



Food | Housing | Health | Store



2017 ANNUAL REPORT



Food | Housing | Health | Store

A message to our supporters:

At GBF Community Services, we know everyone has great potential if given the opportunity.

Opportunity comes in many forms: a kind word, a welcoming smile, or a helping hand. We are blessed at GBF Community Services with a multitude of volunteers, community partners, friends, and donors who make our work successful.

It is tough not being able to solve the needs of everyone. But just because we can't do it all doesn't mean we should not do what we can. We can do so much together when we invest in people - one child, one senior, one family at a time.

For the people in our community who struggle to put food on the table, pay their monthly bills, or keep a roof over their heads, we have the resources to help.

Through our partnerships, we are able to help our clients with rental assistance, to help new mothers care for their little ones, to provide nutritious and fresh food to growing children, and to help our seniors with special dietary and hygiene needs.

We can only do this through the kindness of our community. From the volunteers to our staff, from local businesses to fresh fruit and vegetable farmers, we are all making the difference.

Our sincere hope is that no one in our community will have to worry about hunger or housing. While this may not be your own personal concern today, for far too many people it is. Thank you for helping us in our goal to end poverty and hunger for all.

I say it often, but only because it is so true: we succeed because of the Power of One. One caring person, one dedicated volunteer, one donation, one genuine act of kindness, makes all the difference in the lives of the people in our community.

GBF Community Services is more than a food bank, a donation centre, or a retail store - it is the end result of this community's outpouring of love, care and kindness. We are a family, and as a family we can get our most vulnerable back on their feet in times of great need, and to feel the warmth and kindness that the Grimsby community is known for.

On behalf of GBF Community Services and all those we have helped in 2017, thank you for your generous support.

With sincere gratitude,

A handwritten signature in black ink that reads 'Stacy Elia'.

Stacy Elia, Executive Director

A handwritten signature in black ink that reads 'James Stevens'.

James Stevens, President



Food | Housing | Health | Store

OUR MISSION:

GBF Community Services provides assistance to members of our community to meet their basic needs and to achieve self-sufficiency.

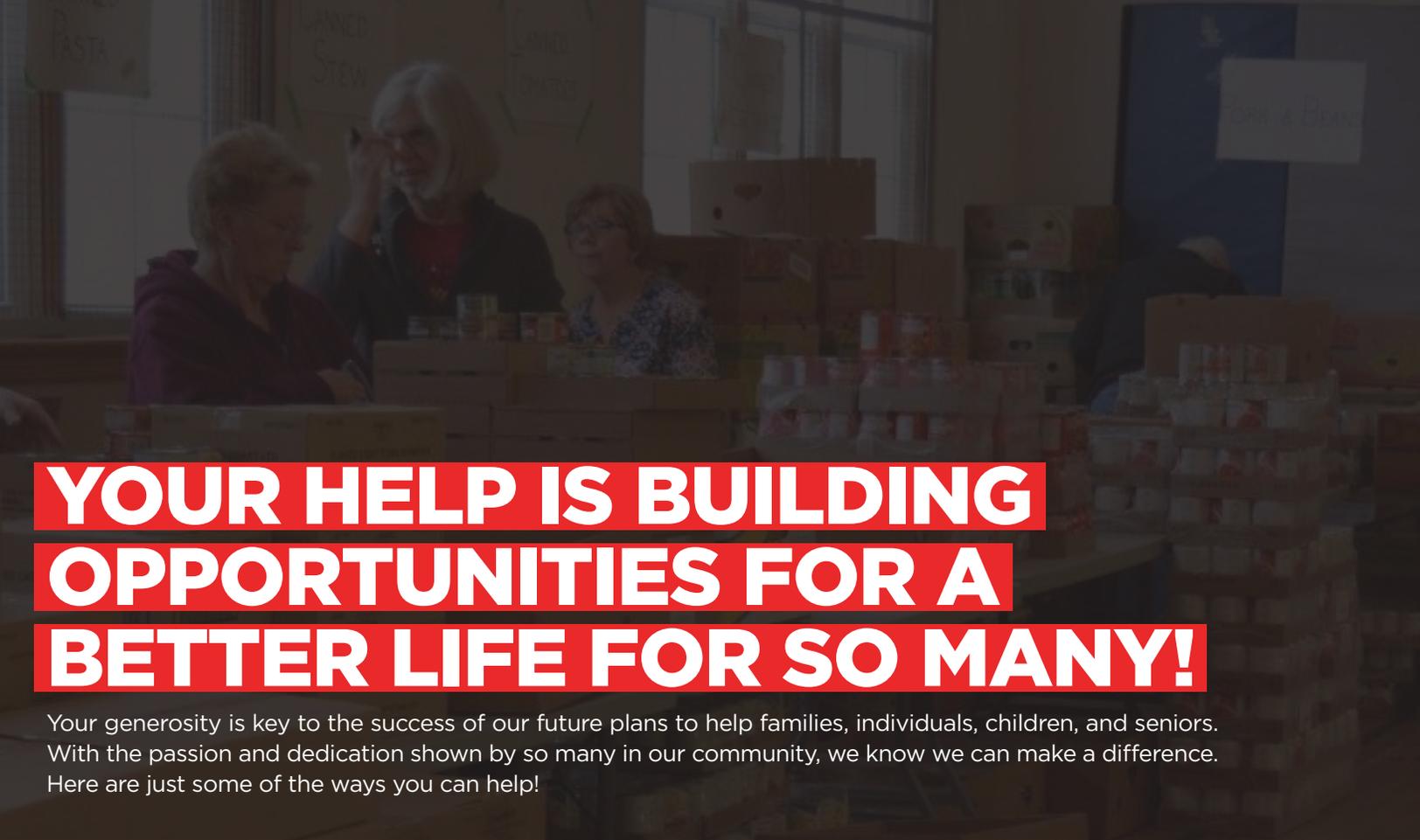
VISION STATEMENT:

