



Food | Housing | Health | Youth

2018 ANNUAL REPORT



Food | Housing | Health | Youth

A message to our supporters:

Each year, as we look back at our previous year and accomplishments, it is so heartwarming to see the difference that GBF Community Services makes in our community.

Our Annual Report reinforces GBF's mission and tells a story of hope thanks to our community whose gifts of food, funds, and time are priceless to our mission and those whom we serve.

The generous donations of time that our volunteers give is greatly appreciated by our organization and especially by all those serviced in Grimsby.

The hundreds of volunteers who help each year work tirelessly because they believe in our mission to provide essential resources to overcome the many faces of hunger and human need. Words cannot express how much we appreciate the kindness and support from our volunteers.

Our community partners' support and compassion has enriched our journey over the past 54 years.

GBF Community Services continues to serve those in need with dignity and provide a "serving of hope".

Food aside, we are helping low income individuals and families in our community with housing and utility supports, household goods, and medical and dental costs, to name just a few. Our Social Enterprise - the thrift store - demonstrates the commitment to our environmental responsibility and provides a strong funding arm to our operations.

Through our work in the community, we are sending a powerful message that this team is committed to impacting our community, and that our neighbours should not struggle with the basics of life.

Thank you for being a friend of GBF Community Services as we continue to build hope in our community.

With sincere gratitude,

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

Stacy Ella
Executive Director

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

Jamie Stevens
President



Food | Housing | Health | Youth

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.

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 for 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;
- 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.

GET INVOLVED

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!



1

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.

2

DONATE FOOD/HOUSEHOLD 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.

3

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.

4

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.

5

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 (905) 309-5664 ext. 33.

CORPORATE VOLUNTEERING AT GBF COMMUNITY SERVICES - AN OPPORTUNITY TO BUILD BUSINESS & COMMUNITY SUSTAINABILITY

Corporate volunteering recognized the value of business engaging with people in our community. The benefits for business are many. It improves reputation, internal culture and long-term sustainable future in the community. For employees, it improves their leadership opportunities. We thank the many businesses who have assisted GBF Community Services in the past. For those businesses and organizations who are considering volunteering, I encourage you to take up the challenge as part of your strategic plan for success. GBF Community Services will continue to strengthen and encourage new partnerships within West Niagara. This will allow our team to better meet the needs of our community. This allows opportunities for partners to have a more active role and see firsthand the difference one can make.

WHY I VOLUNTEER

BONNIE “FLOWERS” PUGSLEY

I Have been volunteering at the GBF for 15 years now... time flies when you're having fun!

Working with like-minded volunteers has been rewarding. I have made new friends and renewed “old friendships” since joining the GBF volunteer family all these years ago.

Giving back to the community by doing what I enjoy is a plus and knowing that I am helping the many families in the area who rely on the GBF for support - providing them with the much needed items which most of us take for granted in our daily lives is rewarding.

I look forward to many more hours spent here and to meeting ‘new and former’ friends.

The GBF needs YOU too! Why not join our group and be a volunteer?



CLIENT TESTIMONIALS

“I have no family to lean on for any kind of support. The Housing Rent Supplement program helps to ensure monthly expenses are paid which includes my rent. This has decreased my level of stress. It has also allowed me to pay my utility bills on time. My feeling of depression has decreased and given me room to breathe.”

- Client #1406978

“Financially I feel better with the support I receive. Less of a struggle each month. I am able to purchase healthier foods for my daughter dietary requirements. I have also been able to enroll my daughter in activities she might not otherwise have been able to participate in.”

- Client #336536

“I am a single mother trying to make ends meet with a young child. Having assistance gave me security of my rent being paid, and avoiding all the repercussions to losing my home. Stability in life is important to me. The Rent Supplement program gave me more time to ensure I was maintaining that for my child. I am very grateful for the support.”

