

Building Community Together



*2003-2004
Annual Report*



HISTORY...

Throughout our history, the role of Community Development Halton (formerly Halton Social Planning Council) and Volunteer Halton has been to strengthen communities by building a strong civil society, a requirement of social development that creates social equity at the community level.

Social Planning

Social Planning Councils have played an integral role in the development of the service delivery system in Halton since the early 1970s.

With support of local United Ways and municipalities, Councils were established to fill an independent planning role in the identification of community needs and the development of organizations and services to meet those needs.

In 1984 the local councils in Burlington, Oakville and North Halton amalgamated to form the Halton Social Planning Council. This gave a broader planning framework with greater emphasis on community development, applied research, policy analysis and planning and coordination of services.

The Social Planning Council increasingly assumed the role of “public reporter”, a social witness documenting changes in the quality of community life.

It is absolutely clear today that government on its own, business on its own, or the civil society organizations on their own, do not have the capability to meet all the challenges that humanity faces. Unless we find creative innovative ways to harness the energies of all three sectors to meet the challenges that humanity faces, we will not have anywhere near the kind of impact that we need to have.

Kumi Naidoo, Civicus, the World Alliance for Citizen Participation. 2001

Volunteer Halton

Volunteer Centres were established by the Social Planning Councils in Burlington and Oakville by the mid 1970s. Their primary focus was promotion of volunteerism and the recruitment and referral of individuals wanting to contribute to the development of their community.

The Volunteer Centre in North Halton, established in the late 1970s, focused on promoting volunteer opportunities and providing training and management support to local service providers.

During the 1980s the Volunteer Centre expanded its services to provide management consultation and training to agencies.

In the 1990s the Volunteer Centre created programs to further volunteerism in population groups such as seniors and youth. and pioneered the development of corporate volunteerism.

Volunteer Halton now serves all of Halton Region from the main office in Burlington and is an advocate and catalyst for volunteerism, providing leadership and support for volunteer efforts and operating as a centre for volunteer information and training. Volunteer Halton is a program of Community Development Halton.

Community Development Halton Today

We continue to evolve with changing times. In 2003 the Social Planning Council and Volunteer Halton adopted a new name and logo: **Community Development Halton (CDH)**.

As of March 25, 2004 the office moved to 860 Harrington Court after 20 years at our Brant Street address.

Community Development Halton has emerged as an intermediary organization that helps improve the effectiveness of the sector and facilitates the development of its capacities through research, needs identification, education and training.



CELEBRATING OUTCOMES...

Community Development Halton is committed to social development as a desired state of community well being and social change as a continual process toward achieving and sustaining social development for all members of the community.

Some of the programs offered throughout Halton today and that strengthen the community are the result of research, planning, community development and advocacy work of Community Development Halton:

- **Burlington Family Resource Centre**
- **First Base Before and After School Care**
- **Food For Thought – School Nutrition Programs**
- **Halton Anti-Poverty Coalition**
- **Halton Multicultural Council**
- **Halton Non-Profit Housing Corporation**

- **Halton Women’s Place (Burlington)**
- **Information Oakville**
- **Milton Community and Information Services**
- **North Halton Literacy Council**
- **S.E.N.A.C.A. Day Program**
- **Seniors’ Help Line**
- **United Ways of Milton and Halton Hills**
- **Youth Employment Services throughout the Region**

There is, of course, an inextricable connection between community and the voluntary sector, in the sense that you simply cannot have a real community and all its interconnected feelings of joy, reciprocity and responsibility without having a strong voluntary sector. Indeed, one of the more interesting political truths is that a strong voluntary sector is also crucial to the very idea and practice of democracy.

Hon. Ed Broadbent

The following is a partial list of some of the reports the Community Development Halton has produced in an effort to provide important information for community decision-making and action:

- *Funding Matters: A Warning and An Opportunity – Recommendations: A Road to Travel*
- *Building Inclusive Communities: Cross-Canada Perspectives and Strategies*
- *The Quality of Life in Halton - Snapshot of a Decade*
- *Growing Up Black In Oakville: The Impact of Community on Black Youth Identity Formation and Civic Participation (2003)*
- *Building Hope Together: Strategies for Creating Housing in Uncertain Times (2003)*
- *Halton Official Plan Review: Embracing Smart Growth – Which Path? (2003)*
- *Halton 211 Feasibility Study*

COMMUNITY DEVELOPMENT...

