

CDCD

Community Development
Council Durham

Building Strength in Our Community Since 1970



Community
Development
Council Durham

**ANNUAL
REPORT
2015**



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.

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Message from the President

Community Development Council Durham (CDCD) has been making an impact in the lives of individuals for over 46 years.

We can happily report that CDCD has a full Board membership slate of 11. The Board has expertise in various professions including finance, legal, risk management, human resources, entrepreneurship, community development and social research. As a Board, we are passionate about the work CDCD does and are ready to assist management with moving the organization forward to the next level.

In July 2015, we welcomed Kate Bird to the CDCD team as the new Executive Director. Kate has over fifteen years' experience at the senior management level in both the for-profit and not-for-profit sectors within the Durham Region. She was previously the CEO at WindReach Farm, a fully accessible therapeutic farm which provides programs and services to persons with special needs. Kate has already developed strong relationships with our funders, stakeholders and partners. Our Board is committed to providing Kate with full support as she continues to manage the organization while enhancing client services.

The importance of CDCD's continued work in the area of social planning, research and community development will again be a major factor as we move forward. This is one of the key priorities of our present Strategic Plan.

We are very grateful for our donors, funders, stakeholders and other members of the community for continuing to support CDCD's initiatives, programs and services.

We would also like to recognize the continuous dedication of the staff towards the high level of quality service to our clients. Our staff are the backbone of this organization and the success of CDCD depends on their level of professionalism.

Thank you all for a job well done!

Keith Hernandez
President



Message from the Executive Director

I am now nearing completion of my first year as Executive Director of CDCD. I would like to personally thank the staff, volunteers, Board of Directors, stakeholders and partners for the incredibly warm and supportive welcome I have, and continue to receive. As you can see from the subsequent pages in this report, we have had direct impact on thousands of Durham Region residents and continue to grow and expand.

The increased influx of Syrian refugees has given us an opportunity to demonstrate to the community that we are ready, willing and able to respond swiftly and adeptly to any new needs that arise in the Region. I am immensely proud of the way all departments worked together to ensure that the Private Sponsoring groups felt supported and at ease with their decision to help transition these refugees to Canadian life.

We saw an increase in the number of newcomers accessing orientation services, Community Connections activities, and support from our Settlement Workers in Schools program as well as the number of service counts at the Welcome Centre Immigrant Services Ajax. Our housing staff worked diligently to assist those at risk of homelessness through our Housing Stability and Outreach Programs, the Low Income Energy Assistance Program, and the Ontario Energy Support Program. Our Community Development team continued to develop partnerships and seek out opportunities.

Thanks to the Ontario Trillium Foundation, our Community Development team has successfully launched Leadership Durham which will have a transformative impact on the future generations of leaders across the Region. Community Development has also launched a Living Wage Committee, which will establish what families in Durham Region need to earn to live above the poverty line. The team also continues to build partnerships across the Region and the province and will have a renewed focus on Research and Social Planning in 2016/2017.

I greatly look forward to continuing our work in 2016/2017 and anticipate another year of successes across Durham Region and beyond.

Kate Bird
Executive Director

Community Development

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 Social Planning Network of Ontario, our work follows their operating principles:

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

Committee Memberships

Inclusivity

- Communities Involved Committee
- OCASI Positive Spaces Regional Champions
- PFLAG Youth
- Age-Friendly Communities Steering Committee
- Durham Child & Youth Planning Network
- Healthy Kids Community Challenge – Ajax

Poverty

- Classism Reduction Strategy
- Ontario Living Wage Network
- Durham Food Policy Council

Housing

- Homelessness Partnering Strategy – Community Advisory Board
- Durham At-Risk Housing Network

Inclusivity

Ajax Pride House*

Ajax Pride House was a temporary location offering a safe space for the LGBTQ community, newcomers, visitors, athletes, volunteers and allies to watch the Pan Am Games 2015, and celebrate sports and culture.

Belonging/ Leadership

Leadership Durham

We are leading the development of an innovative community program that unlocks individual and collective pathways to leadership.

Elections 2015*

Candidates in the 2015 federal election were asked the same four questions. Their responses were published to help inform local voters on where their candidates stand.

