



# MISSION, VALUES AND ENDS

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## MISSION STATEMENT

Hamilton Urban Core Community Health Centre is committed to providing our community with the highest level of primary health care, education and advocacy, especially with those individuals in our community who face barriers to improving their health and well-being.

## VALUES & BELIEFS

We believe that...

- all people have a right to be treated with dignity and respect
- primary health care and services must be accessible, available and appropriate, and be directed towards addressing the specific issues of people who experience barriers to access
- all forms of oppression including racism, sexism, ableism, heterosexism, ageism, classism and economic oppression impact on the health and well-being of individuals and communities
- people essentially have an understanding of their own health and health needs, and have the right to informed choice
- focusing on the most disadvantaged will benefit everyone in the community and society.

## ENDS STATEMENTS

Because Hamilton Urban Core Community Health Centre exists people are healthier with no barriers to health and well-being.

Our highest priority is that those living in poverty will have their health needs met in a welcoming environment that is easy to access.

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## THE CHC MODEL OF HEALTH AND WELLBEING

The Values and Principles that unite:

- Highest Quality People and Community Centered Health and Wellbeing
- Health Equity and Social Justice
- Community Vitality and Belonging

The Attributes:

- Anti-oppressive and Culturally Safe
- Accessible
- Interprofessional, integrated, coordinated
- Community-governed
- Based on the Social Determinants of Health
- Grounded in a Community Development Approach
- Population and Needs-Based
- Accountable and Efficient

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***“We are now faced with the fact that tomorrow is today. We are confronted with the fierce urgency of now. In this unfolding conundrum of life and history, there "is" such a thing as being too late. This is no time for apathy or complacency. This is a time for vigorous and positive action.”***

-Martin Luther King Jr.

## A FEW CORE FACTS

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In the past year.....

- 92% of Hamilton Urban Core clients have income level under \$19,000 per year
- 738 preventive oral health services were provided to individuals
- 24 oral health presentations made during the year were attended by 1,053 people. Oral health presentations were made at schools, ESL programs and various community locations across the city
- 181 men successfully completed the Anger Management for Men Program
- 132 Street Drop In sessions were held
- 83 diabetes education awareness sessions were provided
- 132 individuals attended the Inner City Chiropractic Clinic and received 553 Chiropractic services in a 7 month period
- 649 individuals visited the Chiropodists at the Centre's Healthy Footprints program and 1,743 foot care services were provided
- 570 people accessed the ID Clinic and 1,216 services were provided in helping people to acquire or reclaim essential identification documents needed to access health care, income, employment and so on
- 468 new immigrants accessed the Health in Settlement program for one-on-one services. 76 group sessions were also held with 1,049 participants
- 81 individuals accessed the Healing Touch program and received one-on-one reflexology services. The Healing Touch program is part of the Centre's approach to mental health and wellness, stress reduction and pain management. 22 group sessions were also held with 226 participants
- 86% of the primary health care clients accessing Hamilton Urban Core are living with chronic disease or a chronic health condition
- And there was 1,743 service encounters for clients living with chronic pain

## REPORT FROM THE CHAIR

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Being responsible for the governance of an organization is an awesome and incredibly inspiring role. Boards of Directors across all kinds of businesses, non-profit and for-profit alike, are held to a standard of accountability that we support and welcome. As a Board we are deeply invested in ensuring that the people and communities served by Hamilton Urban Core have their voices heard where they might otherwise not be heard, their needs met where they choose and that there is equitable opportunities for health and wellbeing. It is important that the Board represent these interests appropriately and with conviction.

During the year several reports reminded us with startling detail of the importance of our inner city health centre, and of the challenging task of changing hearts and minds. Reports confirmed that 85% of those coming to Hamilton Urban Core were living at or below the poverty line; 62% were living with more than eight concurrent, chronic and complex health conditions, nearly 20% more than the closest comparator centre. This served to underscore our compelling need for a new building and adequate resources for Hamilton Urban Core. The Board is fully committed to continuing our efforts in this regard in the upcoming year.

