



ANNUAL REPORT | 2008–2009

Executive Report

Last year at this time, we talked about an exciting future for Windfall. Well, what a difference a year makes. But not, perhaps, in the way that you might expect ...

Yes, the past year has been tremendously difficult. Yes, our funding is suffering some of the same stresses being felt throughout the sector; though our loyal funders have stayed by our side. And yes, we've taken some difficult steps to continue to live within reduced means. But let's be clear; Windfall's future is more exciting than ever. In fact, we're not just talking about an *exciting future*, we're talking about a *brilliant future!* First off though, some reflections on this past year's challenges.

The recession and financial turmoil of the past year have impacted upon the entire spectrum of Windfall's funding partners; from the many supportive foundations to the generous individuals and businesses that we are proud to have with us. In addition to having an effect even within the year recently ended, the uncertainty of our partners' future giving abilities going forward has impacted upon our ability to aggressively increase our services. This is disheartening because the need is greater than ever.

We have accordingly redoubled our efforts to ensure our financial security. We are working hard to strengthen existing partnerships and to find more partners. We are adding exciting new events that promise to increase our ability to spread the word about Windfall's work as they add to the diversity and stability of our revenue stream. We are dedicating significant energy to attracting new support from individuals and businesses alike.

This past spring, we took the difficult but prudent step of restructuring our staff positions (Windfall's single biggest cost item) resulting in reduced payroll costs and increased efficiency. While these changes were difficult on a human level, they aligned our costs more closely with our expected revenues, allowing us to carry on our work through—and well beyond—these difficult times. To all our funders, donors, volunteers, partner agencies and staff who worked with and supported us in these changes, a heartfelt *THANK YOU*.


Amidst all this, the work went on. In partnership with 90 agencies across the GTA, we delivered over \$14,000,000 worth of *new* clothing, basic-needs items and school supplies into the hands of approximately 64,000 residents living in poverty and/or crisis. But it's still not enough. The demand for our services grows daily.

So then, what does the future hold? As noted above, our future is nothing less than *brilliant*. Consider how *brilliant* is defined in dictionary.com:

1. shining brightly; sparkling; glittering; lustrous
2. distinguished; illustrious
3. having or showing great intelligence, talent, quality
4. strong and clear in tone; vivid; bright
5. splendid or magnificent

And Windfall's future is all of these things. Even as we mark the passage of another year at our AGM, Windfall's Board of Directors is beginning its *Brilliant Future* strategic planning process, readying the organization to help more people in need than ever before.

We choose to see beyond the current financial challenges. We choose not to despair or lose hope. We choose to be ready, to do more with less and to do it better than ever. We *insist* on doing so. And we think that is *brilliant*.



William Harper, Chair, Board of Directors



Helen Harakas, Executive Director

Chair's post-script: In a year of extraordinary difficulty, Helen Harakas' continuing contribution to Windfall deserves particular mention. She brought compassion, drive, insight, and sensitivity to the many challenges we faced. Thank you Helen!



Team members from Community Living Toronto

Annual Program Statistics

Number of clients served: **64,000**

Clothing and other items distributed: **346,300**

Retail Value: **\$12,000,000**

Clothing and other item donors: **204**

New donors: **85**

Volunteers: **65**

Volunteer hours: **3,250**

Community Living Toronto (CLT) program participants: **12**

CLT program hours: **8,500**

Visitors to event websites: **15,700**

Visitors to Windfall website: **30,000**

Partner Agencies

Employment Services

A.L.D.E.R. Centre
A-Way Express Courier
Community Living Toronto - S.W.A.C.C.A.
Community Microskills Development Centre
Completing the Circle - The Career Foundation
Corbrook Employment Services
COSTI Employment Centre
Dixon Hall - Career Steps
Gateway Café
Humewood House - School Program
J.V.S. Women in New Roles
Northwood Neighbourhood Services
The Learning Enrichment Foundation
Y.W.C.A. Employment Focus Program
Y.W.C.A. L.E.A.P. Program

Women's Shelters & Programs

Fred Victor Women's Hostel
Toronto Friendship Centre - Women's Program
Margaret Frazer House
Margaret Frazer House - After Care
Margaret Frazer House - Supportive Housing