We Are Cities*

We participated in a national campaign to help make Canadian cities healthy and exciting places to live, work and play.

Poverty

Living Wage Durham

CDCD is calculating a wage that will help residents meet their basic needs. In collaboration with community partners, we will advocate for local buy-in.

Community Development

2015/16
Projects

Housing

HIFIS/Durham At-Risk Housing Network (DARHN)

CDCD is working with housing and homelessness organizations to build capacity and support program delivery for the homeless population, through data management and frontline networking.

Laying The Foundation Report*

CDCD took an in-depth look at housing and homelessness data to create a baseline on homelessness in Durham

CDCD: Serving Durham in 2015



1,356 clients were served by the Newcomer Settlement Program



The Welcome Centre Immigrant Services Ajax programs and services were accessed

45,100 times over the past year and helped **468** unique clients



693 new immigrant clients accessed Settlement Case Management Services for the first time

816 clients received repeat assistance through Settlement Case Management services



444 clients completed Language Assessments at the Welcome Centre Immigrant Services Ajax



209 newcomer clients accessed Employment Supports at the Welcome Centre Immigrant Services Ajax



Over **2,300** clients were served by the Orientation Settlement Workers



50 volunteer training sessions were organized by the Community Connections Program
368 group activities were organized by the Community Connections Program



308 households received grants for hydro totalling over **\$137,000** from the Low-Income Energy Assistance Program (LEAP)



514 households received housing information and/or personal outreach assistance that helped to prevent homelessness



The Settlement Workers in School (SWIS) performed **4,108** direct service engagements benefitting **1,496** individuals

65 information and orientation sessions were provided by SWIS **1,000** schools visits were made by SWIS

SWIS participated in **140** school and community outreach activities across the school district

Housing Help Durham

Housing Help Durham provides personal support services to assist with housing search needs including advocacy/mediation. We provide a comprehensive listing of rental accommodations in Durham. Housing Help is funded by the Region of Durham and the Province of Ontario.

Housing Help

Housing Help provides access to local housing. This includes our landlord database, where landlords can list rooms, apartments, and homes for rent at no charge and prospective tenants can search for housing. Housing Help Durham had an extremely busy, yet successful 2015.

Housing Stability Program

The Housing Stability Program (HSP) helps qualified Durham singles, couples, and families keep their rental home and prevent them from becoming homeless. We do this by offering financial assistance for rental arrears to low-income tenants.

- In 2015, our HSP team assisted over 1070 households, disbursing over \$900,000 in financial assistance.

Low-Income Energy Assistance Program

We continue to participate in the Low-Income Energy Assistance Program (LEAP), a year-round program to assist low-income customers with their utility bill payments. Our housing program has administered LEAP since its inception in 2007. This year, approximately 308 households received grants for hydro totaling over \$137,000. We are also participating in the Province of Ontario's new Ontario Electricity Support Program (OESP). This program offers eligible low-income households a reduction in their monthly hydro costs.

Housing Outreach Program

- This was the first full year the program administered HSP to Ontario Works and Ontario Disability Support client households.
- 514 households received housing information and/or personal outreach assistance that helped to prevent homelessness.



Settlement Workers in Schools

The Settlement Workers in Schools (SWIS) initiative places settlement workers in elementary and secondary schools in Durham Region. SWIS connects with newly arrived families to services and resources in the school and in the community in order to promote settlement and foster student achievement. Schools are one of the first services newcomers connect with in the community. The SWIS worker systematically contacts all newcomer families to orient them to school and community resources and to refer them to specific services. SWIS workers provide group information sessions to address issues related to settlement.

SWIS Success in 2015

- SWIS performed 4108 direct service engagements benefitting 1496 individuals. Of the 1496 individuals served, 984 were Immigration, Refugees and Citizenship Canada (IRCC) eligible clients. Over 530 of the 984 individuals were repeat clients.

