

INFORMATION REPORT

TO: Chair and Members Emergency & Community Services Committee	WARD(S) AFFECTED: CITY WIDE
COMMITTEE DATE: December 10, 2012	
SUBJECT/REPORT NO: Hamilton Centre for Civic Inclusion - Funding Agreement (CS11023(d)) (City Wide)	
SUBMITTED BY: Joe-Anne Priel General Manager Community Services Department	PREPARED BY: Marjorie Walker (905) 546-2424 ext. 4837
SIGNATURE:	

Council Direction:
Not applicable.

Information:

Background

At its meeting of June 11, 2012, the Emergency and Community Services Committee received Report CS11023(c) describing a one year extension to the funding agreement between the City of Hamilton and Hamilton Centre for Civic Inclusion (HCCI).

The General Manager of Community Services was directed to enter into a funding extension agreement in the amount of \$75,000 with HCCI to be paid in two instalments, conditional on the submission of quarterly reports through the Community Services Department to City Council.

Funding Agreement

In addition to requiring regular financial and program reporting, the Agreement requires HCCI to:

- Provide ongoing civic skills and leadership training together with an assessment of the measurable outcomes it has for representatives of newcomer and racialized communities in Hamilton;

- Provide community capacity building support to new and emerging communities in the City as measured by the number of communities supported and the nature and results of HCCI's interventions;
- Represent and support the ability of newcomer communities in Hamilton themselves to bring forward their contributions and concerns to the appropriate agencies and decision-making bodies in Hamilton as measured by the nature of the issues identified and the number of representations made;
- Provide documentation of these contributions and concerns in the form of reports and briefs, and they be compiled, quantified and submitted to the City throughout the period of the Letter of Agreement;
- Create a city wide culture of inclusion through presentations and the dissemination of information on diversity and inclusion, as measured by the amount of presentations given and information disseminated;
- Create learning platforms throughout the city on diversity and inclusion and the resultant benefits from these platforms;
- Provide fee for service assistance to agencies and institutions in Hamilton in undertaking inclusionary impact assessments, engaging with newcomer communities and developing inclusionary action plans

The agreement was based on funding in the amount of \$100,000 for the 2011 fiscal year and provided the basis for funding on a declining scale for the fiscal years 2012 (\$75,000) and a final commitment in 2013 (\$50,000), as HCCI moved toward sustainability.

Accomplishments

The attached first and second quarterly reports from HCCI provide a brief overview of the activities undertaken over the last six months which reflect the above requirements. The report identifies a number of initiatives undertaken with newcomers to encourage civic participation and with emerging newcomer communities in Hamilton relating to community development and capacity building including public education activities through HCCI's website, the media and public speaking engagements, as well as specific skills development projects with immigrant seniors, students, and within neighbourhood hubs.

The report also briefly describes the manner and avenues through which HCCI is working with other community partners and local organizations, including McMaster University, the Social Planning and Research Council (SPRC) and Volunteer Hamilton

in bringing forward issues of concern to newcomer communities and promoting a diversity and inclusiveness perspective.

The work of HCCI supports, strengthens and is in alignment with the Hamilton Immigration Partnership Council (HIPC). HCCI is seen as an important partner agency in the work of the HIPC forward through their newcomer engagement initiatives.

In pursuit of the objective of becoming financially self-sustaining, HCCI has established fee for service contracts with a number of agencies in Hamilton. They also launched the Advantage Diversity program in the spring of 2012 to build a robust social enterprise and move towards establishing greater sustainability.

In order to become a wholly sustainable entity, HCCI will need to pursue consistent fundraising efforts and seek additional funding from alternative sources.

The activities being undertaken by HCCI are in conformity with the City's funding requirements and reflect significant accomplishments. This summary report also highlights the breadth of activity required in pursuing the goal of a more welcoming, inclusive community.

The original intent of the Letter of Agreement was to provide three years of funding, on a declining basis, to aid HCCI in their transition towards becoming self-sustaining. The funding agreement will conclude in 2013 with the last commitment in the amount of \$50,000.