- Client #337296

HUNGER IN OUR COMMUNITY



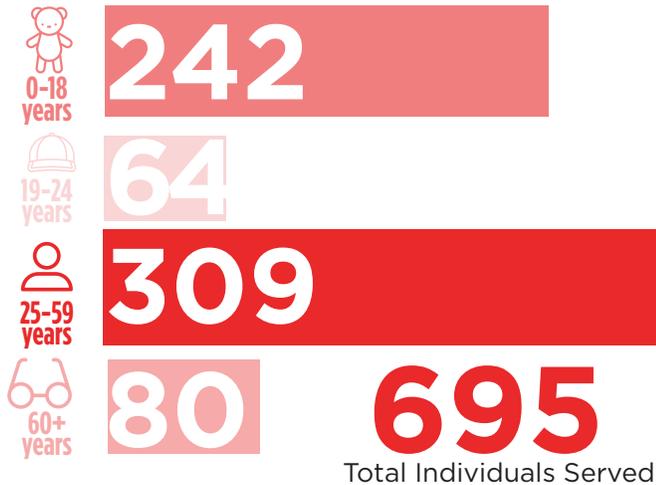
Hunger is everywhere, and often, affects more people in our community than one might expect. It now affects many who were recently living comfortably in the middle class. Increased food costs and increased living costs have all created a greater need for GBF Community Services. Often these are hard working adults and many seniors who simply cannot make ends meet. On a daily basis, they have to choose between daily necessities of life such as paying rent or buying food. For them the thought of obtaining their next meal isn't comforting but stressful.

The personal cost of hunger to a child or to a family who cannot afford to feed their children, is tough for many to imagine. While the value of a meal to a child is immeasurable, the fact is that when we pull together as a community to feed our neighbours, we directly contribute to the long-term health of our community.

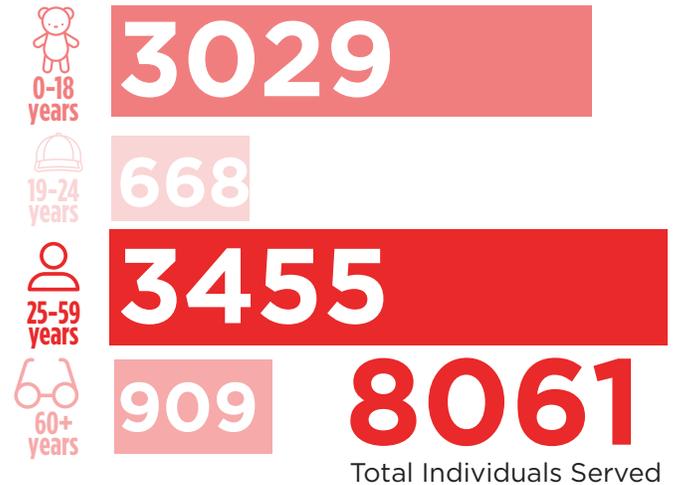
WHO LIVES WITH HUNGER IN GRIMSBY



Individuals Served by Age Group (Unique count)



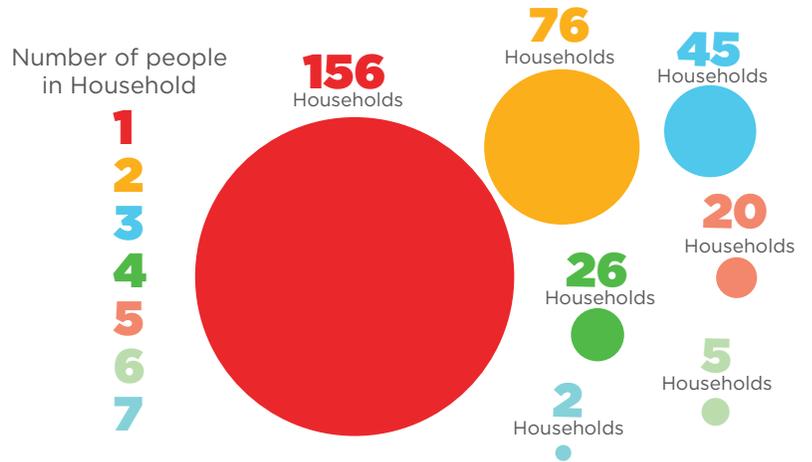
Individuals Served by Age Group (Duplicate count)



