

Building Community Together



***2004-2005
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 civic society, a requirement of social development that creates equity and opportunity 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.

“Charity is a matter of personal attribute, justice a matter of public policy. Never can the first be a substitute for the second.”

Reverend William Sloan Coffin

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 a new logo.

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

Community Development Halton is 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 create the capacity to care for Halton residents 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.**
- **Seniors’ Help Line**
- **United Ways of Milton and Halton Hills**
- **Youth Employment Services throughout the Region**

“There are those who see and ask why. And there are those who dream and ask, why not?”

George Bernard Shaw

Community Dispatches

- Canada Votes 2004
 - i) Accessibility and Inclusion,
 - ii) Cities and Social Infrastructure,
 - iii) Canada Social Transfer,
 - iv) Federal Role in Social Policy,
 - v) Population Health,
 - vi) Income Security,
 - vii) Taxation
- The Draining of Community Capacity: The Impact of Funding Structures
- An Accord Between The Government and the Voluntary Sector
- Niagara Voluntary Sector Labour Market Study

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:

- ***Inclusive Cities Canada – Burlington: Community Voices, Perspectives and Priorities - March 2005***
- ***Oakville Social Profile – December 2004***
- ***Funding Matters: A Warning and An Opportunity – Recommendations: A Road to Travel - 2004***
- ***Developing the Diversity-Competent Organization. A Resource Manual for Non-Profit Human Service Agencies in Peel and Halton Regions - 2004***
- ***The Quality of Life in Halton - Snapshot of a Decade - 2003***
- ***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)***



COMMUNITY DEVELOPMENT...

Volunteer Halton

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

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

National Volunteer Week

Volunteers Grow Community was the theme for the 2004 National Volunteer Week celebrations. Volunteer Halton and the Halton National Volunteer Week Committee in response to agency requests once again celebrated Cheers to Volunteers. Six volunteers representing various agencies in Halton were honoured on Cogeco TV throughout the week of April 18-24, 2004. Volunteer Halton would like to thank the four community newspapers for their support during National Volunteer Week.

Education and Training

On April 7, 2004 a dynamic training session was held on the privacy legislation, Personal Information Protection and Electronic Documents Act and its application to charitable and nonprofit organizations. Ninety-seven community

organizations attended this event to learn how to comply with the new legislation. Volunteer Halton continues to strive to support the education and training of organizations by hosting workshops on the current issues facing the voluntary sector.

Workshops: Volunteer and Agency Development

Volunteer Halton presented Volunteer Management Audit workshops to over 30 agencies in Halton. Volunteer Management Audit is an education tool to assist organizations with a focus on assessment, implementation and evolution of volunteer programs.

Taking the ACCORD Forward

As a Master Trainer site for Volunteer Canada, Volunteer Halton was chosen as a training site for the Voluntary Sector Initiative to present the ACCORD to the community. The voluntary sector is recognized as a vital pillar of Canadian society. Signed on December 5, 2001 an Accord between the Government of Canada and the Voluntary Sector is an agreement signalling the beginning of a relationship between the two sectors. A series of workshops were held to bring this awareness to the Halton community

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) building on a workshop held in January 2004. CDH is sponsoring a series of Diversity Breakfasts exploring the complex issues of creating organizations that respect diversity. A

resource manual is available to provide a framework to develop diversity competence and best-practices. CDH is a member of the Halton Diversity Committee.

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.

Celebrating Black History Month

CDH along with four other groups sponsored an exhibit to commemorate black history month in March at the Burlington Art Centre. CDH was honoured as an organization concerned about the human rights of all Halton residents.



PROMOTING VOLUNTEERISM...

“An individual has not started living until he can rise above the narrow confines of his individualistic concerns to the broader concerns of all humanity.”

Martin Luther King Jr.

Volunteer Centre Activities

- *Volunteer Opportunities On-Line*
The database hosts volunteer opportunities for over 100 organizations and this year received over 170,000 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 Coordinators of Volunteer Services (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...

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. A training coordinator was hired in 2004 and further training and support was carried out.

Community Data Strategy

CDH has been involved in a number of activities that provide the framework for better access to important data to the Halton community.

Halton Research Partnership (HARP) was formed with the Regional Municipality of Halton. This partnership has come into existence in order to enhance the access of both organizations to social, health, economic and environmental data sets, to share research expertise and to increase the capacity of both organizations to undertake social and related research.

