

CDCD

Community Development
Council Durham

Building Strength in Our Community Since 1970



ANNUAL REPORT 2020

*Going the Distance.
Embracing the Future.*



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Our Vision

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

Our 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.

JOINT MESSAGE – FROM THE PRESIDENT AND EXECUTIVE DIRECTOR

Going the Distance, Embracing the Future

There was no planning for a year like 2020. There was no warning that a global pandemic was on the horizon, or that mass social movements would force us to reflect and review our daily operations, programs and services, and how we connect with each other. While COVID-19 had a genuine human toll, CDCD stood firm, continuing to be a beacon, a lighthouse of community strength rooted in the foundations we have built over the past 50 years.

From the first Provincial Lockdown order, our direction was clear. We needed to consider how we were going to safely serve the community. Our services are critical and essential in ensuring vulnerable populations are shielded from some of the massive impacts of the pandemic, such as homelessness, unemployment, sense of displacement, and deep social isolation.

By investing in our infrastructure, CDCD was able to navigate successfully through 2020. Strong internal policies and practices, continual staff engagement, supportive organizational and funder partnerships – these ensured that CDCD was able to expand its programs, build new stakeholder relationships, and deepen existing ones. We achieved this through careful consideration, intentional programming, and by securing additional funding.

2020 encouraged us to *go the distance, and embrace the future*. We had to re-imagine our programs and services, and respond to both emerging and immediate community needs, while continuing to build our future. CDCD response to the past year was made possible by its greatest asset – our staff teams, who delivered impactful programs and services, and stayed true to our core values.

2020 reminded us that our work is part of a larger, global effort to bring awareness to social justice and equity issues. The recent and ongoing efforts to combat anti-Black racism gave rise to self-reflection, dialogue, and collective agency action.

2020 required CDCD to utilize all of its facilities - relationships, funding, creative thinking, and flexibility – to continue to grow, shift, and respond. We took carefully calculated risks and were intentional in our resourcing of new supports to clients.

CDCD embraced 2020 and beyond by remaining centred on its clients, staff, and community.

We centred our **Clients** by:

- developing hybrid virtual/remote delivery of critical and essential services across the agency
- introducing virtual services to our free Income Tax Clinic at the Welcome Centre Immigrant Services - Ajax
- facilitating pick-up and drop-off services for Housing clients
- conducting contact-less delivery of food hampers, hygiene kits, and weekly program supplies for vulnerable clients across the Region
- co-hosting a Newcomer Professional Connections (NPC) event in partnership with local employment programs, for newcomers to connect with employed and settled immigrants and Canadians in similar professional networks and sectors
- adapting SWIS signature programs, NOW and WIN to virtual platforms. *Some families commented that this was the first time they had ever “zoomed”*

We centred our **Staff** by:

- investing in staff safety, health, and wellness
- supporting professional development and opportunities to upgrade skills
- upgrading our IT capacities
- expanding key infrastructure elements, such as core operational positions and functions
- creating a Diversity, Equity, Inclusion & Anti-Racism (DEIA) Committee to engage and educate staff



A handwritten signature in dark ink.

Roger Ramkissoon
Board President

We centred our **Community** by:

- extending the Resettlement Assistance Project (RAP) for asylum-seeking individuals and families
- platforming a national Universal Basic Income (UBI) project
- assessing the impact of COVID-19 on non-profits across Durham Region through research and reporting
- launching the Chalmers Durham APP, a ‘Chat Bot’ that utilizes Artificial Intelligence (AI) to provide real-time homeless service referrals. *CDCD was awarded a Certificate of Recognition from Regional Chair John Henry for this initiative*
- participating in the first-ever Durham Region 2020 Virtual Canada Day Celebrations
- serving as strong advocates and service navigators for clients through our Settlement and Newcomer Settlement Program
- securing funding to introduce a Landlord Engagement Specialist in Durham South to enhance the relationship between landlords and existing housing programs for housing retention as well as to create more housing opportunities within the private rental market

As we look towards our future, we can expect that 2021 will bring further opportunities to demonstrate our responsiveness and strength of service to our vulnerable residents. We continually commit ourselves to bringing new energy, programs, and resources to Durham Region.



A handwritten signature in dark ink.

Hermia Corbette
Executive Director

CDCD SERVING DURHAM IN 2020

Ajax Welcome Centre programs were accessed **20,206** times. **705** unique service users engaged in Centre-led initiatives.

Settlement Workers in Schools delivered **12,446** engagements across **184** schools.

Newcomer Settlement Program served a total of **1,192** clients, which included **537** new clients and **655** repeat clients.

T/HSP assisted with eviction prevention by disbursing approximately **\$923,000** in financial assistance to over **1,340** Durham Region residents.

Community Connections facilitated **286** group activities with the support of **51** volunteers who provided **1,720** hours of volunteer support.

Orientation Program served **1,200** clients, which included **416** new clients and over **784** repeat clients.

Resettlement Assistance Program served **30** families made up of **196** individuals, from January to October 2020.

LEAP disbursed approximately **\$48,000** in financial assistance for hydro arrears to **111** households.

DURHAM SOCIAL PLANNING COUNCIL

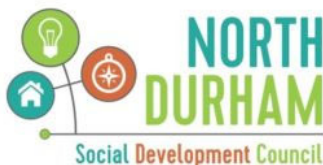
Community Development Council Durham (CDCD) is Durham Region's local Social Planning Council, and is a member of the Social Planning Network of Ontario (SPNO).

CDCD's Community Development department adheres to the SPNO's operating principles.

Operating Principles

- ❑ **Community Accountability:** Social planning organizations are membership-based and are governed by boards which are elected annually by their community members.
- ❑ **Knowledge-based Action:** Social planning organizations link independent research and community experience to the development of action proposals and solutions to identified problems.
- ❑ **Citizen Participation:** Social planning organizations promote the active participation of community members in planning and decision-making processes.
- ❑ **Inclusiveness:** In promoting citizen participation, social planning organizations actively seek to include all community members with an interest in the issue at hand regardless of gender, racial and/or cultural origin, religion, age or other self-defining forms of identification.
- ❑ **Empowerment:** In promoting inclusive citizen participation, social planning organizations strive to build the capacity of community leadership to participate more effectively in democratic processes and to take greater control over decision-making which affect the quality of community life.
- ❑ **Integrated, Holistic Perspective:** Given the interdependence of the social, economic, political, cultural, and technological dynamics of modern life, social planning organizations recognize the need for comprehensive and interdisciplinary approaches to planning, policy analysis and problem-solving in our society.

