



United Way
Chatham-Kent

ANNUAL REPORT TO THE COMMUNITY

2015-2016

Board President & CEO Report



Alison

Alison Patrick
President, Board of Directors



Karen

Karen Kirkwood-Whyte
Chief Executive Officer

Dear Friends:

2015 was a year of several changes for our local United Way. Early in the year, after 14 years of service to our organization, we bid farewell to retiring staff member David Drouillard, our Director of Resource Development ... and supported Tom Slager as he championed his first campaign. We take this opportunity to express our sincere thanks to David for his service and to all of our staff and volunteers who supported Tom in his new role.

New strategies were developed to tell the United Way story – through videos, promotional materials, “Seeing is Believing” Luncheons and personal testimonials – delivered to corporate leaders, individual donors, and employee groups. Special events were designed to raise awareness of the good work of those who receive donor dollars.

Jana Smith, a dedicated volunteer well versed in program evaluation, guided us through a significant transition from agency to program funding, utilizing new online software.

Our final campaign achievement was \$1,852,699. Despite the shortfall from our ambitious target of \$2,015,000, our organization was able to reallocate funds to ensure that all United Way-funded programs were able to maintain a sufficient level of support for service recipients.

Focusing on 2016-2017, United Way has already developed plans to:

- grow traditional and new support within workplaces represented by our partners in organized labour
- host a meeting with Funded Agency Board Presidents to build collective capacity for the annual United Way campaign
- appoint two individuals as Campaign Co-Chairs who have intimate knowledge of the services provided by several United Way-funded agencies
- confirm the appointment of 90% of its 2015 Campaign Cabinet members - to ensure continuity and to enhance donor relationships that were established during the previous campaign
- explore strategies - with neighbouring United Ways in Windsor-Essex, Sarnia-Lambton and London-Middlesex - to generate potential savings and enhance collaboration at the regional level

The United Way Board and Staff are committed to “improving lives and building community”. With the full support of our community, we can continue to make a difference in the lives of one in three residents throughout Chatham-Kent.

As we look forward to our future, we remember to “give thanks in all circumstances”. To those who care deeply for others who are less fortunate and demonstrate their compassion through gifts of time, talent and treasure, we say “THANK YOU!”

Mission, Vision & Goals

Mission

To improve lives and build community in Chatham-Kent.



Vision

A strong and vibrant community free of poverty with children achieving all they can be.



Tagline

Together, we are possibility.



Goals

Engage and mobilize community resources (money, manpower, materials, goods, services and talents) to support local charitable organizations and United Way's community impact programs and services.

Address underlying causes of human and social issues within the three focus areas of "From Poverty to Possibility", "Healthy People, Strong Communities" and "All That Kids Can Be".

Strengthen the network of services and capacity of the local nonprofit sector.

Educate and influence public attitudes about the programs and services that United Way provides.

Collaborate with others to affect system and policy change.

Create an environment where United Way staff and volunteers are engaged and feel valued.

Engage and Mobilize Community Resources

Campaign by the #s

 **\$1.85**
million
2015 Achievement

 **451**
Businesses & Organizations
supported the campaign

 over
2,210
Individuals
donated to the campaign

Volunteers

 over
258
Individuals
volunteered throughout the year

 **\$23.87**
volunteer hour
approximate value

Campaign Plan

Campaign 2015 was a year of great change and great challenge. Every year our funding requests exceed our campaign totals. This past year we made an effort to see where we need to go, and have worked hard to provide a direction to get there. The path is clear. If we can achieve 5% growth every year, we will achieve \$2.5 Million by 2020 and be able to fully fund our community impact requests.

The challenge lies in how to get there. With no significant changes to the economy in Chatham-Kent, this past campaign faced a number of obstacles. While we did not achieve the growth we sought, in many areas we were able to strengthen and grow the foundations of our support and improve our sustainability.

Our plan is to build on that foundation by making clear the connection between our donors and the one in three people of Chatham-Kent who directly benefit from those gifts. At United Way Chatham-Kent, we are privileged to see the amazing work done in this community that would not happen without their generosity.



Kelly Bayda
2015 Campaign Co-Chair



Aimee June
2015 Campaign Co-Chair

Service Recipient - Patricia Wright

"I have had seizures all my life and after being struck by a car, I suffered a Traumatic Brain Injury (TBI). Having multiple injuries, I was introduced to the Epilepsy Support Centre and New Beginnings - an acquired brain injury and stroke recovery club.