One activity that has grown out of HARP is the **Urban Poverty Project**. This is a set of data derived from the 2001 Census that provides our community with detailed information about low income in Halton. The Urban Poverty Project is part of a national project headed by the Canadian Council on Social Development to carry out two primary activities. One is to provide relevant, local-level poverty data to be used by the project partners. The other activity is to search for underlying factors in poverty among Canadian communities.

The **Halton Data Warehouse** project is intended to create an online community data warehouse with a capacity to display various forms of publicly available data (census, governmental agencies) in a variety of geographies - Region of Halton, municipality, and neighbourhood.

Social Profiles

CDH carried out *Social Profile of Oakville – An Overview* as part of the United Way of Oakville's consultation process. This document contains data and maps pertaining to population demographics, labour force, education, income and poverty and housing affordability. CDH has also started development of a Social Profile of Burlington in conjunction with the City of Burlington.

Mapping

As part of the learning and skills developed through the 2001 Census Consortium project, CDH has been providing Census data and maps to community agencies. CDH staff is further developing their skills to provide analysis of agency data as part of this service.

Inclusive Cities Canada

Burlington is one of five Canadian communities along with Vancouver/North Vancouver, Edmonton, Toronto and St John N.B., participating in this initiative. Its purpose is to strengthen the capacities of cities to create and sustain inclusive communities for the mutual benefit of all people. A local civic panel has been formed in Burlington to direct the research and to develop recommendations, necessary stepping-stones to building an inclusive Burlington. The report, *Inclusive Cities Canada: Burlington; Community Voices, Perspectives and Priorities*, along with reports from other cities was launched in March of 2005. All reports can be found on the Inclusive Cities Canada website www.inclusivecities.ca. A national report synthesizing common issues underlying a national social agenda is being prepared and will form the basis of a national symposium in Ottawa in the fall.

Funding Matters

The proceedings, *Funding Matters: A Warning and An Opportunity – Recommendations: A Road to Travel*, were published in the winter of 2004. This document summarized the deliberations of 150 representatives of the nonprofit and voluntary sector symposium held in November 2003. Significant recommendations have been made to address the most urgent concerns associated with the restructuring of the nonprofit and voluntary sector.



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, Home care
- 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
- poverty alleviation

- 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
- Canadian Crossroads International
- Centre for Skills Development & Training
- 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
- Regional Municipality of Halton
- Social Planning Network of Ontario (SPNO)
- Social Planning & Research Council of BC
- System-Linked Research Unit, McMaster University
- Truth About Youth (Region of Halton)
- Ugunja Community Resource Centre (Kenya)
- 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 Oakville</p> <p>Special Project Funding Partners: City of Burlington Health Canada Healthy Community Fund Department of Social Development Canada</p>	<p>Special Project Funding Partners (continued): Ontario Trillium Foundation System Linked Research Unit, McMaster University United Way Oakville Volunteer Canada</p>	<p>Special Donations: Burlington Post Cogeco and Cogeco North Cable 14 Georgetown Independent & Free Press Georgetown Market Place Hamilton Spectator Milton Canadian Champion Milton Mall Oakville Today and Oakville Beaver</p>
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PRESIDENT'S MESSAGE...

“Canadian nonprofit and voluntary organizations rely to a considerable extent on external support for the resources they need to carry out their work. They depend on institutional funders, such as governments, private foundations and corporations’ individual donors, who support them through charitable giving and volunteers, who contribute their time to sit on boards of directors and to deliver programs and services. As such, the capacity of nonprofit and voluntary organizations to carry out their missions and achieve their objectives is influenced by changes in the external environment that affect the nature and supply of the resources.”

The Capacity to Serve: The Qualitative Study of the Challenges Facing Canada’s Nonprofit and Voluntary Organizations.

Future Strategic Areas

- Inclusive Cities and Communities
- Diversity
- Social Profiles – GIS Mapping
- Youth Volunteerism
- Community Education
- Promoting Volunteerism
- Funding Matters
- Voluntary Sector Labour Force

It has been another fast passed and dynamic year in the life of Community Development Halton (CDH)

As a nonprofit and voluntary sector organization CDH faces the same challenges as those experienced by other organizations in the sector.