North Durham Social Development Council



CDCD's Community Development department facilitates the long-standing North Durham Social Development Council (NDSDC), with cooperation from North Durham partners in Uxbridge, Brock, and Scugog.

NDSDC is a network that provides a dynamic forum to share insights about service planning and delivery in North Durham, in order to promote positive change for agencies and communities.

NDSDC's signature program is our Inter-agency meetings, where Northern service providers share experiences and programs with Southern-based agencies that focus on rural issues in our communities.

Recently, sessions were hosted on the Migrant Worker Program and Rural Mobile Food Markets. For more information, please contact NDSDC@CDCD.org

COMMUNITY DEVELOPMENT & SOCIAL RESEARCH

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 social justice, inclusion, and mutual respect.



The community is central to all of our work by defining and participating in our community development, research and social planning initiatives. At CDCD, we execute SPNO principles by committing to a process that focuses on community and truth, which we call ITERATIVE & OPEN. To our agency, this means:

Iterative: We engage local partners and community members throughout the various stages of our research and community development work. We commit to continually reviewing and assessing our work and making adjustments that ensure community data is consistently reliable, and valid.

Open: While reviewing our work, we follow the path of truth based on what is discovered. While adhering to timelines and expectations that are core to our work, CDCD remains committed to the process of discovery and truth.

Highlights

- ❑ Launched Durham's 1st certified Living Wage Employer
- ❑ Implemented version 4 of Homeless Individuals and Families Information System (HIFIS) database
- ❑ Initiated and launched Chalmers Durham App
- ❑ Secured funding and collaboratively created Durham's Homelessness website
- ❑ Developed and published *Durham COVID-19 Non-Profit Response Report - Connected Through Uncertainty*
- ❑ Quality By-Name List Achievement
- ❑ Served as a panelist at Ontario Nonprofit Network 2020 Driven Conference

PROGRAMS & PROJECTS

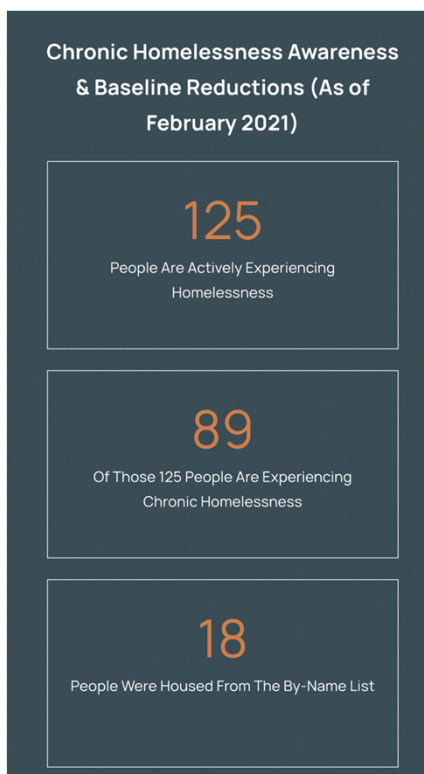


HIFIS

The Homelessness Data Coordinator is responsible for the management of the Homeless Individuals and Families Information System (HIFIS). HIFIS coordination includes developing and maintaining working relationships with community partners, ensuring the input of quality, real time data and providing HIFIS training for participating agencies.



In 2020, CDCD led the successful implementation of a new HIFIS database. This made it possible for local homelessness-prevention agencies to access reliable data. As a result of the successful implementation, several new partner agencies were onboarded onto HIFIS. By enabling agencies to offer more effective and streamlined service delivery to clients, the HIFIS Database supports the goal of ending chronic homelessness in Durham Region.



By-Name List

The By-Name List is an active, real time list of all individuals known to be experiencing homelessness in Durham Region. It includes a key set of datapoints that supports Coordinated Access and prioritization at the household level as well as an understanding of homelessness inflow and outflow at the system level.

In partnership with the Region of Durham, CDCD led the implementation and management of the By-Name List. As a result of these efforts and the work of community partner agencies, Durham Region achieved a Quality By-Name List in October 2020. The By-Name List has also resulted in positive housing outcomes for both homeless and chronically homeless individuals.

PROGRAMS & PROJECTS

Chalmers Durham

In 2020, CDCD was the lead agency in bringing the Chalmers Durham App to the Region of Durham. In partnership with Ample Labs Co. and funded through the United Way of Durham Region’s Emergency Community Support Fund (ECSF), the app is a ‘Chat Bot’ which utilizes Artificial Intelligence (AI) to provide real-time homeless service referral.

Thanks to this product, individuals and service providers in Durham can search for services such as free meals, shelters, crisis supports, and others and receive referrals based on specific time and locations, rather than simply contact information. The app is accessible on any web browser, and utilizes buttons and AI to make it as user-friendly as possible.

CDCD was awarded a Certificate of Recognition from Regional Chair John Henry for the launching of the Chalmers Durham APP.



Chalmers Durham One Month Snapshot



Living Wage

In 2017, CDCD was the lead agency in calculating Durham Region’s Living Wage, and published the Living Wage report. Due to the COVID-19 pandemic, the next calculation scheduled for 2020 was postponed, but Durham was able to certify its first Living Wage Employers.

Beginning with Pathwise Credit Union in May, and Durham Youth Services soon after, CDCD itself followed suit in the fall. In Durham, this means employers commit to paying all employees a minimum of **\$17/hr.** The Community Development team helped facilitate a virtual celebration in partnership with the Ontario Living Wage Network, and looks forward to helping certify more Durham employers in the years to come.

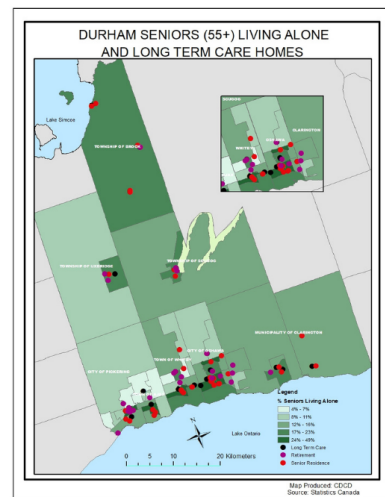
PROGRAMS & PROJECTS

Local Research

CDCD Community Development's social research efforts are committed to providing in-depth information about specific populations in Durham Region. In 2020, two reports were produced focusing on seniors.

The South Asian Needs Assessment was a collaboration with 55+ Desi Connect Committee, Oshawa Senior Community Centres, and Social Research Centre at Ontario Tech University. It explored barriers to participation for South Asian seniors.

