Access Alliance
Multicultural Health and Community Services


















2012–2013 Annual Report

Quality Service Through Innovation and Integration

WELCOME to the 2012–2013 annual report for Access Alliance. Throughout this report, you will read stories from our clients that speak to the impact of our programs and services.

The themes that emerge from the real life examples include *creating opportunities*, *building community*, *belonging* and *the journey to independence*. The individual stories are followed by what the evidence tells us (our community-based research) and our quantitative impact. The result is a snapshot of Access Alliance and how we are fulfilling on our vision of diverse individuals, families and communities achieving health with dignity.





Mission

Access Alliance Multicultural Health and Community Services improves health outcomes for the most vulnerable immigrants, refugees, and their communities. We do this by facilitating access to services and addressing systemic inequities.

Vision

We envision a future in which diverse individuals, families and communities can achieve health with dignity.

Values

- All people should have access to the resources and supports they need.
- Anti-oppression principles strengthen our work.
- The strength and resilience of immigrants and refugees enriches our city.
- Innovation thrives in a diverse environment.
- Diverse sources of knowledge inform our practice.
- Collaboration broadens our impact.
- We are accountable for the provision of high quality services and programs.

Strategic directions

- Promote successful long term integration of immigrants and refugees through targeted advocacy regarding key systemic issues and collaboration.
- Engage local communities to address issues that impact their lives by mobilizing community assets, building capacity and creating connections.
- Ensure service excellence by pursuing funding strategically and by applying evidence, inter-professional practice and effective partnerships in service and program delivery.

Message from our Senior Leaders





As the government of Ontario focusses on the need for improving the quality of health care and primary care restructuring, Access Alliance consistently advocates for the most disadvantaged and marginalized communities in our diverse city. Non-profit organizations in Toronto are struggling within a context of fiscal restraint, where flat-lined funding combined with inflation is eroding the number of programs that are available.

At the same time, the racialization of poverty has been flagged repeatedly by activists and researchers, and precarious employment for new Canadians is becoming increasingly entrenched as a social norm.

Research conducted over the past year indicates that Toronto's labour market has changed dramatically in just a few short decades. The growing proportion of new Canadians in precarious employment has been detrimental to these individuals and their families. However, our society does not have to be this way. There are a variety of solutions that will help mitigate the effects of precarious employment and reduce its growth, in order to make people less vulnerable and communities more resilient. These include:

- Re-framing immigration as a tool for nation-building, as opposed to a means for meeting short-term labour market needs;
- Addressing structural barriers to secure jobs faced by racialized immigrants through more responsive, reflective and equity-driven policies and programs; and
- Adopting a holistic model of care that considers employment outcomes, social integration, lifestyle, mental health, emotional health and physical health concurrently.

By addressing key systemic barriers faced by immigrants, the lives of all families and communities in Toronto will be improved.

Access Alliance's Board of Directors, staff, volunteers, students and engaged community members work together to this end by participating on planning and network tables, launching initiatives that address key issues and responding to community needs. This past year we held a *Community Talks* forum at AccessPoint on Danforth, where participants repeatedly emphasized that employment is a critical factor in the successful integration of newcomers into Canadian society. Our research indicates that precarious employment has a negative impact on health, so we were not surprised that this was also raised in the responses to our AccessPoint on Jane Community Health Survey, in which we spoke to numerous residents, service providers and other key stakeholders.

As we enter into the third and final year of our strategic plan, we are committed to working with community members to support engagement and collaboration in all that we do. Placing clients at the centre of integration has been a driving force and core concept at Access Alliance, and will continue to shape our future priorities and strategies.

