



Community
Development
Council Durham

ANNUAL REPORT 2017

Our Roots, Our Impact, Our Growth

VISION:

Our vision is an equitable, inclusive and socially just community that is committed to meaningful participation for all.

MISSION:

Our mission is to identify regional community development needs and inform relevant policy and programming, while supporting and delivering effective services.

CDCD BELIEVES:

In the enhancement and protection of social and economic rights and freedoms;



That innovative responses to community needs require collaborative thinking and practice;



That we must uphold and embody equity, inclusivity and social justice;



That meaningful participation is defined by both the community and the individual, and that each person should be equipped and supported with the tools and resources to enable this participation, and

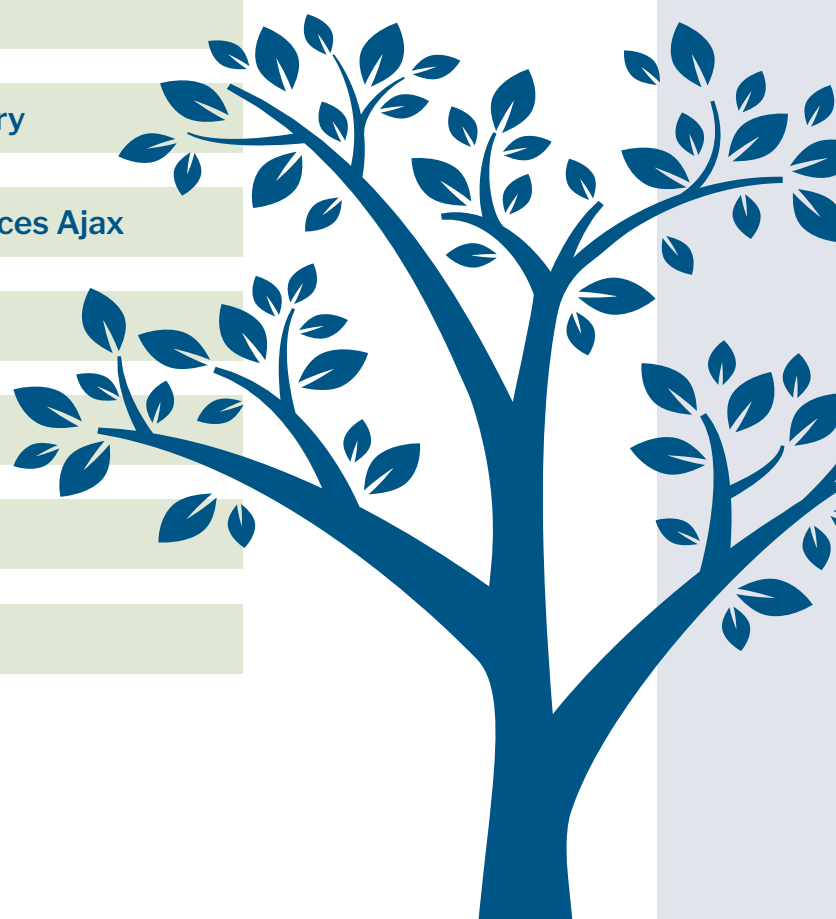


In sustainable solutions to community issues and concerns.



TABLE OF CONTENTS

02	President's Message
03	Interim Executive Director's Message
04	Community Development and Social Research
06	CDCD Serving Durham in 2017
08	Housing Help Durham
09	Settlement Workers in Schools (SWIS)
10	Settlement Services
12	Settlement Services Success Story
13	Welcome Centre Immigrant Services Ajax
14	Financial Statements
15	Staff Members
16	Board Members
17	Volunteer Engagement





It is with great pleasure and pride that we deliver Community Development Council Durham's (CDCD) Annual Report for 2017. As we head towards providing 50 years of service to Durham Region, I am very confident that our organization will continue to be a valued contributor.

CDCD had many exciting successes in 2017. Community Connections hosted the second annual Citizenship Reaffirmation Ceremony where Canadians re-affirmed their citizenship oath. Community Development and Social Research partnered with Durham Mental Health Services (DMHS) for the second Homelessness Point-in-Time (PiT) Count with the addition of the Registry Week. CDCD also expanded its office by 1600 square feet to accommodate the growing needs of the Region.