CDCD also produced a Seniors Community Lens, an infographic report that provides a snapshot of seniors living in Durham Region based on 2016 Statistics Canada Census data.



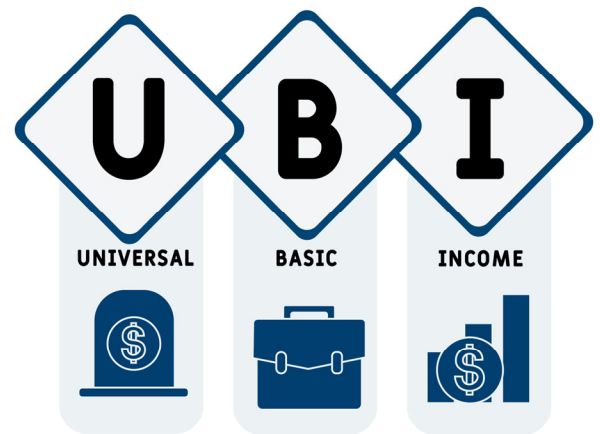
COVID-19 Project and Report

As part of the response to the COVID-19 Pandemic, the Community Development department developed and partnered with Durham Community Foundation, United Way Durham, Durham Child and Youth Planning Network, and Ajax/Pickering Board of Trade to distribute a survey to non-profits throughout Durham Region. The survey was created to better understand how the pandemic was impacting non-profits. The survey results were collated into a report and webinar, launching the second phase of the initial project.

PROGRAMS & PROJECTS

Universal Basic Income

In 2020, CDCD entered into a partnership with UBI Works. This organization is comprised of business leaders, economists, artists, public relations experts, and civic-minded Canadians that create evidence-based narratives that promote Basic Income as a good investment in Canadians and our economy. CDCD will support their ongoing work and help make inroads for UBI discussions in Ontario communities.

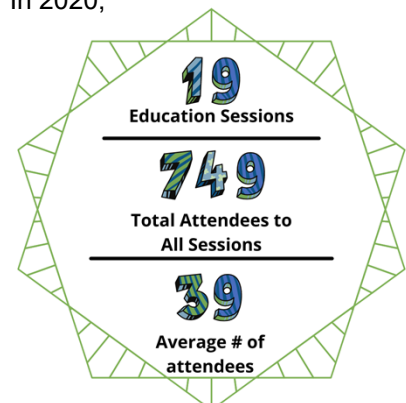


PiTCount

The Point-in-Time Count measures the extent of homelessness in Durham Region. In 2020, CDCD in collaboration with Reaching Home, Region of Durham and a Technical Working Committee, convened bi-weekly to plan the implementation of the Count. This resulted in the participation of **11** agencies representing the diverse groups in Durham Region. The extent of the pandemic affected the implementation. Contingency plans have been utilized for the completion of the Count in 2021.

Educational Sessions

Community Development provides virtual and public presentations to help educate the public. In 2020,



In 2020, Leadership Durham welcomed a cohort of **15** participants from across Durham Region. In its 4th year of operation, our local Community Leadership Program develops leaders through participatory professional development sessions called 'learning days,' while focusing on learning about the community in which we live. Unfortunately, due to the COVID-19 pandemic the 2020 cohort was unable to fully complete their program.

CDCD intends to resume Leadership Durham in 2021.

HOUSING



Housing Help Durham provides direct personal support services to assist clients with their housing needs including advocacy, mediation, and general information on landlord and tenant matters, along with making proper referrals to other programs and community services.

CDCD Housing department continually strengthens existing partnerships and creates new ones to refer the clients we serve to Durham's housing network of multi-disciplinary services.

Housing Help Durham is funded by the Regional Municipality of Durham and the Province of Ontario.

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 2020, LEAP disbursed approximately **\$48,000** in financial assistance for hydro arrears to **111** households.

Temporary Housing Support Program

CDCD launched the Temporary Housing Support Program (THSP) in addition to the current Housing Stability Program. This benefit provides temporary assistance for individuals and families who struggle to pay their rent or utility bills as a result of income loss or reduction due to COVID-19 measures. In 2020, THSP disbursed approximately **\$81,000** in financial assistance to over **48** Durham Region residents.

Housing Stability Program

The Housing Stability Program (HSP) provides qualified Durham households with funding for rent arrears, utility arrears, and assistance with last-month's rent and/or moving costs. By disbursing approximately **\$860,000** in financial assistance to over **808** Durham Region residents, HSP has assisted several families by preventing potential evictions.

*Dear Housing Help Team,
"I just wanted to express my deepest gratitude for your help with my rental arrears issue. I'm on track again paying on a weekly basis and will not fall behind again. I truly appreciate your assistance and cannot state enough what an excellent effort you and your organization put forth on my behalf. The only words I can think of to say, Well Done!" HSP Client 2020*

HOUSING

Housing Outreach Program

The Housing Outreach team offers one-on-one support to clients in Ajax and Pickering by helping them to find and/or maintain their housing. Start-up funds are available to unsheltered clients moving into their new units with the aim of supporting sustainable housing and preventing homelessness.



The Housing Outreach team serviced approximately **237** households. Services provided included:

- ☐ Helping clients obtain or retain their housing
- ☐ Accessing emergency shelter options
- ☐ Providing start-up funds to individuals moving out of homelessness
- ☐ Providing clients items such as sleeping bags, tents, food cards, and bus tickets
- ☐ Helping clients replace their identification
- ☐ Supporting clients at the Landlord and Tenant Board (LTB)
- ☐ Connecting clients who were facing homelessness to additional community resources to address their needs.

"It was my second time on the streets and I was living on a bench. It was a tough life to live and I slept with one eye open. The Outreach team helped me connect to services where I could take showers and have a roof over my head. With the ongoing support of the team I was able to secure an apartment. They went above and beyond by giving me funds to buy food and household items to get me started, and they even picked me up and brought me to Walmart. I don't know where I'd be without the Outreach team today, maybe still on the streets, I really don't know". **Outreach Client 2020**

CDCCD's Housing Outreach team forged a strong partnership with the Ajax Hygiene Hub. By co-locating our services at the Hub, clients received support three days a week from Outreach staff. The team remained available to Carea in Ajax to provide support and walk-in services to clients looking to access housing supports on an on-call basis. Clients continued to receive assistance with the Ontario Electricity Support Program (OESP) registrations, which offers low-to-moderate income households a reduction in their monthly hydro costs.