As the governing body the Board of Directors using the policy governance framework is forward thinking. Over the year we examined the realm of fundraising and resource development, improved our understanding of quality improvement and its connection to our governance responsibilities resulting in a well-rounded quality improvement plan and we began the journey of reviewing and renewing our mission. We believe this renewal will serve the Centre well for many years.

I have enjoyed working with the Hamilton Urban Core Board members over the past year. They are a dedicated and committed group of people. Sadly, we say good-bye to Tony Iavarone as he is leaving the Board this year. We very much appreciate Tony's participation on the Board and will miss his lively contribution.

On another note I am very happy to extend a warm welcome to two new Board members: Rob Braley and Tracee Lee-Holloway. We look forward to their involvement on the Board and their contribution in moving our strategy forward.

On behalf of the Hamilton Urban Core Board of Directors, I would also like to extend a note of thanks to everyone involved with the Centre for the role that you play in helping Hamilton Urban Core to fulfill its mission. We look forward to continue working with all of you towards our common goals.

Jane Mulkewich  
Chair, Board of Directors



## HAMILTON URBAN CORE STAFF TEAM



Denise Brooks, Executive Director • Andrene Bartley, Community Health Worker • Angela Carol, Physician • Avesta Tokhai, Primary Care Nurse • Bianca James, ID Clinic Admin Support • Carrie Millette, Office Administrator • Edna Apeakorang, Social Worker • Faye Bittner-Becker, Primary Health Care Nurse • Floydeen Charles-Fridal, Community Health Worker • Gavin Badyal, Chiropodist • Gerardo Mansang, Art from the Heart Coordinator \*\* • Haidar Farran, Community Oral Health Coordinator • Jennifer Black, Receptionist / Secretary • Jo Savelli, Nurse Practitioner • John Infanti, Chiropodist • Juan Carlos Veliz, Community Health Worker • Lauren Evans, Nurse Practitioner • Luz Hernandez, Receptionist/Secretary • Liz Kinka, Nurse Practitioner • Lucy Titley, Admin Support ID Clinic and HSP • Maciej Kowalski, Community Health Programs Manager • Madeline George, Medical Secretary • Miklos Favics, Reflexologist\*\* • Mimoza Hizmaj, Health Settlement Counselor • Myrna Rivera, Health Settlement Counselor • Nadine Favics, Community Developer \*\* • Sherri Case, Early Child Development Worker • Sneha Vora, Physician Assistant • Souhaila Dihaini, Community and Client Engagement Coordinator \*\* • Rehuda Jack-Caesar, Administrative and Client Support \*\* • Ruth Gavin, Finance Support \*\* • Tibor Lukacs, Cross Cultural Healthcare Program Coordinator • Vikas Sood, Information Systems Analyst • Yvonne Warren, Medical Secretary

\*Contract ended/ Resigned during the year

\*\* Contract /project staff

## REPORT FROM THE EXECUTIVE DIRECTOR

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Hamilton Urban Core has been working with individuals and families across the city since 1996. Our client community is comprised of people who without access to the health services, programs information, resources and supports would continue to experience the debilitating impact of poverty, isolation, social exclusion and indifference. Experience tells us that the most vulnerable in our community, those struggling with mental illness, addictions, homelessness, racism, isolation are most likely to fall through the cracks and more often than not are left behind. Throughout the year we continued to act on our highest priority so that those living in poverty would have their health needs met in a welcoming environment. In doing so we embraced five operational priorities to guide our work that include:

- *Data Integrity & Quality*

Consistent high quality of data /information that reflects the Centre, services and clients

- *Inter-professional Team Development*

Engage in learning and service activities to support and enhance skills within and across teams

- *Health Equity*

Focus on facilitating access and addressing the health / social needs/issues related to the most marginalized and vulnerable populations

- *Community & Client Engagement*

Facilitate self management and development and capacity building partnerships and collaborations with clients and the community