I was able to work with Epilepsy Support Centre where they helped me with filling out paperwork to receive my Seizure Response service dog, Georgia. She lets me get out without worrying about having a seizure. New Beginnings ABI & Stroke Recovery allowed me to gain back my strength and social wellbeing through the staff and programs offered there.

If it wasn't for these programs and agencies I would still be in the hospital, stuck in a wheel chair. I wouldn't be able to do what I'm doing today. But thanks to United Way, I got my freedom back."

Cover Photo Caption: Patricia with her service dog, Georgia.

Address Underlying Causes of Human and Social Issues

ChangeTheWorld Ontario Youth Volunteer Challenge

ChangeTheWorld Ontario Youth Challenge is a six-week volunteer challenge where the goal is to engage youth aged 14 to 18 in meaningful volunteer experiences and to help them achieve the mandated 40 community volunteer hours needed for graduation. This initiative is made possible through a grant from the Ministry of Citizenship, Immigration and International Trade administered by United Way of Chatham-Kent through the Ontario Volunteer Centre Network (OVCN). In 2015, 1,253 youth volunteered 26,236 hours through many different activities and initiatives in Chatham-Kent!

One of this year's new volunteer events was a partnership with Community Living Chatham-Kent and our first annual "Spring has Sprung Activity Day". Students from John McGregor Secondary School, led by the United Way Youth Committee, organized an activity day full of fun activities for the clients at Community Living Chatham-Kent Residential homes. Stations were set up by the youth volunteers and when the new "buddies" arrived, they picked the activity in which they were most interested. Student volunteers raved that this was the best event of the whole challenge and can't wait to do it again in 2016!



Bridges out of Poverty

The Prosperity Roundtable hosted two Bridges Out of Poverty Workshops in 2015. In total, 215 community members were trained in this important diversity training. Attendees are provided with a deeper understanding of the challenges and strengths of people living in poverty. The workshop explores the hidden rules of poverty and how our access to resources impacts the way we see the world. It also helps attendees identify ways to improve relationships and build a sustainable community where we can all live well.

The Prosperity Roundtable also hosted a number of family-friendly events throughout the calendar year. In the quiet summer months, free community movies were held at the Chatham Capitol Theatre, giving families an easy way to beat the heat and entertain the kids. As well, a free family fun night was hosted in October. Over 350 people attended the evening where a free meal was served and activities were organized by community partners for the children in attendance.

Funded Services

Funded Agencies

- AIDS Support Chatham-Kent
- Big Brothers Big Sisters of Chatham-Kent
- Canadian Hearing Society
- Canadian Mental Health Association Lambton-Kent
- Chatham-Kent Block Parent Program Inc.
- Chatham-Kent Children's Services
- Chatham-Kent Student Nutrition Program
- Chatham-Kent Women's Centre
- CNIB
- Dresden Sidestreets Youth Centre
- Epilepsy Support Centre
- Erie St.Clair VON
- Family Service Kent
- Learning Disabilities Association of Chatham-Kent
- New Beginnings, ABI and Stroke Recovery Association
- Restorative Justice Chatham-Kent
- The Solid Rock Café Youth Centre
- YMCAs across Southwestern Ontario

United Way Programs

- Bushels of Hope
- Chatham-Kent Nonprofit Network
- Operation BackPacks
- Operation Cover-Up
- Prosperity Roundtable
- "The 425" Centre for Community Innovation
- Tilbury Information and H.E.L.P. Centre
- Union Gas Emergency Assistance Program
- Volunteer and Information Chatham-Kent
- Wallaceburg Information and H.E.L.P. Centre
- Women's Leadership Council
- Youth Engagement

Together serving
36,426
people across Chatham-Kent.

Strengthen the Network of Services and Capacity of the Local Nonprofit Sector

Workshops @ The 425



11

Workshops

(From April 2015- March 2016)



286

Workshop Attendees

(From April 2015- March 2016)

New 425 Tenants

Chatham-Kent
Weekend Islamic School

In September, the Chatham-Kent Weekend Islamic School became a permanent tenant at "The 425".