All CDCCD's Housing programs and services are strategically delivered to align with the Region's goal to end homelessness in Durham.

SETTLEMENT SERVICES: Orientation and Newcomer Settlement Program (NSP)



Orientation Program is funded by Immigration, Refugees, and Citizenship Canada (IRCC). The program provides newcomers and immigrants with guidance, assistance and the supports needed while settling and integrating into Ontario, and Durham Region.

Orientation Workers consistently offer a welcoming, safe and confidential space for newcomers to:

- ☐ Seek information about life in Canada.
- ☐ Receive answers to common questions about Canadian systems, as well as their rights and responsibilities in Canada.
- ☐ Gain assistance with reviewing immigration documents and filling out other service provider and government-related forms.
- ☐ Obtain supports such as housing, employment, education, childcare, health services, Child Tax Benefits, and other significant social benefits, among others.
- ☐ Access local services, programs, community resources, and social networks.

ORIENTATION PROGRAM

An Orientation appointment begins with a client-centered and client-driven intake and needs assessment allowing clients to express their needs, receive appropriate referrals, and develop self-defined settlement plans.

In 2020, with the emergence of the pandemic, Orientation Workers proved to be a critical resource and support for newcomers navigating the ever-changing government supports, systems, and COVID-19 information impacting newcomers' settlement and integration needs. Through this service, individuals and families received (non-therapeutic) counselling which helped newcomers deal with the difficulties faced when adjusting to their life in Canada.

CDCC's dedicated team of **6** Orientation Workers speak **15** different languages. This essential resource helps Permanent Residents, Convention Refugees, and Caregivers whose first language is not English to communicate their needs and concerns in their native tongue effectively. Clients receive one-on-one referral introductions and follow-up. The "warm hand-off" strategy prioritizes person-to-person relationships, acknowledges the uniqueness of each client, and minimizes miscommunication. **In 2020, Orientation Workers served:**

1,200

Total Clients

416

New Clients

784

Repeat Clients

The Orientation workers also organized workshops and webinars in partnership with other service providers for clients to learn about:

- ☐ Income Tax Preparation
- ☐ Settlement Services including Durham Welcome Centres, Community Connections, and Settlement Workers in Schools programming
- ☐ Winter Driving
- ☐ Canadian Citizenship and Permanent Resident Application Preparation

Our Orientation team remained committed to delivering services to clients throughout the pandemic, including LINC/ESL students who attended classes in-person at the Ajax Welcome Centre where settlement services were delivered.

In June 2020, Orientation Workers organized **23** virtual presentations for newcomer students focused on providing information on services and programs that were available virtually. These sessions allowed workers to stay connected with many clients who relied on in-person assistance to help with their integration into the Canadian society and their local communities in Durham Region.



*"I would like to express a heartfelt
THANK YOU to you for the pivotal
role you played in my journey thus
far." – Andrea (March 2020)*

NEWCOMER SETTLEMENT PROGRAM (NSP)

1,192

Total Clients

537

New Clients

655

Repeat Clients

Funded by Ministry of Labour, Training and Skills Development, the **Newcomer Settlement Program (NSP)** promotes the successful settlement and integration of newcomers including Citizens, Immigrants, Visitors, Refugees, International students, and Internationally-trained professionals through the provision of early settlement and long-term integration supports.

Clients access this free service, at any stage of their settlement journey, and are encouraged to engage in all aspects of Canadian life – socially, economically, and politically – to fully participate and contribute to the local community.

“We would like to sincerely thank you for all your help and services this past year. You helped us to reunite our family through your support and your kindness. We wish you all the best for the New Year.”
NSP Client 2020

In 2020, with the emergence of COVID-19, our NSP workers were integral service navigators and connectors to new and existing resources such as government systems and benefits, local services and programs. The workers helped newcomers settle and manage through the challenges brought on by the pandemic, by diligently providing up-to-date with new and emerging information as it related to newcomers settlement needs.

CDCCD’s NSP services are provided in:

English, Tamil, and Arabic.



COMMUNITY CONNECTIONS PROGRAM



Community Connections is funded by Immigration, Refugees and Citizenship Canada (IRCC) and serves eligible individuals and families. This includes Permanent Residents, Convention Refugees, and Caregivers.

The program delivers weekly signature activities, some of which are held year-round, at partnering locations across the Region. This includes:

- ❑ A robust volunteer program made up of local residents who help organize and implement the activities
- ❑ Community Garden (in summer)
- ❑ English Conversation Circles
- ❑ Newcomer Women's Group
- ❑ Newcomer Community Kitchen
- ❑ Newcomer Seniors Group
- ❑ Newcomer Family and Ladies Social

As a key contributor to two-way integration between new immigrants and local Durham residents, Community Connections hosted special one-time activities in 2020 that brought these parties together virtually. These activities included:

- ❑ Hand Reflexology Workshop
- ❑ Robert McLaughlin Gallery Art Project
- ❑ Mental Health Session
- ❑ Yoga Session
- ❑ Newcomers Professional Connections
- ❑ Ladies Social Reading Session
- ❑ Volunteer Training
- ❑ New Year's Party

In 2020, the **Community Connections (CC) Program** assisted **76** new clients and had **1,161** interactions with repeat clients. CC helped newcomers integrate into the Canadian lifestyle, providing them with social supports to ease their transition. Through various group activities, newcomer individuals, seniors, and families practice English, learned about their community, shared stories and experiences, participated in informative workshops, developed social networks, made new friends, and connected with settled Canadians.

The CC program held **286** activities throughout the past year. Due to the pandemic, **72** of these were delivered in-person, and **214** were conducted online, using virtual platforms.

