



Year in Review

March 31, 2010

A **MULTISERVICE** agency reconnecting **PEOPLE** with our **COMMUNITY**



A MULTISERVICE agency
PEOPLE reconnecting
with our
COMMUNITY

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Dear friends,

On behalf of the Fort York Food Bank (FYFB), thank you for the support provided to us over the past year. The attached document provides a snapshot of FYFB activities for the 12 months ending March 31, 2010. I hope it demonstrates the powerful impact you have made to assist in improving our community. Ongoing performance reporting and detailed statistics are also available on our web-site, <http://www.fyfb.com>. You are welcome to contact me with any questions regarding the contents of this document or any other matters.

Thank you again and I look forward to your ongoing support over the next year.

Sincerely yours,

Ravi Sreedharan
President, FYFB
ravi@fyfb.com

A MULTISERVICE Agency Reconnecting PEOPLE With Our COMMUNITY

www.fyfb.com

Key achievements over the year

- **Recommended charity by Charity Intelligence**
 - <http://www.charityintelligence.ca>
 - 1 of 8 in Toronto and 1 of 32 across Canada
- **Implementation of a food purchase fund**
 - Started in December 2009 at \$2,500 per month
 - Immediate commitment to our clients that they will receive a litre of milk each visit
- **Facilities improvements¹**
 - Replacement of floor
 - Building a clothing room
 - Updated electrical wiring to enhance safety
 - Addition of sign to identify building

¹ Funding for these initiatives provided by the Sprott Foundation

Ongoing initiatives

Governance

- 14 member volunteer Board of Directors
- Development of Community Outreach committee
- Enhancement of monthly performance reporting (see case study and presentation on FYFB reporting at 'Measuring the impact of doing good' on <http://www.rotman.utoronto.ca/nexus/>)

Operations

- 2 placement students in Advocacy & Counselling program through partnership with Ryerson School of Social work
- Monthly Steering Committee meetings (volunteer based)
- Continued leadership from Program Coordinator (only full-time employee)

Marketing

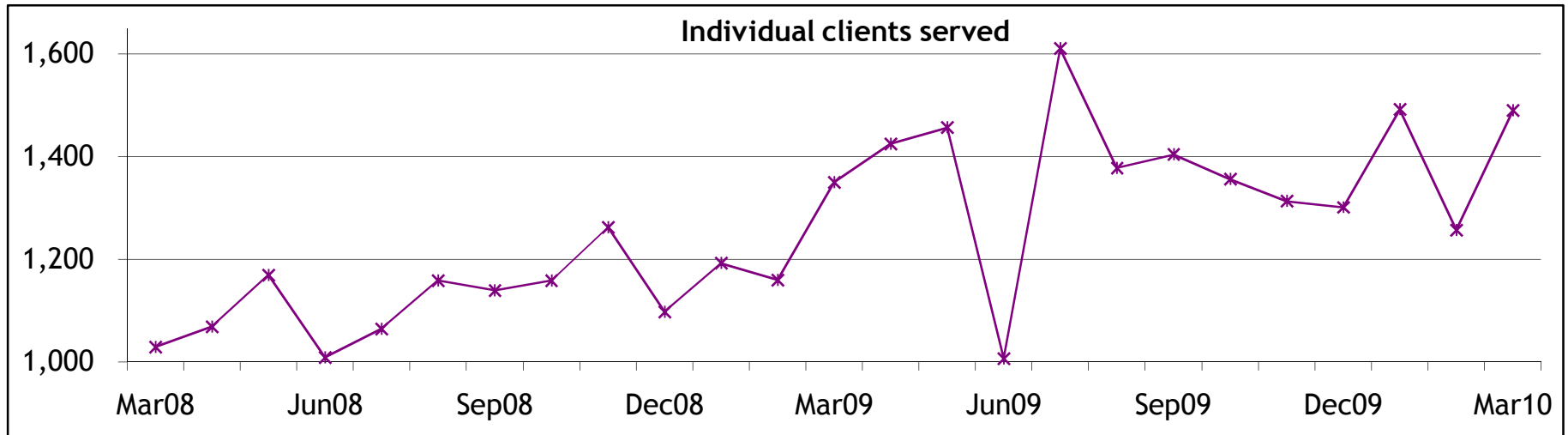
- Development of post-card/presentation for distribution to interested parties
- Published 4 e-newsletters for 1,458 members of the FYFB community
- Initiation of social networking strategy via Facebook