My final term as President and as a Board member is nearing completion. For over six years, I have experienced various changes including growth, challenges and changes in leadership direction. Today, as I reflect on my experience here, I am bursting with pride for this organization, the services it provides, the passionate staff (who I think the world of and will miss the most) and our professional Board members.

As I step down, it is with a heavy heart and with sadness, but yet with a high-level of confidence for the organization as it moves forward. The Board I am leaving behind is quite capable of continuing to support the organization, while guiding management. We have ensured that CDCD benefits from the Board's leadership by recruiting and maintaining highly skilled professionals with expertise in legal, human resources, community development, finance/internal audit, governance and social research.

We are in the process of implementing our new five-year Strategic Plan, which has emphasis on community development and social planning. As mentioned earlier, our plan will continue to focus on CDCD's future of assisting and making a difference in many more individuals and families' lives in our Region. This activity was completed with input from our Board Directors, staff and key stakeholders.

Effective immediately, our Board is adhering to completely revamped By-Laws (formerly known as the Constitution), a product created with input from Board members. We are taking into consideration how CDCD must forge ahead for the benefit of the Region and its residents. We must thank Bob Baker of the Bob Baker Group Inc. for his full involvement with the development of these two important documents.

With a new Strategic Plan approved and a renewed focus on governance excellence, the Board

is focused on building a strong future for Durham residents. A critical component is recruiting a new Executive Director to lead our organization into the future and guiding the successful implementation of our strategy.

One of the six strategic directions in our new strategic plan is to build a strong brand and reputation in Durham Region. Strengthening the CDCD brand will build a stronger and more vibrant entity that supports this new strategy. The Board has identified this as a key priority and we will be developing a comprehensive communications plan beginning this summer.

We are always grateful for our donors, funders, stakeholders, volunteers, Board of Directors and other members of the various communities within Durham Region. We fully appreciate your continued support with CDCD's initiatives, programs and services.

Once again, on behalf of the Board, I would like to acknowledge our passionate staff. This organization would be nowhere without their dedicated services to our clients. Every position is of vital importance to CDCD's successes and we thank you for your professionalism.

Keith Hernandez,
Board President

A handwritten signature in black ink, appearing to read 'Keith Hernandez'.





It has been a pleasure and a privilege to take up the role of Interim Executive Director at the end of May 2018. Our Board of Directors have provided the organization with a clear and solid direction with the recently approved five-year strategic plan. I look forward to working with the Board in a collaborative effort to bring to life their vision for CDCD.

I am also excited to work closely with the management team as we start the process of implementing our strategic plan. This plan demonstrates CDCD's commitment to all communities in the Durham Region as we continue to focus on making a difference in the lives of many more individuals and families.

The strength of CDCD is in our management team and in our staff. I am proud of each and every one of my colleagues who have shown greatness and determination throughout all the recent transitions. Like all the staff here at CDCD I believe in, and I am passionate about, the work we do. I look forward to enhancing the strong partnerships we have in the community as well as developing new partnerships that will take us to new heights.

Heather Hofmann,
Interim Executive Director

A handwritten signature in blue ink that reads "H Hofmann".



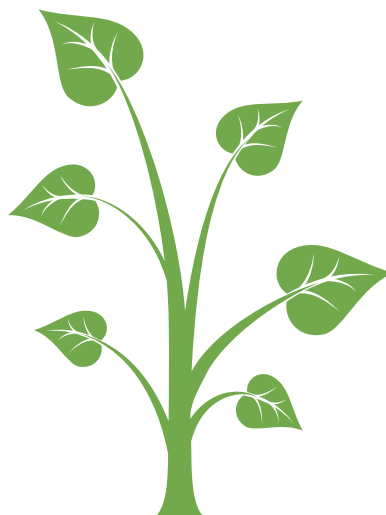
**The Community Development and Social Research
department is at the core of CDCD's Vision
of an equitable, inclusive and socially just community
that is committed to meaningful participation for all.**

Community Development is the process of developing active and sustainable communities based on principles of justice, inclusion and mutual respect. We achieve this through work in areas such as:

- **Collaborative Program and Social Planning**
- **Public Education and Awareness**
- **Community-Based Research**
- **Facilitation and Training**
- **Policy Analysis and Development**
- **Asset Mapping and Gap-Analysis**

The community is central to all of this work, both defining and participating in our community development, research and social planning initiatives. As a member of the Social Planning Network of Ontario, our work follows their operating principles:

- **Community Accountability**
- **Knowledge-Based Action**
- **Citizen Participation**
- **Inclusiveness**
- **Empowerment**
- **Integrated, Holistic Perspective**



PROJECTS

Point-in-Time Count/Registry Week

Community Development Council Durham, in partnership with Durham Mental Health Services (DMHS), are collaboratively working on Durham Region's second Homelessness Point-in-Time (PiT) Count. In an exciting change from last year, we have also been asked to conduct a Registry Week in conjunction with the PiT Count. In addition to the PiT Count enumerating those experiencing homelessness and identifying demographics and service needs, the Registry Week will also allow participants to be placed on a By-Name List that supports prioritized services for those most in need.



Leadership Durham

Leadership Durham is a community leadership program intended to bring together emerging and aspiring leaders from the public, private and non-profit sectors in Durham. The program provides an opportunity for participants to explore and strengthen their leadership skills, develop a new-found network of meaningful contacts, and learn more about the outstanding characteristics and challenges of our community. Participants attend monthly learning days for 10 months that focus on leadership development, while also working on community projects for local non-profits and/or charities. The program is currently in its second cohort.



Social Sciences and Humanities Research Council (SSHRC) Refugee Transportation Paper

In partnership with the University of Toronto Scarborough and McMaster University, the Community Development team released a paper on transportation barriers and access to services within the Syrian Refugee population. Four focus groups were conducted in Ajax, Whitby, and Oshawa and a presentation of the preliminary findings was made to the 19th National Metropolis and was published in a leading academic journal.



Homeless Individuals and Families Information System (HIFIS) Community Coordination

The HIFIS Community Coordinator is responsible for developing and sustaining working relationships with key stakeholders in the community, with the overall goal to improve and encourage data collection in the housing/homelessness sector. The coordinator provides training, networking, technical support and the overall implementation of the federally mandated HIFIS system within Durham Region.

CDCD Serving Durham in 2017

The Housing Stability Program
(HSP) disbursed just under

\$980,900

in financial assistance to over
1,100 Durham Region households

.....

Low-Income Energy Assistance
Program (LEAP) disbursed over

\$74,600

in financial assistance for hydro
arrears to 161 households

.....

384
households

in Ajax and Pickering received personal
support and housing outreach assistance


.....

200
households

across Durham Region received
housing support and information

.....



A large blue tree trunk and branches are on the left side of the page. Green leaves are scattered along the branches. Five circular icons are placed around the tree: a backpack, a person at a computer, a speech bubble saying 'Hello!', a sign that says 'Welcome', and a person at a desk.

Settlement Workers in Schools (SWIS) delivered
10,155 service engagements
benefiting **1,974 unique individuals**
including youth, parents and caregivers

.....

SWIS organized and delivered
120 group
information sessions
for newcomers

.....

The Newcomer Settlement
Program (NSP) served a total of
1,706 clients
which included 711 new
clients and 995 repeats

.....

3,022 clients
were served by the Orientation
Settlement Workers, which included
773 new clients and over 1,200 repeat

.....

Welcome Centre Immigrant Services Ajax
programs and services were accessed
57,038 times

.....

1,413 unique
service users
engaged in Centre-led initiatives

.....

Housing Help Durham provides personal support services to assist with housing search needs including advocacy and mediation. The program encourages private and non-profit landlords to list their rental accommodation on a landlord registry through CDCD's website. Housing Help Durham provides general information on landlord and tenant matters along with making proper referrals to other programs and community services. In 2018, the team's goal is to continue to strengthen existing partnerships and to create new ones in hopes of bringing frontline housing services to its clients. Housing Help Durham is funded by the Regional Municipality of Durham and the Province of Ontario.



Thank you so much. I truly appreciate it from the bottom of my heart. My children will be extremely happy.

| Housing Stability Client |

Housing Outreach Program

The Housing Outreach team continued to partner with the Ajax and Pickering public libraries. A member of the Housing Outreach team was onsite at the libraries once a month to provide client service and information. The team also assists clients with registering with the Ontario Electricity Support Program (OESP). The OESP offers low to moderate income households a reduction in their monthly hydro costs. Last year, 384 households in Ajax and Pickering received personal support and housing outreach assistance, while another 200 households across Durham Region received housing support and information. In 2017, Housing Outreach began a partnership with the YMCA Durham Employment Services of Pickering.

