

COMMUNITY ACTION RESOURCE CENTRE



2012-13 Annual Report

Board and Staff

Board of Directors

CHAIRPERSON:	Diane Walter
VICE-CHAIR:	Luanne Rayvals
TREASURER:	Pascaline Verloppe
SECRETARY:	Shalene Dudley
DIRECTORS:	Dora Ey
	Dulce Gaspar
	Jaime-Anne White
	Lucy Bettencourt
	Nick Dominelli

Staff

Ana Leon
Ayan Yusuf
Azar Douraghy
George Martin
Gus Chouli
Hibaq Gelle
Lorena Marceau
Marilia Lana
Marion Newrick
Retta Alemayehu
Rocio Arguelles
Tricia Blackstock
Yaquelin Hechavarria Soto
Yasmin Mohamed



Summer Staff

Abdiqani Mohamed
Damoy Searchwell
Jozel Cabral
Kaydeen Pinnock
Michael Omar
Tania Vera



Student Placements

Alessandra Turavani
Farah Mohamed
Tashauna Villar
Sajedur Rahman

PHOTOS

Top: Board and staff focus group
Below: Some of the staff team
Front: Youth mentor at work

Supporting our neighbourhoods through services, partnerships, engagement and action

Report From The Chairperson and Executive Director

During the past year we continued to work with community residents and partners on creating a safe, healthy and vibrant community. That included working out of our two site offices but also being out in the community in the spaces where residents live and gather. We received some new projects and funding and continued working with partners old and new to enhance our existing programs and services, which made for another busy, productive year.

New funding from RBC Royal Bank Foundation allowed us to expand our Afterschool Program to 5 days per week with a daily program of homework support, access to computers with internet, and opportunities for supervised social interactions. The new funding resulted in substantial improvement to the quality of the program. We completed a second year of our Community Safety Project, continuing to work with trained Community Safety Ambassadors to expand our reach in addressing community safety concerns. We are very pleased that we have been approved for another 2 year safety project that will allow us to work more in-depth with Somali parents to support them in identifying strategies and linking their children and youth to life opportunities, while documenting their own experiences to develop a Handbook that will help other parents.

We continued our long standing strategy of partnership that results in broader impact for our community. A new Ontario Healthy Communities project provided an innovative exchange of services focused on improving general health and well being - we received training on mental health services and supports in exchange for helping to establish a new community garden, a win-win situation for both agencies!

Another partnership brought the expertise of Toronto Green Community to work with the younger children in our summer camp on gardening and related fun activities. The Recipe For Community Weston Mt-Dennis brought a team of "Out In The Community" volunteers from ING Direct who worked all day to dig new beds in the Emmett Avenue Community Garden. The first year of the Partnership Project funded by Ontario Ministry of Citizenship and Immigration was completed and our recommendation for a change of direction for the remaining two years was accepted. This will see the partnership implement three strategies focused on addressing aspects of long term sustainability for all six partners.

During the year we also completed our own strategic planning process that incorporated feedback from client focus groups, staff and key informant interviews, and Board-staff working sessions as well as an environmental scan. We revised our mission, vision and values and developed strategic directions. Together with our resource development plan which will also be renewed, we have clear guidelines for the road ahead. We appreciate the contributions of all those who participated in this process.

We are thankful for our committed team of Board, volunteers and staff whose teamwork and dedication results in ever-greater accomplishments and growth each year, and we appreciate the confidence that our funders and donors have in our organization. We look forward to the year ahead, from our on-going programs and services and projects already underway to some new work on the horizon ... it's going to be a great year!

DIANE WALTER, Chairperson
MARION NEWRICK, Executive Director

Programs and Services

Community/Group Programs

- Community Dining
- Community Garden
- Child Care Registry & Information
- OEYC satellite
- Children's Program - After School Program and Summer Day Camp
- Community Access Program (CAP) - internet access
- Group workshops
- Community Development and Community Capacity Building

Client Services

- Information and referral by telephone or drop-in
- Form filling, letter-writing, advocacy, follow-up, worker liaison
- Informal supportive counseling
- Crisis counseling
- Interpretation and translation
- Voice Mail, mail and messages
- Income Tax Clinics
- Clothing Room

Newcomers

- Settlement services & support
- Information, referral & orientation
- Interpretation and translation
- English conversation group
- Group workshops on topics of interest to newcomers
- Legal Clinic