To improve the quality of life in our community by providing compassionate support and material assistance.

THE GBF COMMUNITY SERVICES VALUES:

A strong sense of social responsibility;
A commitment to serving our clients with respect and compassion;
A belief in the unique abilities, strengths, and gifts of each person;
A belief in the capacity of people to grow, change, and care for themselves and for one another;
A commitment to professionalism, ethical conduct, and integrity of service delivery;
A recognition of the importance of volunteerism and citizen participation in the community; and
The role of research, education and advocacy.

The mission, vision, and values of GBF Community Services are the fundamental principles that guide our development of goals and objectives.



YOUR HELP IS BUILDING OPPORTUNITIES FOR A BETTER LIFE FOR SO MANY!

Your generosity is key to the success of our future plans to help families, individuals, children, and seniors. With the passion and dedication shown by so many in our community, we know we can make a difference. Here are just some of the ways you can help!

SPREAD THE WORD

Spread the word. Let your friends, neighbours, and family know about GBF Community Services and our programs. Encourage them to volunteer. Find us on Facebook where we keep you updated on what is happening at the Food Bank and Retail Store. Like our Page, and share it with your friends. With your help, we are impacting lives in our community.

DONATE FOOD AND HYGIENE PRODUCTS

Food donations are at the core of our work. Non-food items such as paper goods and cleaning supplies are also welcome. Please consider hosting a donation drive in your neighbourhood or with your colleagues at work.

DONATE TIME AND TALENT

Volunteers are vital to GBF Community Services operations and contribute in countless ways. There are endless opportunities to participate in the enjoyable and rewarding tasks our volunteers perform every day.

MONETARY & IN-KIND DONATIONS

Financial donations sustain our Food Bank and enrich the larger community by providing nourishment, dignity, and a sense of sharing for all involved. In-kind donations come in many forms. These donations allow us to provide very necessary programs and services to individuals and families going through difficult times. Donations can be made by visiting www.gbfgirmsby.com.

BECOME A MONTHLY DONOR

Monthly giving is one of the easiest and most effective ways in which to make a positive impact on your community. Help us bring more fresh food and helpful services to our community by joining today. Please call at (905) 309-5664 ext. 33.