Brendan Wong
Chair

Axelle Janczur
Executive Director

Board of Directors (2012-2013)

Brendan Wong (Chair)
Jason Marin Sossin (Vice-Chair)
Leah Dunbar (Secretary)
Terry Guerriero (Treasurer)
Nina Boric
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Hasina Jamal
Ramiro Mora
Nandini Saxena
Birinder Singh

Past members

Michael Isaac
Anita Morris
Johannes Tekle
Sahra Panjwani

Programs and Services

Access Alliance delivers innovative programming in several locations across the city of Toronto to improve the lives of newcomers and racialized people. Our work is collaborative, working with community partners to deliver client-centred, effective and efficient services. Our approach is anti-oppressive, and considers the impact of social determinants (employment, housing, social inclusion, income, equity and education) on peoples' health. Access Alliance strives to engage its members and create welcoming spaces where people and communities can thrive.

Primary Healthcare Services

As a community health centre, Access Alliance provides culturally sensitive and language accessible health care specifically for refugees and newcomers to Canada. Our interdisciplinary team includes diabetes educators, community health nurses and nurse practitioners, physicians, administrative support staff, interpreters, psychiatrists, registered dietitians, registered practical nurses and social workers.

Youth Program

We create fun, safe and engaging programming for youth aged 13 to 24 years. Services include primary health care, one-on-one counseling, peer mentorship, social and life skills workshops, educational sessions, arts, cultural and recreational projects. This program aims to: reduce feelings of isolation and loneliness; connect newcomer youth to opportunities in higher education and employment; provide opportunities for skills building, leadership development and knowledge sharing; make referrals and increase access to resources; provide settlement and orientation support; and much more!

Women and Children's Program

This program supports the health of our communities by working with newcomer women and children aged 0 to 6 years to provide comprehensive and coordinated programs and services. Our team of Health Promoters and Peer Outreach Workers provide health education programs to maintain wellness and prevent illness. Clients get assistance with systems navigation, information and referrals to health and social services, accompaniment and interpretation. We provide workshops and fitness programs, as well as work with individuals, community groups and partner agencies to create a healthy community.

Settlement Services

Access Alliance provides settlement services to support newcomers through the difficult process of adapting to a new country. These services include one-on-one settlement support, a resource centre for newcomers, and newcomer education workshops. Settlement workers provide orientation to Canadian systems, information about rights and entitlements, assistance completing forms and applications, referrals to programs and services, support and advocacy to deal with the effects of migration. Our settlement team works closely with other teams to provide comprehensive care to our clients.

Language Services

This program works to help individuals and companies manage the language barriers they face in the delivery and receipt of services. It is an independent fee-for-service program offering high-quality interpretation and translation services to organizations in the Greater Toronto Area. We recognize that language access is more than a convenience; for organizations, it is a critical component of quality assurance, risk management, and service equity initiatives. The RIO Network is a product of Language Services, providing immediate remote interpretation (over the phone) in more than 180 languages.

Green Access Program

The 6,500 square foot Green Roof at AccessPoint on Danforth is a launching pad for activities and training around the Taylor Massey neighbourhood. The garden is used as an opportunity to strengthen the health outcomes of programs and services at AccessPoint on Danforth. In the interest of "growing a healthy community", this program has a broad goal of community engagement, increasing access to healthy foods, community gardens in which to grow them, and environmental education that is relevant to an inner city context.

Community-Based Research Program

Access Alliance is a recognized leader in Canada for community-based research on the health of newly arrived immigrants and refugees. We do research about the types of health issues faced by newcomers (e.g., diabetes, mental health issues) and also about the social and economic factors that cause these health issues (e.g., poverty, access barriers, language barriers). This research evidence is shared in order to improve healthcare services for newcomers and to overcome the root causes that lead to poor health.

LGBTQ+ Services

Access Alliance offers an LGBTQ+ knowledgeable environment providing programs and services that are LGBTQ+ supportive. Working from an anti-oppressive framework is key to the services provided, creating safe, welcoming spaces to foster healthy communities. Access Alliance recognizes that LGBTQ+ newcomers face particular challenges in a new country. Pride is taken in offering programs and services for LGBTQ+ newcomers that help ease this adjustment.

Access Alliance Service Locations

A 4400 Jane St.

B 1 Yorkgate Blvd.

C 1911 Finch Ave. W.

D 1900 Sheppard Ave. W.

E 761 Jane St.
Access Alliance,
AccessPoint on Jane

F 69 Pritchard Ave.