During the past year the CDH Board and staff have focused on meeting these challenges to ensure that CDH remains robust, focused and effective.

There are three issues that exemplify this activity and they are: i) progressive and respectful employee relations, ii) a sustainable business and funding model and iii) a clear sense of direction and purpose through a strategic plan.

Under the leadership of board member Doug Simpson the Board has adopted a revised and progressive Personnel Policy. This will ensure that CDH will remain a responsible employer and recognizes the true value of our staff as the most important agency asset.

In his capacity as CDH Treasurer, Jeff Pym has focused the Board on our financial health and vitality. During this past year CDH has been able to reduce its reliance on fee for service income from 35% of total budget to 25%. This is due to the generous increases in funding from the United Way of Oakville and the United Way of Burlington and Greater Hamilton. In addition CDH has undertaken a review of its financial management and administration practices to ensure a sound future.

During the past year work has continued on our revised three year strategic plan and this activity is now in its final phase. This effort will provide

focus and clarity for the Board, staff, community partners and funders.

On the social policy front the Board and staff of CDH have been focused on two broad strategic issues, the health and capacity of the voluntary sector in Halton and the state of social inclusion in our community.

It has been an honour to serve as President of CDH during this past year. I want to acknowledge the commitment and energy of my Board colleagues. Two members, Michael Cushing and Les Horne deserve special mention as they leave the Board after serving for nine years each. They have made significant contributions to CDH over those years and will continue to be involved with CDH in the future.

All of the above could not have happened without the dedicated and highly professional staff of CDH under the leadership of Joey Edwardh.

CDH is thankful to have three principal funders, Halton Region, the United Way of Oakville and the United Way of Burlington and Greater Hamilton. Their resources and commitment to the work of CDH are appreciated.

As a membership organization the Board is mindful of the contributions of members and community partners throughout the year.

Dick Stewart



EXECUTIVE DIRECTOR'S REPORT...

The year 2004-2005 is testimony to the role Community Development Halton plays in the shaping of Halton's social fabric. CDH continues to highlight one of Halton's most important and vital assets that is the nonprofit and voluntary sector. As an intermediary organization, CDH functions to enhance the capacity and effectiveness of the sector 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 service to a growing and changing population and ii) the vigilance of Volunteer Halton as it promotes innovative methods of volunteering to meet the changing demands of individuals and families and, simultaneously, the shifting needs of human service agencies.

CDH publications continue to increase our knowledge about the need for a strong social infrastructure necessary to the prosperity of our communities. CDH participated in a research study embracing six communities across Canada. The study, *Inclusive Cities Canada: Burlington: Community Voices, Perspectives and Priorities*, called for strategic reinvestment in our social infrastructure to guarantee social cohesion and equity in our communities based on policies and practices of social inclusion so that no one in our community lives far below accepted norms. One of the recommendations flowing from the deliberations of the Burlington Civic Panel state:

That Inclusive Cities Canada, with the support of all Civic Panels, address our diminishing social infrastructure by recommending to the Federal and Provincial governments that these two senior levels of government restore their investment in human service programs, including their support of community based nonprofit and voluntary organizations, and that

these reinvestments be as important a priority as reinvestment in Medicare.

The Burlington Civic Panel will continue to work on the implementation of their report's recommendations and participate in a national symposium in the fall to address the social infrastructure needs of all communities.

Importantly, the Civic Panel supports the recommendation of CDH's *Funding Matters Symposium* held in November 2003 where the agency community asked Halton Regional Chair, Joyce Savoline to "convene a roundtable to actively engage a broad representation of community ... to address and resolve the issues of inadequate and diminishing infrastructure faced by Halton nonprofit and voluntary organizations." This roundtable has been established and CDH will participate actively in its deliberations.

Over the year, a number of *Community Dispatches* have been published to contribute to our knowledge of the problems faced by the sector and possible strategies to address the issues identified. They are: "*Niagara Voluntary Sector Labour Market Study*" and the "*Draining of Community-Capacity: The Impact of Funding Structures.*"

CDH believes that engagement in our democracy is predicated upon knowing about those important social issues that affect our society. We published seven *Community Dispatches* entitled, *Canada Votes 2004*, identifying a series of issues important to the social sector such as taxation, income security, population health, the federal role in social policy, the Canada Social Transfer, cities and social infrastructure and accessibility and inclusion. All can be found on the CDH website: www.cdhalton.ca.