WHY I VOLUNTEER

My name is Mary Louise Ceroni and I am a volunteer at the GBF. I am a wife, and mother to three wonderful grown children. I was a stay-at-home Mom for 20 years, then an opportunity came along to work in the accounting department of a law firm in downtown Hamilton. It was supposed to be a temporary six-month job which turned into 15 years. I retired in June 2014. While my children were in school, my volunteering was centred around the school community. Working full-time, I just never found the time to volunteer elsewhere. When I retired, I took some time to travel and do some things around the house. But I always knew I wanted to help in my immediate community. I count my lucky stars every day for the life that I have, and now it was time to give a little back.



GBF has a presence in Grimsby that is synonymous with helping those in need, so I went to check it out! One thing I knew was that I didn't want another job where I had to be on a schedule, with people depending on me to work a certain shift. I met with Marion Thorp and told her what I wanted. Her words were, "Come when you can, stay as long as you can, we are happy to have any commitment of time you can give." Well, I signed up right away. That was one year ago. I work on what I call the "Fashion Floor", hanging the clothes and dressing the mannequins. The mannequins allow me to express fashion styles I like, but may not always wear myself. The customers comment on them all the time, and sometimes the outfits are purchased before I even get the look complete. It's like playing with dolls all the time!

Helping the customers put together a special occasion outfit or even a costume for a themed party is something I enjoy. One elderly customer I helped with finding an outfit for a wedding came back wanting to give me a tip for my help. The people that I have met while volunteering are the added bonus of the whole experience. The other volunteers are a vibrant and welcoming group. The positive atmosphere set by Stacy, Marion and Roger make GBF a place I want to be. I volunteer anywhere from 3-5 days a week for four hours each time. Who knew that you could have so much fun volunteering to help others!

*"The GBF has helped me for many, many years. Without them, there would have been days when my son went hungry. The volunteers and staff are amazing and everything they do truly is for the clients. Thank You."
- Client #79071*

"The volunteers at the GBF mean so much to my family. The help they provide is amazing. Without them, my struggles would have been even harder. They always treat you with dignity and respect. Thank You." - Client #637453

*"I would like to sincerely thank everyone involved with GBF. Not only have you helped us greatly with our rent issues, but always ensure everyone is fed and healthy. This organization proves there really are genuinely kind people in this world. You're an inspiration to us all. Don't ever stop! Thank you."
- Client #13182*

"I like GBF because the customer service is excellent, and the prices are low. Also, if it were not for the foodbank, there would have been many a month in which I went hungry." - Client #336970

WHO LIVES WITH HUNGER IN GRIMSBY

GBF COMMUNITY SERVICES FOODBANK FACTS

Household/Individuals Served
(Monthly)



Households Served
307



Individuals Served
708

Household/Individuals Served
(Total Foodbank Visits Annually)



Households Served
3,192



Individuals Served
7,557

Age Group: Individuals Served
(Monthly)

Children (0-18) **269**

Young Adults (19-24) **54**

Adults (25-59) **310**

Seniors (60+) **75**

Age Group: Individuals Served
(Total Foodbank Visits Annually)

