have also devised a plan for organizing and setting up the book sale that can be followed from year to year and we have a good idea of what works and what doesn't.

Due to the retirement of Bob Stephens, the store is no longer open on Saturday mornings and this may have contributed to the fact that our total income for the year was approximately \$14,000, which is down slightly from last year. We had, however, no major budget items or expenses during that time.

We do not anticipate any major expenses in the coming year but in order to make the best use of the space we will be making some minor changes to our existing shelves to allow us to display more books and other items.

After a couple of years of some uncertainty among our volunteers, we now have an extremely good group of willing workers and with this group we are looking forward to another successful year in 2008-2009.

Kathy Pipe & Marilyn Chalupka

**FAMILY SERVICES REPORT
FISCAL 2007/2008**

COATS FOR KIDS

This was our first year with Coats for Kids Program. We delivered **84** children's coats to 7 schools on Hamilton Mountain. We hope that over the course of this year we can establish more partnerships with schools and expand this program even further.

FOODBANK

	2007/2008	2006/2007	2005/2006	2004/2005
Pounds In-Foodshare	229,210	152,293	108,787	147,881
Pounds In- Neighbour to Neighbour	449,766	415,697	388,094	375,184
TOTAL Pounds	678,976	567,990	496,881	523,065
Pounds in Value-Foodshare (\$ 1.75) *	\$401,118	\$266,513	\$190,377	\$258,791
Pounds in Value-Neighbour to Neighbour (\$ 2.50) *	\$1,124,415	\$1,039,243	\$970,235	\$937,960
TOTAL	\$1,525,533	\$1,305,756	\$1,160,612	\$1,196,751
Average Monthly Use	860	968	980	1009
Total New Registrations	675	738	726	746
Total Registrations since 1986 opening	15,188	14,513	13,775	13,049

- Dollar value per pound is based on the Canadian Foodbank Association definition

FOODBANK PRIMARY INCOME REPORT

	2007/2008	2006/2007	2005/2006	2004/2005
Employed Earnings	N/A	24%	23%	23%
Ontario Works	N/A	35%	36%	39%
ODSP	N/A	20%	19%	18%
Child Tax Credit	N/A	8%	8%	6%
Child Support	N/A	1%	1%	2%
Employment Insurance	N/A	2%	3%	3%
WSIB	N/A	1%	1%	1%
CPP	N/A	3%	3%	3%
CPP Disability	N/A	1%	1%	1%
Other Income	N/A	5%	5%	4%
No Income	N/A	0%	0%	0%

Note: In October 2007 Neighbour to Neighbour Centre started using HIFIS database. Most of the reports are still not completed, including Primary Income Report. We are hoping to have this report available in 5th the near future.

CHRISTMAS PROGRAM

The Christmas Hamper Service was offered from December 10, 2007 to December 14, 2007. Each Hamper offered the families food for their Christmas meal, toys, family gifts as well as personal care products and hats and mitts.

	2007	2006	2005	2004
Families Served	743	721	673	667
Adults	1567	1034	1015	1000
Children	922	806	962	963
Total	2489	1840	1977	1964

LAYETTES FOR NEWBORNS

Baby Layettes were distributed to clients who were either soon-to-be mothers or new parents. Volunteers supplied hand knitted baby clothes, shopped for infant items and sorted and assembled the gift packages.

	2007	2006	2005	2004
# of Layettes	98	108	92	86

CHRISTMAS BOX DISTRIBUTION

Volunteers assigned to locations throughout the Hamilton Mountain area placed food collection boxes.

	2007	2006	2005	2004
# of Sites	81	77	73	88
Total lbs. collected	10,933	9,710	7,492	11,887
Cash	0	\$189.81	\$903.27	\$1319

GIFT OF SIGHT PROGRAM

In partnership with Lenscrafters Foundation, our clients were given free glasses. Clients referred into this program are those who do not qualify for a drug benefit allowance i.e., are not receiving Ontario Works and/or ODSP, and do not have a private health benefit package. Those eligible to receive eyeglasses may go to the Limeridge Mall location on a designated day each month.