Men's Shelters

Dixon Hall - School House Shelter
Native Men's Residence - NA-ME-RES

O'Neill House – Seaton House
The Good Shepherd Centre

Women's & Children's Shelters/Programs

Ernestine's Women's Shelter
Humewood House - Residential Program
June Callwood Centre
Massey Centre for Women
Robertson House - City of Toronto
Rosalie Hall
The Macaulay Child Development Centre
The Redwood Shelter
Yorktown Women's Shelter
Y.W.C.A. - Arise Shelter
Y.W.C.A. - Beatrice House
Y.W.C.A. - Women's Shelter

Family Shelters

Birkdale Residence - City of Toronto
Toronto Community Hostel - City of Toronto

Youth Shelters

Community Youth Programs Inc.
Eva's Initiatives - Eva's Phoenix
NA-ME-RES - Tumivut Youth Shelter
Pelletier Homes for Youth
Second Base Youth Shelter

Youth Without Shelter
Y.M.C.A. House
Youthlink

Health Services

Archway – CAMH
Community Living Toronto - Adult Services
George Herman House
Jean Tweed Centre
Ingles House
Loft Community Services - McEwan House
Loft Community Services - St. George's House
Mainstay Housing
Parkdale Community Health Centre
Prisoners with HIV/AIDS Support Action Network
Sound Times Support Services
The Teresa Group

Community Services

Agincourt Community Services Association
Alexandra Park Community Centre
Community Action Resource Centre
Corvette Family Resource Centre
Eastview Neighbourhood Community Centre
Faith Sanctuary
Harbourfront Community Centre
More Than Child's Play
New Circles Community Services
Parkdale Activity Recreation Centre

River Oak Parent Child Centre
San Romanoway Revitalization Association
Scarborough Housing Help
South Asian Family Support Services
St. Felix Centre
The 519 Community Centre
The Scott Mission
Toronto Kiwanis Boys and Girls Club (Gerrard)

Settlement Services

COSTI Reception Centre
Flemingdon Neighbourhood Services Settlement
Program
Northwood Neighbourhood Settlement Service

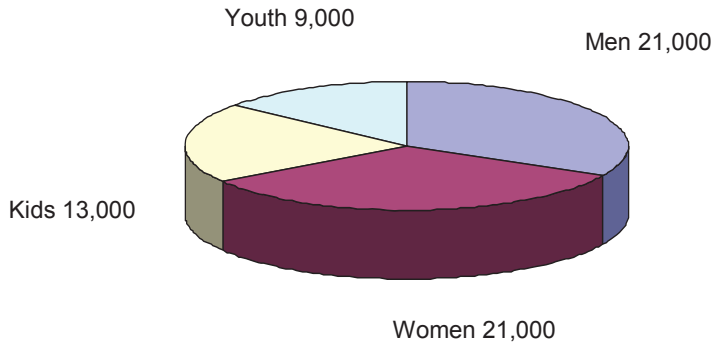
Outreach Programs

Brotherhood of Christians Centre
Connect Counselling Services - CHC
Fred Victor - Women's Day Program
Humewood House - Counselling Services
NA-ME-RES - Street Help
Sistering - Outreach Program
Toronto Friendship Centre - Drop In
Toronto North Support Services

Half-Way Houses

Matt Talbot House I & II
St. Michael's Halfway Homes I & II

Clients Served



Individual Donors (\$250+)

Rick Archbold
Susan Barrable
Jennifer Campbell
Joan Clayton
Justin Dupas
Fyaz Faisal
Rick Feldman
Terry Haas
Jennifer Harding
William Harper
Daniel Kennedy
Malcolm & Ina Levin
Eleanor McCain
Tristan Michela
Chris Nalborczyk
Cy Richardson
Jill Richardson
Himesh Singh Ghai
John Went
William P. Wilder

Corporate and Event Support (\$1,000+)