Children (0-18) **3,025**

Young Adults (19-24) **473**

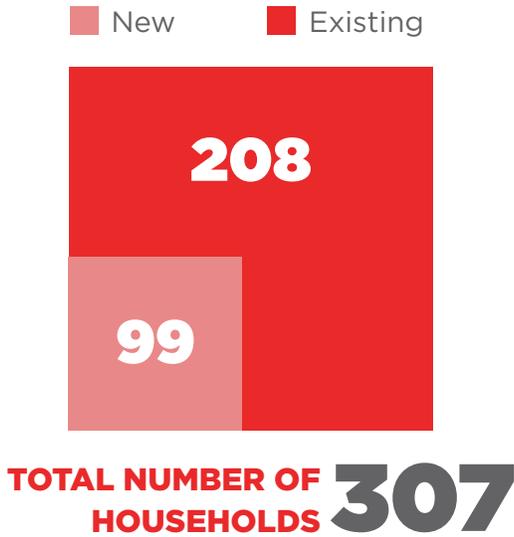
Adults (25-59) **3,238**

Seniors (60+) **821**

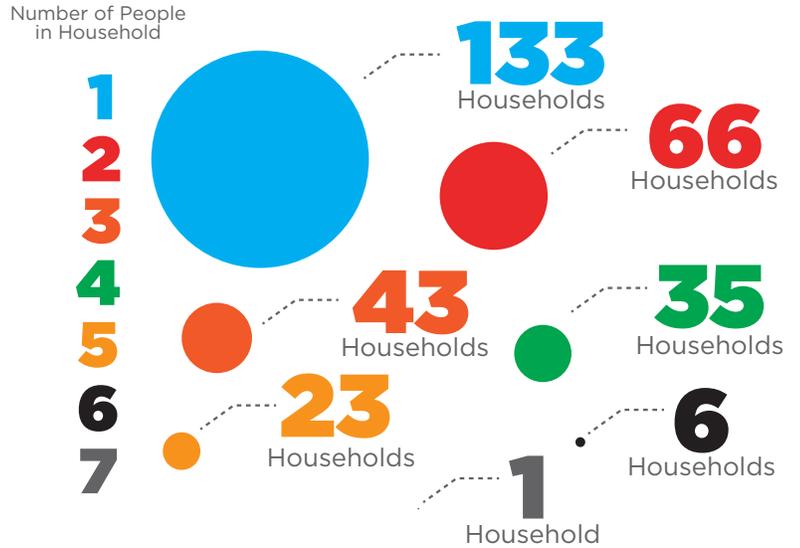
TOTAL NUMBER OF INDIVIDUALS SERVED 708

TOTAL NUMBER OF INDIVIDUALS SERVED 7,557

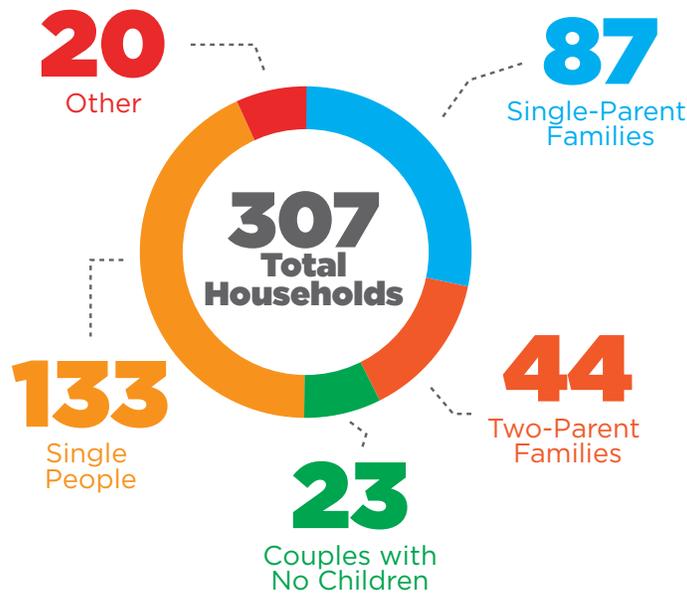
New vs. Existing Households



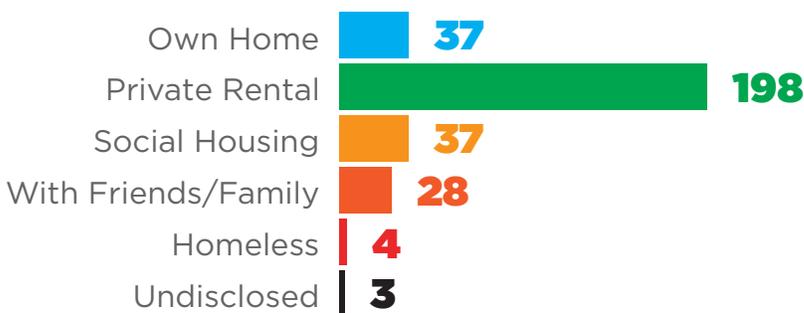
Household Size



Household Type

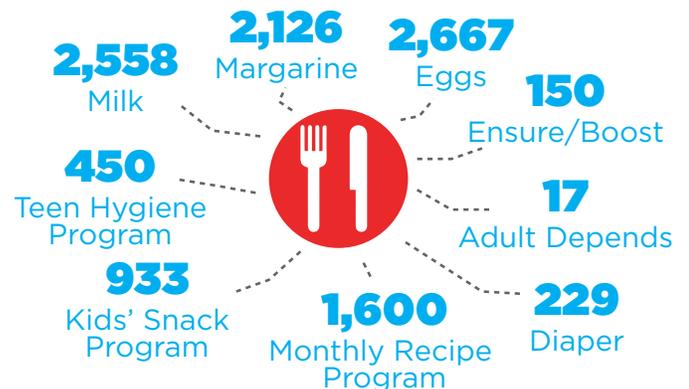


Housing Stats



Food Provided

(Actual Count)