Volunteer Halton

Volunteer Halton continues to support over 100 community agencies in the Halton Region through:

- Education & Training
- Management & Program Consultations
- Promotion of the Voluntary Sector
- Technology & Volunteerism
- Recruitment & Maintenance

National Volunteer Week

In answer to agency requests, media promotion continues to be the focus of the Halton National Volunteer Week Committee. Once again the *Media Spirit* initiative, which invited media personalities to volunteer at local agencies, was a success. A new initiative in partnership with TVCogeco was “*Cheers to Volunteers*”. Volunteers were honoured on air for their contribution to their organization and community

Look for the Ability in Liability

In April 2003, Dr Robert Solomon, professor of Law at Western University, addressed workshop participants on vicarious and directors liability. He gave an informative and animated view of liability. Over 160 participants, representing 90 Halton agencies, attended.

Workshops: Volunteer and Agency Development

Volunteer Halton was pleased to work in partnership with the United Way of Burlington & Greater Hamilton and the United Way of Halton Hills to present a series of workshops featuring the following topics: *Volunteer Management Audit, Advocacy, National Survey on Giving, Volunteering and Participating.*

As a Master Trainer site for Volunteer Canada, Volunteer Halton has also been chosen as a training site for the Voluntary Sector Initiative to present the ACCORD to the community.

Funding Matters

In November 2003, keynote speaker Katherine Scott of Canadian Council of Social Development, highlighted the salient findings of her important study, *Funding Matters: The Impact of Canada's New Funding Regime on Nonprofit and Voluntary Organizations*. The workshop proceedings and recommendations from the roundtable feedback were compiled and distributed. Actions on the recommendations are currently being carried forward.

Diversity-Competent Organizations

Developing the Diversity-Competent Organization is a joint project of the Social Planning Council of Peel and Community Development Halton in partnership with the Social Planning Network of Ontario (SPNO). A workshop was held in January 2004, with approximately one hundred individuals from Halton and Peel in attendance. A resource manual provides a framework to develop diversity-competence and best-practices. It is

available on our website. CDH is a member of the Halton Diversity Advisory Committee.

Affordable and Emergency Housing

CDH is a member of the advisory committee for the local Supporting Communities Partnership Initiative (SCPI), which is a Federal response to homelessness. CDH was successful in securing a grant to undertake a housing insecurity study. The result was a report released in March 2003, entitled *Building Hope Together: Strategies for Creating Housing in Uncertain Times*. CDH Also participated actively in the Regional Chairman's Emergency Housing Advisory Group.

Halton 211

211 is a highly visible, easily recalled number. The 211 information and referral number will include information on community, social, health and government services. By assisting people to reach the appropriate services more effectively, people are empowered to solve their problems and find solutions to address their needs. CDH is involved in the development of a 211 service for Halton.

An Exhibition to Celebrate Black History Month: The 8th Annual Human Rights Through Art Exhibit

CDH, along with four other groups, sponsored an exhibit to commemorate black history month in March at the Halton Regional Centre Auditorium. This is the first time the exhibition has been shown outside of Toronto



PROMOTING VOLUNTEERISM...

Giving kids clothes and food is one thing but it's much more important to teach them that other people besides themselves are important, and that the best thing they can do with their lives is to use them in the service of other people.