	2007	2006	2005	2004
# of Clients Served	59	11	30	11

SHARE THE WARMTH

Neighbour to Neighbour Centre (Hamilton) works in partnership with Share the Warmth (Toronto) to provide utility assistance to those in need. The heating year has been defined as September-August of each year. Households where the utilities have been disconnected or are about to be disconnected received assistance to pay their arrears.

	2007/2008 (SEPT-MAR)	2006/2007 (SEPT - AUG)	2005/2006 (SEPT - AUG)	2004/2005 (SEPT -AUG)
Number of Households applied	108	167	156	140
Average	15	14	13	12
Number denied service	13	18	22	16
Number received service	95	147	134	124
Single Parents	57	68	69	77
2 parent families	25	48	48	31
Singles	14	31	19	16
Number of children	171	249	265	180
Average Monthly Expenses of those serviced	\$1,045.69	\$1,438.20	\$954.89	\$925.77
Average Monthly Income	\$1,504.52	\$1,103.79	\$1,379.20	\$1,246.42
Total Assistance	\$28,535.54	\$43,781.15	\$38,834.37	\$34,065.96

COMMUNITY HEALTH BUS

The Neighbour to Neighbour Centre (Hamilton) began the partnership with the Community Health Bus September 13, 2006. One dental hygienist and one nurse are available on the bus. The bus is parked in the Neighbour to Neighbour Centre driveway every 2nd Wednesday from 9:00 a.m. until 4 :00 p.m. Clients are allowed to wait inside the Food Bank waiting area.

	2007	2006
Dental	95	47
Nursing	72	13

SKILLS DEVELOPMENT REPORT FISCAL 2007/2008

RESOURCE COUNSELLING

There are currently 25 active Resource Counsellors. These volunteers assist clients by listening to their needs and referring the clients to both internal and external programs. An additional shift of volunteer counsellors was added this year to accommodate the demand for this service.

	2007/2008	2006/2007	2005/2006	2004/2005
Clients	2,144	2,791	2,765	1,829
Referrals	4,259	3,055	2,096	2,929

Snezana Jevtic,
Director of Family Services

TUTORING REPORT FISCAL 2007/2008

As we had planned, we began the tutoring program with full programs at eight schools. We have 89 volunteers who provide literacy support to 163 students. In order of original start date, the schools that we currently partner with are:

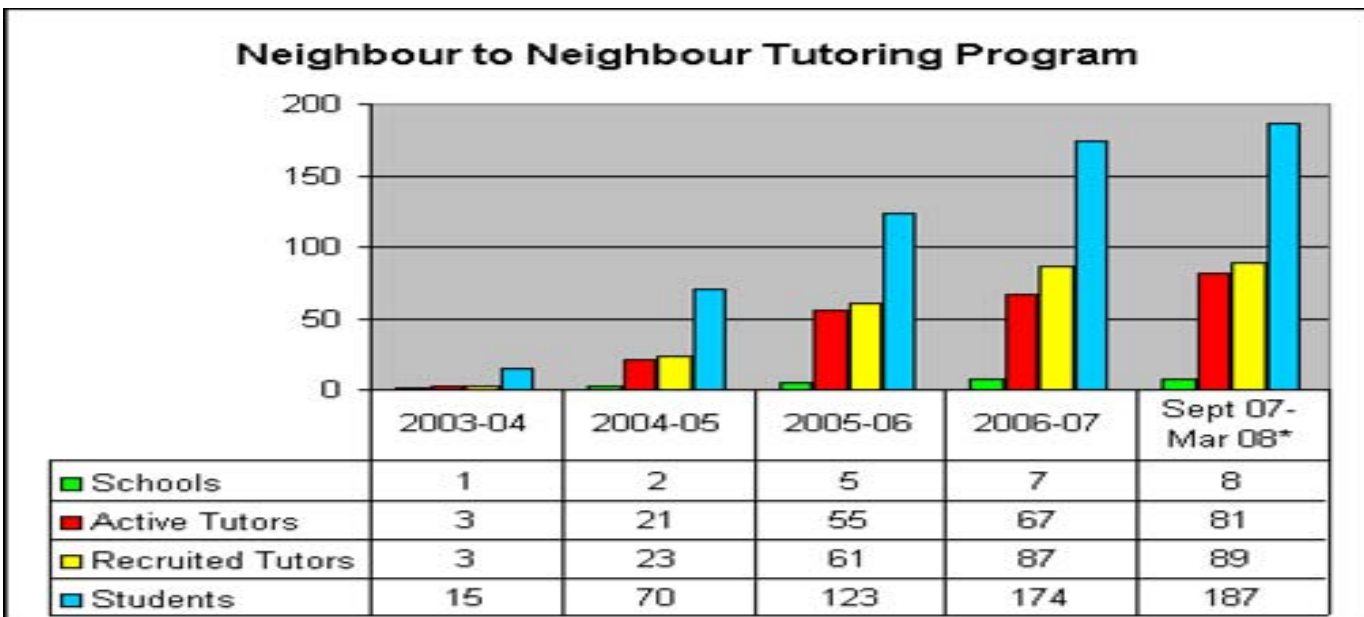
R.A. Riddell, G.L. Armstrong, Eastmount Park, James MacDonald, Westwood, Blessed Kateri Tekakwitha, St. Michael and Chedoke School.