Program Highlights

- Over 11,000 individuals participated in our programs or were supported by our staff, including over 1,300 newcomers helped through our settlement program
- 110 volunteers shared their time and talents throughout our programs and services
- Over 125 workshops or group sessions were held that covered topics such as the changes to immigration; various aspects of positive parenting, child development, and Canadian child welfare laws; budgeting and other financial topics
- Several group programs were held including a twice weekly English Conversation Circle and a weekly legal clinic
- Over 6,000 hot meals were served through our community dining program, with an amazing cook supported by 15 dedicated volunteers
- Almost 150 low income individuals got their income tax returns completed through a partnership with the Institute of Chartered Accountants of Ontario
- Over 300 individuals without a home phone received a personal voice mail number through our voice mail program
- Our early years satellite and child care registry services helped pregnant and new moms, parents and caregivers, to access needed supports, services and information that helped ensure strong and healthy beginnings
- Our children's program provided a daily after-school program during the school year, March Break activities, and a full-day summer camp in July and August with up to 40 children per day
- The community garden allowed residents from nearby apartment buildings to come together around growing their own food which was freely shared with visitors and other community members. In Fall 2012, a large team of volunteers from ING Direct spent the day digging new beds which has expanded the growing area- we are looking forward to an even greater harvest in the years ahead
- The Community Safety Project continued training and supporting Community Safety Ambassadors and connecting with the City's Crisis Response Team. Looking ahead, in 2013-2015, the project will work specifically with 3 groups of Somali parents to develop a support network to link their children and youth to life opportunities and develop a Handbook to help other parents

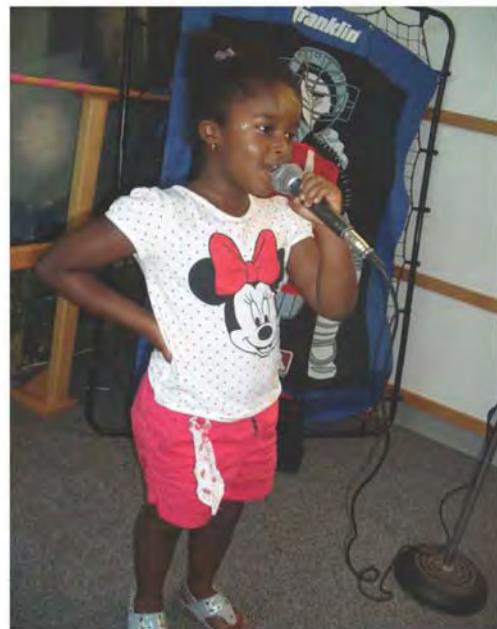
Services for Newcomers

Over 1,300 newcomers were supported through our settlement program last year and many more through our other ongoing services. About 100 group sessions were held, including groups that met regularly as well as one-time workshops on topics of interest. The majority of the newcomers came from East Africa (primarily Somalia), Latin/South America, Mexico and the Caribbean, which reflects our staff's cultural and language capacity. The settlement staff continued helping newcomers, refugees and their families understand the many changes in immigration policy that continued to be made by the Canadian government. Refugee claimants were particularly impacted, there were changes in access to health care and there were many sudden deportations as a result of claims being denied - families who had signed up to receive a toy through our CHUM Christmas program were no longer in Canada when the toy was delivered. Family reunification is becoming a lost dream for many immigrant families. We again held legal workshops on the changes, and also started a weekly legal clinic on immigration matters. We also continued to hold a



Services for Families

Two Family Support Workers are dedicated to helping families or caregivers with young children - assessing service needs, helping to access childcare, subsidies and other services, provide interpretation at early child health screening days, as well as providing workshops on such topics as parenting and child development, child welfare, healthy life choices, etc. A quarterly newsletter "Kids N Care" provides local information and links to resources. A "Family Celebration Day" held each summer is very popular with kids and adults alike!



Services for Children

Our Children's Program includes an Afterschool Program, March Break activities and a full-day summer camp in July and August.

This year new funding from RBC Royal Bank Foundation resulted in the expansion of our Afterschool Program from 3 days per week to 5 days, and allowed for a broader range of activity and greater impact. Highlights included a performance for One Billion Rising Event on February 14 that raised awareness about the global issue of violence against women and girls; performing at the community-police liaison bbq day; neighbourhood clean up for Earth Day; visit to Toronto Symphony Youth Orchestra; Day of Pink Anti-Bullying Awareness activities, a daily homework club, fun and games.