- The team provided a total of 65 information and orientation sessions. This surpassed our target of 40 workshops for the period.
- SWIS held two summer sessions:
 - Welcome and Information for Newcomers (WIN), which was attended by 58 individuals and supported by 10 volunteer peer demonstrators from the Bolton C. Falby Public School.
 - Newcomer Orientation Week (NOW), held at All Saints Catholic Secondary School in Whitby. The event was attended by 56 youths.
- In other summer activities, 29 peer leader volunteers were recruited and trained from 18 high schools. These volunteers assisted with running the NOW program and provided ongoing support in their respective schools for newcomer students.
- SWIS made over 1000 school visits and participated in over 140 school and community outreach activities across the school wdistict.



Settlement Services

Orientation Program

Funded by Immigration, Refugee and Citizenship Canada (IRCC), the Orientation program is dedicated to serving Permanent Residents, Convention Refugees and Live-in Caregivers who are new to Canada. Our team of diverse and highly skilled settlement staff work with clients to ensure their settlement experience is safe and that they are informed.

Services offered include:

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

The program this year conducted several one-on-one and group sessions giving clients information and resources on various topics and subjects. There were several special sessions conducted for groups who wanted to sponsor the Syrian refugees.

Newcomer Settlement Program

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, Immigration and International Trade (MCIIT). The goal of the NSP is to help newcomers fully engage in all aspects of Canadian life: social, economic, political, cultural, and to maximize the benefits of their participation and contribution to the Canadian society.

NSP had another successful year in 2015 as we met all targets and in some cases exceeded them. There were also various workshops conducted on different topics for the benefit of clients. NSP also organized a successful workshop on 'Personality Dimensions' for Settlement Workers and other CDCD staff. The program is delivered from four different locations: Ajax, Pickering, Oshawa and Whitby, catering to the needs of the clients in all of Durham Region.

Community Connections Program

The Community Connections Program helps to integrate newcomers into Canadian lifestyle, providing them with social support to ease their 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 and make new friends, join a walking group, and connect with settled Canadians. Like the Orientation Program, Community Connections is funded by Immigration, Refugee and Citizenship Canada (IRCC) and serves eligible clients including Permanent Residents, Conventional Refugees, and Live-in Caregivers. All Settlement Services are free, confidential and culturally sensitive.



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.) The Welcome Centre Immigrant Services Ajax is funded by IRCC.

Welcome Centre Immigrant Services Ajax Success in 2015

- In December, the centre hosted Welcome Refugees – Durham Welcome Centre's Orientation and Tour. This event was in partnership with the Pickering Welcome Centre for private sponsoring groups and frontline staff who work directly with Syrian refugees resettling in the region.
- The centre was recognized with a Commitment to Service Award by the AIDS Committee of Durham Region (ACDR) for continued support of newcomers seeking access to HIV related services.
- In July, Welcome Centre Immigrant Services Ajax in partnership with CDCD's Community Development Program and other key stakeholders hosted Durham Region's first Ajax Pride House during the Pan Am Games. The Pride House was a positive space for the LGBTQ community and all who access the centre.
- Programs and services were accessed 45,100 times over the past year and we had the opportunity to assist 468 unique clients in 2015.