Dolores Huerta

Volunteer Centre Activities

- *Volunteer Opportunities On-Line*
The database hosts volunteer opportunities for over 100 organizations and this year received over 169,300 visits to the site. Visit us at: www.volunteerhalton.ca
- Volunteer recruitment and referrals through promotion, weekly newspaper ads and presentations
- Workshops and consultations on volunteerism
- Support volunteerism through policy analysis, educational workshops and consultation
- Designated training centre for volunteer screening and volunteer management
- Promoting youth volunteerism



*Volunteerism - The value of one
The power of many*

www.volunteerhalton.ca

- Interviewing of potential volunteers by volunteer advisors to match volunteers with agencies in Halton
- Volunteer education through Volunteer Week supplements in four community newspapers and cable programs
- National Volunteer Week promotion
- Member of Halton Association of Volunteer Coordinators (HACVS)
- Regional Representative Ontario Volunteer Centre Network (OVCN)
- Founding member and Board Member of the Community Information Online Consortium (CIOC)
- Member of Professional Administrators of Volunteer Resources –Ontario (PAVR-O)
- Member of Volunteer Canada



SOCIAL RESEARCH & POLICY ANALYSIS...

Building Hope Together: Strategies for Creating Housing in Uncertain Times

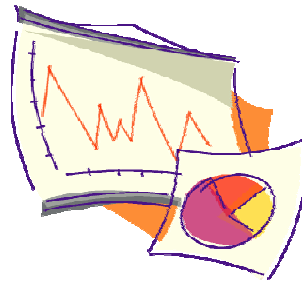
This social research grew directly out of the findings of previous studies and the difficulty experienced by people of being housed in Halton. This report speaks to the housing issues by focusing on three community capacities. They can lead not only to the development of affordable housing in Halton and contribute to those processes that can increase support for significant levels of public re-investment in social housing. Financial support was provided through the Supporting Communities Partnership Initiative (SCPI) of Human Resources Development Canada, administered by the Regional Municipality of Halton.

Diversity is not something to be taken frivolously. It is a characteristic of life on Earth and is important for the maintenance and evolution of life on Earth. As such, it is important for living beings to be supportive of diversity; this requires the ability or competence to value and nurture diversity in the interest of the common goal: life.

UNESCO Universal Declaration on Cultural Diversity 2001

The Quality of Life in Halton - A Snapshot of a Decade

The quality of life in Halton, as measured by the Quality of Life Index (QLI), has remained below that of 1990 throughout the course of the decade, as revealed in a new report entitled *The Quality of Life in Halton - A Snapshot of a Decade*. We analyze the results of changes in the quality of life by looking at which of the twelve indicators that form the QLI are showing progress and which are showing setbacks over the time period from 1990 to 2000.



2001 Census Consortium

In the fall of 2003, the Social Planning Network of Ontario, with CDH as the lead, formed a consortium of 15 social planning organizations in Ontario to acquire 2001 census data and Geographical Information Systems (GIS) software. This will provide the member organizations with the capacity to analyze and map census data, and to combine census information with other data, providing a powerful tool for analyzing and understanding local social and economic trends. This is important information for community planning purposes.

Inclusive Cities Canada

This is an initiative of five community and regional planning councils across Canada, five cities and the Standing Committee on Social Infrastructure of the Federation of Canadian Municipalities. The goals of this work are to strengthen civic capacity to create and sustain inclusive communities for the mutual benefit of all people, to ensure that work at the local civic level is acknowledged as being critical to a national urban strategy, and that community voices of diversity are recognized as core Canadian voices. CDH is implementing this project in partnership with the City of Burlington.

Advocacy has historically been an integral role for many nonprofit and voluntary organizations. But some groups are speaking out less often on behalf of their constituencies because they are concerned that it may hurt their efforts to cobble together programs and partnerships in this new funding climate.

Funding Matters: The Impact of Canada's New Funding Regime on Nonprofit & Voluntary Organizations

INFORMATION & EDUCATION

Volunteer Week Supplements

Training Workshops

Seminars

Volunteer Columns

Presentations



Community Dispatch



Report Cards

MALL DISPLAYS

- Community Dispatch
2003 – 2004**
- The Quality of Life in Halton-Snapshot of a Decade
 - Growing Up Black in Oakville
 - Funding Matters: Fact Sheets # 1 to 5
 - Funding Matters: A Warning & an Opportunity – Recommendations: A Road to Travel

Resource Centre

Internet site

Volunteer Week

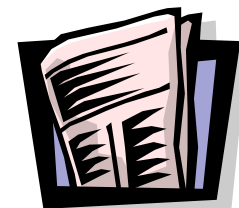
Publications



Cogeco Programs

Pamphlets

Mass Media



Manuals

IN THE COMMUNITY...