"The Community Connections Program, specifically the Ladies Social, is for Ladies, coordinated by Ladies and held with Ladies and so it brings together women around activities and issues that resonate with their needs. It's a great way to connect and socialize, it is an event to look forward to, it is fun and engaging and it provides a space for reassuring acceptance, respect, friendship and solidarity."
- Client P.R. , 2020



COMMUNITY CONNECTIONS



Art Project 2020

Robert McLaughlin Gallery "Community Connections"

Community Connection and Robert McLaughlin Gallery Art Project



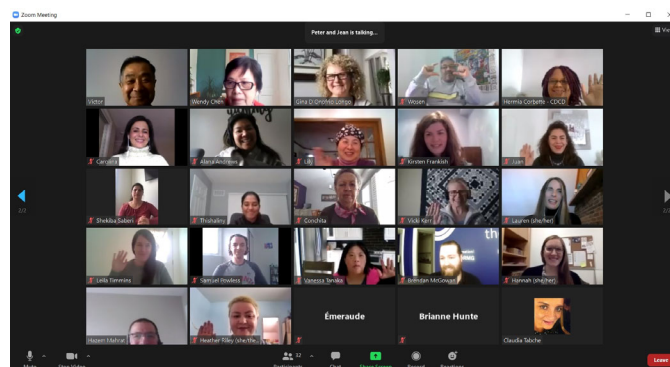
In August 2020, the Robert McLaughlin Gallery (RMG) invited CDCD's Community Connections Program to partner with them to expand their **Thomas Bouckley Collection** in an effort to make the collection more relevant and inclusive, by documenting newcomers' experience living in Oshawa through photography. Although the Gallery is closed due to the pandemic, the exhibit can be enjoyed online at:

<http://rmg.on.ca/community-connections/>

Community Connections Volunteers

All Community Connections activities were facilitated with the help of volunteers. Volunteers provided **1,720** hours of service throughout the year. **35** new volunteers were added to the team, and **118** volunteers were retained.

Jointly, CC program activities and service delivery were successfully shifted to virtual platforms.



SETTLEMENT WORKERS IN SCHOOLS (SWIS) PROGRAM



SWIS Durham

12,446

Service Engagements
Delivered

2,808

Unique Clients Served

The Settlement Workers in Schools (SWIS) program is a partnership between Community Development Council Durham (CDCD); Durham Catholic District School Board (DCDSB), Durham District School Board (DDSB). The program is funded by Immigration, Refugees and Citizenship Canada (IRCC)

The SWIS team of **10** diverse professionals provide high-quality initial settlement services to newcomer families with school-aged children and high school students in the Region of Durham.

CDCD's team of **7** School Settlement workers (SWIS staff) speak **13** different languages and provide continuous support to over **180** local schools in the Region.

"The SWIS has supported me and worked with me very closely in the school. Being to a new school system not knowing the language was very challenging. SWIS connected me with other students (Peer Leaders) in the school and received countless support from each of them."
SWIS Client 2020

SWIS is perfectly integrated into the different schools in the Region, serving as active agents within the school and school life. SWIS services are confidential, culturally appropriate, non-judgmental, and sensitive to the needs of all clients. The program uses an inclusive and accessible approach that encourages and fosters client independence.

Over the years, the partnership between SWIS, the Durham Catholic District School Board (DCDSB) and the Durham District School Board (DDSB) has been strengthened through collaboration, commitment, hard work and professionals who are always ready to provide the best service to newcomer families and their children.

SETTLEMENT WORKERS IN SCHOOLS (SWIS)

"I would simply like to thank the entire team for their dedication and effort into making these sessions memorable and informative. The comfortable, yet unique atmosphere has pushed me to speak up and voice my opinions. Thank you so much for making this training unforgettable and I hope to put what I learned into good use".

Peer Leader, 2020

Going back to school was very different in 2020. Ontario schools shifted to virtual learning, and as schools shifted, so did SWIS by providing our signature programs, NOW and WIN, using the Zoom virtual platform.

Both programs were well received, and some families commented that this was the first time they had ever "Zoomed."



23 Peer Leaders Recruited

The Newcomer Orientation Week

(NOW) is a program dedicated to provide information and guidance about the school system to high school students.



9 Families Participated

Welcome and Information for

Newcomers (WIN) is a program for families with elementary school-aged students.

Keeping positive during a pandemic continued to be important.

SWIS held its annual, **Making Connections Program** in November with the theme "*Making Connections – Be Connected and Be Active.*" Students had the opportunity to connect virtually with one another during a time when connecting was very restricted. Students engaged in conversations sharing challenges experienced during the pandemic and sharing some positive things they discovered during the restrictions. These positive reflections included spending more time with family, learning a new instrument or hobby, and having more time to themselves for reading and reflection.

More time for video games was also on the positive list! SWIS shared ideas on fun and creative ways to stay active and healthy at home. They also explored places in Durham to safely visit during the pandemic.

Parents expressed interest in connecting and sharing information. SWIS held numerous information sessions on wellness for parents and provided virtual sessions for parents to stay connected. Some of these sessions were held in our clients' first language, Tamil, Spanish, Chinese, and Farsi.

SETTLEMENT WORKERS IN SCHOOLS (SWIS)

"You are terrific, I am so lucky to know you. I also let (Other Teacher Name) know about this family once I found out it was at her school. She tells me how amazing you are too" **DDSB ESL Coach**

In 2020, the SWIS team was very active, providing over **12,000** service engagements and **78** information workshops to parents and high school students.

Due to the pandemic, only a handful of the service engagements and workshops were delivered in-person. In March, SWIS adapted its service delivery model to shift client service and information workshops to a virtual service model. The flexibility and innovation of the SWIS team resulted in timely response to clients' needs.

SWIS also delivered information sessions to help parents and youth navigate newly implemented virtual classrooms. Workshops were held to address newcomer students' sense of isolation and promoted wellness among youth and families.

78 Total Workshops
823 Participants

51 Youth Workshops
576 Participants

27 Parent Workshops
247 Participants



This year, a crowning achievement for SWIS was supporting an active and engaging **Youth Advisory Committee (YAC)**. **10** youth from across Durham Region served as YAC members who engaged their peers on virtual platforms to provide relevant and exciting youth-focused programming.

Their first event was a Halloween celebration, held virtually, and it was a blast! – full of spooky stories, games, excitement, laughter, and lots of fun!

WELCOME CENTRE IMMIGRANT SERVICES - AJAX



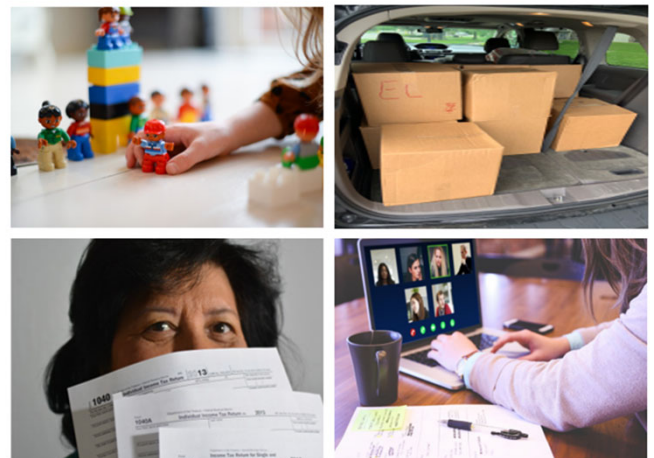
Ajax Welcome Centre (AWC), funded by Immigration, Refugees and Citizenship Canada (IRCC), is well-known for its one-stop services model designed to guide and support immigrants in Durham Region.