Importantly, the first in our social profile series has been published, *Social Profile of Oakville- An Overview*, and that of Burlington and Halton will soon be completed. The changes in population, families, seniors, immigrants, and visible minority groups from 1996 to 2001 are captured. CDH has pioneered with a new feature in these documents and that is the inclusion of thematic maps. The maps add a spatial dimension in

looking at the demographic characteristics of community. For example by identifying the location of the various population sub-groups (e.g. children, youth, seniors, low income individuals and families), social agencies can gain a better understanding of their current and potential clients. The maps provide answers to questions such as: "Is my service located close to its intended clients?" "Are there potential un-served or under served areas?" or "What changes have occurred in my service area?"

CDH has been surprised and even flattered that our leadership in social inclusion and the production of social capital in communities has received international recognition. Representatives from the Department of Social Services and Poverty Alleviation of Western Cape Province, South Africa visited our offices to learn about the mobilization of social capital in communities. Also, we have been honoured by visits from the Ugunja Community Resource Centre of Kenya and look forward to working to a vibrant interchange with them on issues of social mapping and volunteerism. Moreover, I had the opportunity to travel to New Delhi, India to discuss our work on social inclusion at the North South Dialogue III sponsored by the National Resource Centre for Inclusion.

Volunteer Halton continues to provide valuable information and training to the nonprofit and voluntary sector through its workshops associated with volunteerism and the management of volunteers. This year, Peter Broder of Imagine Canada addressed our community on the new privacy legislation, *Privacy 101: Personal Information, Protection and Electronic Documents Act*. Ann Coburn also conducted a series of workshops on the ACCORD between the Government of Canada and The Voluntary Sector and its implications for the future.

In closing, I mention, "*Nothing About Me Without Me*," a youth engagement activity animated by Abigail Salole, a practicum student from the University of Toronto placed at CDH. The vibrations of youthful energy and insight could be felt frequently throughout the office. The question of 'why not' pressed the rest of us at CDH to reflect and re-examine 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, 2005

“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.

	2004-2005	2003-04
	Actual	Actual
Revenue		
Grants		
United Way of Burlington/ Hamilton	\$ 70,621	68,388
United Way of Milton	1,304	2,321
United Way of Oakville	100,095	75,040
Regional Municipality of Halton	100,000	88,000
Other Income	129,829	161,602
	\$ 401,849	395,351
Expenditure		
Facility	31,601	33,762
Travel, meetings & development	11,428	10,677
Promotion and publicity	1,931	1,460
Office and general	51,996	41,461
Equipment	7,967	5,274
Salaries and benefits	290,756	294,467
	395,679	387,101
Excess of revenue over expenditure (expenditure over revenue)	6,170	8,250
Deficit, beginning of year	(12,899)	(21,149)
Surplus (deficit), end of year	\$ (6,729)	(12,899)

Henderson Partners LLP

For a full copy of the financial report, contact the office.



Board Members (April 2004 – March 2005)

Abdul Chaudhry
 Michael Cushing
 Jennifer Christian*
 Trevor Hallett
 Brad Holland
 Les Horne
 Cindy Lunau
 Jim McRae
 Anwar Naqvi
 Jeff Pym
 Doug Simpson
 Dick Stewart
 Wally Syme*
 Marna Urbanski*
 Maureen Weinberger
 Joan Winchel
 Jim Wright

Project Consultants

Mike Balkwill
 Peter Clutterbuck
 Richard Lau
 Glynis Maxwell

Staff

Joey Edwardh, Ph.D.
 Executive Director

Margaret Petrovics**
 Executive Assistant/Office Manager

Jane Kieft
 Bookkeeper

Social Planning
 Ted Hildebrandt, Senior Planner

Jenny McKnight
 Administrative Assistant

Volunteer Halton
 Ann Coburn, Director

Sonya Mackey
 Administrative Assistant

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 www.volunteerhalton.ca

HDSB Co Op Students

Noha Abbas
 Nicole Guarascia

University of Toronto - Practicum Student

Abigail Salole

CDH Volunteers

Doris Cullum
 Barbara Dutton
 Bill Fraser
 Marilyn Joiner
 Sadat Rehman Draboo *
 Audrey Soroka
 Mike Wesolowsky

Volunteers

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

*Left during the year

**Retired