- *Chronic Health & Social Conditions*

Implement effective strategies to improve service/supports for clients with chronic, complex health and social conditions

With such limited resources we recognize the importance of collaborating and partnering with other agencies and providers to ensure that people have access to the quality services they need and that providers roles are enhanced through expanded capacity. Highlights of some of our exciting activities include partnerships with:

- Local Chiropractors for free services through the innovative Inner City Chiropractic Clinic
- Contact Hearing for onsite free hearing tests, cleaning and counseling
- The Mobile Cancer Screening Program to improve access to cancer screening
- The Islamic School of Hamilton for a Wellness Fair Day for children and youth
- Hamilton Church of God for a Diabetes Education and Wellness Fair
- 15 diverse community organizations leading to the development of the Hamilton Urban Core Community and Client Engagement Advisory Network

Fiscal 2012/2013 has been a positively challenging year as we continued to focus on our capital project. We are thankful to our service partners, community agencies and concerned individuals for your unquestionable commitment to our goal. We hope that the next year will be one of positive change and the realization of our goal. Hamilton Urban Core is a strong organization due to the dedicated and committed staff who, even in the most untenable of situations, continue to provide high quality service to those who need it most. Together, surely, we will move forward!

*Denise Brooks*  
Executive Director

## PROGRAMS, SERVICES & ACTIVITY HIGHLIGHTS

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### Community Oral Health Program



The Community Oral Health Program has been offered by Hamilton Urban Core for the last 15 years. The purpose of the program is to enable people in our community to increase control over the factors that affect their oral health. The Program aims to improve the oral health and wellbeing of individuals and groups that lack access to adequate oral health care, services and information. During the year the program delivered 24 group education and outreach activities that were attended by 1,053 participants. During the same period 738 preventive oral health services were provided to individuals.



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### Inner City Chiropractic Clinic

The Clinic is the result of a dynamic partnership between local chiropractors, under the leadership of Callum Peever, and Hamilton Urban Core. Since September 2012 the Clinic has provided free chiropractic services on-site at Hamilton Urban Core. The goal of the Clinic is to improve the quality of life for the most vulnerable and marginalized through providing accessible, quality chiropractic services. Unique to this model is the people-centered approach that engages chiropractors with a client population who may otherwise not have interacted with each other. Over a seven month period 553 free chiropractic services were provided to 132 individuals that reported improvement in their overall health and wellbeing.





## PROGRAMS, SERVICES & ACTIVITY HIGHLIGHTS

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One of the biggest factors that contributed to the program success is the fact the program is located in a Community Health Centre that uses inter-professional approach to health and wellbeing. This approach to working with the clients provides additional supports and ensures that the client receives best possible service. Health in Settlement Program is fully integrated into Hamilton Urban Core Community Health Centre and it continues to grow as a program and a settlement resource for new Canadians. During this fiscal year, Issues that were unique to the client were identified and 468 clients received focused interventions that were designed to address the needs of the clients. In addition, 41 group information/education sessions related to the mental health and wellbeing were attended by 1045 individuals. Newcomers participated in activities that were designed to providing newcomers with information about community during special community events and creating opportunities for increased client participation.