G 340 College St.
Access Alliance, Central Location

H 519 Church St.

I 24 Mountjoy Ave.

J 747 Don Mills Rd. Suite 200

K 101 Barrington Ave.

L 4 Massey Square

M 2 Cedarcrest Blvd.

N 3079 Danforth Ave.
Access Alliance,
AccessPoint on Danforth

O 3485 St. Clair Ave. E.

P 2555 Eglinton Ave. E.

Q 14 Centre St.

R 4100 Lawrence Ave. E.



The Services we provide

- Health Clinic
- Newcomers Cooking Together
- Diabetes Education Program
- Youth Program
- Women and Children's Program
- Early Years Outreach
- Expressive Arts Program
- Settlement Services
- Language Services
- Green Access Program
- Community-Based Research Program
- LGBTQ+ Services

The access point model is an innovative approach to having clients at the centre of integration that builds capacity and strengthens partnerships. This model takes our services out into the community to the neighbourhoods where people live. This makes for better and easier access to services and strengthens community from within. By putting resources into the community, there is a greater efficiency in time, and clients are more likely to keep appointments and participate in programs.



Creating Opportunities: Vasantha's Story

Vasantha comes from a line of strong women, teachers and advocates. Growing up in Northern Sri Lanka, her childhood was wrought with hardships, violence and loss. As an adult, she and her husband were active with a group that was documenting human atrocities committed as a result of the violence happening in the country. This involvement put them at risk and they were forced to flee their home.

In 2008, Vasantha moved to Toronto. Her life's experience brought her to Canada fearful, feeble and tired. Having decided that teaching was not a viable option for her in Canada, she went back to school to be able to find work in community services. She came to Access Alliance as a placement student in 2012 to work with the Woman and Children's team.

Vasantha came to Access Alliance with her confidence and energy drained from her years of fleeing danger. Through the course of her placement, she was supported by dedicated staff who listened to her and valued her ideas. She regained her confidence, became the lively self she had once been and heard her own voice again. The clients she worked with inspired her and renewed her spirit, reviving her passion for community. Access Alliance was what finally gave Vasantha a feeling of belonging in this her new society and community. Now she truly feels that she is a part of society, and that Canada is home, for her and for her family.

Some of the groups she worked with during her placement were Garden and Goodies (a children's program), the Summer Splash community event, and the Women's Yoga group. Vasantha has now completed her program in Community and Social Work and has found work with a community gardening project as a community animator. Her engagement with Access Alliance continues as she is still actively involved as a volunteer for some of our programs and events.

INITIATIVES TO CREATE OPPORTUNITIES

- Community Speaks
- Diabetes Healthy Living events
- Family Fitness
- Garden and Goodies
- Health Volunteers
- Kids Can Cook
- LGBTQ+ forum
- Preventing Diabetes
- Resource Centre for Newcomers
- Tutor Time
- Volunteer Fair
- Volunteer Opportunities event
- Youth Opportunities Fair

Eat, Learn, Connect for Healthy Living

Eat, Learn, Connect for Healthy Living project created engaging groups for children, youth and adults. Each group combined aspects of mental health promotion, wellness activities, healthy eating, and physical fitness/recreational activities to enhance participants' health in the short-term while building better support for healthy community in the long-term.

One participant shared with the group that his professional goal was to become a certified personal trainer and so he sought out mentorship from the Men's program fitness instructor. This participant led a few small activities at the beginning of each of the physical fitness sessions and then had the opportunity to be a physical activity facilitator at the Taylor Massey Food and Fun Fair event on March 28th, 2013. This professional development would not have been possible had it not been for the supports networks available to the men through the Eat, Learn, Connect for Healthy Living program.

Language Services Toronto

In October 2012, Access Alliance Language Services launched an exciting new contract with Language Services Toronto, a consortium of 19 hospitals and 12 community-based health organizations across Toronto, to provide immediate, over-the-phone interpretation through the RIO network.