Broad-based Membership

Our 102 agency members are engaged in the full spectrum of human service activities:

- community and family services
- counselling and support services
- health promotion, disease prevention
- health care services
- senior services
- children and youth services
- food security
- housing
- cultural, recreational and faith organizations
- education and information
- human resources and youth leadership development
- violence prevention

- women's issues
- advocacy for the disabled
- government services
- human rights groups
- environmental groups

Collaboration and Partnerships

- Affordable Housing Halton
- Burlington Local Service Delivery Committee
- Campaign 2000
- Canadian Caribbean Association of Halton
- Canadian Council on Social Development
- City of Burlington
- Community Social Planning Council of Toronto
- Halton Association of Coordinators of Volunteer Services
- Edmonton Social Planning Council
- Halton District School Board
- Halton Diversity Advisory Committee
- Halton Emergency Housing Advisory Group
- Halton Hills Cooperative Program Planning Committee
- Halton Housing Advisory Committee

- Halton Information Network (HALINET)
- Halton Information Providers
- Halton Multicultural Council
- Halton Violence Prevention Council
- Human Development Council of Saint John, NB
- National Anti-Poverty Organization
- North Halton Cultural Awareness Council
- Oakville and District Labour Council
- Ontario Social Development Council
- Ontario Social Safety Network
- Regional Municipality of Halton
- SAVIS
- Social Planning Network of Ontario (SPNO)
- Social Planning & Research Council of BC
- System-Linked Research Unit, McMaster University
- Truth About Youth (Region of Halton)
- The Centre for Skills Development & Training
- Volunteer Canada

<p>We thank our partners for their continued financial support: Regional Municipality of Halton United Way of Burlington and Greater Hamilton United Way of Milton United Way of Oakville</p> <p>Special Project Funding Partners: Halton Learning Foundation Health Canada Healthy Community Fund Human Resources Development Canada / Department of Social Development Canada</p>	<p>Special Project Funding Partners (continued): Industry Canada Ministry of Citizenship, Culture and Recreation (Ont.) Ministry of Community, Family & Children's Services Ministry of Training, Colleges & Universities (Ontario) Ontario Social Development Council Ontario Trillium Foundation Regional Municipality of Halton Volunteer Canada</p>	<p>Special Donations: Burlington News/Hamilton Spectator Burlington Post Cogeco and Cogeco North Cable 14 Georgetown Independent & Free Press Georgetown Market Place Milton Canadian Champion Milton Mall Oakville Today and Oakville Beaver</p>
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PRESIDENT'S MESSAGE...

“The 21st century will be the century of the social sector organization. The more economy, money and information become global, the more community will matter and only the social sector nonprofit organization performs in the community, exploits its opportunities, mobilizes its local resources, solves its problems. The leadership, competence and management of the social sector nonprofit organization will thus largely determine the values, the vision, the cohesion and performance of the 21st century”

Peter F Drucker

Future Strategic Areas

- Inclusive Cities Canada
- Diversity
- Social Profiles
- Youth Volunteerism
- Community Education
- Promoting Volunteerism

I am pleased and honoured to serve as President of Community Development Halton (CDH). On behalf of the Board, I would like to recognize the excellent leadership and contribution of Jeff Pym who served as President for the past two years.

Highlights

It has been a busy and rewarding year in many respects. Three areas deserve special comment as we assess the annual activities of CDH.

In the fall CDH and other community partners hosted a community forum on the state of health and funding of Halton’s voluntary and nonprofit sector. Over 160 sector and community leaders attended. It is clear that this sector is fragile and is losing ground in its capacity to provide vital services to the citizens of Halton. The restructuring of the funding model for this sector over the past decade must be reviewed and changed. CDH will continue to work on this issue.