Appendices

Appendix "A" to Report CS11023(d): Hamilton Centre for Civic Inclusion Quarterly Report on Achievements, June – August 2012

Appendix "B" to Report CS11023(d): Hamilton Centre for Civic Inclusion Quarterly Report on Achievements, September – November 2012

Appendix "C" to Report CS11023(d): Hamilton Centre for Civic Inclusion Income Statement for 4/1/2012 to 10/31/2012



Hamilton Centre for Civic Inclusion

Quarterly Report on Achievements

June to August 2012

Objectives	Activities	Outcome
To provide ongoing civic skills and leadership training together with an assessment of the measurable outcomes it has for representatives of newcomer and racialized communities in Hamilton.	<p>Established a task group on civic leadership and diversity.</p> <p>Delivered Community Mobilization Training (CMT) for newcomers at the local separate school board.</p>	<p>Development of a civic leadership program for fall 2012.</p> <p>More than 100 students are enrolled in the CMT program.</p>
To provide community capacity building support to new and emerging communities in the City as measured by the number of communities supported and the nature and results of HCCI's interventions;	<p>Developed a training series on the fundamentals of effective board development, specifically designed to enhance governance in the informal sector, including ethno-specific organizations and other new and emerging community groups. The series includes the following sessions:</p> <ol style="list-style-type: none"> 1. Principles of good governance 2. Board accountability and risk 3. Strategic leadership 4. Effective board meetings 5. Marketing and promotions 6. Succession planning and board assessment. <p>Provided capacity building support to the following communities: Karen, Chinese, Spanish-speaking, Turkish, Somali, Arabic, Filipino and South Asian. We also assisted the Nigerian Association, Hamilton Muslim Association, Jamaica Foundation, and the ACCA Seniors Program.</p> <p>Delivered a series of training sessions</p>	<p>Increased organizational knowledge, governance, accountability and planning among new and emerging groups.</p> <p>Increased community engagement among newcomers and ethno-cultural groups in Hamilton.</p> <p>Worked with six schools in the</p>

<p>To provide community capacity building support to new and emerging communities in the City as measured by the number of communities supported and the nature and results of HCCI's interventions;</p>	<p>for newcomer parents on how to engage with the school system.</p>	<p>downtown core to design and deliver the program. Parents now have an increased understanding of the educational system and school personnel have an increased understanding of parent issues.</p>
<p>To represent and support the ability of newcomer communities in Hamilton themselves to bring forward their contributions and concerns to the appropriate agencies and decision-making bodies in Hamilton as measured by the nature of the issues identified and the number of representations made;</p>	<p>Planning is underway for a series of neighbourhood dialogues with newcomers to facilitate their involvement in localized conversations and decision-making, including at area hubs and planning teams.</p> <p>Established a working group on newcomers and mental health needs and concerns.</p> <p>Trained 14 mental health navigators to facilitate newcomer access to mental health services.</p> <p>Provided diversity and cultural competency training to service providers.</p>	<p>Established working groups across three city neighbourhoods. This work is in support of the City's neighbourhood development initiative.</p> <p>Established a newcomer mental health navigator program in partnership with four service organizations in Hamilton.</p> <p>Connected newcomers and mental health service providers in order to improve service design and delivery.</p>
<p>To create a city wide culture of inclusion through presentations and the dissemination of information on diversity and inclusion, as measured by the amount of presentations given and information disseminated;</p>	<p>Prepared regular training/resources updates on diversity and inclusion best practice to community partners and service providers.</p> <p>Participated in various community outreach and development projects with the purpose of championing diversity and inclusion throughout the community, including but not limited to the following:</p> <ul style="list-style-type: none"> • Pan Am Social Inclusion Task Force • City of Hamilton Neighbourhood Development Strategy • Neighbourhood Development Evaluation Team 	<p>Hosted a series of community dialogues with service providers on diversity and inclusion.</p> <p>Increased knowledge about diversity and inclusion and the needs of racialized and marginalized communities in program design and implementation across the city.</p>