The Centre is a welcoming and inclusive environment that addresses the complex and changing needs of newcomers. The service delivery approach is integrated, flexible, and holistic. On site, a broad range of cross-sector services and expertise are available to immigrants under one roof. The Ajax Welcome Centre has Core Partners that offer:

- ❑ **Settlement and Integration** services by Community Development Council Durham
- ❑ **English-Language Training** by Durham Catholic District School Board
- ❑ **Accreditation and Qualifications Information** by Achēv and
- ❑ **Employment Supports** by Durham Region Unemployed Help Centre

Ajax Welcome Centre, along with the Pickering Welcome Centre, operates with over **40 Associate Partners** delivering customized, value-added support such as mental health services, legal services, culturally-appropriate family counseling among others, based on our local community needs.

Throughout the emergence of COVID-19 in 2020, the Ajax Welcome Centre remained consistent in delivering uninterrupted essential services to Durham's newcomer and immigrant populations. As a result, services were efficiently and effectively adapted to the changing service delivery environment and the needs of newcomer clients.



WELCOME CENTRE IMMIGRANT SERVICES - AJAX

The Ajax Welcome Centre promotes client engagement, professional networking, and connections to local services and the community. Successes for 2020 include:

- ❑ Ajax Welcome Centre programs were accessed **20,206 times**, with **705** unique service users engaged in Centre-led activities.
- ❑ The Ajax Welcome Centre introduced and launched a **Remote Free Tax Clinic Program** during the pandemic, to continue to deliver tax-filing solutions to newcomer clients and their families who rely on this free service to file their taxes, and to receive government benefits they are eligible for.
- ❑ **167** newcomers and low-income families filed their tax returns from June 1 to August 31, 2020 through the Centre. The income taxes filed generated more than **\$929,743.56** in benefits for clients who were eligible for HST/GST, Ontario Trillium Benefit, the Canada Child Benefit, and Canada's Workers Benefit and tax refunds. Clients who used the remote tax filing service expressed *"it was easy to access"* and *"simple and smooth with no complication."*
- ❑ The Ajax Welcome Centre partnered with community agencies such as Food Share and Carea Community Health Centre to offer food hampers to newcomer families in need throughout the pandemic.
- ❑ In the Spring and Winter, **139** newcomer families received food hampers organized and delivered by staff and volunteers. Clients expressed their gratitude for the essentials items. One family wrote, *"many thanks for the support in this critical time."*
- ❑ Over the holiday season, the Ajax Welcome Centre organized a Holiday Toy Drive that provided toys for **78** newcomer families, including **158** children. This initiative was made possible with support from Durham Regional Police Services and Southside Worship Centre.



"We would like to sincerely thank you for all your help and services this past year. You helped us to reunite our family through your support and your kindness. We wish you all the best for the New Year."
AWC Client 2020

WELCOME CENTRE IMMIGRANT SERVICES - AJAX



705

Unique Service Users engaged in Centre-led activities

Ajax Welcome Centre Infographic Stats for 2020 Calendar Year

167

Newcomers filed their **tax returns** with the assistance of the Community Volunteer Income Tax Program (CVITP) volunteers at the Ajax Welcome Centre for the 2020 tax season.



854

Unique learners /students were enrolled in LINC/ESL English classes.



26

Different languages are spoken by staff at the Ajax Welcome Centre.



40+

Approved Associate Partners collaboratively offer integrated services to newcomers under a single roof at the Welcome Centre



\$0



Cost to our clients. All services at the Welcome Centres are **free**, confidential and culturally sensitive.



20,206

times Ajax Welcome Centre programs were accessed.

(khush āmdīd)
خوش آمدی

Boozhoo
Aaniin

Welcome
Bienvenue

Kwe
Bem-vindos
Ainngau

நல்வரவு
ஓ
vaarungal)

Shé:kon
Bienvenido

(pakheyr)
پخیر
(Salâm)
سلام

Maligayang pagdating
Mabuhay
歡迎光臨 [欢迎光临]
(huānyíng guānglín)

Tawnshi
Byen venu

RESETTLEMENT ASSISTANCE PROGRAM (RAP)



The City of Toronto funded Durham's **Resettlement Assistance Program (RAP)** as part of the Greater Toronto Refugee Resettlement and Regional Housing Strategy for asylum-seeking families. The program helped refugee families with children become resettled and housed in Durham and surrounding communities.

January to October, 2020 the Resettlement Assistance Program (RAP) supported:

30

Asylum-seeking families

61

Children who were enrolled in elementary and secondary schools

196

Clients who accessed Newcomer Settlement Program services

RESETTLEMENT ASSISTANCE PROGRAM (RAP)

Successes from January to October 2020, included:

- ❑ Successfully housed 30 families in the communities they chose; all RAP families moved out to permanent housing by the end of the program, including 111 adults and 85 children.
- ❑ All RAP families received exit packages with information on settlement, social services, employment, and education about the new communities they were to settle in.
- ❑ RAP provided seamless service and assistance during the COVID-19 Pandemic. PPE supplies, updated information on COVID-19, and protection measures were provided to all families.
- ❑ Each family had resettlement and follow-up appointments, and during COVID-19, all meetings were conducted over the phone.

RAP staff completed comprehensive intake and needs assessments to identify the families' immediate needs, build rapport with clients, and prioritize referrals for community supports.

Some of the families' immediate needs were to:

- ❑ Complete the Change of Address form to include their Refugee and Work Permit Applications
- ❑ Enroll their children into an elementary or secondary school
- ❑ Transfer their Ontario Works file from Toronto to Durham
- ❑ Locate and secure suitable housing
- ❑ Access language assessment services and attend English as a Second Language (ESL) classes
- ❑ Find a local medical clinic and a family doctor
- ❑ Access Interim Federal Health Program (IFHP) coverage



RESETTLEMENT ASSISTANCE PROGRAM (RAP)

To assist the families with their needs, CDCD initiated partnerships with other service providers and introduced activities such as:

- ❑ Homework Club, Youth Drop-in Program, Movie Nights for all children, and Reading Circle
- ❑ Family Time for both parents and children, and an Adult Social
- ❑ Virtual workshops and information sessions on Employment, Community Services, and Housing during the pandemic

Monthly events and workshops were held to cover topics that included:

- ❑ Monthly orientation for new families
- ❑ Housing Support and Tenant Rights and Responsibilities information sessions
- ❑ YMCA Family Time for children and parents
- ❑ Ontario's Education System
- ❑ Healthy Parenting sessions
- ❑ Health and Medical Services sessions
- ❑ Job Market and Employment Support sessions
- ❑ The Canadian Banking System

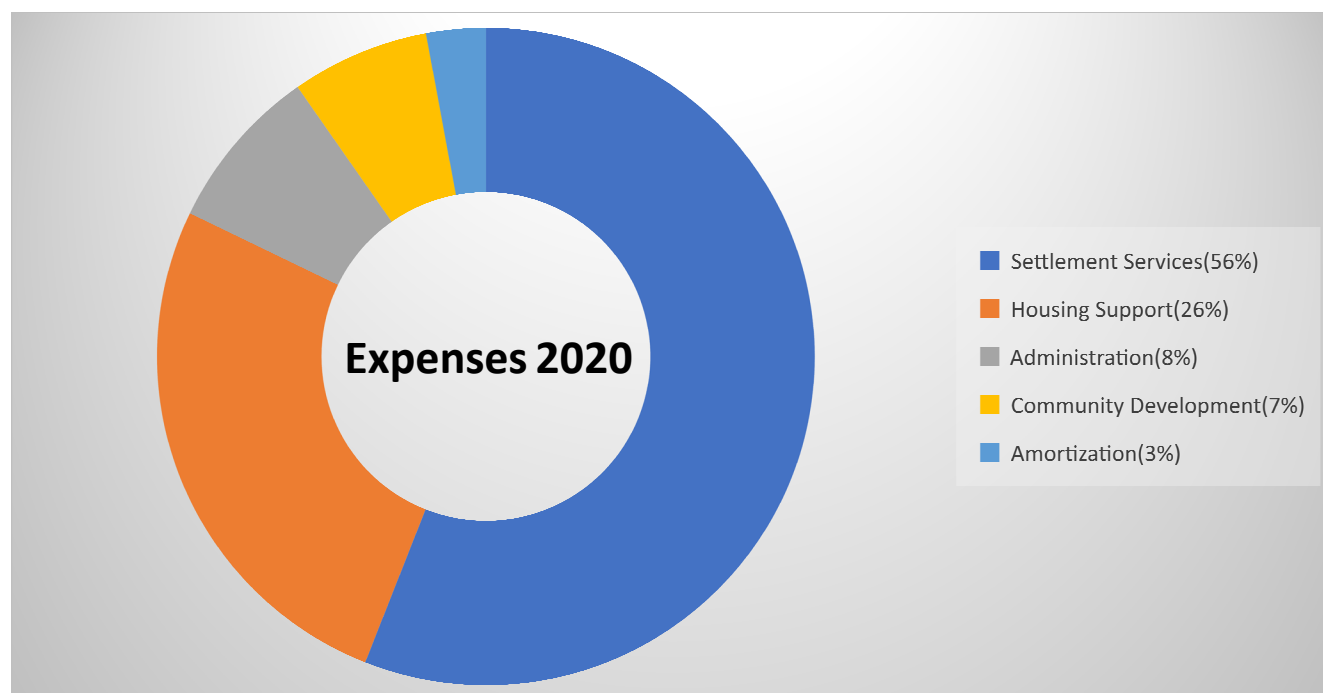
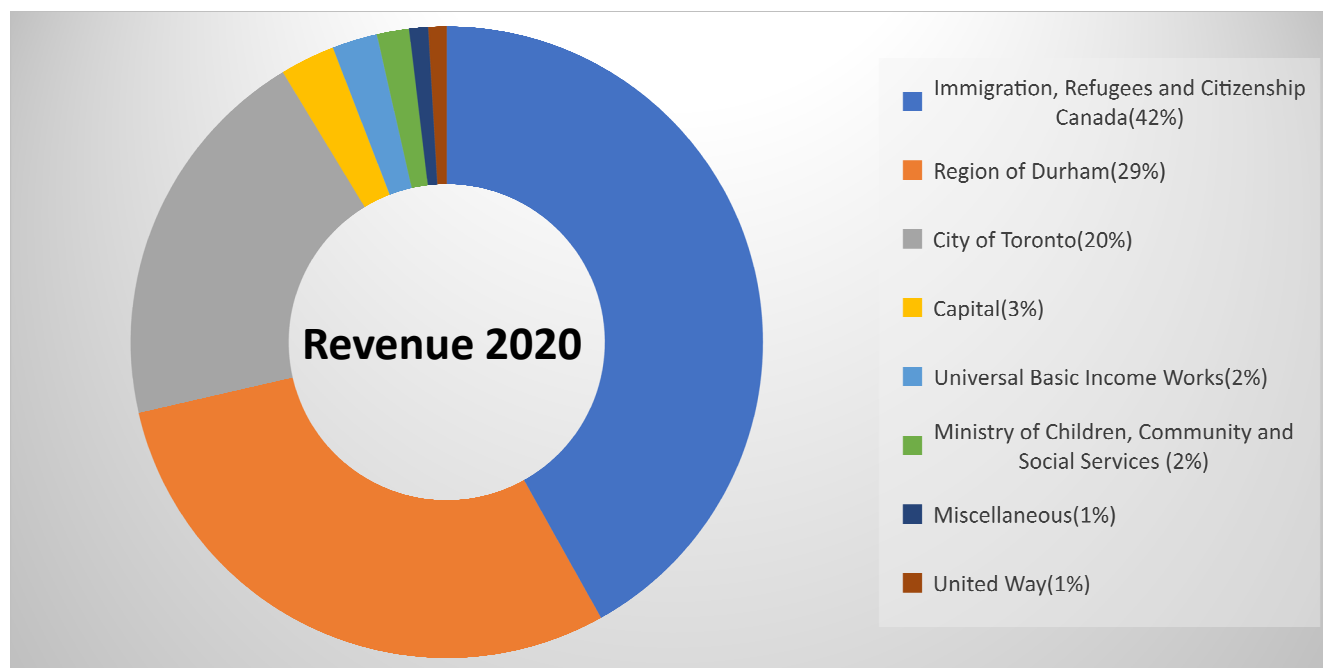
Overall, RAP exceeded expectations during its implementation in Durham.

We came in battered, beaten, down and confused but over the months through reassuring words and dedicated service, you picked us up and packaged us to the tenets and ideals that this great country Canada is built on...Service to Humanity!