Community Partnerships

Chatham-Kent
Welcome Network

United Way of Chatham-Kent is proud to be one of the first 14 organizations to join the Chatham-Kent Local Immigration Partnership's *Chatham-Kent Welcome Network*. By joining the Network, United Way has demonstrated cultural awareness and cultural sensitivity in the workplace, and is helping newcomers integrate more quickly in Chatham-Kent by connecting them with settlement information and support services.

Nonprofit Sector Study

The Chatham-Kent Workforce Planning Board (CKWPB) and the Chatham-Kent Nonprofit Network (CKNN) collaborated on a local study to identify workforce challenges and general employment information for the nonprofit sector. The survey consisted of an online portion distributed to over 100 nonprofits with 53 responses and 20 in-depth one-on-one interviews. The findings of this study will be used as a baseline to measure progress in CKNN's three focus areas - Career Education, Community Relations and Capacity Building.



63.2% of
nonprofit
organizations
hired within the
last 12 months

Youth Career Planning

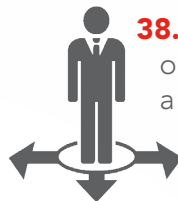
The nonprofit sector is a growing industry which is why one of CKNN's focus areas is related to Youth Career Planning - educating the next generation about viable nonprofit careers in CK.



70% of
nonprofit workers
are **full-time**
employees

Community Relations

Finding a collective voice for the nonprofit sector is an on-going focus for CKNN. There are many misconceptions about the sector. We aim to dispel these myths and provide facts that demonstrate the combined value of nonprofits.



38.9% of nonprofit
organizations have
a **job succession
planning strategy**
in place

Capacity Building

CKNN offers monthly workshops to provide professional development based on the on-going needs of local nonprofits. Looking at studies such as this one, we are able to see where we should focus to ensure a thriving nonprofit sector.

Study Recommendations:

- Raise awareness of the sector in the community with media stories & social media
- Host sector specific networking events
- Facilitate a process that creates mentorship opportunities
- Create a sustainable, appealing work culture
- Create opportunities to learn and share about succession planning
- Host specified training and professional development events
- Leverage our network to create a collective voice for the sector

Findings taken from the "Non-Profit Sector Study - What is happening in Chatham-Kent's Non-Profit Sector" by the Chatham-Kent Workforce Planning Board.

CKNN is a community building initiative of the Ontario Trillium Foundation and United Way of Chatham-Kent. Their mission is to create a strong and resilient nonprofit sector in Chatham-Kent.

Educate and Influence Public Attitudes

A Year at a Glance

- APRIL** Created the first United Way Impact Video featuring Sully Vandernaalt - a service recipient of the CNIB.
- MAY** Issued the first United Way e-newsletter.
Created the second Impact Video featuring Derek Beselaere - a service recipient of New Beginnings, ABI and Stroke Recovery Association
- JUNE** Created the third Impact Video featuring Ben Kerr - a service recipient of the Canadian Mental Health Association.
- AUGUST** Created the Everyday Hero video.
- SEPTEMBER** Launched the redesigned website.
- OCTOBER** Placed advertisements in local print publications and on local radio stations.
- NOVEMBER** Aired the Everyday Hero video during the Pre-show at Cineplex
- DECEMBER** Hosted a press conference to update the community about the campaign.
- JANUARY** Hosted a public campaign achievement event with coverage from local media outlets.
- FEBRUARY** Promoted February 11th as National 211 Day to raise awareness of 211 Services.



Facebook Reach



710

United Way Likes

(Increased from 289 in 2014)

Popular Posts:

Everyday Hero Video

Media Conference Update

Sully Video

Campaign Photo Album

Twitter Followers



894

United Way Followers

(Increased from 736 in 2014)



349

Youth Committee Followers

(Established September 2014)

Videos



over

10,178

Video Views

(For all four videos referenced)

Collaborate with Others to Affect System and Policy Change

Proud Partners



An agency of the Government of Ontario
Un organisme du gouvernement de l'Ontario



Movement Transformation Program

One of the strategic directions as set by the United Way Centraide Canada (UWCC) Board of Directors is for the Movement to become a High Performing System. To realize this direction, UWCC has begun to establish integrated organizational structures across the country under the Movement Transformation Program. This program seeks to build collaborative structures to drive growth and impact, improve effectiveness and mitigate system level operational risk, and ensure relevance with all stakeholders.

Regionally, we have collaborated with the three surrounding United Ways on various projects to enhance our service capacity.