Since its initiation, the RIO network has experienced an increase of over 450% in call volume, from an average of approximately 7,000 minutes to 40,000 minutes a month. The RIO network has enabled Access Alliance to increase the breadth and depth of our language access initiatives. Language access is important in ensuring that immigrant and refugee communities are equally engaged in their health and well-being, regardless of the language they speak.

At Access Alliance, we organize events that bring the community together in a safe, welcoming and inclusive environment. This year, almost 2,000 people participated in fun, educational events hosted by Access Alliance across our locations including Pride events, a harvest festival and a holiday dinner.



Building Community: Rejoice's Story

Rejoice is a 20 year old woman and a participant in the Youth department at AccessPoint on Jane. She came to Canada from Namibia a year ago. Rejoice was bored in her early days upon arriving. Being an only child and without other family living close by, she describes her days as just going from school to home and back to school. She says, "I felt like I was nobody, like I was invisible."



Then she was introduced to Access Alliance by one of our Youth Workers while attending the George Harvey Employment Program offered at her school. Through this contact, she learned about all the fun programs offered by Access Alliance to newcomer women her age. She went on to join the Nutrition and Puppetry Program, Creative Spaces Young Women's Program and Learning and Rec, a drop-in group on Thursdays. At Access Alliance, Rejoice has made new friends and has found a place where she feels a sense of belonging. The youth leaders coached her to work together as a team with communication, love and respect.

"I like how everybody has respect for everyone else and there is a good communication between all of us. No one judges you because of your skin colour or where you are from. The programs teach me to know myself better and throw myself out there and explore new things and learn new things. I would like to thank Serena, Ajay and the other youth for their love and respect. If you want to feel at home come to Access Alliance, you are more than welcome."

Rejoice recently had her choice of two job offers for summer employment. She continues to volunteer and participate as a member of the Access Alliance community.

INITIATIVES TO BUILD COMMUNITY

- Arts 4 Equity
- Black History Month celebrations
- Creative Spaces
- Family Portrait Day
- Garden Drop-in groups
- Harvest Festival
- Jane's Walk
- Movie Nights
- Pride celebrations
- Right 2 Eat Right Project
- "River Through Time" Youth Festival
- Summer Splash
- Youth R Us
- Youth X Press TTC Mural Project

Garden and Goodies

In 2012, Garden and Goodies brought together the Women and Children's team with the Green Access team at AccessPoint on Danforth. We offered a hands-on experience for school-aged children to enjoy the outdoor space of the Green Roof, make connections with how food grows, sample healthy snacks from the garden and act as stewards of the space and the environment. From the Green Access perspective, this program was significant in bringing in another department to make full use of the Green Roof and all of its benefits for programs with health outcomes. For the Women and Children's team, Garden and Goodies was a way to pilot programs for school-aged children.

Volunteer Program

Our Volunteer Program supports newcomer communities to enhance their skills thereby enhancing community capacity and social inclusion. As we recruit individuals from the populations we serve, providing opportunities for gaining experience in a Canadian work environment and community engagement is particularly important. Our volunteer program uses an asset-based approach in which there is an organizational commitment to volunteer involvement practices based on social inclusion, empowerment, capacity building and community development, and is focussed on developing people's assets.

This year, the program provided volunteer training, networking opportunities and volunteer positions for 153 individuals. Specific volunteer groups such as the Primary Health Care Volunteers were evaluated for its effectiveness in offering opportunities to develop skills in community health, health promotion and outreach.



"Access Alliance is like a second home. The [youth] program means everything to me. It has provided a lot of opportunities for me to make new friends, and to get volunteer hours. It has helped me to study for school and allowed me to discover Toronto."

—Biba, youth program participant

373

Total youth program sessions

3,550

Youth programs encounters



Belonging Here: Faduma's Story

Faduma* is a survivor of violence, hunger and homelessness. An abusive husband had left her threatened, battered and destitute; suicidal with no clothes, no shoes, and little hope. Then she got connected to the UNHCR and she found her way to Canada.