	<ul style="list-style-type: none"> • CASTLE Project • Hamilton Roundtable for Poverty Reduction 	
To create learning platforms throughout the city on diversity and inclusion and the resultant benefits from these platforms;	<p>Planned and organized our annual Report to the Community Breakfast with keynote speaker, Mr. Allan Broadbent, chair and CEO of Avana Capital Corporation and chair of the Maytree Foundation and Tamarack Institute.</p> <p>Publication of monthly e-newsletter, <i>Diversity Matters</i>.</p> <p>Planned and organized a series of educational sessions with mental health providers.</p> <p>Planned, organized and facilitated youth leadership training sessions</p>	<p>More than 200 guests attended the session, which was co-sponsored by the Hamilton Chamber of Commerce.</p> <p>Distributed 2,000 <i>Diversity Matters</i> e-newsletters to funders, community stakeholders and newcomers in the community.</p> <p>Increased availability of information on best practices in diversity management.</p> <p>New protocols have now been developed by service providers to better respond to the needs of newcomers in need of mental health supports.</p> <p>Thirty youth from various cultural communities are engaged in HCCI's weekly leadership training</p>
To provide fee for service assistance to agencies and institutions in Hamilton in undertaking inclusionary impact assessments, engaging with newcomer communities and developing inclusionary action plans	<p>Developed an outreach and marketing strategy for our diversity products.</p> <p>Conducted a series of lunch and learn sessions under the Diversity Jump-start program.</p> <p>Developed online diversity assessment tools for large organizations.</p>	<p>Launched Advantage Diversity in June to drive revenue generation activities.</p> <p>Increased community resources on best practices in diversity and inclusion.</p>



Hamilton Centre for Civic Inclusion

Quarterly Report on Achievements

September to November 2012

Objectives	Activities	Outcome
To provide ongoing civic skills and leadership training together with an assessment of the measurable outcomes it has for representatives of newcomer and racialized communities in Hamilton.	<p>Provided Community Mobilization Training to newcomers across the community.</p> <p>Developed new training curriculum that is focused on community leadership strategies and will be delivered to newcomers in three city neighbourhoods.</p>	Expansion of Community Mobilization Training to newcomers in the Riverdale area.
To provide community capacity building support to new and emerging communities in the City as measured by the number of communities supported and the nature and results of HCCI's interventions;	Completed the first in a series of capacity building training sessions for new and emerging groups and organizations in Hamilton.	<p>Trained 35 individuals from various cultural and ethnic communities in best practices for board governance.</p> <p>Strengthened newcomer capacity to engage in the community.</p> <p>Increased organizational knowledge, governance, accountability and planning among new and emerging groups.</p> <p>Expanded programs at the neighbourhood level.</p>
To represent and support the ability of newcomer communities in Hamilton themselves to bring forward their contributions and concerns to the appropriate agencies and decision-making bodies in Hamilton as measured by the nature of the issues identified and the number of representations	<p>Planned and organized the first in a series of conversation cafés with newcomers and their elected officials. Below is a link to a news article on the event:</p> <p>http://www.thespec.com/news/local/article/837367--diversity-served-at-hcci-cafe</p> <p>Prepared a report with recommendations that emerged from the first conversation café.</p>	<p>More than 150 Hamiltonians from various cultural communities participated in the conversation café. Key outcomes include:</p> <ul style="list-style-type: none"> • Increased connections between cultural community members and decision makers; • An opportunity for newcomers to share their

made;	<p>Provided strategic and technical support to various cultural groups as they celebrated their contributions to the city, including Hispanic Heritage Week and Jamaica's 50th anniversary celebrations.</p> <p>Helped various cultural communities share their respective cultural expressions, special days, festivities and commemorative events, such as Hindu Samaj Temple Day of Healing, a lecture titled "Roma People - the Forgotten Genocide", a Turkish community gathering, events at the Hamilton Mountain Mosque, and the Gandhi Peace Festival.</p>	<p>experiences and express their opinions on issues relevant to their equitable participation in all aspects of community life; and</p> <ul style="list-style-type: none"> • The creation of an action plan to be shared with key stakeholders including the City's neighbourhood development team <p>Stronger and deeper connections have been forged between cultural community members and the broader Hamilton community.</p> <p>The outreach capacity and marketing and promotional impact of various organizations has been enhanced.</p>
To create a city wide culture of inclusion through presentations and the dissemination of information on diversity and inclusion, as measured by the amount of presentations given and information disseminated;	<p>Prepared regular updates on diversity and inclusion for community partners and service providers.</p> <p>Presented on the "Colour of Poverty" to the All Party Caucus on Poverty.</p> <p>Published a monthly e-newsletter, <i>Diversity Matters</i>, to increase community knowledge of best practices in diversity and inclusion. Our September edition was featured on the CBC Hamilton website:</p> <p>http://www.cbc.ca/hamilton/talk/story/2012/09/16/hamilton-police-chief-interview.html</p>	<p>Hosted a series of community dialogues with service providers on diversity and inclusion.</p> <p>Provided analysis on the various ways that poverty intersects with race.</p> <p>Distributed more than 2,000 e-newsletters to funders, community stakeholders and newcomers in the community.</p>
To create learning platforms throughout the city on diversity	Planned and organized our first annual Fall Diversity Forum: "Unlocking the Benefits of	More than 100 people from business, private and public