United Way London & Middlesex

During the 2015 Campaign we utilized London & Middlesex's Andar e-pledge module to test an online workplace campaign. A customized web portal was developed for employees to access. The easy and convenient giving tool resulted in an increase in average donor gift and in the workplace campaign total. We will look to adopt this tool in other workplaces where employees are dispersed across many locations.

United Way Sarnia-Lambton

A year ago we were looking for a software solution to capture and monitor our funded programs' and services' outcomes. We needed to be able to demonstrate to our stakeholders the value of their contributions, through the annual campaign, in a way that made sense. In addition, our national office requires specific data, to aggregate with all other United Ways in Canada, to tell the "United Way" story.

While we reviewed a few software options, United Way of Sarnia-Lambton introduced us to CommunityForce online software. It has proven to be extremely user friendly and very customizable, allowing us to gather data that is important to our community and demonstrate outcomes.

Recently, we made a trip to United Way of Sarnia-Lambton to mutually share our experiences to date. We will continue to assist one another in a collaborative manner, in order to continue our collective good work in "improving lives and building community".

United Way Windsor-Essex County

In July 2015, some staff members had the opportunity to visit with their staff counterparts in Windsor to learn about their respective roles. We look forward to exploring possible avenues for further collaboration.

Create an Environment Where Staff and Volunteers are Engaged and Feel Valued

Volunteer Bureau

Through a co-operative education placement with United Way of Chatham-Kent in partnership with the Chatham-Kent Nonprofit Network, a Student Volunteer Co-Ordinator served as a resource for the students in their school - identifying volunteer hours needed, keeping students aware of upcoming events, local human and social service organizations, and helping to fill volunteer positions within their own school.



"Before my placement as a volunteer coordinator I had not once considered working in the nonprofit field, not because I didn't want to, but because I didn't know I could. The nonprofit world is full of some of the most passionate, hardworking people someone could meet, and yet there is little that represents them in society or in schools. My work as a volunteer coordinator has changed me. I've now changed my post-secondary education to follow a route that will hopefully lead to a career at a nonprofit, something that I had not even considered six months ago. The best part about the nonprofit sector is exactly that, it's for the gain of others, not for yourself. I know that there are others, like myself, who really want to do some good with their life and with their work, but don't know where to turn."

- Logan McQueen, Grade 12
John McGregor Secondary School

Featured Volunteer - Jana Smith



"Having retired and moved from Calgary to Chatham, three months before, I was looking for a way to be involved in my new community. Volunteering, especially with the United Way, seemed like the perfect opportunity. Now, almost 18 months later, I am involved in some exciting projects, where the skills, knowledge and training that I had and utilized while employed, have a second life. Volunteering has allowed me to meet people and expand my community connections. As a result, I feel that I am engaged, useful and connected. What an awesome way to transition to a new community."

Campaign Associates



Terry **"TJ"** Johnston



Megan **"Meg"** Sealey



David **"Dave"** Weaver

"Working for United Way has been an eye opening and a very rewarding experience. It is truly amazing to see the impact of the organization across Chatham-Kent. I met some very passionate people working hard to do good in our community."

-Meg Sealey

United Way Volunteers & Staff

Board of Directors

Alison Patrick
President

Brad Langford
Vice-President

Tania Sharpe
Treasurer

Jayson Campeau
Elizabeth Cannon
Jason Dudley
Scott Ewing
Lynn Girty
James Lizotte
Adam Ludolph
Jeff McFadden
Chris McLeod
Newt Richardson
Marlee Robinson
Kathy Smyth

Resigned
Sherry Huff

Major Gifts Cabinet

Steve Baker
Scott Ewing
Wes Thompson

Campaign Cabinet

Kelly Bayda
Campaign Co-Chair

Aimee June
Campaign Co-Chair

Dr. Jody Anderson
Tracey Arnold
Jackie Beatty
Emily-Anne Cadotte
Nick Cadotte
Chief Gary Conn
Gord Dewar
Ryan Griffioen
Jeff Jack
Chris June
Brad Langford
Angelo Ligor
Adam Ludolph
Tomo Matesic
Margery Muharrem
Chris Ovecka
Bill Pollock
Joe Presutto
Brenda Richardson
Dave Rikley
Janice Sellen
Don Shropshire
Andrew Smith
Kathy Smyth
Eric Stemmler