*Faduma's real name and identity have been concealed

Soon after arriving in 2009, she was referred to Access Alliance. She had been living in a shelter for women and needed to see a doctor. She has since then accessed many different service providers including Physicians, Social Workers, Dietitians and she has participated in a cooking group. Settlement Workers have helped her to apply for ODSP and to respond to requests from Canada Revenue; complex processes that she says she likely would not have managed on her own. Thankful for this support, she says: "I don't know if I would have survived the issues I've been dealing with".

When asked what she likes about coming to Access Alliance, Faduma says her visits with her doctor are a great comfort to her. Dr. Nitti is like family to her in a place where she has no family close by. With her, she can discuss anything. "Access Alliance is a great community centre that supports especially women and children and I am very grateful for that."

The community health centre approach to client centered care is integrative, utilizing internal and partnership resources in order to provide better care. Faduma continues to work towards independence and the services she receives are helping her to get there. She attests that it is thanks to Canada that she is alive and thanks to Access Alliance that she keeps working towards her goals. She has come a very long way to find a safe place of her own.

INITIATIVES TO FOSTER BELONGING

- COSTI GARS clinic
- Cultural Awareness Workshops
- English Conversation Circles
- Flu Clinics
- George Webster Paediatric clinic
- Greenwood Clinic
- Healthy Child Screening
- It's a Girl Thing
- Newcomers Cooking Together
- Smoking Cessation
- Soccer Tournament
- Women's Health Workshops
- LGBTQ+ Yoga and Meditation

Quick Care at AccessPoint on Jane

NIWIC is a partnership between seven Community Health Centres in the west end of Toronto initiated to improve access to basic primary care (episodic) for non-status/non-insured people who are not connected to a family practitioner. While the exact number of people living without recognized immigration status in Canada is unknown, it is estimated that upwards of 50,000 people without official status reside in Toronto.

NIWIC provides effective and financially viable "quick access" to the right care at the right time that helps to keep people without status healthier and able to fully participate as residents of Toronto. In its first year of operation, sexual and reproductive health issues were most often addressed (20.7%), with pregnancy related issues ranked highest in this category. As a result, NIWIC has expanded to include having a midwife in clinic, and new pathways were developed for better access to specialist care, including prenatal/obstetrics. Open only seven hours per week, NIWIC saw more than 900 vulnerable patients this year.

Basketball and Healthy Living

Basketball and Healthy Living was an educational and fun program for young men that combined three priority areas: mental health promotion, sports and recreation, and healthy eating. The program was conceived by our Youth Worker, Khalid after meeting around 10 young men who expressed interest in having such a group that would meet on Saturdays. Youth were engaged in broader topics of health, settlement and peer mentoring. Weekly basketball sessions for these young men led them to take on leadership roles in a larger basketball program as well as sign up to become peer mentors for other newcomer youth.



Access Alliance is often the first point of contact with health services for refugee newcomers in Toronto. Clients are referred to us from immigrant and refugee serving organizations and through our outreach work in newcomer communities. We are structured to address the needs of newcomers during their initial transitional period and to link them to the broader range of health and settlement services.



The Journey to Independence: Pinky's Story

Pinky came to Access Alliance five years ago, pregnant and without status. She had been wrongfully fired from employment that she required in order to maintain her work visa in Canada. With the help of Settlement Workers, she was guided to resources to aid her through this very tough period.

Access Alliance staff helped her to navigate the Canadian system and find financial and legal help. She began attending various workshops and participated in the Expressive Arts Program. Through this group, she was able to meet new people and form healthy, long lasting relationships. She gained public speaking skills and discovered the advocate that lives inside of her.

She continued to be involved with Access Alliance by participating in the Community Works committee (which undertook a review of social assistance programs in Ontario and submitted a brief to a provincial commission). She also volunteered on the United Way's Speakers Bureau, enabling her to share her courageous story. This year, she has been a peer leader for the Knowledge to Action Initiative. In this role, she has helped to deliver workshops and organize community members to meet with policy makers to initiate changes in the state of precarious work among newcomer and racialized communities.