To enhance communication between the primary teaching staff and the tutors we invited the teachers to a luncheon hosted by the tutors at each school. In conjunction with the Learning Resource Teacher or Literacy Improvement Project Teacher we provided the tutors with an in-service on comprehension. These events were very successful and they brought to light the differences and similarities that we address in each program.

It has become increasingly apparent that if we are to grow and sustain the tutoring program we must address the needs of each school individually. The original model of three tutors for each student, five students for each tutor, and three hours per session, has had to change to meet school timetables, additional board initiated literacy positions, and board requirements. Every school environment has its own unique culture and accordingly we continue to modify our program to accommodate the needs of the school, as well as our own. To this end, each volunteer position should expand to include additional duties and responsibilities, and each group of tutors will enjoy a greater sense of autonomy. It will further serve us to provide each team of tutors with meetings, training sessions, and workshops at the school.

Based on the level of commitment exhibited by the volunteers this year, we will be able to meet our goal of 90 volunteers at 10 schools for the 2008-2009 school year.

	Sept 2007 – March 2008*	2006	2005	2004	2003
# of Schools	8	7	5	2	1
# of Active Tutors	81	67	55	21	3
# of Recruited Tutors	89	87	61	23	3
# of Students	187	174	123	70	15



Deban Brunette,
Tutoring Co-Ordinator

EMPLOYMENT SERVICES REPORT

.....your Bridge to Employment

FISCAL 2007/2008

Neighbour to Neighbour Centre's Employment Services has been helping job seekers in the Hamilton area find work for nearly 16 years.

This past year has been filled with various challenges. Although the manufacturing sector has been gradually on the decline, Ontario's economy experienced the lowest unemployment rate in 2007 since 1974. As a result, our employment services saw a reduction in the number of participants. Hamilton has also experienced an influx in men and women wanting to access training dollars through the Ministry of Training, Colleges and Universities (MTCU). Once individuals have completed their training, our services are available to them. Despite these challenges our success rate was 83%.

In January 2007, Service Canada downloaded the Employment Assistant Services and Training programs to the Ontario government. In the past year, we were invited to participate in various forums sponsored by MTCU to voice our concerns and ideas in the re-shaping of Employment Assistant and Training programs in Ontario.

Each year we see different trends develop due to barriers experienced by job seekers. In this past year we worked with several individuals who were in the process of losing their homes.