Community Investment Committee

Jana Smith
Chair

Victoria Bodnar
Nicole DaSilva
Omar El-Mounayri
Lori Gall
Aimee June
Joy Kilby
Colleen L'Abbe
Mary Lynn
Lister Santavy
Darren Lopes
Mary Ann McCrae
Frank Niehus
Bruce Ross
Brian Smith
Brittany Zimmer
Daryl Zimmer

Youth Committee

Ashley Jackson
Chair

Erin McEachran
Vice-Chair

Taylor Kewley
Secretary

Mitchell Benn
Carly Bell
Braden Dam
Owen Dorssers
Olivia Ermers
Lydia Fenton
Owen Foster
Emily Hiltz
Amanda Kellet
Emma Landriault
Danielle Lucier
Emily Mailhot
Ainsley McNamara
Ben Nicholls
Ashton Pugh
Payton Pugh
Hannah Roesch
McKenna Thibert
Raymond Yang
Keren Zingman

Women's Leadership Council Committee Members

Kathy Biondi
Elizabeth Cummings
Ruth Dekker
Kate do Forno
Emily Durbin
Julie Faas
Eleanor Gleeson
Trinette Lindley
Mary Lynn
Lister Santavy
Louane McFadden
Libby Passmore
Gayle Stucke
Joanne Trinca
Monica Van Dellen
Stephanie Watkinson

Bushels of Hope Committee

Lisa Devolder Babula
Jennifer Devries
Lisa Fox Bail
Lynn Girty
Bob Kerr
Leon Leclair
David Rhodes
Julie Rhodes
Paul Spence

Staff

Brian Armitage
Julia Earley
Helen Heath
Karen Kirkwood-Whyte
Erica Kitchen
Rose-Anne Mayor
Stewart Sinclair
Tom Slager
Mary Symons
Patricia Weiler
Veronica Whittal

Contract Staff

Kim Broadbent
Kate do Forno

Campaign Associates

Terry Johnson
Megan Sealey
Dave Weaver

Summer Student

Curtis Xavier

Co-op Placements

Nelinha Carreiro
Dawn Hoskins
Trevor Lozon
Logan McQueen
Katelyn Schram

Volunteers

Mai Abdou
Elaina Aiello
Sandra Alward
Roxana Aldan
Marian Allen
Audrey Ansell
Karen Armitage
Matthew Armitage
Jared Atkinson
Katie Balkwill
Barbara Baker
Thomas Bayda
Lori Beaulé
Roger Beaulé
Ashtyn Beckstead
Maxime Begin
Derek Beselaere
Chantelle Bilodeau
Kara Blackburn
Josh Blair
Nate Blair
Loren Bosazzi
Ryan Boyd
Rick Bradley
Amy Brown
Gerri Brown
Arlette Campeau

Nathan Campeau
Nico Cariati
Carina Caryn
Kathy Chaput
Jack Chen
Karlee Cockburn
Lachelle Cohen
Justin Cook
Angela Corso
Felix Coutur
Lu-Ann Cowell
Ashley Crawford
Nick Crawford
Cory Cronin
Erin Crow
Amber Cunningham
Janet Cunningham
Mike Cunningham
Brad Davis
Brandon Davis
Chris Decaire
Louise Delong
Shawna Deprez
Valerie Douglas
David Dressler
Chris Earley
Patrick Egan

Lisa Erny
Kathy Faher
Dillon Gallerno
Rick Gallerno
Jessica Gascon
Connie George
Sandra Gibson
Manikya Ravi Gioteti
BJ Griffiths
Linda Grimes
Elizabeth Harrison
Tom Heath
Jaymee Houle
Deloris Jenkins
Kelly Johnston
Cindy Juniper
Ben Kerr
Georgina Lacina
Janice Lally
Michelle Landuyt
Chris Laprise
Joe Laprise
Ally Lariviere
Cece Leclair
Bernice Leslie
Frank Letourneau
Margaret Littlewood

Jasper Luu
Starr Luu
Wanda Luu
Jim Lynds
Gerald Mailloux
Linda Mailloux
Marlene Maris
Anita Markert
Briar McBoyle
Deb McCabe
Denise McCall
Merrick McCall
Erin McCord
Ken McCorkle
Laurie McCorkle
Jody McGee
Brittany McLaren
Jessica Mills-Begin
Selena Moor
Steve Moore
Marg Moriyama
Carolyn Nogueira
Dusty Nogueira
Jill Obradovic
Phyllis Payne
Matteo Pepe
Fatima Pisquem