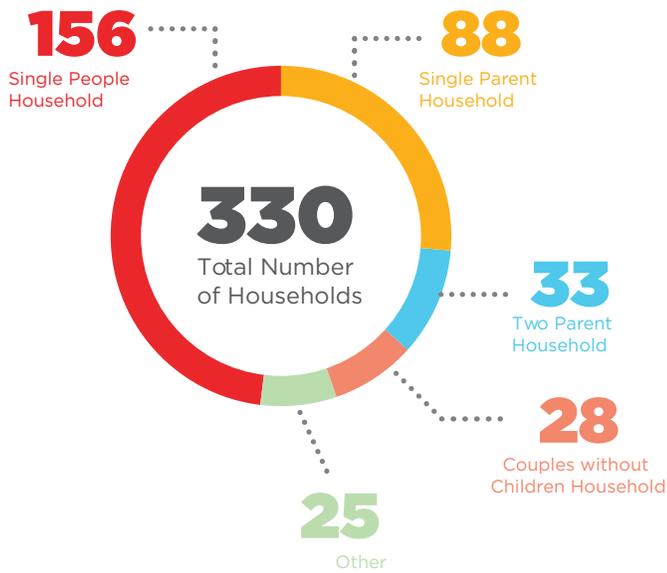
New vs. Existing Households



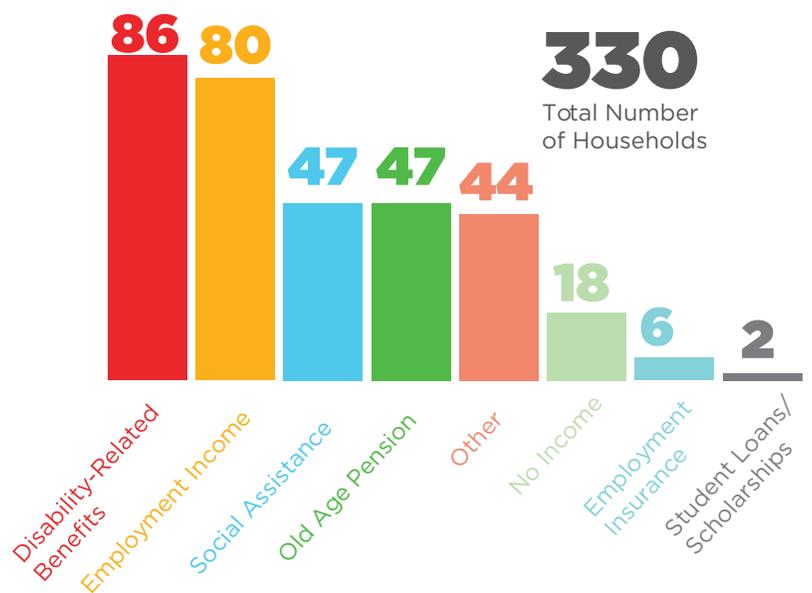
Household Size



Household Types



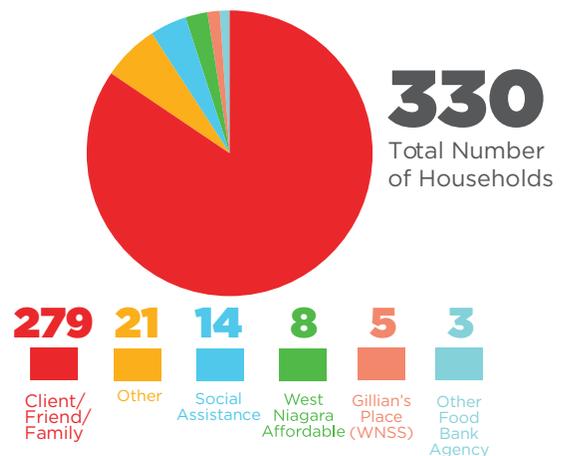
Household Primary Income



Housing Status (Unique Count)



Referral Type by Household (Unique)



HOUSING SUPPLEMENTS & EMERGENCY HOUSING SUPPORT

(Rent greater than 50% of total income.)