### Health in Settlement



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### Harm Reduction

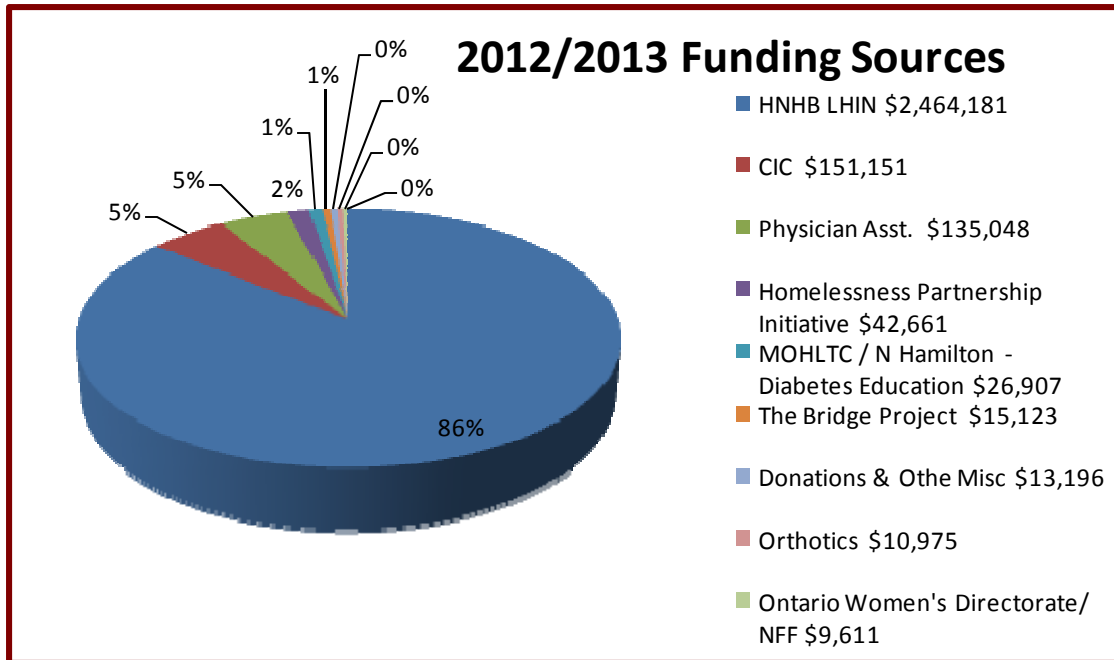
Hamilton Urban Core offers Needle Exchange Services as part of its Harm Reduction Program. These services are offered at Hamilton Urban Core and in partnership with Hamilton Public Health Department. Needles Exchange Service is aimed to reduce rates of infection amongst intravenous substance users. During 2012-2013 fiscal year, over 89,000 clean needles were provided to individuals accessing the service. During the same period of time over 30,000 thousand used needles were returned and safely disposed of by our needle exchange service. Information about community resources, safe practices and supports for individuals contemplating reduction of use is also provided

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*"Illicit drug use is frequently associated with serious health, social and fiscal consequences. People who use drugs are more likely to become infected with HIV and hepatitis C, and, if infected, suffer disproportionately poor infection-related health outcomes."* (E. Wood, British Columbia Medical Journal)

*"Needle and syringe programs (NSPs) aim to reduce the negative consequences of injection drug use by, among other things, providing sterile injection equipment so that people do not inject with used syringes that may be contaminated."* (Canadian Medical Association Journal)

## FUNDING



## Seven Attributes of Health Equity

Acknowledging that all people have the right to health

Providing culturally competent care and services

Recognizing that exclusion, racialization and all other forms of oppression are fundamental social determinants of health

The result of effective public policies that improve conditions in which people live, work and play

Delivering quality care and services to those who need it most

Eliminating barriers to accessing information, knowledge, services and programs that keep people well

A commitment to language appropriate service based on the understanding that people have a right to communicate in their chosen language

## PROGRAMS, SERVICES & PROJECTS

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Anger Management for Men Program

Arts from the Heart

Cooking at the Core

Dinner with a Movie

Family Day at the Core

ID Clinic

Life Lessons Parenting Skills

Pancake Tuesday

Street Drop In

Men's Circle

Inner City Women's Wellness

Volunteer Program

Sexual Health Outreach Clinic

Refugee Health Services

Health Interventions for the Prevention of Homelessness of Older Persons (HIPHOP)