Housing Stability Program

The Housing Stability Program (HSP) provides qualified Durham households funding for rent arrears, utility arrears and assistance with last month's rent and moving costs. HSP assisted with eviction prevention by disbursing just under \$980,900 in financial assistance to over 1100 Durham Region households.



Thank you so much for all of your help. This program is a life saver."

| LEAP Client |

Low-Income Energy Assistance Program

CDCD continues to operate the Low-Income Energy Assistance Program (LEAP) for Oshawa PUC and Whitby Hydro. LEAP provides one-time financial grants to qualified households with hydro arrears. In 2017, LEAP disbursed over \$74,600 in financial assistance for hydro arrears to 161 households. The Outreach team assisted 54 households to register with the Ontario Electricity Support Program (OESP) to receive a monthly hydro rate reduction.

SETTLEMENT WORKERS IN SCHOOLS (SWIS)



Settlement Workers in Schools (SWIS) help newcomer youth and their families adjust to a new life in Canada while providing ongoing support and opportunities to become involved in their new community.

The SWIS team had a very exciting year in 2017 with the addition of a Portuguese speaking team member. SWIS services now support 13 first languages other than English and French in all schools with the Durham Catholic District School Board (DCDSB) and the Durham District School Board (DDSB).

With a theme of “involvement through friendships,” the SWIS program supported and encouraged newcomer participants to develop friendships at school, as well as, in their communities and to explore the many amenities available across the Region. SWIS collaborated with many service providers and agencies to facilitate sessions for parent and youth in orientation, community activities, trainings and much more to support and enhance newcomer knowledge towards a successful integration.

Team members continued to maintain a schedule that is designed to provide ease of access for newcomer families who are still learning about the Ontario education system and their new communities. During the year, the team delivered 10,155 service engagements benefiting 1,974 unique individuals which included youth, parents and caregivers. The team organized and delivered 120 group information sessions on various topics for newcomers across the school districts. This year, SWIS was busy participating in 268 school and community outreach activities to promote the SWIS program, as well as, the many programs available at CDCD.



CDCD's longstanding partnership with the DCDSB and DDSB continues to mature. SWIS is well integrated in the local schools as a regular aspect of school culture and life. Group activities in schools are a central component of cultural transfer between long-time residents and newcomer students that leads to understanding and acceptance in the school and wider community. The Newcomer Orientation Week (NOW) continued to be hugely popular among the youth. Trained Peer Leaders welcomed and provided orientation for 58 newcomers the week before they started in their new schools. The team witnessed these interactions blossoming into friendships that, undoubtedly, make newcomers feel welcome and valued in their new schools. The Welcome and Information for Newcomers (WIN) activity offered to families with elementary school aged children, attracted 70 participants, the highest attendance to date.

Orientation Program:

The Orientation Program is dedicated to serving Permanent Residents, Convention Refugees and Live-in Caregivers who are new to Canada. The Orientation Workers, a group of diverse, highly skilled and compassionate individuals with vast experience and expertise, make the settlement experience for newcomers a safe and informed one. The Orientation Program is funded by Immigration, Refugees and Citizenship Canada (IRCC).

Services offered include:

- support with immigration documentation;
- access to information;
- information and referrals to education;
- employment assistance;
- childcare;
- healthcare;
- child tax benefits;
- social assistance;
- housing;
- certification and preparation of affidavits;
- invitation letters;
- individual and family counselling assistance (non-therapeutic); and
- assistance in obtaining social insurance numbers

In 2017, the Orientation Workers conducted several group and one-on-one sessions for their clients, giving information and resources on various subjects and topics.

Over 3,000 clients were served by the Orientation Workers, which included 773 new clients and over 1,200 repeat clients.



Newcomer Settlement Program (NSP):

The Newcomer Settlement Program (NSP) assists newcomers who are settling, adjusting and contributing to life in Canada and Durham Region. This program is funded by the Ontario Ministry of Citizenship and Immigration (MCI). The goal of NSP is to help newcomers fully engage in all aspects of Canadian life which includes the social, economic, political and cultural aspects, and to maximize the benefits of their participation and contribution to Canadian society. The program works on very similar lines to the Orientation Program but has the flexibility to accept clients from various categories.