ABN AMRO Bank
Agency Vert
Alterna Savings
Amber Lounge
Bayview Village Shopping Centre
Blog TO
BMO Financial Group
Cadillac Fairview
CBS Outdoors
Chairman Mills
CIBC
College of Physicians & Surgeons of Ontario
Daniel Espinosa
Davis + Henderson
Distillery Historic District
E.L. Productions
Encore Catering
Evian
Fashion Magazine
Franco Mirabelli Design Inc.
Freedom Financial
Globe and Mail
Harlequin Enterprises
Havergal College
HIP Publishing

HS & Partners LLP
Humbervale Montessori School
Joel Mechanical
Mill Street Brewery
Motion Clothing Co.
MSCM LLP
Muzik Nightclub
NOW Magazine
Oakwood Collegiate
One Stop Media
Ontario Credit Union Charitable Foundation
P&G Beauty
PLM Group
Sheddoesthecity.com
Sky Vodka
Spade Magazine
State Street Trust Company Canada
Steelesview Public School
Stikeman Elliott LLP
Stonegate Private Counsel
Sugino Studios
TD Bank Financial Group
Vita Integration Health Clinic
XOXO (Andrew Peller Ltd.)

In-kind Donors

Active America Corp.
Additionelle
Adele Wechsler
AECOM
Agnes Bridal Boutique Ltd.
Alan Marks Agency
Amanda-Lina's Sposa Boutique
Ross Arbuck
Arpies Hair & Beauty Centre
Ash City
Baby on the Hip
Bargains Group
Beker Fashions
Benetton
Bergstrom Originals
Bic Inc.
Bliss Bridal Boutique
BMO - Retirement Marketing Group
Boom Marketing
Brenda Beddome
Brian Bailey-Brighton Inc.
Mary Kay Bride
Lillian Brown
Canadian Foundation for Aids Research

Cantafio Sales
Chip Chic
Chris and Tina's Bridal Boutique
Cleerview Group Inc.
Codi Sales Agency
Commesse
Copley Apparel Group
Corbo Studio
Dagg & Stacey
Dekade
Delphic Clothing
Diva Plus Inc.
Duet Designs
Eagle Beaver Sports Limited
Ellen Margaret Moody
Ellis Bridal
Esquire Clothing
Esselte Canada Inc.
Ewanika
Facin Shoes
Felicia's Collection Boutique
Joseph Filipovic
Fine Line Imports Inc.
Florian Clothes

Franco Mirabelli Design Inc.
Gap Inc.
Jennifer Germann
David Glick
Globe-Link Sourcing Inc.
Gloria Morris Agency Inc.
Grafton Fraser Inc.
Alan Gravitas
H. A. Sheldon Canada Ltd.
H&M Hennes & Mauritz Inc.
Haggar Canada Co.
Aida Harounian
Hatley Boutique
Hillcrest Progressive School
Hoa Bridal
Hop Lun U.S.A. Inc.
Hot Cool Wear
House of Spy
i Clothing Co.
Images That Suit
International Clothiers Inc.
Johnson & Johnson Inc.
Adam Kafka
Kaleidoscope Entertainment Inc.
Jenny Kandel-Lieberman
Kanetix Ltd.
Kew Park Montessori School

Kim K. Crawford Agency
Kimina Fashion
Kingly
Kloz Inc.
Kobe Sportswear Int.
Peggy Krehm
L' Engage de la Mode Inc.
La Manna Fashion for Men
Ann Marie Lau
Lesniak Sales
Lexier International
Linda Lundstrom Inc.
Lux & Luster
Madly Marvelous
Cathy Mainella
Marilee's Bridal & Eveningwear
Maureen Rankin Agency
Melmira Bra & Swimsuits
Morri Memar-Makhsous
Mendocino
Minnow Maternity
Mode Susan
Moka Collection
Montessori Works
Moores
Narnia
National Public Relations

North American Paper Products
North Liberty Properties
NWL
Oceanic Commercial Inc.
Olana Zylak
Orillia Golf & Country Club
Outback & Co. Inc.
Oxford University Press
Peach Tree Originals Inc.
Penny Brown
Periphery
Petticoat Lane
PHT Ltd.
Posh Boutique
Price Roman
Primavera Fashions
Quick Flash Apparel Ltd.
re: Creation Design
Redpoint Ventures
Rhonda Maternity
Steven Rosenhek
Safe + Sound Safetywear
Sally Fourmey & Associates
Salon Collage
Sanmar Canada
SBC Clothing Inc.
Scholastic Canada