Pinky's journey to independence has brought her to a place where she can recognize herself not as a victim, but as a survivor. She has utilized the resources available to her to improve her life. Pinky is now very passionate about the work of community health centres like Access Alliance and the real impact she has seen on people like her who receive services. Her volunteer experience with Access Alliance contributed to her achieving more secure work in the non-profit sector. She says that Access Alliance provided "a venue for us to do things we never thought we could do" and has led her to know what she wants for herself, her family and her community.

INITIATIVES ON THE JOURNEY TO INDEPENDENCE

- Afterschool Fun and Learn
- Community Resource Centre
- Expressive Arts
- Income Tax Clinic
- Life Skills workshop
- Moms and Kids Dramatic Arts
- More Than an English Conversation Circle
- Yoga for Newcomer Women

The NewTQs Project

The NewTQs Project supported LGBTQ+ (lesbian, gay, bisexual, trans, queer) newcomers in Toronto to access services and receive support while they settle into a new city. Over 60 individual participants were registered into the project and received individual support through their attendance at either the monthly drop-ins or the outings.

Peer Leaders took active roles in program planning and implementation for each project activity, conducted outreach, met with partner organizations and engaged participants and volunteers in activities. In addition to a year of monthly drop-in sessions, participants explored Canadian cultural and recreational spaces with activities that included movies nights, dinner and a trip to the Ontario Science Centre. Two community forums were organized by participants and community partners.

Where Women Work series

Where Women Work are workshops to inspire newcomer young women ages 13 to 24. This series provides an opportunity for youth to meet female-identified professionals in a variety of industries. The idea first came about when our Youth Worker, Jessica, spoke to newcomer young women about need for more female mentors and role models in the employment sector that they could aspire to be like and understand better about which educational pathways to choose to get into those careers. This year, guests included professionals from careers in healthcare, law, business, hairstyling, pharmacy, public safety, sports and recreation and art and design.



"I benefitted by having a safe space to socialize and spend quality time with like-minded people, giving me something positive to remember."

—NewTQs participant

"I liked the group Expressive Art because it makes me be a better person."





Evidence: Supporting the Work We Do

Community-Based Research

Access Alliance is a recognized leader in community-based research on social determinants of newcomer health. The Community-Based Research team had another fruitful year in 2012–2013. Here are some highlights:

- We completed data collection and analysis for our study on labour market barriers facing immigrant women (final report will be released in fall of 2013).
- With funding from City of Toronto's Access, Equity and Human Rights grant, we kick started our Knowledge to Action Initiative.
- We were successful in getting a grant from the Social and Enterprise Development Innovations (SEDI) program for a project on building financial literacy among marginalized newcomers.
- Two of our research collaborations got funded: (i) Agency Data on Migration (ADMIG) Pilot Project (led by Dr. Ann Kim from York University); and (ii) Interactive Computer Assisted Screening for Mental Health (iCAS)—a follow-up to our previous research partnership with Dr Farah Ahmad at York University. This has involved substantial project planning, partnership development, recruiting, training and activities to roll out these projects.
- We had one peer-reviewed journal publication from our Diabetes and Migration study.
- We were invited to write not just one but two book chapter contributions for an edited book on refugee mental health (edited by Dr. Laura Simich and Dr. Lisa Anderson). This book is scheduled for release in fall of 2013.
- We presented at a number of conferences including the Metropolis conference and the Ontario Multicultural Health Applied Research Network conference.
- We supervised practicum placements for research work of eight graduate students this year.
- Based on the recommendations from the Global City report, Toronto Public Health commissioned another report focussed on the health of non-status communities in Toronto.

reSearch for change



Report released early in 2013: contains ten powerful case stories of immigrant families from racialized backgrounds who are struggling to find stable employment in Canada.



How the ideas come together: photo taken from a mind-mapping session with the research team.

Knowledge to Action Initiative

The Knowledge to Action Initiative project was launched to pave the way for a more community-based, engaging and fun way to share research evidence. We took our successful practices in conducting participatory research and applied them to our knowledge exchange activities.