GBF Community Services has been providing rent supplements for qualified households to help retain their home in Grimsby. 68 households have benefitted from this type of support. This was an average monthly total investment of \$17,000+. A total of \$257,454.06 was invested in Housing support through the Rent Supplement program and Emergency services. This is an area of focus for 2019/2020, as there is a waiting list for future potential households that would greatly benefit from participation as funding allows.

PROGRAMS



1745
Monthly Meal Program



957
Monthly Kid's Snack Program



253
Monthly Teen Hygiene Program



151
Easter Hamper Program



161
Thanksgiving Hamper Program



251
Christmas Hamper Program



162
Back-to-School Program



567
Taxi Service Program

48
Tax Returns Completed

Charter Professional Accountants (CPA) Tax Preparation Assistance (TPA) Tax Clinic Program

37
Local Children Supported

Jumpstart funding of **\$7,313.24**

96
households enrolled in Ontario Electricity Support Program (OESP)

Household investment of **\$64,380.00** for Grimsby residents

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 gently-used clothing, electronics, household and other small items. We treat both the donations 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 customers through purchase in the store.

Profit 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 108,674 people visited our retail store in 2018 (about 9,056 people/month).

STORE STATISTICS

STORE SALES	DONATIONS	GRANTS	CUSTOMERS
\$1,315,919.14	\$197,279.38	\$52,962.00	108,674

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. In 2018, a total of 25,660 kg. worth of items have been collected and diverted from the landfill. Items collected at the Drop-off Building were able to generate \$10,585.11 through resale at the GBF Community Services Store.

2018 DIVERSION SITE STATISTICS

WEIGHTED DIVERTED	STORE SALES
25,660 KG.	\$ 10,585.11

MATERIALS RECYCLED

E-WASTE/ METAL (KG.)	CLOTHING (# OF BAGS)	MISC. (# OF CONTAINERS)
35,991	20,635	517

GBF RECEIVES GRANT FOR HOUSING SUPPORT



GBF Community Services was the recipient of a \$75,000 grant to be utilized for rent supplements and Emergency Housing in Grimsby. This partnership with the Niagara Prosperity Initiative is a leading-edge response to homelessness prevention. GBF extends immense gratification for this type of funding support and the belief in our programs.

COLLABORATION MAKES AN IMPACT

We know we cannot solve hunger alone, which 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.

DIRECT INVESTMENT IN PROGRAMS

	FORECAST 2019	ACTUAL 2018	ACTUAL 2017	ACTUAL 2016
DIRECT INVESTMENT IN COMMUNITY	\$918,500	\$852,790	\$750,021	\$662,377
• RENT/HOUSING	\$285,000	\$257,454	\$182,858	\$81,210
• MEDICAL/DENTAL	40,000	42,230	43,374	19,945
• OTHER DIRECT ASSISTANCE (WINTER WARMTH, UTILITIES, TAX SERVICES, BEDS, TRANSPORTATION, ETC.)	77,000	74,991	64,518	80,321
• FOOD BANK	232,500	195,300	226,026	208,788
• SEASONAL HAMPER PROGRAMS	80,000	82,250	72,450	87,068
• YOUTH MEAL PROGRAMS, BURSARIES,	54,000	51,000	62,594	44,218
• COMMUNITY PARTNER DONATIONS	100,000	99,565	98,201	140,827
• MENTAL HEALTH INITIATIVES	50,000	50,000	-	-
DIRECT INVESTMENT IN COMMUNITY	\$918,500	\$852,790	\$750,021	\$662,377

THANK YOU TO ALL THE DONORS WHO MADE CONTRIBUTIONS IN 2018

WHY PEOPLE ACCESS GBF RESOURCES



OUR VOLUNTEERS

53,706 hrs.