Strategic Planning

Given the complex and seemingly ever-changing environment in which non-profit agencies are working, strategic planning has never been more vital to our long term sustainability. The Board therefore engaged consultant Jan Campbell to implement a strategic planning process that would provide time for reflection on the agency, on our communities, and on the external landscape, and focus our attention on what should be our priorities, our future direction, and the emerging community needs. Over 75 individuals contributed to the process, including community members, key informants, funders, volunteers, Board and staff. An environmental scan and literature review provided broad context for our deliberations. We revised our vision, mission and values statements and developed key strategic directions.

Key trends confirmed the increasing intensity and complexity of community needs including mental health, homelessness and poverty. We noted the increased expectation of funders on co-ordination, alignment and partnerships, at the same time as continued funding constraints. The process provided the Board with strategic issues and questions that will guide their work in the year ahead.

VISION

Sustainable and vibrant communities where individuals and families participate fully in their communities

MISSION

Our organization works to build the capacity of our communities by mobilizing resources through community development and social services for the empowerment of individuals, families, and groups

VALUES

- Diversity, Equity and Inclusion
- Integrity
- Service Excellence

STRATEGIC DIRECTIONS

1. Demonstrate effectiveness
2. Ensure financial sustainability
3. Foster Strategic Partnership & Collaboration
4. Strengthen Organizational Capacity

Partnership Project

The "Building Sustainability Through Partnership" project was one of 27 projects funded in late 2011 by the Ontario Ministry of Citizenship and Immigration through its Partnership Project initiative. Our main theme is that partnership and collaboration will lead to greater sustainability for all partners. In this project we are working with the following 5 settlement organizations:

- African Training & Employment Centre
- Bloor Information & Lifeskills Centre
- Eritrean Canadian Community Centre
- Ethiopian Association of GTA
- South Asian Women's Centre

Working with consultants Doug Kerr & Associates, year one consisted of a Feasibility Study that included 74 interviews with key informants, sector leaders, current and potential funders and others, and working sessions with Board and staff representatives of all partner agencies. The Feasibility Study showed that our original concept of collaborative fundraising would have a low likelihood of success within the current environment and for the current partners.

We therefore considered four options for going forward into years two and three, and selected two areas of collaboration that the study showed could lead to greater resilience and sustainability for the partners:

- Shared administration and back office purchasing integration
- Shared community and civic engagement

Additionally, we will support each other in developing our respective fundraising plans.

Our new workplan was accepted by the funder and will guide us in years two and three of the project.

Financial Statement

Statement of Operations and Net Assets For the Year Ended December 31, 2012

	2012	2011
Revenue		
City of Toronto	\$ 255,949	\$ 301,343
Province of Ontario	249,549	253,124
Government of Canada	60,470	137,404
The Ontario Trillium Foundation	67,570	22,000
United Way Toronto - Enterprise Fund - CyberEquality	47,943	45,000
United Way Toronto - Winter Relief Fund	9,715	9,650
Davenport Ontario Early Years Centre funding	22,000	22,000
Fundraising and Donations		
Foundations and other donations	27,682	16,868
Bingo	25,366	23,848
Sales and property tax rebates	16,312	15,064
Membership and other	9,271	7,708
User Fees	4,910	5,900
	<u>796,737</u>	<u>859,909</u>
Expenses		
Salaries and benefits	496,893	502,818
Flow through grant expenditures	93,274	147,398
Building occupancy	72,157	48,675
Program	48,573	46,237
Professional fees and subcontracting	30,045	23,545
Office and general	27,580	31,315
Voice Link	5,995	6,984
Fundraising	5,280	7,920
Staff and volunteer development	3,724	3,693
Repairs and maintenance		22,000
	<u>783,521</u>	<u>840,585</u>
Excess of Revenue Over Expenses For The Year	13,216	19,324
Net assets, beginning of year	<u>112,487</u>	<u>93,163</u>
Net Assets, End of Year	<u>\$ 125,703</u>	<u>\$ 112,487</u>

Volunteers

Abdikadar Wasuge
 Alberto Hernandez
 Alessandra Turavani
 Alex Kanakis
 Alexandra Pawcar
 Alicja Burghardt
 Alina Avila
 Ampara Dunn
 Ana Sanchez
 Anella Jn Francois
 Arisbeth Vazquez
 Ayesha Ashrafi
 Barry L. Boucher
 Carlos Velasco
 Carmen Beltran
 Charlyn Ellis
 Christine Scinocco
 Cynthia Peters
 Daniel Gaspar
 Dave Watkins
 Dora Ey
 Eliane Novaes
 Elio Gutierrez
 Hafsa Mustaf
 Hamdi Ahmed
 Heather A. Pearce
 Iolete de Matos
 Isela Saint-Amour
 J. Paul Corcoran
 Jacqueline John
 John Bruno Carra
 Juliana Sales
 Julita Joseph
 Justine Petty
 Kaltuma Mohamed
 Karla Vazquez Moutlec
 Kenneth Gayle
 Ketty Beltran Pereira
 Kong Chung
Laurel Smith-Welch *
 Leonice Machado
 Lianette Texidor
 Marcela Jaramillo
 Marcelle Christopher
 Maria Del Rosario
 Rodriguez