HOUSING RENT SUPPLEMENTS AND EMERGENCY HOUSING SUPPORT

There is a significant lack of affordable housing in Grimsby. The largest monthly expense for most food bank clients is housing. Anyone paying more than 30% of their source of income is at risk of homelessness. Currently, we have 139 households paying more than 30% of their income to rent.

The average yearly rent for a food bank client is \$13,200.00 in Grimsby.

Clients continue to struggle to find affordable housing, and subsidized housing in Grimsby is scarce. This is why GBF Community Services created a solution to this by adding a Rent Supplement Complement to our programming. Clients paying more than 30% of their income towards rent can meet with staff to see if they qualify for participation in this program. Currently, we have over 50 households being supported by this program. This has allowed children to remain in their schools and allows people to remain in their beloved community.

Lack of income and soaring costs of food and housing equal a recipe for financial hardship. This leads us to forecast that even more of our community will need assistance in the upcoming year. The sad truth is that many of the families and individuals using the food bank fall below the Low Income cut-off and constantly struggle to make bill payments and/or cover their basic living costs.

PROGRAMS

EASTER HAMPERS



163

Households Supported

THANKSGIVING HAMPERS



161

Households Supported

CHRISTMAS HAMPERS



331

Households Supported

BACK-TO-SCHOOL

Backpacks, supplies, running shoes, etc



185

Children Supported

CHARTER PROFESSIONAL ACCOUNTANTS (CPA)

Tax Preparation Assistance (TPA) Program



52

Tax Returns Completed

SOCIAL ENTERPRISE

GBF Community Services Social Enterprise (Retail Store) is an important source of support for the work being delivered by GBF Community Services.

We provide a destination for clothing, electronics, household and other small items. We treat both the items and the donors bringing them in with care and respect. We endeavour to put suitable donations to good use by donating to the clients we serve who are starting over. Many of the donated items become available to others through purchase in the store.

Money generated from our Retail Store is directed to supporting the many social service programs shared through the Food Bank.

For many, our store is the first stop in learning about all of GBF Community Services programming. For others, it can provide a meaningful volunteer experience.

The store sales operation is a model for two of the environmental R's: reuse and recycle. Instead of going to the landfill, donations received are reused in our community at great process.

The Retail Store provides an alternative shopping experience for our community. We have many smart shoppers who get the chance to give and purchase great unique items. For our volunteers, the store gives each of them a sense of value and purpose for their effort and allows them to meet new friends, learn new skills, and share their expertise.

Approximately 116,000 people visited our retail store in 2017 year (about 9,600/month).

DIVERSION SITE

GBF Community Services is proud to partner with the Niagara Region and the Grimsby landfill site in its Waste Diversion Initiative. GBF Community Services is committed to environmentally-conscious diversion through reuse and welcomes another mechanism through which to increase its funding to affect positive change in the community. Items brought to the Reusable Goods Drop-off Building at the landfill site are collected free of charge and transported to the GBF Community Services warehouse for sorting, where volunteers determine what items are acceptable for resale in its store, thus, providing the community with affordable items that, otherwise, would have ended up in the landfill.

Since the Waste Diversion Initiative began in November 2017, a total of 9,090 kg. worth of items have been collected and diverted from the landfill. In 2018 alone, 162 bags of clothing were collected and brought to the GBF Community Services store for resale.

GBF Community Services has seen great success in the Waste Diversion Initiative to date, but it's only the beginning of the change that is happening in our community. GBF Community Services is thankful for the generosity of all its volunteers who have committed themselves to helping our community through this Initiative. At GBF Community Services, community is family. Join our growing family of dedicated volunteers to help continue the work we have started, because shoulder to shoulder and hand in hand, you will change this community, the environment, and the lives of those who call Grimsby home.