It was another very successful year with the NSP as it met all of its targets and in some cases exceeded them. There were also various workshops conducted on different topics for the benefit of clients. The program is delivered from four different locations: Ajax, Pickering, Oshawa and Whitby, catering to the needs of the clients all over the Durham Region.

NSP served a total of 1,706 clients, which included 711 new clients and 995 repeat clients.

Community Connections Program:

The Community Connections Program helps newcomers integrate into the Canadian lifestyle, providing them with social supports to ease the transition. Being in a new place is hard, especially when language is a barrier. Through a variety of group activities, newcomers can: practice English Conversation, learn about their community, meet people from around the world, share stories and experiences, attend an informative workshop, participate in social events, develop networks, make new friends, join a walking group, and connect with settled Canadians. Community Connections is funded by IRCC and serves eligible clients including Permanent Residents, Convention Refugees, and Live-in Caregivers.

The program is built around several activities which include:

Women's Group: Activities are designed specifically for women to bond while sharing and learning a variety of crafts. The women meet to practice their English, participate in the creation of art, while learning about their rights in Canada and helping each other adapt to their new home.

Newcomer Kitchen: Cooking sessions are held at the Welcome Centre Immigrant Services Ajax. Participants get together twice a month to learn, cook and share recipes from around the world. Participants work together as a team to create new dishes, make new friends, practice English and most importantly, create a sense of community.

English Conversation Circles: Weekly sessions are conducted in nine different locations across Durham Region to give immigrants an opportunity to practice English in a comfortable and welcoming environment. While practicing English, the participants also learn about Canadian culture and network with other newcomers and volunteers. Newcomers from all over the world with different levels of English are brought together to discuss a variety of topics, have questions answered, share stories and work through the settlement process.

French Conversation Circles: Every Tuesday, the group meets at the Ajax Public Library. Immigrants who speak French or have some knowledge of the language are given an opportunity to interact with each other and with French speaking community volunteers.

Newcomer Senior's Group: The Senior's Group is designed to attract senior immigrants, who come together to talk, play and learn about the Senior Centre's facility and what it has to offer to the older generation of citizens.

Community Garden: A seasonal weekly activity for immigrants who share a love for gardening. Newcomers are welcome to plant a variety of vegetables and herbs, tend to them, and eventually enjoy the harvest.

Walking Groups: This is a seasonal activity that occurs weekly to replace some of the Conversation Circles that take a break for summer. The concept of English Conversation Circle is taken outdoors.





Ahmad Ghilan, Rehab Alfares and their three children arrived in Canada as Syrian Refugees on December 22, 2016. They were sponsored by a group in Port Perry and have now made Port Perry their home.

Ahmad and Rehab quickly enrolled in Durham District School Board's (DDSB) English as a Second Language (ESL) and are currently attending three evenings a week in Port Perry. The family also wanted to practice their spoken English in group settings but there were very limited opportunities for newcomers in Port Perry. From conversations with their sponsors, the Community Connections Program recognized the need for an English Conversation Circle in Port Perry because there were two other families from Syria who were recently settled in the community. Community Connections started an English Conversation Circle at the Scugog Memorial Library in April of 2017 and the Ghilans joined the group and have now become regular attendees. The Ghilan family started making progress with their English speaking skills. After one full year, they are appreciative of the English Conversation Circles through which they have vastly improved their English communication skills. They also attended the Family Fun Day in Oshawa in March where they met friends and volunteers. The family had a chance to network and learn more about other activities of the Community Connections Program.

Utilizing his previous experience, Ahmad has also started a small business in tiling and dry walling which has been keeping him very busy. The Ghilan family is fitting in very well in their new community and the Community Connections family welcomes them to Canada!

Praising the program and thanking everyone, Ahmad Ghilan said, "Thanks to the Community Connections Workers who host the English Conversation Circle in the library. This is an important group because we have the opportunity to learn English. We have learned a lot from these conversations and we hope this program will continue to grow. Thank you to all who have helped make our transition to Canada very smooth."

WELCOME CENTRE IMMIGRANT SERVICES AJAX

Welcome Centre Immigrant Services Ajax provides one-stop services under one roof, to guide and support immigrants through the maze of information and resources in Durham Region. The Centre is a welcoming and inclusive environment that addresses and supports the complex and changing needs of newcomers. Core services offered are settlement and integration services; language training; accreditation and qualifications assistance; and employment support. Other programs and services offered by our Community Partners are based on local community needs (such as legal services, government services, mental health supports, culturally-appropriate family counselling etc.). Welcome Centre Immigrant Services Ajax is funded by Immigration, Refugees, and Citizenship Canada (IRCC).