Melissa is a single, middle-aged professional with many years experience. She obtained a contract with an apparently large company to design for their new offices. She received a small down payment. Melissa worked for several months on this project but when she presented her final bill the company reneged on payment. Very quickly Melissa realized the company had 'disappeared' and she would be unable to recover any of her costs or fees. Melissa found herself in dire straits and ultimately lost her house and most of her possessions. Melissa came to us from an affluent lifestyle and was devastated at the thought of living in her car. She was too embarrassed to let her friends know what had transpired in her life.

Because Neighbour to Neighbour Centre is a multi-service agency, Melissa not only registered with our Employment Services, but was also connected with our Centre's resource counsellor and emergency food services. Within 2 months, Melissa found employment teaching an evening course at a community college in addition to a full-time sales position with a high-end store.

In addition, we are pleased to see a decline in our number of individuals with only partial secondary education. However, the challenge is still great for these men and women.

Michael is a single 49-year-old male with only a Grade 10 education. He lives in a rooming house with one central telephone, and has no social support network. His lack of education however, had never been a deterrent to employment in the past and Michael had a good work record. He then found himself suddenly laid off after working for 10 years as a driver for a local restaurant.

When Michael attended the first workshop he indicated that he felt 'intimidated' by the other members of the group who were better educated than him. Group dynamics have a way of sorting themselves out and when he came back the second day, Michael started actively participating in the group and with his outgoing personality, quickly bonded with the other group members.

Michael was amazed and excited about everything he was learning in "class". Michael had great insight in realizing what he could be doing better in his job search. He began applying what he had learned and within 2 weeks Michael secured employment as a factory worker.

We look forward to a continued partnership with the Ministry of Training, Colleges and Universities.

Rose Mallais,
Director of Employment Services

EMPLOYMENT SERVICES

2007 Annual Report

... Your Bridge to Employment

PARTICIPATION INFORMATION		Total	Total	Total	Working		
		2007	2006	2005	2007	2006	2005
Total Participants		113	168	166	94	144	156
Visible Minorities/Immigrants	23%	26	48	40	20	38	36
Secondary Education	35%	39	22	30	36	31	28
Post Secondary	41%	46	71	75	35	58	68
Certificates	12%	13	47	30	12	40	29
Partial Secondary Education	5%	6	22	11	5	9	11
Elementary		n/a	1	4	n/a	1	4
Masters	4%	5	2	5	4	2	5
Trades	4%	4	2	9	2	2	9
Doctorate		n/a	1	2	n/a	1	2

NATIONAL OCCUPATION CODE		2007	2006	2005	2007	2005	2005
Sales & Services	21%	24	40	57	34	36	54
Trades/Transport	15%	17	26	35	18	23	34
Business/Finance/Administration	31%	35	57	27	17	47	24
Manufacturing/Processing	13%	15	7	13	10	4	13
Natural & Applied Sciences	4%	5	11	10	3	10	8
Management	4%	4	6	3	4	5	3
Social Sciences/Education	5%	6	7	5	2	6	5
Health Occupations	4%	5	12	14	5	11	13
Art/Culture/Recreation	2%	2	2	2	1	2	2
Primary Industry	n/a	n/a	n/a	n/a	n/a	n/a	n/a

INCOME SOURCES		2007	2006	2005	2007	2006	2005
Other	55%	62	65	106	56	60	101
EI	34%	38	78	39	29	66	36
Ont. Works	11%	12	24	18	8	18	16
Canadian Pension	1%	1	1	3	1	3	3

PARTICIPANTS BY AGE & GENDER		2007	2006	2005	2007	2006	2005
Male -40	22%	25	34	43	21	32	42
Male +40	27%	31	39	41	26	32	37
Female -40	22%	25	29	33	21	25	33
Female +40	28%	32	66	49	26	55	44

REFERRAL SOURCES		2007	2006	2005	2007	2005	2005
Own Initiative	58%	66	64	94	56	66	91
Referral	42%	47	104	72	38	78	65
UNITS OF SERVICE (one on one help given to participants)		2139	3691	3783			
SUCCESS RATE Fiscal Year					74%	85%	89%
Calendar Year					83%	86%	94%

**VOLUNTEER MANAGEMENT REPORT
FISCAL 2007/2008**

During the past fiscal year, close to 300 volunteers have made a measurable difference by volunteering approximately 27,000 hours at Neighbour to Neighbour Centre. We are very fortunate to have so many dedicated volunteers who make such a difference in the success of Neighbour to Neighbour Centre (Hamilton).