A group of four community Knowledge to Action Leaders who have experienced insecure employment were recruited to collaboratively develop creative and engaging ways of sharing evidence from our research findings about labour market barriers faced by immigrants and racialized communities.

Supported by Access Alliance research staff, the Leaders began intensive training in knowledge exchange, facilitation, and filmmaking, to prepare them to develop and design, from scratch, two public education films and a workshop series.

With the instruction of filmmaker Artist-in-Residence Blanca Marcela Lopez, by March 2013 the team learned about visual storytelling, developing a script, making a film outline and production plan, intro to camera and sound… and was ready to begin filming! With the support of Catalyst Centre trainers, they were also well on their way to designing Knowledge to Action workshops for fellow community members.

The initiative is funded by the Toronto Arts Council and a City of Toronto Access, Equity and Human Rights grant, and continues into autumn 2013.

Our Numbers

Financial Statements (Audited)

Statement of combined Expenditures and Revenue

For the year ended March 31, 2013

Expenditure	2013	2012
Personnel Expenses	5,132,523	5,144,096
Satellite Capital/Leasehold Improvements	0	41,027
Service Delivery	2,367,337	1,095,200
Operating Expenses	1,610,709	1,654,711
Amortization	39,095	38,266
TOTAL EXPENDITURE	**$9,149,664**	**$7,973,300**
Revenue		
Federal Grants	958,232	950,504
Provincial Grants	6,012,940	5,300,471
Municipal Grants	118,858	72,649
United Way Toronto	341,019	339,964
Foundations	139,376	80,080
Fees for Interpretation	1,296,761	895,863
Other	359,582	330,881
TOTAL REVENUE	**$9,226,768**	**$7,940,412**
Total Revenue Including Reserve Transfer	**$9,226,768**	**$7,940,412**
Capital Assets Adjustment	3,957	36,165
Repayment to MOHLTC	0	(167)
Transfers to Restricted Reserves	(81,061)	(3,110)
Total Revenue Minus Adjustments	**$9,149,664**	**$7,973,300**

Funding 2012–2013

		%
Federal Grants		
HRSDC Canada	12,962	
Citizenship & Immigration Canada	945,270	
	$958,232	**10.39**
Provincial Grants		
Local Health Integration Network	5,922,767	
Ministry of Health—HFO	61,340	
Ministry of Tourism, Culture and Sport	28,833	
	$6,012,940	**65.17**
Municipal Grants		
City of Toronto	**$118,858**	**1.29**
United Way Toronto	**$341,019**	**3.70**
Foundations		
Trillium Foundation	135,876	
CHUM Charitable Foundation	3,500	
	$139,376	**1.51**
Fees for Interpretation	**$1,296,761**	**14.05**
Other Organizations	**$114,835**	**1.24**
Other	**$244,747**	**2.65**
TOTAL REVENUE	**$9,226,768**	**100.00**

Client Encounters

Community reach

This year, Access Alliance has expanded its use of online platforms as a strategy to increase community engagement. Through Facebook, Twitter, YouTube, SlideShare and AccessAlliance.ca, we have shared our resources and promoted the work of Access Alliance to start meaningful conversations in the sector. As a result:

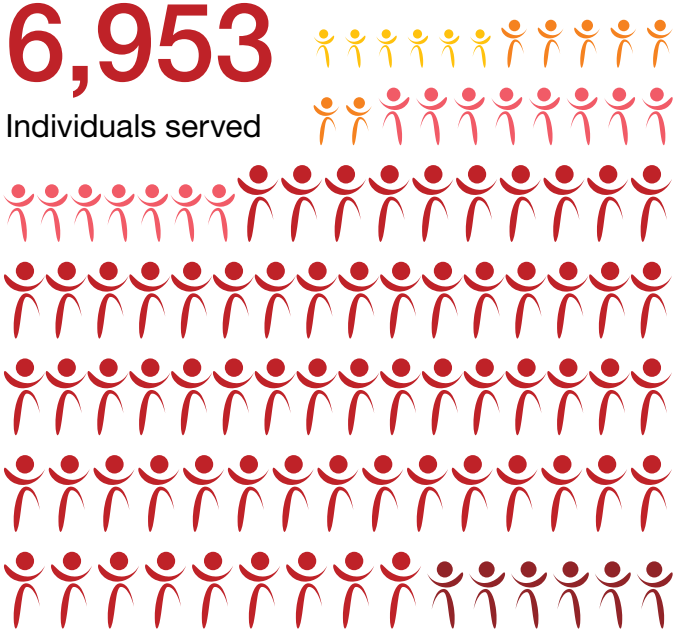
50,000
unique visitors to our website

1,800
Twitter followers

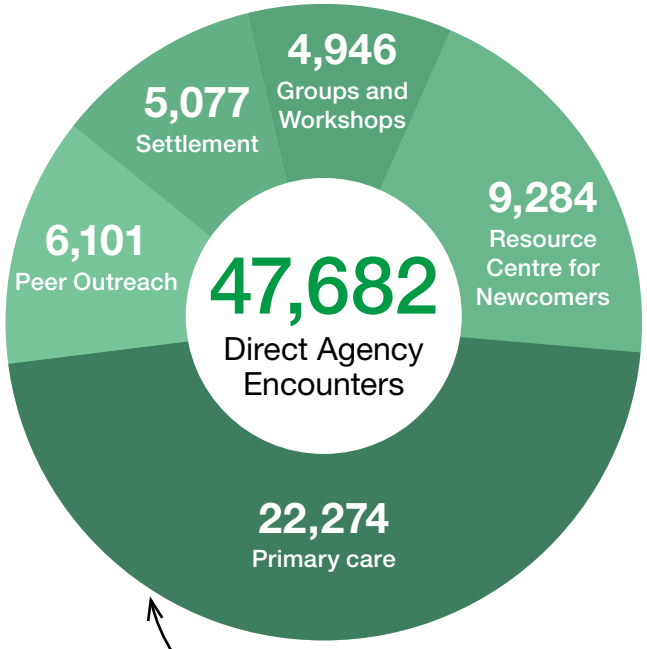
267,000
page views

360
average weekly reach on our Youth Facebook page

6,953
Individuals served



400	468	1,010	4,623	452
Pre-school children (0-4)	School-aged children (5-11)	Youth (12-24)	Adults (25-64)	Seniors (65+)



5,354
Number of primary care encounters with the use of an **interpreter**

Client Feedback

Access Alliance conducts an annual Client Satisfaction Survey. This process of continually receiving feedback from clients allows the opportunity to provide programs and services that meet the needs of the community. The survey asks about accessibility, staff communication, quality, impact, overall satisfaction and anti-oppression. From a cross section of clients across our three locations, here are some of the findings in 2013:

89%
agreed that Access Alliance's programs and services helped them improve their health and well-being

94%
of clients surveyed said that Access Alliance's programs and services met their needs

94%
agreed that Access Alliance has had a positive impact on their community

93%
always feel comfortable and welcome at AccessPoint on Danforth Ave.

97%
always feel comfortable and welcome at AccessPoint on Jane St.

96%
always feel comfortable and welcome at 340 College St.

We're listening! Access Alliance values feedback about our programs and services. We are working with our communities to be sure our approach is client centred and evidence informed.

Team Acknowledgements

Volunteers and students are valued members of the Access Alliance community. This year, they collectively contributed more than 10,000 hours of their valuable time and expertise! As a thank you, this year we celebrated these remarkable contributions with a bowling party.







Staff

Eden Abraham
Wisal Abugala
Antonia Aleluia
Yetnayet Alito
Lindsay Angelow
Naghma Anwar Ali
John Anyachor
Jennifer Atkins
Rabab Awad
Sakshi Awasthy
Anabela Azevedo
Shankari Balendra
Anjana Baral
Violetta Barczay
Khalid Barra
Nahom Berhane
Nomaan Butt
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Judith Cantwell de Macz
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- Centre for Urban Health Initiative (CUHI)
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- Toronto Arts Council
- Toronto Public Health
- United Way of Greater Toronto

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