Women's Approach to Anger

Healthy Foot Prints Foot Clinic

Taking Charge Diabetes Education

Early Steps

Health Card Kiosk

Healing Hands Foot Reflexology

Community Oral Health

Primary Health Care

Serenity 'N' Motion

Cultural Interpretation and Translation

Link and Learn

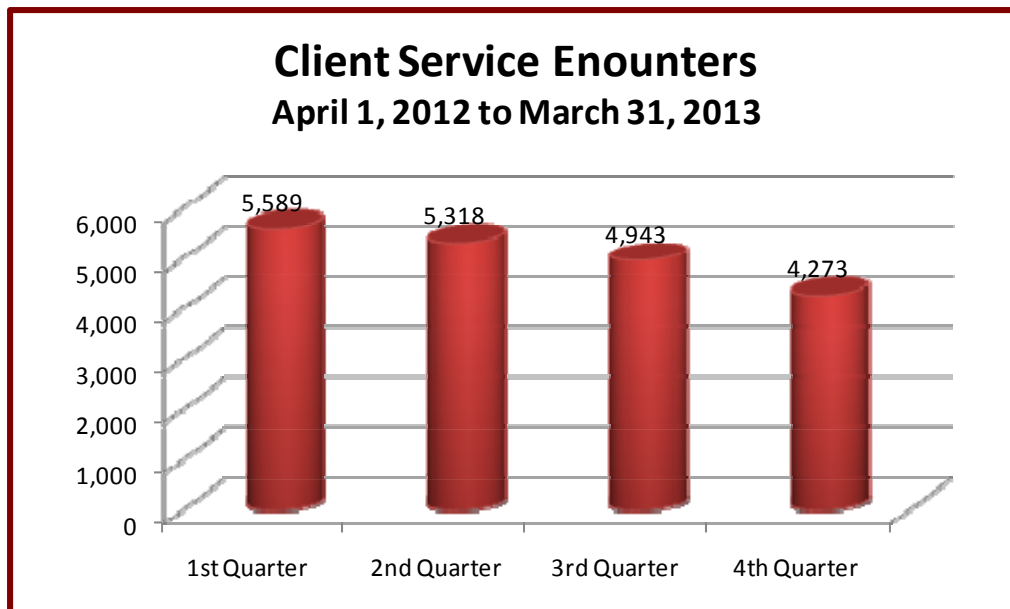
Art from the Heart

Health In Settlement

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## CLIENT SERVICE ENCOUNTERS

Hamilton Urban Core's service philosophy notes that "any point of contact is a point of service". Client service encounters indicate the number of times clients visited the Centre for service in the given period.



## PROGRAMS, SERVICES & ACTIVITY HIGHLIGHTS

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### Who's Cooking At The Core?



### March Break Kids Cooking Boot Camp

March Break Kids Cooking Boot Camp teaches children ages 8 to 13 about proper handling and food preparation, kitchen safety, about cooking skills, meal planning, Canada's Food Guide, and physical activity.

	Before Boot Camp	After Boot Camp
I know how to help with cooking a meal	10%	85%
I know how to follow the Canada Food Guide	25%	95%
I know about kitchen safety	60%	85%
I know how to clean up and disinfect the kitchen area	30%	80%
I know how to measure and follow a recipe	5%	95%
I know how to plan a nutritional meal	10%	75%
I am confident helping to prepare food in the kitchen	10%	90%

## PROGRAMS, SERVICES & ACTIVITY HIGHLIGHTS

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### Collective Kitchen

Our collective kitchen offers an opportunity that brings a small group of people together to pool their resources to cook nutritious food in bulk for their families.



### Cooking at the Core

Cooking at the Core is a program that is in high demand. It is designed to assist individuals and families with low-income in learning more about nutritious meal planning, preparation, price matching, couponing and budgeting on a limited budget or with very little resources.

#### Participant Experience

- 83% of participants from Cooking at the Core reported that they learned about healthy food and now make more meals with healthy foods
- 83% of participants reported that they were buying healthier food since being in the program
- 83% of participants reported that since being in the program they have used coupons or the sale flyer to price match and saved money





## PROGRAMS, SERVICES & ACTIVITY HIGHLIGHTS

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### Healing Touch Reflexology Pilot Project

As part of the Centre's approach to pain and stress management a pilot project was developed using best practices and with a focus on increasing access to supportive health therapies through using reflexology. The project was designed to educate people about reflexology and how it could contribute to improving their quality of life. However, its main goal was to help people living with physical and mental health issues to manage pain and to reduce stress.