GBF COMMUNITY SERVICES RECEIVES AWARD/GRANT

The Ontario Association of Food Banks awarded GBF Community Services the Leadership Award at its 2017 Conference, in recognition of our exemplary leadership in the community and our dedication to hunger relief across Ontario.

GBF was the recipient of a \$50,000 grant to be utilized for rent supplements for housing in Grimsby. This partnership with the Niagara Prosperity Initiative is a leading edge response to homelessness prevention.

COLLABORATIONS MAKE AN IMPACT

We know we cannot solve hunger alone. That is why we collaborate with schools, community organizations, service groups, and other social services providers. GBF Community Services helps both high schools in Grimsby with their nutrition programs. On average, hundreds of students have benefited from the nutrition program at each school. This program helps our students get a nutritious start to their day. Food banks have the power to bring people together to have a tremendous impact on a problem we can solve.

GBF COMMUNITY SERVICES DIRECT INVESTMENT INTO GRIMSBY PROGRAMS

GBF Community Services is looking forward to the year that we can **invest one million dollars** on an annual basis back into Grimsby. While it may take us a few years to attain that mark, with your help we can reach this milestone together.

	FORECAST 2018	ACTUAL 2017	ACTUAL 2016
DIRECT INVESTMENT IN COMMUNITY	\$853,149	\$750,021	\$662,377
• RENT/HOUSING	\$264,000	\$182,858	\$81,210
• MEDICAL/DENTAL	35,000	43,374	19,945
• OTHER DIRECT ASSISTANCE (WINTER WARMTH, UTILITIES, TAX SERVICES, BEDS, TRANSPORTATION, ETC.)	81,000	64,518	80,321
• FOOD BANK	236,149	226,026	208,788
• SEASONAL HAMPER PROGRAMS	89,000	72,450	87,068
• YOUTH MEAL PROGRAMS, BURSARIES, ETC.	63,000	62,594	44,218
• COMMUNITY PARTNER DONATIONS	85,000	98,201	140,827
DIRECT INVESTMENT IN COMMUNITY	\$853,149	\$750,021	\$662,377

THANK YOU TO ALL THE DONORS WHO MADE CONTRIBUTIONS IN 2017

WHY PEOPLE ACCESS THE RESOURCES OF GBF COMMUNITY SERVICES

- High rent exceeds 30% of their disposable income;
- Increased utility costs;
- A steady increase in the cost of living, but not in wages;
- A family member loses their job;
- Family breakdown;
- An unexpected illness or injury preventing someone from working.

OUR VOLUNTEERS:

New Adult Volunteers: 49

New Student Volunteers: 140

Summer Students: 3

Volunteer Hours of Service Completed: 55,000

JUMPSTART FUNDING

Raising funds. Lifting spirits. Supporting dreams.

Jumpstart is more than just about getting kids active. It's about giving kids from families in financial need the same chance to participate as their neighbours, their classmates and their friends. Whether it's the chance to try a new sport or to continue with a favourite one, no kid should be left out.

The vision of Jumpstart is simple: Where all kids have a chance to fulfill their dreams. In 2017, GBF was able to support 24 local children with \$5,770.71 towards an active lifestyle.

GBF Community Services is the Lead Agency to qualify local children for financial support. For more information please contact us at 905 309 5664 ext. 22.

2017 EVENTS:

YMCA "Out of the Cold"

Grimsby Home & Garden Show

Niagara Catholic School Board Appreciation Breakfast

GBF Tea & Fashion Show - 130 guest, 14 models, BT Jazz Choir performed

Habitat for Humanity Build Day - GBF Board and Volunteers

Habitat for Humanity - Home Dedication

Tim Hortons Camp Day - GBF representatives serving for the morning

Niagara Nutrition Partners Gala Breakfast & Student Cook-off

Chamber of Commerce Golf Tournament

Seniors Fashion Show - clothing and commentary provided by GBF

Mayor's Breakfast

Rural Doctor's Conference - presentation to 30 doctors and tour of GBF

Grimsby Santa Claus Parade

Opening of Waste Diversion Initiative (reusable goods dropoff), partnership with Niagara Region



VOLUNTEER WITH GBF COMMUNITY SERVICES

Volunteers play a vital role in all facets of our operations. We welcome corporate teams, schools, service groups and church group participation. There are several volunteer opportunities available at GBF and we encourage you to share your talents with us.