CDH is thankful that two of our principal funders, the Region of Halton and the United Way of Oakville have increased their financial contributions during 2004. These increases in core funding are vital. We remain, however, very dependent on fee for service revenue (approximately 35% of our annual budget) which creates a high level of vulnerability. This will remain a key issue for the Board.

In April 2004, the CDH Board and staff initiated a comprehensive strategic planning process. This important work not only provides focus for CDH. but it allows members, the community and our funders greater insight into the role and work of CDH.

Three strategic directions have emerged. They are:

1. To strengthen the social infrastructure in areas of need.
2. To ensure the sustainability and enhance the recognition of the voluntary sector.
3. To strengthen the community by applied social research on important social and economic issues, information dissemination and public information.

Acknowledgements

Simple words do not seem enough to express our thank you to the people who are so vital to the continued success of CDH:

- Joey Edwardh and the entire staff of CDH, who impress me and others with their dedication and professionalism.
- our funders who provide financial support

Dick Stewart

EXECUTIVE DIRECTOR'S REPORT...

Each year at our Annual General Meeting, I will 'tell the story' of a busy year replete with much activity, of challenges and of opportunities. As I prepared to write this report, I reviewed some of our achievements over the last decade and saw a powerful thread running through our efforts and that is our constant endeavour, as an intermediary organization, to improve the effectiveness of the sector and to facilitate the development of its capacities through our research and development functions. CDH is a repository of knowledge on the issues facing our sector in Halton. It is knowledge and understanding built on: i) our social research demonstrating the duress experienced by Halton agencies as they struggle to provide services to a growing and changing population and ii) the vigilance of Volunteer Halton as it demonstrates innovative methods of volunteering to meet the changing demands of individuals and families and, simultaneously, the shifting needs of human service agencies. Last year, CDH convened the nonprofit agencies and the community to begin a collective dialogue on strategies to stop the dismantling of this sector. The deliberations of this conference have been captured in the document, *Funding Matters: A Warning and Opportunity-Recommendations: A Road to Travel*. This document is a cogent diagnosis of the problems faced by the sector and also a clear statement of strategies to address the issues identified. Most important is the request from the agency community that Halton Regional Chairman Joyce Savoline "convene a roundtable to actively engage a broad representation of community and of the funded and funders to address and resolve the issues of inadequate and diminishing infrastructure

faced by Halton nonprofit and voluntary organizations." Local funders, and particularly the four United Ways serving Halton, were encouraged to review their practices such that they could act as one powerful community investment force in Halton. Community Development Halton will contribute actively to the implementation of the conference recommendations over 2004-2005.

Volunteer Halton continues to provide valuable and necessary information to the nonprofit and voluntary sector through its workshops associated with voluntarism and the management of volunteers. Dr. Robert Solomon's seminal workshop, *Looking for the Ability in Liability*, gave the Halton community insight on the emerging issues associated with the law and liability. Continuing with this tradition of educational workshops, another event, dealing with the new privacy legislation, "*Privacy 101: Personal Information Protection and Electronic Documents Act*" was presented by Peter Broder, of the Canadian Centre for Philanthropy. In 2004-2005, CDH anticipates continuing this series. Also, Volunteer Halton is a Volunteer Canada training site and in this capacity will offer in 2004-2005 workshops on the implications of the recently signed ACCORD between the Government of Canada and the Voluntary Sector and its implications for the future.

Developing the Diversity-Competent Organization was an important focus for CDH during 2003-2004. CDH responded to soundings, conducted previously, that revealed diversity issues were affecting our social cohesion and capacity to work together whether in employment or neighbourhood settings. In partnership with the Social Planning Council of Peel, CDH developed resource material and training on building the diversity-competent organization. Our purpose was to facilitate learning about what diversity-competence is and the information,

practices, resources and expertise required to develop diversity-competence within human service organizations. An excellent manual, *Developing the Diversity Competent Organization: A Resource Manual for Non-Profit Human Service Agencies in Peel and Halton Regions*, is available on our website. It provides important thinking and information around the factors giving rise to the demand for diversity competence within organizations, defining diversity-competence, best practices for diversity-competent organizations and process and principles for helping an organization to become diversity competent.