- 81 individuals received 1-1 reflexology services
- 226 individuals attended 22 reflexology education sessions
- 42% of participants reported stress as a major factor impacting on their health

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### Cross Cultural Health Care Services

Recognizing the diversity of our community and our approach to health promotion and illness prevention, the goal of Hamilton Urban Core's Cross Cultural Healthcare Program is to serve as a bridge between individuals and communities and health care and social services to ensure full access to quality care or services that are culturally and linguistically appropriate.

# of internal interpretations services offered: 1,376

# of external interpretations services offered: 512

Languages Somali, Hungarian, Czech, Arabic  
Mandarin, Chinese, Albanian, Slovakian,  
Roma, Persian, Russian, Sudanese,  
Spanish

### Refugee Services

New Clients 312  
(client advocacy and supportive counseling services)

Outreach/ Family Visits 28

## HIGHLIGHTS OF ACTIVITIES DURING THE YEAR

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**Year End Celebration**



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### **Community and Client Engagement Advisory**



**“Health equity concerns those differences in population health that can be traced to unequal economic and social conditions and are systemic and avoidable – and thus inherently unjust and unfair.”**

## 2012 /2013 BOARD OF DIRECTORS

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Jane Mulkewich	Chair
Paul Henry	Vice Chair
Samer Salman	Secretary / Treasurer
Rob Brown	Member
Geeta Malhotra	Member
Ashley McLaren	Member*
Tony Iavarone	Member

\*Resigned during the year

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## CLIENTS HAVE THEIR SAY

- 98% of participants indicated that they received the help they needed
- 98% of participants said they felt welcomed when they came to the Centre
- 81% of participants indicated that they know who to talk to if they are not happy with the service they received
- 75% of participants reported improved health outcomes as a result of accessing programs and services offered at Hamilton Urban Core
- 90% of participants reported that Hamilton Urban Core made a positive difference in their life
- 75% of respondents from Healing Touch Reflexology Pilot Project felt that the program changed aspects of their life at home and that they were happy with what they learned and the way they learned

***“Since coming to this Centre, the whole family has felt better physically and mentally.”***

***“Feeling a lot healthier since coming to the Centre.”***

***“Happy to have staff from different ethnic backgrounds  
that can speak the same language as the clients.”***

***“Good help and an open heart.”***

***“Always amazed at all that the Centre does with what’s given.  
A very welcoming Centre.”***

***“Happy that clients have a say in surveys.”***

## PARTNER AGENCIES

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25 in 5  
 Access Midwives  
 Access Alliance Community Health Centre  
 Albanian Canadian Community Association  
 Alcohol Drugs and Gambling  
 Arab Women's League  
 Beasley Neighbourhood Charter  
 Black Health Alliance  
 Brain Injury Services of Hamilton  
 Bridges Community Health Centre  
 Brock University  
 Campaign for Adequate Welfare & Disability  
 Catholic Children's Aid Society  
 CCE City Learning Centres  
 CCL Chinese Journal  
 Centre de sante communautaire Hamilton / Niagara  
 Chedoke McMaster COPEing /Child Behaviour  
 Chinese Community of Hamilton  
 Circle of Friends for Newcomers  
 City of Hamilton, Access and Equity Dept.  
 COAST  
 Colour of Poverty  
 Community Midwives of Hamilton  
 Connect Hearing  
 De dwa da dehs nye>s Aboriginal Health Centre  
 Early Words  
 Environ Hamilton  
 Ethiopian Association of Hamilton  
 Everest College  
 Filipino Community  
 Food Security Stakeholders Committee  
 Fraternity Hispanic Association  
 Good Shepherd Women's Services  
 Grand River Community Health Centre  
 Hamilton Aids Network  
 Hamilton Assessment Community Treatment-  
 Team  
 Hamilton Church of God  
 Hamilton Diabetes Collaborative  
 Hamilton Midwives  
 Hamilton Regional Indian Centre  
 Hamilton Steering Committee on Addiction, Men-  
 tal Health and Van  
 Hamilton Wentworth Catholic Child Care Centre-  
 Hamilton Wentworth School Board  
 Housing Help Centre

