



2015 - 2016

ANNUAL REPORT



CALEDON
community
SERVICES

2015 - 2016

ANNUAL REPORT TO THE COMMUNITY

2 | A HEALTHY, ENGAGED COMPASSIONATE COMMUNITY FOR ALL.

WELCOME TO THE 2015 AGM

Non-profit community organizations must always balance their ambition to expand the scope and reach of their work with the fiscal realities of operating sustainable and effective community services. Caledon has many human service gaps, needs that are not being addressed. These gaps can leave people with nowhere to turn. It is this challenge that fuels Caledon Community Services' innovations. That has been our history since inception way back in 1971. We've grown to meet the needs of a growing community. Most recently we set the bar higher for ourselves with a commitment to expand our retail operations. Our objective is to substantially increase a social purpose income stream while creating opportunities for many Caledon residents. It is an exciting and daunting challenge; we're up for it.

Our financial statements demonstrate we have achieved and maintained the delicate balance between being immediately responsive to Caledon individuals, families and business owners while also keeping an eye on emerging community needs. We are proud of our record again this year of dedicating more than 88% of our funds to the delivery of community services.

Caledon Community Services' strong financial record is combined with on-going efforts to create a culture of sharing our resources with other Caledon organizations. This formula promotes a commitment to working closely with others in Caledon who are as excited about community building as we are. The Exchange has provided a hub where all kinds of community services can now collaborate in responding to community needs and interests. This kind of collective impact touches board governance; relationships with public funders; financial accountability and transparency; staff management; and volunteer involvement in services. More so, it brings together an undeniable community

force made up of organizations, faith communities, service clubs, schools, community leaders and everyday Caledon residents who all share a strong vision for their community. It creates a strong voice about what is important for Caledon now and in the years ahead.

We continue to believe that Caledon Community Services' vision, "A healthy, engaged compassionate community for all" resonates with all of Caledon. However, it is always important to consider the changing environment and in the year ahead we will be renewing our multi-year strategic plan. We have already launched a leadership group charged by the Board of Directors to develop a 2017 – 2021 strategic plan. There will be opportunities for the voices in our community to be heard so that Caledon Community Services' strategic plan will be informed by the ideas and needs of Caledon. We welcome you to take part in this important planning initiative in the months ahead.

On behalf of our Board, staff and volunteers, please accept our thanks for your interest in Caledon Community Services and for your support of the initiatives we pursue. A healthy, engaged compassionate community for all, one where everyone has opportunities to thrive, remains our beacon. We are confident it lies ahead for our community through the leadership of our professional team, volunteer supporters and like-minded Caledon community.

Respectfully,



Carine Strong
Chair, Board of Directors



Monty Laskin
Chief Executive Officer

VISION

A HEALTHY, ENGAGED COMPASSIONATE COMMUNITY FOR ALL

FOR A COMPLETE LIST OF HEALTH, EMPLOYMENT, BUSINESS, TRANSPORTATION AND COMMUNITY SERVICES FOR CALEDON RESIDENTS OF ALL AGES THAT CCS PROVIDES AND TO FIND OUR SERVICE LOCATIONS ACROSS CALEDON, INCLUDING CALEDON SPECIALISTS CLINIC AND THE EXCHANGE, PLEASE VISIT OUR WEBSITE AT WWW.CCS4U.ORG OR CALL (905) 584-2300.

CCS SUPPORTIVE HOUSING / SERVICES FOR SENIORS AND PERSONS WITH DISABILITIES

- 1 WALKER ROAD
- 2 MAPLE GROVE
- 3 PINNACLE VIEW / RESPITE CARE TRANSITIONAL CARE
- 4 RIVERVIEW TERRACE
- 5 JANE PLACE
- 6 STATIONVIEW PLACE

H1 HEADWATERS HEALTHCARE CENTRE
H2 BRAMPTON CIVIC HOSPITAL

SOCIAL ENTERPRISE RETAIL

- RELOCATED EXPANDED STORE OPENING FALL 2016
- 100% OF PROCEEDS SUPPORT PROGRAMS IN OUR COMMUNITY

SERVING THE COMMUNITY



MISSION

TO HELP PEOPLE HELP THEMSELVES BY WORKING
CREATIVELY AND RESPONDING TO COMMUNITY NEEDS

THANK YOU

FOR SUPPORTING KIDZ IN CALEDON, THE SANTA FUND, GALA, NIGHT ON THE TOWN AND FOR HOSTING COMMUNITY PARTNER EVENTS BENEFITTING CCS.

FOR BEING OUR PARTNER IN THE FUNDING AND MEASUREMENT OF OUR PROGRAMS' ACTIVITIES AND OUTCOMES FOR CALEDON AND SURROUNDING COMMUNITIES.

FOR DONATING TO AND SHOPPING AT OUR STORES. 100% OF PROCEEDS FROM YOUR PURCHASES SUPPORT VITAL COMMUNITY PROGRAMS RIGHT HERE IN CALEDON.