Welcome Centre Immigrant Services Ajax along with its partners, promote community development and client engagement. Successes for 2017 include:



Recognizing Canada Day/Canada 150: Welcome Centre staff participated in the City of Pickering's celebration. Families were drawn to the Welcome Centre's booth and engaged with staff and volunteers in a variety of activities that asked what they loved about Canada. Word of mouth about our activities spread quickly. This was evident by the number of visitors. People were happy and proud to share where they were from and were equally eager to let us know what Canada meant to them.



In keeping with the calls to action outlined by the Truth and Reconciliation Commission, National Aboriginal Day was observed at the Centre. Over 100 students, staff and community members enthusiastically participated in a smudging ceremony. Other activities included drumming workshops, making dream catchers and open dialogue that highlighted the culture and traditions of Indigenous communities in Durham. A pop-up collection of art and artifacts also provided information and interactive learning opportunities.



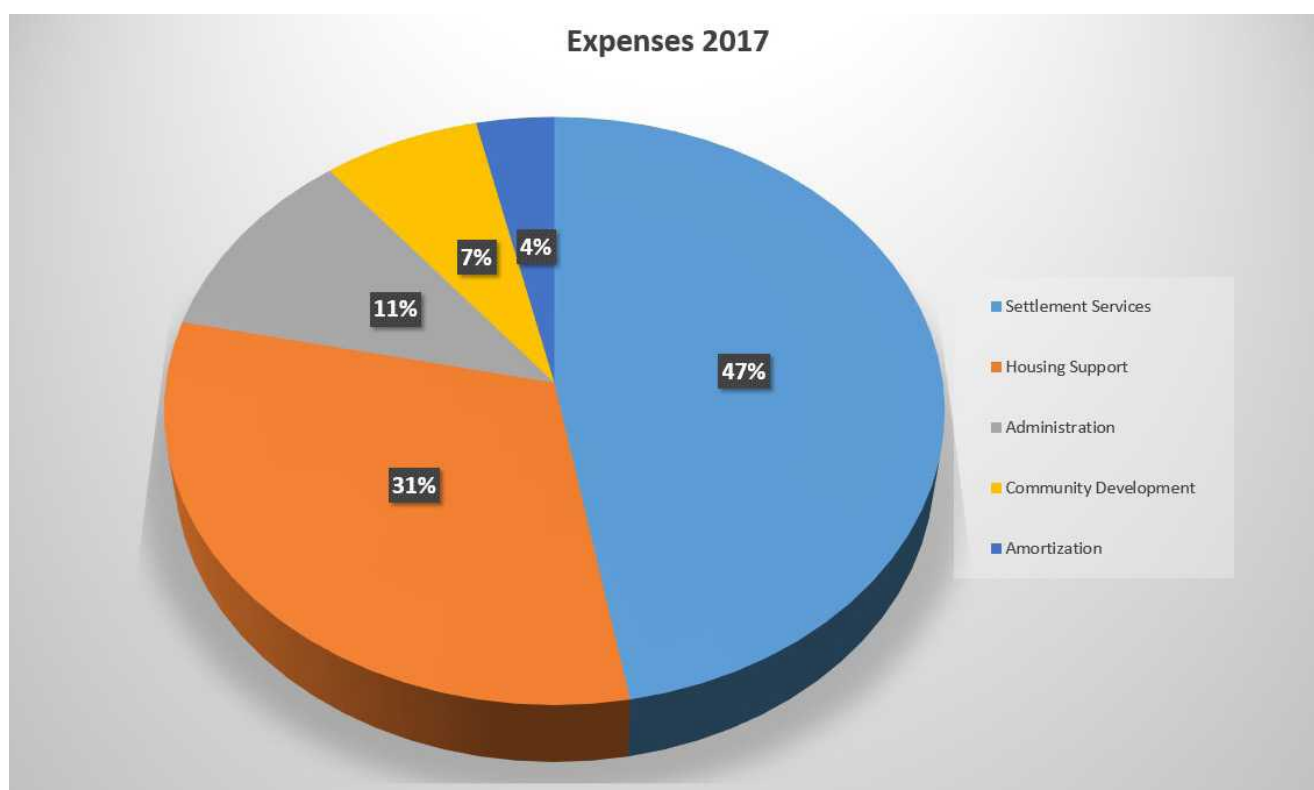
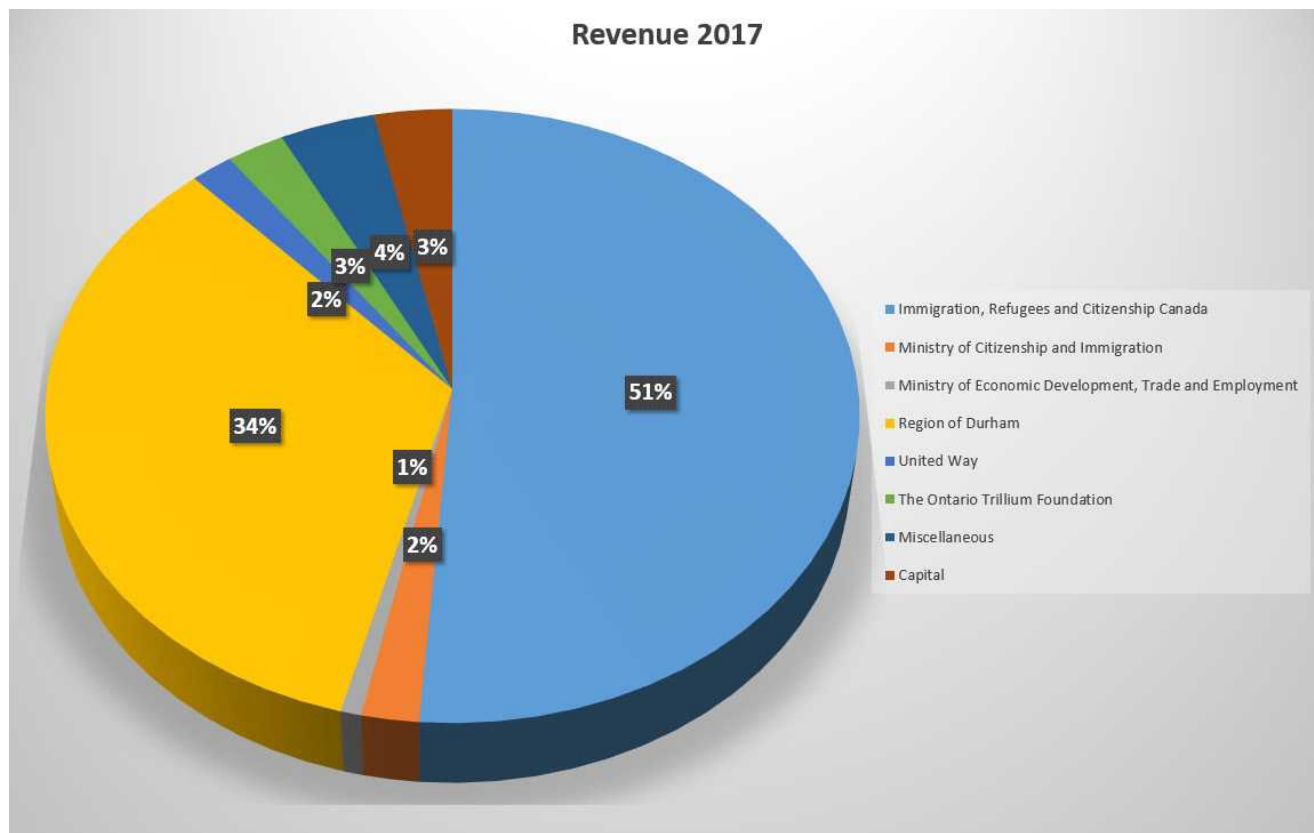
In June 2017, a total of 132 diverse Language Instruction for Newcomers to Canada/English as a Second Language (LINC/ESL) students, teachers, staff and volunteers gathered together for the breaking of Ramadan fast. Guests enjoyed a first-ever Iftar Celebration and Dinner that was initiated and organized by a committee of Durham Catholic District School Board's (DCDSB) LINC/ESL students at the Centre.



The Centre staff and 32 associate partners completed the Alzheimer Society of Durham Region's Blue Umbrella Training; the Centre is now recognized as a dementia-friendly environment.