Maria Josefina Daboin
 Maria Rocha
 Martha Granados
 Maureen Arlain
 Mauricio Moya
 Maya Evia
 Meyre Pedroso Santos
 Monserrat Vazquez
 Nazneen Islam (Madonna)
 Omar Hernandez
 Paloma Ramirez Salinas
 Patricia Wells
 Pratima Singh
 Radell Latino
 Roy M. Dulmage
 Ruqiya Osman
 Sahra Siyaad
 Saida Jama
 Samira Vasconcellos
 Sara Garcia Hoyos
Silvia Shim *
 Sylvia Lorenzo
 Tatiana Reis
 Tibisay Dias
 Victor D. Boyd
 Yahiriana Diaz
 Yolohtzin Medrano
 Zena Lochting

Youth Mentors

Gillian Campbell
 Joseph Manirambona
Kayon Charles *
 Latajah Levy
 Naima Aden
 Reanne Hamlet-Hill
 Shurlond Hooper
 Stephanie Campbell
 Suddis Adan
 Susan Peters

*The following Community Dining program
 volunteers are supported in partnership with
 Davenport Perth Neighbourhood & Community
 Health Centre:*

Bernadette Duncan
 Christine Liang
 Daphne Gunn
 Debra Stanislaw
 Felipe Leituga
 Grace Walsh
 Harry Ramroop
 Ines Daves
 Iris Richardson
 Jessica Annie
 Joan Francis
 Millicent Bowen
 Naesha Robertson
 Paul Ghikour
 Peter Ghikour
 Phillip Lefort
 Regina Wilson
 Roland Tufts
 Rosa Lammana
 Roslyn Thompson
 Sandra Reed
 Tony Lammana

*A huge hank you to all our
 volunteers - Board, program,
 admin and fundraising -
 you are an integral part
 of the CARC team*

* Special Recognition for outstanding service *

Funders, Donors & Partners

Funders

- City of Toronto
- Human Resources Skills Development Canada (HRSDC)
- Industry Canada
- Ontario Early Years Centre funding -Davenport Riding
- Ontario Ministry of Citizenship & Immigration
- Ontario Ministry of Tourism, Culture & Recreation
- Ontario Trillium Foundation

Foundations

- Artisan Charitable Foundation
- CHUM Charitable Foundation
- Mazon Canada - A Jewish Response to Hunger
- RBC Foundation
- Walmart Canada - Evergreen

Donors /Contributors /Gifts

- CP24 CHUM Christmas Wish
- Individual donors
- Kids Up Front Foundation
- Lou's Garden Centre
- Payless Gives Shoes 4 Kids
- The Bargains Group—Project Water—Project Warmth
- Toronto Symphony Orchestra
- Windfall Clothing

Partners/Program Support

- Davenport Perth Neighbourhood & Community Health Centre
- Davenport Perth Community Ministry
- Eritrean Canadian Community Centre
- Evergreen
- FoodShare
- Free Geek Toronto
- Housing Connections
- Institute of Chartered Accountants of Ontario (ICAO)
- Social Planning Toronto & 1652 Keele Street Community Alliance
- Toronto Community Housing
- Toronto Green Community
- Toronto Public Health
- Toronto District School Board - Brookhaven Public

We are Members of

- Girls Action Foundation - National Network
- Kids Up Front Foundation Toronto
- Middle Childhood Matters Coalition Toronto
- OCASI - Ontario Council of Agencies Serving Immigrants
- ONN - Ontario Non-Profit Network
- Social Planning Toronto
- TNC - Toronto Neighbourhood Centres

Thank you - we appreciate the contributions of all our funders, donors and community partners!



CHARITABLE REGISTRATION NO: 11897 6117 RR0001

Keele Site

1652 Keele Street
Toronto, ON M6M 3W3
Tel: 416-652-2273

Davenport Site

1884 Davenport Road, Unit #1
Toronto, ON M6N 4Y2
Tel: 416-654-0299

info@communityarc.ca
www.communityarc.ca



www.facebook.com/CommunityActionResourceCentre
www.facebook.com/EmmettAvenueCommunityGarden



@communityarc