Please contact us at: volunteers@gbfgrimsby.com



MOVING FORWARD - OUR GOALS FOR 2018-2019

Housing

Support identified families and individuals with our Rent Supplement Assistance Program. Expand the supply of affordable housing targeting toward low-income households by 50% in 2018/2019.

Our approach to service reflects that most households wait an average of 10+ years for subsidized housing. While they are waiting, GBF Community Services helps to improve their situation right now. We believe that a stable place to live promotes dignity and is critical for leading a healthy life. Our work is crucial to ensure they have a home.

The simple things in life are not always so simple until you get a stable place to live.

We look towards enhanced community engagement in housing support for the future.

Volunteers

Recruit 75 new volunteers

Recruit 40 business groups to volunteer

Expand our youth volunteer program by 100 new youth

Fundraising

Build sustainable fundraising and partnerships to address increased demands for social services in Grimsby

Public/Business Relations

Promote effective public awareness and education opportunities locally and across the Niagara Region

Health Services

Serving our clients with compassion and dignity

Investigating potential partnership opportunities for Mental Health funding/services in Grimsby

Donations

We are grateful to the many donors and community partners who together donated \$218,571 during the year to support our vital work. The sustainability of our programs will in part, depend on growing our financial support from the community.

Health and Safety

GBF Community Services is committed to ensuring a safe environment for all volunteers, customers and staff. All staff is First Aid trained and certified. Staff and volunteers have also completed Food Handling certification. Recently, SafeTalk training has been completed by some of our staff. It is the culture of this organization and the conscientiousness of each person that ensures that GBF Community Services is a safe place to work, volunteer and shop.

TREASURER'S REPORT

In 2017, GBF Community Services expanded our financial investment in our key programs in support of our Mission Statement "...provide assistance to members of our community to meet their basic needs and to achieve self-sufficiency."

Of particular note, we significantly increased our investment in our Rent Supplement and Housing programs to \$182,858 (\$81,210 in 2016). Similarly, our spend to support the Medical/Dental programs was \$43,374 (\$19,945 in 2016). Two years ago, neither of these programs existed in any meaningful fashion. It is also notable that the Region has recognized GBF Community Service's leadership in the Rent Supplement initiative and has provided a \$21,000 grant in 2017 in support of the pioneering work GBF Community Services is accomplishing in the area of homelessness prevention in Grimsby.

Another initiative commenced in 2017 was the Grimsby Landfill Diversion Project in partnership with the Region. This opportunity was won in a competitive bid situation and is important because it is both environmentally-responsible and provides us an alternate stream of reusable product to the retail store operation. A win-win outcome!

GBF's direct investment in the Grimsby community approximated \$750,000 in 2017 (\$662,000 in 2016). In addition to the previously mentioned housing and medical/dental initiatives, GBF Community Services' programs also included: food bank operations - \$226,000; seasonal hamper programs - \$72,000; community partner donations - \$98,000, and investment in Grimsby's youth - \$63,000 (including: funding the high schools' meal programs; providing academic bursaries; back-to-school backpacks; teen hygiene and healthy eating programs).

Like everywhere else in the Region, the overall cost of housing in Grimsby continues to rise, once rent, utilities and property taxes are all factored in. We have noticed an increase in the number of GBF Community Services clients who are spending more than 30% of their disposable income on rent - a definition of poverty. In recognition of this trend, our 2018 budget for GBF Community Services' rent supplement and related housing programs is set at \$264,000 - a 45% increase over 2017.

Notwithstanding the growing social assistance needs of the Grimsby community, the GBF Community Services Board must remain mindful of the long-term sustainability of our investment in these programs, as well as managing the inherent risks facing a not-for-profit enterprise. Accordingly, we have established reserves of \$300,000 for our housing initiatives and \$400,000 for known capital projects over the next 5 years, in order to adequately maintain a 50+ year old building.