Adult Volunteers

2,300 hrs.

Student Volunteers

235.25 hrs.

Summer Students

281 hrs.

John Howard

29.5 hrs.

Co-op Student

56,552

Volunteer Hours of
Service Completed

JUMPSTART FUNDING

The GBF Community Services is a lead agency that enrolls children and youth in physical recreational programs through this funding arm. 37 children were assisted in 2018. This was a total investment of \$7,313.24.



SUMMER CAMP EXPERIENCE

GBF Community Services provided a grant of \$3,600 for a summer camp program. This camp was hosted by Mountainview CRC. This grant enabled them to hire an additional Special Needs Counselor. This allowed them to accept more community families who have children with special needs who may not otherwise have been able to participate in a camp program.

GBF Community Services wished to ensure that community children with special needs had access to a camp experience.

In 2018, 100 camp spaces were filled by children registered under a medical form for either an anaphylactic allergy or a medical condition. This represented 18% of their campers. While some required modified plans, extra safety procedures and accommodations, others could only participate with a Special Needs Counsellor providing 1:1 support or 1:2 support. Campers with special needs not only felt safe and loved in their care, their families expressed extreme gratitude to the Mountainview Church and GBF Community Services. While they had several campers with autism, they also had others with multiple sclerosis, cerebral palsy, diabetes, epilepsy as well as children who have mental illnesses like bipolar, anxiety, and OCD. They found that a number of children, not officially diagnosed/ identified as special needs, also required extra daily support. The counsellors support these campers to participate as fully as possible, modify when needed and also provide breaks in the sensory room.

The GBF Community Services is a proud supporter and is thrilled to bring joy to more children in our community.

GILLIAN'S PLACE

GBF Community Services provided funding for Supportive Transitional Housing – continued to offer four transitional housing units with full range of support for women and children in each unit in West Niagara = \$27,500.00



BREAKDOWN EXAMPLES INCLUDE

• RENT SUPPORT	\$12,500
• INTERNET/PARKING	\$2,000
• FURNITURE/COMPUTERS/MATTRESSES	\$5,000
• UNIT UPKEEP (E.G. DISCHARGE CLEANING/ GARDENING/PAINTING)	\$3,000
• GRADPASS DATABASE	\$3,000
• TRANSPORTATION FOR CLIENTS	\$2,000

FOUNDATION OF RESOURCES FOR TEENS (FORT)



The GBF Community Services was proud to invest in our local youth with a grant of \$17,400.00. This was to be utilized for their Food Program. This allowed them to provide more fresh fruit and vegetables, which combined with their cooking program. The importance of this grant is the imperativeness to youth's success in school as well as their overall health. Many of the youth do not have enough healthy food choices to eat at home. This funding also provided Crisis Counselling. The success of having this available allowed more youth to return to school where they were able to complete high school diploma and return to a life of personal fulfillment. This opportunity is a valuable asset in the fight against youth depression, anxiety, and mental health disorders. Youth Mental Health is vital to their succession transition into adulthood.

MEDIA RELATIONS

in 2018 several opportunities took place to share our message and services to a broader audience.

This included a live interview at CHCH TV, and Live Radio interview with CBC radio.



GRIMSBY POWER'S PARTNERSHIP WITH GBF COMMUNITY SERVICES FOR THE ADMINISTRATION OF LEAP PROGRAM

Grimsby Power chose GBF Community Services as a partner to administer the Low-Income Energy Assistance Program (LEAP). Each year, Grimsby Power makes an annual contribution to GBF Community Services to support the LEAP program. LEAP is available to low income electricity customers that find themselves falling behind on their electricity bill. Through this partnership, LEAP has been able to help Grimsby customers pay their electricity bill in times of need.