FOR VOLUNTEERING, DONATING AND SPONSORING. YOUR KINDNESS MAKES A WORLD OF DIFFERENCE IN OUR COMMUNITY.

FUNDERS

 Region of Peel
Working for you

 Ontario
Central West Local Health
Integration Network

 EMPLOYMENT
ONTARIO

 United Way
of Peel Region

 Canada

 TOWN OF CALEDON

 Citizenship and
Immigration Canada

COMMUNITY CHAMPIONS

AIRLIE FOUNDATION

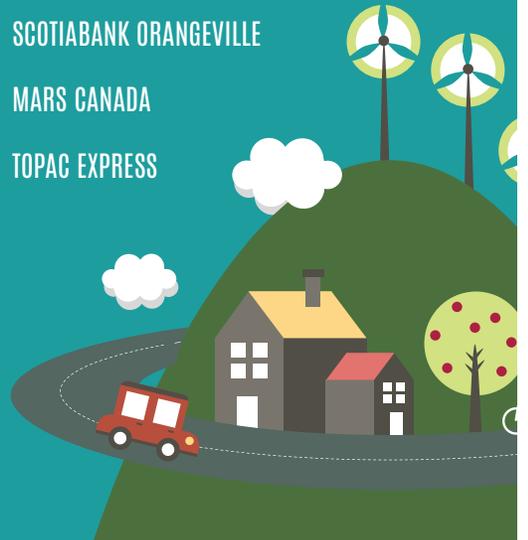
HUSKY INJECTION MOLDING
SYSTEMS LIMITED

THE BEDOLFE FOUNDATION

SCOTIABANK ORANGEVILLE

MARS CANADA

TOPAC EXPRESS



36,503

rides for Caledon seniors and those with disabilities

29,788

hours of volunteer time given by 351 volunteers, like you

4,962

visits to our Counselling & Care Coordination program giving families help and hope during a difficult year

5,347

visits to the Bolton and satellite employment resource centres

1,211

visits to The Pantry Food Supports program at The Exchange

531

unique patients seen by Specialists at the Caledon Specialist Clinic

484

appointments made with Care Coordinators

308

Caledon children supported through Kidz in Caledon

299

English language classes for newcomers to Canada

220

seniors supported by around-the-clock services, promoting their health and independence

165

families in need helped by CCS programs supported through generosity of community donors like you

24

Caledon youth enrolled and graduated from the LIFE for Youth program

“One of the deep secrets of life is that all that is really worth the doing is what we do for others.”

Lewis Carroll





▼ LING CLASS, MAY 2016

LEADERSHIP

2015 - 2016

BOARD OF DIRECTORS

STRONG, CARINE (CHAIR)

PARNABY, BILL (VICE-CHAIR)

DUNNE, BILL (SECRETARY)

LOSTCHUCK, DAVID (TREASURER)

DOWNEY, JOHANNA

GILMER, CHRIS

HAGENOW, DAVID

HOY, MICHAEL

LEGER, LARRY

NIXON, SHANE

PILON, JACOB

POTTER, KELLEY

TRAVERS, KEVIN

LASKIN, MONTY (CEO, EX-OFFICIO)

THE CALEDON COMMUNITY SERVICES

STRATEGIC PLAN 2014 - 2017



1. COMMUNITY ENGAGEMENT

Commitment to collaboration that results in community leadership

CELEBRATE

1. Increasing social purpose income stream to provide programs to underserved segments of Caledon community
2. Building community - Twelve Partners in The Exchange - Caledon's Collaborative - #beyond4walls
3. Surpassed 20,000 visitors at The Exchange

2. PROGRAM ACCESS

Commitment to cultivate the ways and means to use community resources

CELEBRATE

1. Thrilled to respond to client and community, you spoke loud and clear in 2015 survey about the need for improved transportation options
2. Improving transportation - through pilot program with MTO and Town of Caledon enabling us to provide rides to eligible clients age 8-59 attending CCS programs

3. OPERATIONAL EXCELLENCE

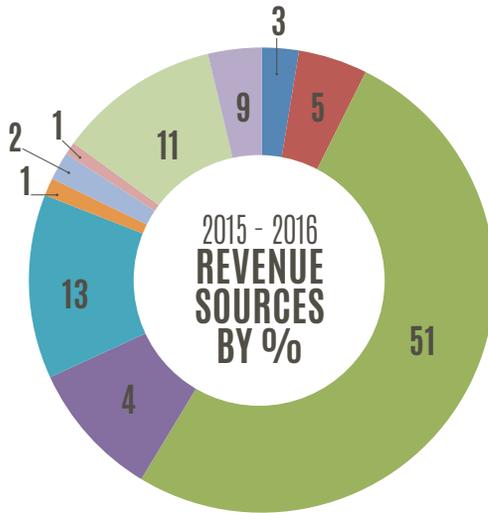
Commitment to quality resulting in sustainability and growth