Living Rock Ministries  
 Immigrant's Women's Centre  
 Income Security Working Group  
 Interval House Women's Centre  
 Korean Community  
 Marchese Pharmacy  
 McMaster University  
 MicroSkills  
 MOHLTC, Health Card Kiosk  
 Mohawk College of Applied Arts & Technology  
 Mount Sinai Hospital  
 Native Women's Centre  
 Niagara College  
 Niagara Falls Community Health Centre  
 Nigerian Association of Hamilton-Wentworth  
 North Hamilton Community Health Centre  
 Ontario Council of Agencies Serving Immi-  
 grants  
 Ontario Disability Support Program  
 Pakistani Community of Hamilton  
 Palestinian Association of Hamilton  
 Phoenix Place  
 Quest Community Health Centre  
 Riverdale Neighbourhood Action Team  
 Ryerson University  
 Public Health Dept, Needle Exchange  
 Salvation Army  
 Sexual Assault Centre  
 Social Planning and Research Council  
 Southern Ontario Aboriginal Diabetes Initiative  
 St. Charles Adult Education Centres  
 St. Joseph's Healthcare  
 St. Matthew's House  
 St. Paul's Presbyterian Church  
 Sudanese League of Hamilton  
 TAIBU Community Health Centre  
 The Bridge from Prison to Community  
 The Islamic School of Hamilton  
 The Michener Institute  
 trios College  
 United Roma of Hamilton  
 VON Hamilton  
 Wesley Urban Ministries  
 Wellbeings Pain Management  
 Woman Abuse Working Group  
 Womankind Addiction Services  
 YWCA Hamilton  
 Zonta Club (Hamilton)

## SPECIAL THANKS TO OUR VOLUNTEERS & DONORS

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**Hamilton Urban Core volunteers** are dedicated and caring individuals who help us to help others. Whether they are serving soup, making photocopies, helping with a program or participating on a committee we appreciate the time, energy and skills that they bring to the Core.

Robert Brody, Riel Edwards-Carol, Ruad-han Edwards-Carol, James Ernest, Rowan Farran, Rona Harvey, Vicky Brooks-Johnson, Rhona Harvey, Sean Gibson, Ladislav Lukacs, Ladislav Lukacs Jr., Lori Martin, Rober Lukacs, Paul Perry, Pat Savelli, Tom Skorpid, Mark Slater, Jain Wang, Ron Benoit, Maria Garcia, Francia Centeno-Bravo, Zainab Naimpoor, Jihad Farran, Yulan Ali, Xi Jing Fan, Linda Manuela Loaiza, Kae-Leigh Millette, Sharon Coward, Dora Maria Restrepo, Dale MacNevin, Attila Csikos, Sebastian Lukacs, Vaclav Baliar, Janosne Sas, Viktoria Baranyi, Szandra Horvath, Miguel Marquez, Rocio Valladares, Marion Riddell, Robin Elton, Nash Elton, John Evans, Kaitlyn Case, Marcin Kowalski, Michal Kowalski, Taylor Draak, Vic Halinski, Ethan Black, Edith Gaviria, Hason Mohamud, Amy Armagan Mousari, Austin Black, Elle Morgan, Abdulazim Alizerig, Naheed Kausar, Nilamathy Vaithilingam, Lamia Ali, Amal Mohammed, Nidal Al Darei, Fan Al Darei