In 2018, 21 households were assisted with a total investment of \$6,848.81. Since 2011, 145 households have been assisted with a total investment of \$51,930.04 toward ensuring that the hydro remained on for these households which otherwise might have been disconnected.

LEAP EMERGENCY GAS FINANCIAL ASSISTANCE

Low-income households receive a maximum of up to \$500 in emergency assistance for their natural gas utility.

The assistance is only available if you are behind on your bill – or in arrears – and face the possibility of having your service disconnected. Emergency financial assistance is for emergency situations only.

GBF Community Services is the lead intake agency for the application process. In 2018, 17 households received assistance through this program, investing a total of \$7,182.97 to ensure that natural gas remained on in these homes.

RETIREMENT CELEBRATION



Retirement is a milestone that signifies the peak of a rewarding career and the beginning of a new chapter. Marion Thorp has not only been a colleague but a wonderful friend to many. Through her hard work and dedication, she will be remembered as one of the most passionate members of the GBF Team.

Congratulations on 25 outstanding years of service with GBF Community Services and our community!

MOVING FORWARD: GBF COMMUNITY SERVICES FUNDRAISING GOALS & FOCUS FOR 2019/2020

- Growing the investment of caring individuals and corporate partnerships
- Donor centred culture of Philanthropy in West Niagara
- Professional Donor and Stakeholder Stewardship
- Enhance communication for community needs



HOUSING

Ensure enhanced communication of the GBF Community Services Housing program is shared amongst community partners and throughout the Niagara Region. Expand the supply of affordable housing targeting toward low-income households.

Our approach to service reflects that most households wait an average of 10+ years for subsidized housing. Many of our client base is paying 75% of their source of income to ensuring housing stability for their families. We believe that a stable place to live promotes dignity and is critical for leading a less stressful life. Our work is crucial to ensure they have a home. We will continue to work on enhanced community engagement in housing support funding for the future.

YOUTH

GBF Community Services provides essential support to Grimsby's most vulnerable population. Youth and their families have been supported with food, housing and schooling needs. GBF Community Services invests in the Nutrition program at both local high schools and contributes an investment of \$12,000.00 in school bursaries for further education. GBF also partners with local youth in our Volunteer program giving them opportunities to assist their community while gaining very valuable personal development and employment training. Together with the support of our community, we are providing youth with the support, education and opportunities required for a brighter future.

HEALTH SERVICES

GBF Community Services provides essential support to Grimsby's most vulnerable population. GBF continues to investigate potential partnership opportunities for Medical/Dental funding/services in Grimsby. GBF is leading the charge to breakdown stigma and discover options of service for Mental Health supports in Grimsby and the West Niagara area. With your help we can continue to breakdown the challenges that many face in our community around Health and Wellness.

VOLUNTEERS

- Recruit 100 new volunteers;
- Recruit additional Corporate Volunteer Engagement to volunteer;
- Expand our Youth Volunteer Program.

PHILANTHROPY

Continue to build sustainable fundraising and partnerships to address increased demand for social services in Grimsby. Philanthropy is one of the ways we can make change. GBF is a non-profit organization that is committed to impacting our community.

PUBLIC/BUSINESS RELATIONS

Increase public opportunities for speaking engagements and facility tours locally and across the Niagara Region.

HEALTH AND SAFETY

GBF Community Services primary objectives are to ensure the safety and well-being of our volunteers, employees, clients, and to protect company property. Our goal is to provide safe and healthful working and volunteer conditions for all.

Safety rules have been developed with input from employees and volunteers. Many of the staff are trained and certified in FirstAid and SafeTalk. Mental Health FirstAid will be offered in the near future. 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. To operate a safe and successful organization, we must work as a team to THINK SAFE, WORK SAFE, AND BE SAFE.



TREASURER'S REPORT

In 2018, GBF Community Services continued to expand our social services footprint directly in the Grimsby community. In aggregate, our direct financial investment in key programs and community partnerships was \$853,000 - an increase of 13.7% over 2017(\$750,000).