While retail store operation continues to be one meaningful enabler of GBF Community Services, it is clear we remain very dependent on the support of private individuals and businesses who give of themselves in all manners - volunteer time, financial support and donated services and products. To all of you, we are deeply appreciative for all of your community-minded support for those who are in need of assistance and a helping hand.

Yours in partnership,



Robert Paul
Treasurer

REPUTATION FOR PERFORMANCE EXCELLENCE

FINANCIAL HIGHLIGHTS

2017 Revenue

Sales & Recycling	\$1,347,215
Contributions	218,571
Provincial Grants	21,254
Interest and Other	24,677

TOTAL REVENUE	\$1,611,717
----------------------	--------------------

Administration

Office	\$78,243
Telephone	13,291
Meetings & Special Events	2,099
Strategic Planning	19,066
Professional Fees	20,622
Insurance	15,792
Volunteer Recognition	18,701
Salaries and Benefits	133,951
Amortization	37,573

TOTAL ADMINISTRATION	\$339,344
-----------------------------	------------------

2017 Programs (Note)

Food Bank	\$226,026
Client Assistance/Housing	290,750
School Life	11,097
Christmas Hamper	54,738
Clothing & Furniture	133,701
Property Taxes	13,143
School Bursaries	14,000
Community Partner Donations	98,201
Easter Hampers	9,029
Thanksgiving Hampers	8,683
Hunger Awareness	21,467
Kids Zone Program	16,030
Salaries and Benefits	293,121

TOTAL PROGRAMS	\$1,189,986
-----------------------	--------------------

Excess revenue over expenses	\$82,387
-------------------------------------	-----------------

Note - All clients served by GBF Community Services complete an indepth needs assessment and provide financial verification - which documentation is reverified every 9-12 months.

TACKLING HUNGER IS A COMPLEX CHALLENGE

We may think we do not know anyone who experiences struggle, yet there are people all around us who do. They are our neighbours and friends who are afraid to ask for help. They are the children who go to school hungry. They are people struggling with an illness or an injury. They are the people who are living paycheque to paycheque, and even then just barely holding on. These people struggle every day, but unless they tell you, we don't realize the true need in our community.

HUNGER CAN BE INVISIBLE

Seniors who run short on housing costs don't always come forward in search of assistance, due to embarrassment or the thought that children should get help first.

Children don't always share that they have not eaten before going to school.

Parents don't always share the truth of their struggle to provide for their families.

The choice of buying nutritious food or paying rent is on many people's minds. No one should ever be forced to choose between having food for the family, or paying the latest utility bills. Daily struggles like these take a toll on those who struggle to make ends meet, sometimes leaving them unable to concentrate on the wellbeing of their loved ones.

BOARD OF DIRECTORS

GBF Community Services is governed by a Volunteer Board of Directors. We are fortunate to have strong leadership from this dedicated group of people. The entire organization thanks this group of experienced and committed individuals for their time, efforts, and guidance.

James Stevens, President
Mike Panich, Vice-President
Robert Paul, Treasurer
Tom Beach
Frank Barretto
Don Brown
John deJager
Nancy Wallwork

STAFF

Stacy Elia | *Executive Director*
Roger Saldat | *Operations Manager*
Marion Thorp | *Volunteer Services Manager*
Ashly Miller | *Program Development Manager*
Laura Garner | *Financial/Administration Coordinator*
Mike Alexander | *Warehouse Receiver/Truck Driver*
Terry Oliver | *Diversion Program Coordinator*
Michele Lunn | *Client Services Manager*
Lorraine DyKeiman | *Retail Assistant*

PROUD MEMBERS OF:

Ontario Association of Food Banks
Food Banks Canada
Grimsby & District Chamber of Commerce
Leave a Legacy, a Program of the Canadian Association of Gift Planners



Food | Housing | Health | Store

Grimsby Benevolent Fund

40 Elm Street

P.O. Box 231, Grimsby, ON L3M 4G3

Phone: (905) 309-5664 | Fax: (905) 945-6233 | Email: gbf@bellnet.ca

www.gbfgimpsby.com

The Charitable Member Registration Number 82122 7147 RR0001

Find us on 