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**Donations** help to support the needs of clients and the work of Hamilton Urban Core . During the 2012- 2013 fiscal period donations were received from:

Bruce Reed, Canadian Fibers Ltd.	Hertz Equipment Rentals	St. Paul's Presbyterian Church
M & M Meats	El Paisa	Good Shepherd
GLO Personnel	St. Matthew's House	Doreen Spurr
All Souls Church	Denningers	St Joseph's Church
Benita F Livingston	Jackson Square	Kathy Wosley
Hudson Bay Company	Chedoke Presbyterian Church	Ancaster Costco
Henry Schein	Mohawk College	CIBC
East Plains United Church	McMaster Children's Hospital	



# FINANCIAL REPORT

## Letter from the Auditors *Letter excerpt from Pettinelli, Mastroluisi, Chartered Accountants:*

"To the Members of Hamilton Urban Core Community Health Centre:

We have audited the accompanying financial statements of Hamilton Urban Core Community Health Centre, which comprise the balance sheet as at March 31, 2013 and the statements of financial activities and accumulated net assets and the statement of cash flows for the year then ended, and the related notes including a summary of significant accounting policies.

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with Canadian generally accepted auditing standards. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free of material misstatement.

In our opinion, except for the possible effects of the matter described in the basis for qualified opinion paragraph, the financial statements present fairly, in all material aspects, the financial position of Hamilton Urban Core Community Health Centre as at March 31, 2013 and the results of its operations and its cash flows for the year then ended in accordance with Canadian generally accepted accounting principles for not-for profit organizations." (Copies of the complete audited statement are available upon request.)

### Statement of Financial Activities and Accumulated Net Assets

	Year ended March 31st	
	2013	2012
<b>Revenue</b>		
Hamilton Niagara Haldimand Local Health Integration Network	\$2,464,181	\$2,451,481
Miscellaneous	404,672	444,243
Amortization of deferred contributions related to furniture, fixtures and equipment	13,985	20,476
Interest Income	406	772
	<b>2,883,244</b>	<b>2,916,972</b>
Less: Contributions received related to furniture, fixtures and equipment		20,285
	<b>2,883,244</b>	<b>2,896,687</b>
<b>Expenses</b>		
Salaries, benefits & relief	2,139,785	2,158,194
General operating	652,769	713,948
Amortization	13,985	20,476
Non-recurring	—	—
	<b>2,806,539</b>	<b>2,892,618</b>
Excess of revenue over expenses for the year before undernoted	76,705	4,069
Amount repayable to the Hamilton Niagara Haldimand Brant Local Integration Health Network	50,975	27
Excess (deficiency) of revenue over expenses for the year	25,730	4,042
Accumulated net assets at beginning of the year	53,181	49,139
Accumulated net assets at the end of the year	<b>\$78,911</b>	<b>\$53,181</b>

## CONNECTING COMMUNITIES

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Hamilton Urban Core plans its programs and services based on the health needs of the communities we serve. Our community development approach builds on community leadership, knowledge and life experiences of community members and partners to contribute to the health of their community.

With so many changes with local services and changes in the financial environment taking place in Hamilton, Hamilton Urban Core felt that there was a need for a forum for community groups and organizations to meet, share information and exchange ideas. It was decided that this forum would be titled **“Connecting Communities”** and outreach to the community groups was initiated.

Held in the summer the **“Connecting Communities”** forum was attended by representatives from twenty-five diverse community organizations and community groups.

Key themes emerging from the forum:

- The health concerns voiced by the community have been affected by the social determinants of health which include, but are not limited to housing education poverty, food, income, equity and peace.
- The communities identified that a working relationship with the Hamilton Urban Core would involve capacity building and mobilizing resources
- The communities identified collaboration and participation as key ways to support the Hamilton Urban Core
- The communities identified an eagerness to continue with these forums and to increase knowledge of their issues and their individual communities

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***“Society comprises two classes: those who have more food than appetite, and those who have more appetite than food.”*** Nelson Mandela