CELEBRATE

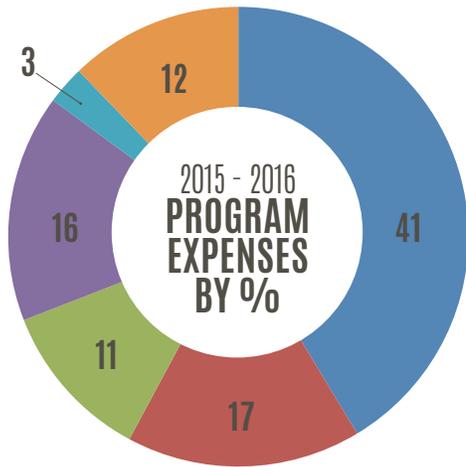
1. CARF Accreditation ongoing
2. Meeting client needs through more effective delivery of programs and services
3. Developing a staff retention plan and improving communications across the agency both internal and external



FINANCIAL REPORT



- CITIZENSHIP & IMMIGRATION
- HUMAN RESOURCES & SKILLS DEVELOPMENT
- CENTRAL WEST LHIN
- MINISTRY OF TRAINING, COLLEGES & UNIVERSITIES
- REGION OF PEEL
- TOWN OF CALEDON FUNDING
- UNITED WAY OF PEEL REGION
- RETAIL REVENUE
- FUNDRAISING / IN-KIND DONATIONS
- AGENCY GENERATED FUNDING



- HEALTH SERVICES
- TRANSPORTATION SERVICES
- THE EXCHANGE
- EMPLOYMENT SERVICES
- RESETTLEMENT SERVICES
- SUPPORT SERVICES

“Our job is to get results for our community that meet emerging needs and interests. The impact of each and everyone of our programs must be consistent with our vision, “Healthy, engaged compassionate community for all”. We are proud of our record that commits the vast majority of our finances, staff and volunteers to our vision”

Monty Laskin - CEO

SUMMARIZED STATEMENT OF FINANCIAL POSITION

AS AT MARCH 31, 2016

	2015-16	2014-15
CURRENT ASSETS		
CASH	61,362	99,209
INVESTMENTS	2,439,325	2,324,040
ACCOUNTS RECEIVABLE	271,379	279,398
OTHER CURRENT ASSETS	42,993	16,198
	2,815,059	2,718,845
CAPITAL ASSETS	916,617	1,069,287
TOTAL ASSETS	3,731,676	3,788,132
CURRENT LIABILITIES		
ACCOUNTS PAYABLE & OTHER CURRENT LIABILITIES	437,358	563,209
DEFERRED REVENUE - TOTAL	601,644	465,962
	1,039,002	1,029,171
TOTAL LONG-TERM LIABILITIES	647,594	843,184
	1,686,596	1,872,355
NET ASSETS		
UNRESTRICTED NET ASSETS	1,915,776	1,740,472
NET CONTRIBUTION	129,304	175,305
TOTAL NET ASSETS	2,045,080	1,915,777
TOTAL LIABILITIES & NET ASSETS	3,731,676	3,788,132

SUMMARIZED STATEMENT OF OPERATIONS

AS AT MARCH 31, 2016

	2015-16	2014-15
REVENUE		
FEDERAL GOVERNMENT FUNDING		
CITIZENSHIP & IMMIGRATION	170,755	176,617
HUMAN RESOURCES & SKILLS DEVELOPMENT	320,087	361,496
PROVINCIAL GOVERNMENT FUNDING		
CENTRAL WEST LHIN	3,415,212	3,204,439
MINISTRY OF TRAINING, COLLEGES & UNIVERSITIES	631,738	602,853
REGION OF PEEL		
TRANSHELP / PASSENGER ASSIST / DEDICATED GAS TAX	582,637	599,268
COMMUNITY FUNDING	270,062	124,418
TOWN OF CALEDON FUNDING		
DEDICATED GAS TAX / PROPERTY TAX REBATE	31,638	31,542
SMALL BUSINESS ENTERPRISE CENTRE	50,238	60,671
UNITED WAY OF PEEL REGION	130,900	130,000
RETAIL REVENUE	59,191	67,791
FUNDRAISING / IN-KIND DONATIONS	749,263	829,752
AGENCY GENERATED FUNDING	247,440	269,925
TOTAL REVENUE	6,659,161	6,458,772
EXPENSES		
PROGRAM SERVICES		
HEALTH SERVICES	2,700,662	2,568,247
TRANSPORTATION SERVICES	1,076,889	1,054,360
THE EXCHANGE	734,109	727,302
EMPLOYMENT SERVICES	1,046,095	1,046,067
RESETTLEMENT SERVICES	176,491	180,633
SUPPORT SERVICES	795,613	706,857
TOTAL EXPENDITURE	6,529,857	6,283,467
TOTAL NET CONTRIBUTION	129,304	175,305



CALEDON COMMUNITY SERVICES
18 KING E, BOLTON, ON L7E 1E8
(905) 951-2300



WWW.CCS4U.ORG

CHARITABLE BUSINESS NUMBER 12956 9182 RR0001