Operating metrics – 2010 versus 2008

<i>Year ending March 31</i>	2010	2008	<i>% change</i>	From founding (February 1998)
Food baskets	20,643	14,388	43	119,590
Meals served	36,838	31,350	18	188,336
Counselling	2,360	1,266	86	16,550
Volunteer hours	29,211	18,730	56	167,328
Food donations	\$871,935	\$702,584	24	\$5,139,452
Charity value	\$1,535,419	\$1,117,977	37	\$9,141,685

Service increase driven by economic environment with correspondingly higher community support to meet demand

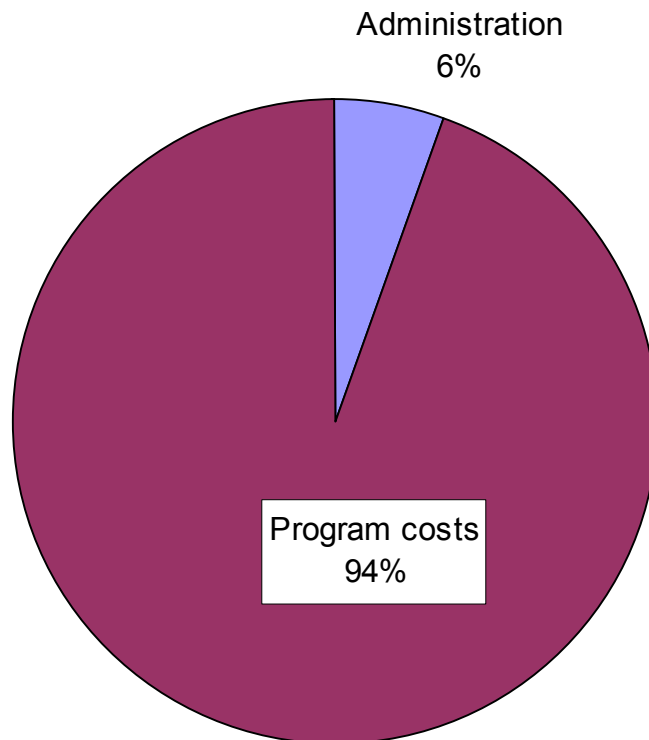
Trends in clients we have assisted



- June includes our 1-2 week annual maintenance shut-down (thus lower)
- Significant sequential increase through July 2009; reflects challenges faced by our clients during the economic slowdown
- Stabilization thereafter to about 45% higher levels versus 24 months ago (March 2008 – 1,029 clients; March 2010 – 1,490 clients)
- 4,708 clients assisted over the year ending March 31, 2010; 15% higher versus 2009 and 27% higher versus 2008
- Increasing mix of seniors and recent immigrants/refugees

Financial stewardship

FYFB Expenditure Breakdown



Year ending March 31, 2010

- Increase in revenues from \$101,963 to \$153,019 comprised of:
 - 18% special events (TTC Blitz, Bowlathon, Queen West Art Crawl)
 - 2% Service Canada (for summer student)
 - 80% individual, foundation and corporate donations (primary growth)
- Spending focused on program delivery (94%) [Average charity spends 65%¹]
- Only 0.2% of Charity value spent on fundraising (2010 expenditures - \$2,774)
- Audited financial statements to be available by September 2010
- 2011 budget of \$164,122; **96%** of which is directed to programs

¹ K.M. Day, R.A. Devlin, *The Non-profit Sector and Public Policy in Canada*. Canadian Policy Research Networks Working Paper #2, 1997

Outlook for fiscal 2011

- **Strategic update session in summer 2010**
 - Establishes framework for business plan/focus areas
 - 9 of 12 opportunities (across 4 broad categories) and 2 of 2 threats identified during October 2008 session addressed
- **Operations**
 - 20% increase in budgeted monthly food purchases and formalize processes to ensure spending is focused appropriately
 - Restart community garden (spring through fall 2010)
 - Deliver more on-site workshops to clients, in conjunction with partner agencies
- **Enhance continuous formal feedback from clients**
 - Discussion groups to be facilitated through spring/summer 2010
 - Subsequent integration of discussion group participants into Steering Committee
 - Survey to commence in September 2010

Mechanisms for ongoing support

- Annual bowlathon (June 17th, 2010)
- Queen West Art Crawl (September 2010)
- TTC blitz (April 2011)
- Corporate and other groups encouraged to volunteer for a day
- Financial donations¹
 - FYFB is a registered charity with the CRA so cash donations receive a tax receipt
 - On-line donations preferred at <http://www.fyfb.com/donate>
 - Checks addressed to the 'Fort York Food Bank' at 797 Dundas Street West, Toronto, ON – M6J 1V2

¹ FYFB purchases food at wholesale prices and our requirements differ day to day because of variability in food donations received. A financial donation can thus make double the impact to our clients versus a food donation and be focused on priorities.