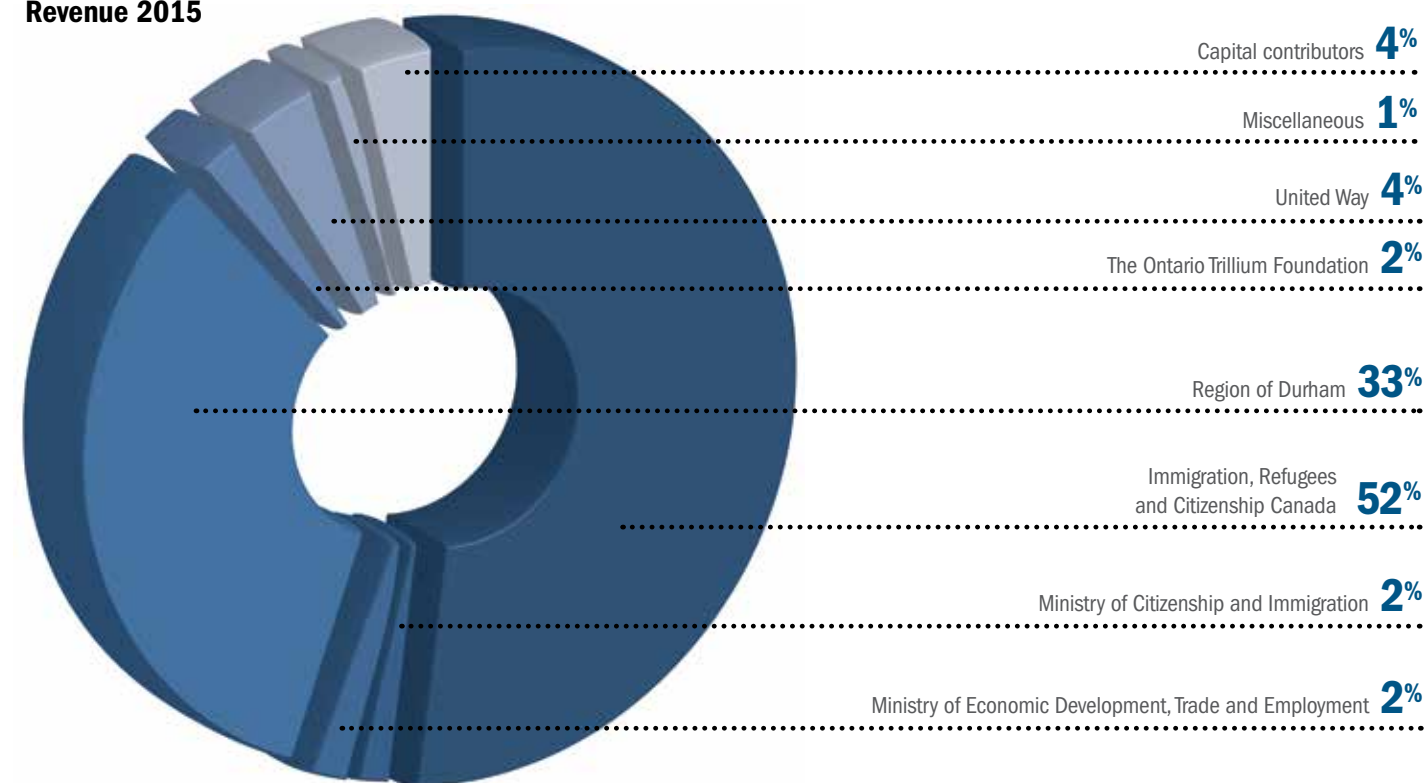


What Does CDCD Mean To You?