As a champion for accessibility, the Centre was instrumental in establishing the Durham Region Accessibility Awareness Working Group (DRAAW) which encompasses local organizations from multiple service sectors that serve diverse individuals with visible disabilities (including newcomers, immigrants and refugees). DRAAW partnered with the Ontario Council of Agencies Serving Immigrants (OCASI) as well as other local organizations to host an educational forum with service providers looking to engage in more inclusive and accessible service-delivery practices.

Please note the charts presented are based on CDCD's Audited Financial Statements which were prepared by RSM. To view the full version, please go to www.cdcd.org.



Executive Director's Office/Administration

Heather Hofmann, Interim Executive Director
Jayde MacLean, Communications & Administration Manager
Michelle Cook, Interim Assistant Finance Manager
Erick Sanchez, IT Administrator

Settlement Services

Mahmood Mustafa, Settlement Services Manager
Hanna Siekowski, Settlement Program Assistant

Community Connections Program

Alana Andrews, Community Connections Worker
Bozena Stobinska, Community Connections Worker
Katelin Grant, Community Connections Worker
Maria Abogado, Community Connections Worker

Newcomer Settlement Program (NSP)

Alaa Aldwik, NSP Worker
Asma Mohran, NSP Worker*
Paliny Kanagalingam, NSP Worker

Orientation Program

Mohammad Sohail, Orientation Worker
Parvin Syal, Orientation Worker
Rahime Solak, Orientation Worker
Teresita Perera, Orientation Worker

Settlement Workers in Schools (SWIS)

Oliver Forbes, SWIS Program Coordinator
Aloma Selvarajha, SWIS Worker
Carmen Subibi, SWIS Worker
Joy Tan, SWIS Worker*
Maribel Cabral de Sousa, SWIS Worker
May Toma, SWIS Worker
Najeeb Nayab, SWIS Worker
Patricia Liang, SWIS Worker
Soraya Attai, SWIS Worker
Vicki Kerr, SWIS Administrative Assistant

Community Development

Vanessa Bilenduke, Community Development Manager
Anika Mifsud, Social Researcher
Ashley McDonald, HIFIS Community Coordinator
Nathan Gardner, Community Development Coordinator

Housing

Vanessa Bilenduke, Interim Housing Manager
Aidan White, Housing Intake Worker & Reception
Carole Griffiths, Housing Assistant
Dawn Stewart, Housing Stability Worker
Jacinta Arokiasamy, HIFIS Intake & Landlord Outreach Worker
Jessica LeBlanc, Housing Stability Worker
Waseem Sheikh, Housing Outreach Worker

Welcome Centre Immigrant Services Ajax

Hermia Corbette, Welcome Centre Manager
Darlene Bahlmann-Huber, Administrative Assistant/Receptionist
Dilenia Teaz, Senior Administrative Assistant
Donette Ambris, Administrative Assistant/Receptionist
Guler Korkmaz, Administrative Assistant/Receptionist
 *On Leave

Keith Hernandez, President
Michelle Davis, Vice President
Roger Ramkissoon, Interim Treasurer
Melanie Blackman, Secretary
Floriana Cici, Director
Gina Roberts, Director

Hillary Ireland, Director
Mark Seneviratne, Director
Neha Kohli, Director
Portia Daisy, Director
Thelson Desamour, Director



Caption: Pictured are the CDCD Board of Directors from left to right: Keith Hernandez, Melanie Blackman, Michelle Davis, Roger Ramkissoo, Neha Kohli, Hillary Ireland, Gina Roberts
Absent: Floriana Cici, Mark Seneviratne, Portia Daisy and Thelson Desamour

We believe that volunteers are our best asset! The assistance offered by volunteers is vital to our clients and is imperative to provide client-centred services. We believe that our volunteers are a reflection of and an invaluable resource to our community.

Thank you to CDCD's amazing volunteers. Over **1,277** volunteers from all walks of life helped to make a difference in so many individuals' lives! We could not have asked for a more dedicated group of volunteers and words cannot express how grateful we are to have you!

These volunteers have contributed **6,046** hours of their time.





458 Fairall St., Unit 4, Ajax, ON, L1S 1R6

Tel: +1 905-686-2661 • **Fax:** +1 905-686-4157 • **Email:** info@cdcd.org • **Web:** www.cdcd.org
Charitable Registration # 130979826RR0001