Steve Pratt
Bob Rawlison
Joe Reding
Olga Ribalko
April Rietdyk
Bonnie Ripley
Genu Ripley
Brooklyn Roebuck
Supreet Saini
Jolee Sammut
Linda Siddall
Richard Siddall
Ellen Sinclair
Jocelyn Smit
Thomas Smith
Ron Sterling
Gemma Sullivan
Dana Suelzle
Rory Sweeting
Chris Taylor
Marg Tinline
Nyles Tomlinson
Dylan Turato
Keith Vaneyk
Eric VanDamme
Simon Vanderlynden
Jason Vandernaalt

Julie Vandernaalt
Sully Vandernaalt
Greta Vanderveen
Joanne Van Praet
Tabitha Vercillo
Karen Verstappen
Jeff Young
Andrew Walker
Jim Walker
Tony Walsh
Derian Waithier
Rick Weiler
Rob Whyte
Kathleen Williams
Lija Ward
Irene Williams
Ralph Williams
Trevor Williams
Matt Wood
Patricia Wright
Yasmine Yuya
Bill Zilio
Faye Zimmer

Financial Statement

For the year ended 2015 DEC 31

Revenue

Corporate Gifts	\$ 705,578	
Employee Workplace Gifts	775,570	
Individual Gifts	190,387	
Special Event Revenue	180,054	
Other United Ways	1,110	\$ 1,852,699
Fees for Service and Other Income	\$ 78,837	
Grants from Government	229,768	
Interest	5,774	
Rental Income at "The 425"	31,706	
United Way Programs	26,578	<u>372,663</u>
		\$ 2,225,362

Expenditures

Fundraising (and Administration) Costs	\$ 396,689	
Allocations to Member Agencies	740,716	
Allocations and Grants to Endowment Fund	1,200	
Community Impact Grants	0	
Designations for Non-Member Charities	127,699	
Designations for Sponsorships	14,400	\$ 1,280,704
United Way Community Impact Programs	845,536	845,536
Pledge Loss	57,406	57,406
Surplus	41,716	<u>41,716</u>
		\$ 2,225,362

For a complete copy of our Audited Financial Statements for the period ended 2015 DEC 31, please visit: www.uwock.ca

Ontario 211 Caller Story

Chatham-Kent resident gets valuable information and support from 211 and numerous community agencies

In early 2016, 211 received a call from a gentleman living in Chatham-Kent who needed financial assistance to pay for some personal expenses that he could not afford. As an Ontario Disability Support Program (ODSP) client, this caller has limited income and was finding it difficult to pay for haircuts, transportation, dog food for his beloved pet and other daily living expenses.

After speaking to the caller for a short time, the 211 Specialist quickly realized that this caller's needs were greater than initially presented. As it turns out, he is also battling cancer and receiving treatment in Toronto. He revealed to 211 that he was having trouble getting around his home which is not accessible and could not take care of his own hygiene or household chores.

The 211 Specialist initially provided this caller with a referral to Community Care Access Centre (CCAC) and offered to follow up with him again in a couple of days. In the meantime, the 211 Specialist made a number of phone calls on behalf of this caller and found generous community agencies that were able to assist with some of his daily living needs.

During a follow up call with 211, this gentleman was pleased to report that CCAC had completed an assessment and made arrangements for him to receive help with bathing and housekeeping. He also received supports from many other community agencies including St Vincent de Paul, Salvation Army, Chatham Outreach for Hunger, NeighbourLink, Family Service Kent, ODSP, the United Way of Chatham-Kent and others. The caller also expressed much gratitude for the help provided by these organizations.

In the words of this caller, *"That one call to 211 has done so much to raise my quality of life."*



**When you don't know
where to turn.™**

www.uwock.ca

Chatham

Box 606, 425 McNaughton Ave. West
Chatham, ON N7M 5K8
P: 519-354-0430

Tilbury

20 Queen Street West
Tilbury, ON N0P 2L0
P: 519-682-2268

Wallaceburg

152 Duncan Street
Wallaceburg, ON N8A 4E2
P: 519-628-5456