Another exciting activity that started last year and that carries into the next two years is our work on *Inclusive Cities Canada*. This is an initiative of five community and regional social planning councils across Canada, five cities and the Standing Committee on Social Infrastructure of the Federation of Canadian Municipalities. The goals of this work are to strengthen civic capacity to create and sustain inclusive communities for the mutual benefit of all people and to ensure that work at the local civic level is acknowledged as being critical to a national urban strategy and that community voices of diversity are recognized as core Canadian voices. CDH is implementing this project in partnership with the City of Burlington.

CDH looks forward to our work with colleagues and friends throughout Halton as we reflect critically on the problems facing the community and, more important, on the urgent need to develop new forms of social, economic, and political practice.

Joey Edwardh



FINANCIAL REPORT...

Community Development Halton (Incorporated without share capital) Operating statement of revenue and expenditure for the year ended March 31, 2004

- *The project funding model eats away at the sustainability of organizations. Programming is pared to the bone, important activities are dropped, and capital and infrastructure costs are deferred – all in an effort to make up for non-program costs that are not recognized in the rigid project budgets.*
- *The ban on funding administrative or core organizational costs directly undermines the viability of programs.*
- *Organizations are experiencing increasing difficulties in providing the infrastructure necessary for effective program delivery.*
- *Funders – in many cases, governments- are increasingly slow in signing project contracts and organizations cannot bill for any costs related to the start-up or operation of their projects – sometimes for weeks after the start date – until the contract is formally signed.*
- *As a consequence, only groups which have access to commercial credit or have substantial financial reserves can afford to take on these contracts.*

Funding Matters: The Impact of Canada's New Funding Regime on Nonprofit and Voluntary Organizations.

	2003-2004		2002-03
	Budget	Actual	Actual
Revenue			
Grants			
United Way of Burlington/ Hamilton	\$ 68,388	\$68,388	\$68,968
United Way of Milton	2,127	2,321	2,075
United Way of Oakville	75,040	75,040	74,595
Regional Municipality of Halton	88,000	88,000	88,000
Other Income	151,543	161,602	162,399
	385,098	395,351	396,037
Expenditure			
Salary expenses	284,240	294,467	311,051
Travel/Meetings/Development	16,112	10,677	15,141
Administration expenses	34,186	41,461	46,879
Promotion and publicity	1,753	1,460	2,920
Facility expenses	33,969	33,762	32,496
Equipment expenses	12,655	5,274	9,564
	382,915	387,101	418,051
Excess of revenue over expenditure (expenditure over revenue)	2,183	8,250	(22,014)
Deficit, beginning of year		(21,149)	865
Surplus (deficit), end of year	\$	(12,899)	(21,149)

*Glenn-Graydon-Wright Chartered Accountants
For a full copy of the financial report, contact the office.*



Board Members (April 2003 – March 2004)

Abdul Chaudhry
 Michael Cushing
 Carl Dawson*
 Les Horne
 Cindy Lunau
 Jim McRae
 Norma Pennington-Drabble*
 Jeff Pym
 Gary Shillington
 Doug Simpson
 Dick Stewart
 Wally Syme
 Joan Winchell
 Maureen Weinberger

Project Consultants

Mike Balkwill
 Peter Clutterbuck

Staff

Joey Edwardh, Ph.D.
 Executive Director

Margaret Petrovics
 Executive Assistant/
 Office Manager

Social Planning
 Ted Hildebrandt, Senior Planner
 Lynne Russell, Planner*

Jenny McKnight
 Administrative Assistant

Volunteer Halton
 Ann Coburn, Director

Sonya Mackey
 Administrative Assistant

HDSB Co Op Student

Noha Abbas

Council Volunteers

Denise Colton*
 Doris Cullum
 Barbara Dutton
 Bill Fraser
 Marilyn Joiner
 Mona Michael
 Audrey Soroka
 Mike Wesolowsky

Volunteers

We recognize our *many* volunteers in the community who donate time and talent to build caring inclusive communities.

Community Development Halton

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 Web: www.cdhalton.ca
 www.volunteerhalton.ca

*Left during the year