Sea Extracts Canada Inc.
Seacorp Imports
Serendipities
Shnier Step Ahead
Simon Says...
Simply Casual
Snug As A Bug
Sportables Fine Clothing Ltd.
Spring Canada Ltd.
Star Academy
Jody Steinhauer
Stephan Caras Designs Inc.
Studio 49 Inc.
Supreme International Co.
Cheryl Taback
Tabi International Corporation
tableclothsetc.com
Tail Wags
Taste Cafe
Texport Trading Canada Ltd.
The Candi Factory
The Embroidery Studio
The Workboot Store
Thee Lingerie Shoppe
Think Twice
Three Wild Women
Tilley Endurables

Timberland
Timeless Brands Inc.
Toronto Grace Fashions Inc.
Toronto International Film Festival
Travelway Group Int.
Trimfit Co. Ltd.
Miro Turcaj
UNICEF Canada
Uniqueform
Uvex Toko Canada Ltd.
Samuel Warner
West Humber C.I.
White Toronto
Wilma B Fashions
Wing Son Garments Ltd.
WINNERS
WWF Canada
Y.M. Inc.
Zebra Pen Canada Corp.

and many anonymous donors



A peek inside a Remco truck

Condensed Statements of Revenue and Expense

For Year Ended April 30

	2009	2008
REVENUE		
Donations	\$304,525	\$352,728
Special Events	147,488	123,266
Project grants	111,550	25,131
Agency applications	100	9,100
Interest	<u>2,873</u>	<u>4,939</u>
TOTAL	<u>566,536</u>	<u>515,164</u>
EXPENSES		
Salaries & benefits	285,528	217,326
Warehouse and program	92,104	115,379
Occupancy costs	68,953	60,563
Special events	61,202	57,772
Office and general	36,881	27,149
Project direct costs (HPI)	10,077	1,030
Telephone	5,972	5,364
Equipment lease & rental	5,725	4,161
Courier and postage	4,287	4,785
Professional Fees	3,582	4,452
Bookkeeping	2,414	1,339
Public Awareness	<u>61</u>	<u>10,300</u>
TOTAL	<u>576,786</u>	<u>509,620</u>

Excess of Revenue over Expenses	(10,250)	5,544
Net assets, beginning of year	<u>161,386</u>	<u>155,842</u>
NET ASSETS, End of Year	<u>\$151,136</u>	<u>\$161,386</u>

STATEMENT OF FINANCIAL POSITION	2009	2008
As at April 30		
ASSETS		
Current Assets		
Cash	\$142,320	\$198,661
Accounts Receivable	15,505	30,413
Prepaid Expenses	<u>7,844</u>	<u>5,585</u>
	<u>\$165,669</u>	<u>\$234,659</u>
LIABILITIES AND NET ASSETS		
Current Liabilities		
Payables and Accruals	\$6,533	\$31,773
Deferred revenue		<u>33,500</u>
	6,533	65,273
Deferred capital grant	<u>8,000</u>	<u>8,000</u>
	<u>14,533</u>	<u>73,273</u>
Net Assets		
Operating Reserve	150,000	150,000
Unrestricted	<u>1,136</u>	<u>11,386</u>
	<u>\$151,136</u>	<u>\$161,386</u>
	<u>\$165,669</u>	<u>\$234,659</u>



Volunteers, Ravinder, Joe and Paul - our renovation masters

Foundation Support

Harold E. Ballard Foundation
E.W. Bickle Foundation
BMO Fountain of Hope Foundation
Boland Foundation
Charger Foundation
City of Toronto – HPI Grant
Conn Smythe Foundation
Dr. Geoffrey R. Conway Foundation
EJLB Foundation
Harry E. Foster Foundation
Wolfe and Millie Goodman Foundation
Audrey S. Hellyer Foundation
Charles H. Ivey Foundation
Marion Ethel & Frederick John Kamm Foundation
Ben & Hilda Katz Charitable Foundation
Henry White Kinnear Foundation
George Lunan Foundation
Maitland Foundation
Mackenzie Financial Charitable Foundation