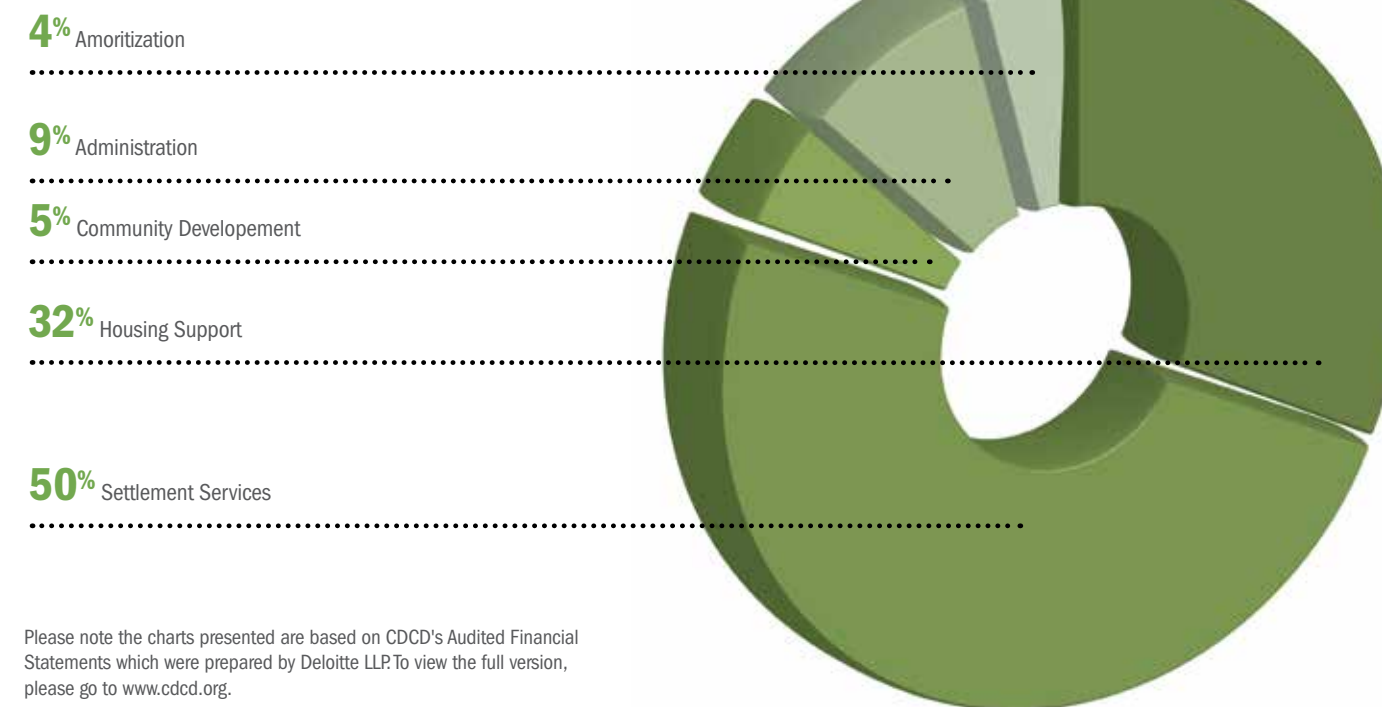


Financial Statements

Revenue 2015



Expenses 2015



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

Staff Members

Executive Director's Office

Kate Bird, Executive Director
Jayde Naklicki, Executive Assistant/Communications Coordinator

Settlement Services

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

Orientation Program

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

Newcomer Settlement Program

Paliny Kanagalingam, Settlement Worker

Community Connections Program

Bozena Stobinska, Settlement Worker
Jennifer Plishewsky, Settlement Worker
Maria Abogado, Settlement Worker

SWIS

Oliver Forbes, SWIS Program Coordinator
Vicki Kerr, SWIS Administrative Assistant
Aloma Selvarajha, SWIS Worker
Carmen Subibi, SWIS Worker
Elisa Soler, SWIS Worker
Joy Tan, SWIS Worker
May Toma, SWIS Worker
Najeeb Nayab, SWIS Worker
Soraya Attai, SWIS Worker

Community Development

Vanessa Bilenduke, Community Development Manager
Georgia Luyt, Community Developer
Anika Mifsud, Community Development Assistant

Housing

Mike Anton, Housing Manager
Jackie Baker, Assistant Housing Manager
Dawn Stewart, Housing Stability Worker
Erika Gerald, Housing Outreach Worker
Jessica LeBlanc, Housing Stability Worker
Waseem Sheikh, Housing Outreach Worker
Ashley McDonald, Housing Admin and Landlord Outreach Worker
Jacinta Arokiasamy, Housing Intake and Reception
Carole Griffiths, Housing Assistant

Finance/IT

Mustafa Elkalza, Senior Finance Manager
Julianna Rasanu, Staff Accountant
Erick Sanchez, IT Administrator

Welcome Centre Immigrant Services Ajax

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

Board Members

Keith Hernandez, President
Sharleen Mascoll, Vice President
Clarence Au, Treasurer
Lorelei Amlin, Director

Liza Serra, Director
Michelle Davis, Director
Neha Kohli, Director
Thelson Desamour, Director

Rahim Panjwani, Director
Donna Bright, Director
Caroline Anderson, Director



Pictured are the CDCD Board of Directors from left to right: Thelson Desamour, Clarence Au, Donna Bright, Liza Serra, Neha Kohli, Michelle Davis, Keith Hernandez, and Rahim Panjwani.

Absent: Caroline Anderson, Sharleen Mascoll and Lorelei Amlin.

Volunteer Engagement

We believe that volunteers are our best asset! The assistance offered by volunteers is vital to our clients and is imperative to provide client centered 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 538 volunteers from all walks of life help 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 **6,737 hours** of their time.



Pictured, are some of the many individuals who generously volunteer their time at CDCD.

**“ Alone we can
do so little;
together we can
do so much.”**

– Helen Keller



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