As we leave you to journey on in our new life in Canada, we assure you that the lessons are ingrained and etched in our consciousness and we pray that we be given the opportunity to contribute to our shared humanity!
– RAP client, 2020

While we are faced with a dicey and near hopeless situation when we came, your program tried as much as possible to alleviate our built up tensions with many briefs and one-on-one discussion. We felt welcome and was treated with respect and dignity. – RAP Client 2020

FINANCIAL STATEMENTS



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

STAFF TRIBUTE

CDCD remains truly grateful to all its former and current staff who supported Durham Region residents with diligence and resiliency, particularly during the challenging pandemic period in 2020. Our agency's phenomenal employees continue to be central to our delivery of evidence-based, client-centered and future-forward approaches, which informs all that we do.

THANK YOU!

The CDCD Board of Directors and Management Team extends sincere thanks, gratitude and acknowledgement to all our staff for your dedication, commitment, and passion for delivering high-end services and programs to the residents of Durham Region. Your unwavering delivery of critical and essential supports to clients, enabled our communities' most vulnerable residents to receive services daily. We continue to be inspired and motivated by your enthusiasm to serve others. We are proud to be on the same team with you.

*Thank you for Going the Distance and Embracing the Future
as CDCD continues to build strength in our community for more than 50
years!*

FORMER & CURRENT STAFF MEMBERS

EXECUTIVE AND ADMINISTRATIVE OFFICE

Hermia Corbette, Executive Director
Caroline Ross, HR Generalist
Erick Sanchez, IT Administrator
Nancy D., Finance Manager
Richelle Bornolla, Finance Administrator
Sanket Shah, (frmr) Accounting Clerk
Sukrit Bhardwaj, Finance Coordinator

MANAGERS AND TEAM LEADS

Vanessa Bilenduke-Guppy, (frmr) Community Services Manager
Wosen Beyene, Welcome Centre & Immigrant Services – Ajax Manager
Ashley McDonald, Team Lead – Housing Stability, LEAP & Admin Services
Dilenia Teaz, Team Lead Welcome Centre & Settlement Services
Geralda Bray, Team Lead Hsg. Outreach, Landlord Engagement Services
Nathan Gardner, Team Lead Community Development
Patricia Liang, (frmr) Team Lead Resettlement Assistance Program (RAP)
Vicki Kerr, Team Lead SWIS & Community Connections

NEWCOMER SETTLEMENT PROGRAM (NSP)

Alaa Aldwik, NSP Worker – contract
Asma Mohran, NSP Worker
Nalayini Ravindranath, NSP Worker – contract
Paliny Kanagalingam, NSP Worker – on leave

SETTLEMENT/ORIENTATION PROGRAM

Hanna Siekowski, Settlement Program Assistant
Mohammad Sohail, Orientation Worker
Parvin Syal, Orientation Worker
Patricia Liang, Orientation Worker
Rahime Solak, Orientation Worker – on leave
Teresita Perera, Orientation Worker

COMMUNITY CONNECTIONS PROGRAM

Alana Andrews, Community Connections Worker
Bozena Stobinska, Community Connections Worker
Katelin Grant, Community Connections Worker – on leave
Maria Abogado, Community Connections Worker
Tasnuha Rahman, Community Connections Worker - contract

RESETTLEMENT ASSISTANCE PROGRAM (RAP)

– Project ended Oct. 2020

Alaa Aldwik, (frmr) Resettlement Worker
Ben Kong, (frmr) Overnight Relief Resettlement Worker
Brigitte Schoerhuber, (frmr) Resettlement Assistance Hsg Worker
Henock Teklemariam, (frmr) Resettlement Worker

WELCOME CENTRE AND IMMIGRANT SERVICES – AJAX (AWC)

Darlene Bahlmann-Huber, AWC Receptionist
Donette A., AWC Receptionist
Edna E., AWC Receptionist
Guler Korkmaz, (frmr) AWC Receptionist
Reeya A., AWC Receptionist

SETTLEMENT WORKERS IN SCHOOLS (SWIS)

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
Sophie Tome, SWIS Assistant
Soraya Attai, SWIS Worker

COMMUNITY DEVELOPMENT

Ashna Malik, (frmr) Homelessness Website Coordinator
Ayesha Tella, Coordinated Access Communications Coordinator
Cynthia Tellez, (frmr) Grant Writer
Damario Squire, PitCount Coordinator/Community Development Worker
Monika Warsinska, Homelessness (HIFIS) Data Coordinator
Neemarie Alam, Social Researcher
Stacey Snow, (frmr) Community Services Coordinator – contract ended

HOUSING

Alexis Strickland, Housing First Worker
Ashley Weatherup, Landlord Engagement Specialist
Dawn Stewart, Housing Stability Worker
Emily Buckley, Intake Worker and Receptionist
Jacinta Arokiasamy, Housing Coordinator
Jennifer Mackay, Housing Stability Worker
Maxine Edwards, (frmr) Homelessness Prevention Worker
Megha Thapar, (frmr) Hsg Database Entry Clerk
Monica Tembo, Hsg Outreach Settlement Worker
Niki Goulden, Outreach Worker

Universal Basic Income (UBI)

Ken Yang, Social Media & Content Specialist
Liam Wilkinson, Comm./Public Relations Specialist

BOARD OF DIRECTORS

The Board of Directors consists of up to **11** dedicated volunteer Directors and includes a President, Vice-President, Treasurer, and Secretary. While CDCD continues to believe that one-on-one in-person service is the best model in serving the community, the global events of this past year required the organization and board to shift its client appointments and meetings to an online platform. The Board embraced the change and demonstrated their flexibility to adapt quickly. We are grateful for the governance, quality leadership, oversight and genuine care for the agency each board member provided to CDCD throughout 2020.



Roger Ramkissoon
President



Michelle Davis
Vice President



Hilary Smith
Treasurer



Audette James
Secretary



Portia Daisy
Director



Melissa Bachellor
Director



Ali Abbas
Director



Pinder DaSilva
Director

VOLUNTEER APPRECIATION

CDCD's volunteers are our best asset! Our volunteers assistance enables our agency to offer vital supports and services, sustainable programming, social connections, and diverse expertise and experiences to clients.

A Special Thank you to all CDCD's REMARKABLE volunteers.

112

Volunteers

3,384

Contributed Hours

We could not have asked for a more dedicated group of individuals who generously contributed to the success of our programs.



CDCD

Community Development
Council Durham

Building Strength in Our Community Since 1970



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



+1 905 686-2661



+1 905 686-4157



info@cdcd.org



www.cdcd.org



CDCDurham



@CDCDurham



@CDCDurham



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