Special thanks to our many volunteers who help with our Special Events such as Tag Day, Golf Tournaments, Bowl-a-thon, Baseball Tournaments, Volleyball Tournaments, Vintners Dinners, and the many presentations that are given each year to schools, churches and other organizations.

Volunteers from the Bookstore did a tremendous job to make the Giant Book Sale very successful once again.

VOLUNTEER HOURS

	2007/2008	2006/2007	2005/2006
Warehouse	8154	8232	7665
Foodbank	4607	4375	4458
Tutoring (April 1, 2006 – March 31, 2007)	4339	3950	3761
Resource Counseling/Share the Warmth	3318	2888	3105
Bookstore	2454	2673	2598
Coats for Kids (replacing Bundle Up)	40	352	451
Christmas Hamper	1600	1718	1375
Christmas Box Program	226	236	246
Summer Box Program	08	118	136
Layette	207	130	76
Board, Committee & Special Events	1576	2247	2601
TOTAL VOLUNTEER HOURS	26,529	26,919	26,472

VOLUNTEER EVENTS

A Volunteer Development lunch was held in October with approximately 90 volunteers attending. Because of the increase in volunteers this lunch was held at Immanuel Christian Reformed Church.

This year during Volunteer Week, lunch was served each day to our volunteers. We had a great turnout each day, totaling over one hundred volunteers for the week. The volunteers enjoyed the door prizes, and meeting other volunteers from different areas in the Centre. Reg Michor was nominated for the 2007 Hamilton Municipal Senior of the Year Award and also selected as CHML's Hometown Hero.

One hundred and twenty-five volunteers and staff enjoyed the Christmas Volunteer Pot Luck Party in December. This event was held at St. Michaels Church on West 5th St. Good food, door prizes, Karaoke and a "carol sing along" made it a very enjoyable evening.

STUDENT VOLUNTEERING

A co-op student from Mohawk College Social Work Program has completed 400 volunteer hours in our Resource Counselling Program. Six students from Mohawk College Police Foundation Course were very helpful volunteering in the Warehouse while earning their community service hours.

Students from St. Thomas More Catholic Secondary School, Westmount Secondary HillPark Secondary School, McMaster University and Mohawk College contributed approximately 600 hours during December helping with the Christmas Hamper Program. This year volunteers filled over 900 Christmas stockings and bags of knitted mittens, hats and scarves. Girl Guide Leaders from Hamilton Mountain packaged and distributed goodie bags for our Singles/Seniors Day. Toys were packed and stored at a location outside the Centre. Volunteers were very helpful during this operation.

VOLUNTEER RECOGNITION

The following volunteers received pins for years of service at Neighbour to Neighbour Centre (Hamilton).

5 Year

Pat Donald
Mary Hudon
Daniel Romero
Jim Drury

Karen Elliott
Doug Marshall
Beverly Skinner

10 Year Mary Millar

15 Year

Debbie Campbell
Kelly Kawamoto
Joyce Kawamoto

Steve Dunn Sr.
Pam Evans

To date, we have presented eighty-nine 5- year pins, 30 ten-year pins, eleven 15-year pins and one 20-year pin to our volunteers for their outstanding service.

This year, the following volunteers have been nominated to receive the Ontario Volunteer Service Awards from the Province in recognition for their continuous years of service at Neighbour to Neighbour Centre (Hamilton).

Naomi Berry
Marjorie Lowes
Pat Hall
John Boich (student volunteer)

Roy Hammel
Charlie Restivo
Diane Wilson

During the past 7 years, forty-three Neighbour to Neighbour Centre Volunteers have received this very special award. Each volunteer is special in their own way and Neighbour to Neighbour Centre relies on the support provided by them.

Mary Millar
Volunteer Co-ordinator