Masonic Foundation of Ontario
McLean Foundation
Catherine and Maxwell Meighen Foundation
F.K. Morrow Foundation
Ontario Trillium Foundation
Philip Foundation
RBC Foundation
Nick & Lynn Ross Charitable Foundation
Rotary Club of Toronto Charitable Foundation
St. Andrew's Charitable Foundation
Sifton Foundation
Sprott Foundation
Steelcase Foundation
Tippet Foundation
Toronto Community Foundation - Jo's Snowflake Fund
Toskan Foundation
United Way of Greater Toronto - Winter Relief Grant
G.H. Wood Foundation
Zukerman Family Foundation



Buy Design host, Adrian Mainella (l) with Co-chairs

Windfall Board of Directors

Bill Harper, *Chair* – President, William Harper Associates

Anne Jeffers, *Vice-Chair* – Intake/Outreach Coordinator, Dixon Hall: Career Steps

Jennifer Campbell, *Secretary* – Marketing Director, Canada Post

Fyaz Faisal, *Treasurer* – Senior Financial Analyst, TD Bank Financial Group

Marsh Birchard – Partner, Motion Clothing Co.

Justin Dupas – Charity & Non-Profit Advisory Group Sales Rep, Colliers International

Jennifer Harding – Senior Manager, TD Canada Trust

Donna Harrow – Executive Director, Alexandra Park Community Centre

Jamie Hengartner – Program Manager – Customer Strategies & Programs, BMO

Himesh Singh Ghai – Associate, Stikeman Elliott LLP

Bob Kirke – Executive Director, Canadian Apparel Federation

Tralee Pearce – Writer, Globe and Mail

Jill Richardson – Retired School Principal



The WW4W celebrity poster on the TTC

Windfall's Programs

WINDFALL BASICS

- Clothing Basics
 - *basic clothing, e.g. underwear, socks, t-shirts, jeans, sweats, tops, pants, sleepwear, sweaters*
- Work Basics
 - *job-related clothing, e.g. suits and general labour items, e.g. work boots, outdoor work wear*
- Winter Basics
 - *winter coats, boots, hats, mittens, clothing, accessories*
- Personal Basics
 - *shampoo, soap, razors, toothbrushes, toothpaste, deodorant, moisturizers*
- Home Basics
 - *housewares, pots, pans, dishes, utensils, blankets, pillows*

KIDS' BASICS

- Clothing Basics: Kids
 - *basic clothing, e.g. underwear, socks, t-shirts, jeans, sweats, tops, pants, sleepwear, sweaters*
- Winter Basics: Kids
 - *snowsuits, jackets, boots, hats, mittens, clothing*
- School Basics: Backpacks
 - *backpacks full of school supplies, e.g. pencils, binders, calculators, dictionaries, tissues, hand sanitizers*
- Comfort Basics: Jo's Snowflake Program
 - *backpacks full of comforting items, e.g. pajamas, slippers, toothbrushes, toys, books for kids entering shelters*

EMPLOYMENT BASICS

- Community Living Toronto Partnership: job training placement for people with intellectual challenges
- Clients placed from job training agencies to learn skills in warehouse and/or administrative capacities

Staff

Helen Harakas, Executive Director
Patrick Williams, Operations Manager
Cindy Roemer, Fundraising Manager
Alessia Pugliese, Events/PR Manager
Kelly Carmichael, Events Manager

Community Living Toronto On-going Program Participants

Oral C., Warehouse Assistant
Peter K., Warehouse Assistant
Mike R. Warehouse Assistant
Rosemarie Alegbe, Placement Supervisor

On-going In-kind Service Donors

Chris Steer Insurance
Harmony Printing
Marcam Printers
Remco Group



Oral C. (I) with staff from River Oak Parent Child Centre

Mission Statement

Windfall acquires new clothing and other basic-needs items and distributes these items to social service agencies for the purpose of alleviating poverty and fostering human dignity. Consequently, Windfall raises awareness of poverty as a social issue.

Vision Statement

All the people in the communities we serve have the basic necessities for a dignified life.



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