Of particular note, we significantly increased our 2018 investment in our Rent Supplement and Housing program to \$257,000 - a 40% increase over 2017(\$183,000). In recognition of the success of this program by the Niagara Region, GBF Community Services again received a grant totalling \$75,000 in 2018. GBF does not request/receive any administrative fee for this program and every dollar of the grant goes directly to the recipients (i.e. residents of Grimsby).

Additionally, we commenced funding of a new mental health initiative with local doctors, schools and the Hamilton Health Sciences hospital. This program will assist Grimsby residents of all ages to address the broad range of challenges associated with their mental health and well-being. Our 2018 investment was \$50,000 with an identical commitment for 2019.

Our investment in the Grimsby Landfill Diversion project, in partnership with the Niagara Region, gained traction and acceptance in 2018. We now have a steady stream of product being donated at the GBF landfill site, which is being diverted from the landfill and delivered to our store for sorting and sale. Truly a win-win outcome!

To repeat: GBF's mission statement is to "provide assistance to members of our community to meet their basic needs and to achieve self-sufficiency." The Board and staff have a goal of annually investing \$1,000,000 directly back into the services and programs to realize that goal in support of the residents of Grimsby. We are getting closer to that goal. In 2019, we are forecasting a total investment of \$918,000.

However, the Board remains mindful of the long-term sustainability of our programs while also managing the inherent risks facing a not for profit enterprise.

While the retail store operation continues to be one significant contributor to the success of GBF Community Services, it is clear that we remain very dependent on the support of private individuals and businesses who give of themselves in all manners - volunteer time, financial support and donations of services and goods. 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.

Thank you,



Robert Paul
Treasurer

FINANCIAL REPORT

Financial Highlights

2018 Revenue

Sales & Recycling	\$1,316,805
Contributions	207,294
Provincial Grants	52,962
Interest Revenue	28,389
Other	72,489

TOTAL REVENUE	\$1,677,939
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Administration

Office	\$81,278
Telephone	16,240
Meetings & Special Events	4,321
Strategic Planning	1,476
Professional Fees	18,923
Insurance	16,237
Volunteer Recognition	16,868
Salaries and Benefits	127,097
Amortization	43,621

TOTAL ADMINISTRATION	\$326,061
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2018 Programs

Food Bank	\$195,295
Client Assistance/Housing	374,678
School Life	8,836
Christmas Hamper	65,275
Clothing & Furniture	116,999
Property Taxes	13,933
School Bursaries	12,000
Community Partner Donations	149,565
Easter Hampers	8,632
Thanksgiving Hampers	9,346
Hunger Awareness	15,828
Kids Zone Program	14,350
Salaries and Benefits	353,898

TOTAL PROGRAMS	\$1,338,635
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Excess revenue over expenses	\$13,243
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BOARD OF DIRECTORS

GBF is run by a volunteer board of directors elected annually. Our Board of Directors apply their expertise and business acumen to help us tackle needs in our community. The Board guides our strategic direction, ensures accountability, and reporting to our community and its partners. The entire organization thanks this group of experienced and committed individuals for their time, efforts and passion.

James Stevens, President
Mike Panich, Vice-President
Robert Paul, Treasurer
Tom Beach
Frank Barretto
Justin Cruse
John deJager

STAFF

Stacy Elia | *Executive Director*
Roger Saldat | *Retail Manager*
Ashley Marr | *Food Bank Manager*
Laura Garner | *Financial/Administration Coordinator*
Alyssa Zandwyk | *Food Bank Coordinator*
Melanie Green | *Retail Coordinator*
Doug Atkinson | *Receiver/Truck Driver*
Terry Oliver | *Diversion Program Coordinator*

PROUD MEMBERS OF:

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

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GBF Community Services

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The Charitable Member Registration Number 82122 7147 RR0001

Find us on 