<p>and inclusion and the resultant benefits from these platforms;</p>	<p><i>Diversity and Inclusion</i>” with Dr. Lionel Laroche on Nov 12.</p> <p>Published a monthly e-newsletter, <i>Diversity Matters</i>.</p> <p>Worked in partnership with Interval House to organize a focus group on safety.</p> <p>Planned, organized and delivered leadership training for youth in the community.</p> <p>Convened, in partnership with Hamilton Immigration Partnership Council, a working group on health with representatives from the LHIN, North Hamilton Community Health Centre, EMS, Public Health and Hamilton Health Sciences to explore issues and make recommendations regarding the equitable provision of health care in our community.</p>	<p>sector organizations and the community attended the session.</p> <p>More than 2,000 copies of the e-newsletter are sent to a diverse audience that includes business, government, community groups and newcomers.</p> <p>Increased knowledge of best practice in diversity management.</p> <p>The inclusion of diverse voices in the development of a report on community safety.</p> <p>Twenty-five youth from various cultural communities are engaged in weekly leadership training and are being connected to decision-making opportunities across the city.</p> <p>The group is planning to host a forum on health equity in February, 2013.</p>
<p>To provide fee for service assistance to agencies and institutions in Hamilton in undertaking inclusionary impact assessments, engaging with newcomer communities and developing inclusionary</p>	<p>Conducted diversity training for the Hamilton Brain Injury Association, Mohawk College and Good Shepherd Centre.</p> <p>Designed a diversity and inclusion training module for students in the Health, Aging and Society program at McMaster.</p>	<p>Increased community resources on best practices in diversity and inclusion.</p> <p>Created new partnerships with business around diversity and inclusion best practice.</p>

action plans	<p>Provided a cultural competency workshop to housing and public health employees.</p> <p>Planned and organized a Diversity and Inclusion series starting in November.</p> <p>Developed outreach strategies to promote diversity products to other communities in the Golden Horseshoe region.</p> <p>Developed online assessment tools for diversity working group partners.</p>	
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Hamilton's Centre for Civic Inclusion
Income Statement 04/01/2012 to 10/31/2012

REVENUE	Fiscal YTD	Budget for 2012/13
Sales Revenue		
Advantage Diversity	10,530.00	20,000.00
Fee For Service	96,193.27	95,000.00
City of Hamilton	50,000.00	100,000.00
Revenue from Funder Agreements	64,790.00	50,000.00
Fundraising		30,000.00
Miscellaneous Revenue	<u>2,767.73</u>	<u></u>
TOTAL REVENUE	<u>224,281.00</u>	<u>295,000.00</u>
EXPENSE		
Payroll Expenses		
Salaries	129,183.57	224,000.00
EI Expense	2,991.74	3,600.00
CPP Expense	<u>5,380.08</u>	<u>5,000.00</u>
Total Payroll Expense	<u>137,555.39</u>	<u>232,600.00</u>
General & Administrative Expenses		
Annual General Meeting	1,503.75	2,500.00
Accounting & Audit Fees	5,052.10	10,000.00
Advantage Diversity Jump Start	10,675.20	10,000.00
Advertising & Promotions	3,135.50	13,000.00
Community Outreach	1,270.22	
Computer Expense	38.60	
Conference Expense	0.00	1,000.00
Contract staff	5,900.00	6,000.00
Evaluation	0.00	0.00
Facilitators	0.00	600.00
Insurance	2,145.96	1,200.00
Interest & Bank Charges	241.20	500.00
Interpretation	5,100.00	6,000.00
Leasehold Improvements	0.00	1,000.00
Memberships	345.00	1,000.00
Office Supplies	4,732.63	4,000.00
Printing Supplies	2,556.00	5,000.00
Professional Fees	1,433.48	
Rent	10,665.00	13,800.00
Resources	0.00	0.00
Telephone	606.77	

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Training & Development	0.00	
Travel & Meetings	6,668.01	4,000.00
Total General & Admin. Expenses	<u>62,069.42</u>	<u>79,600.00</u>
TOTAL EXPENSE	<u>199,624.81</u>	<u>312,200.00</u>
Net Income (deficit) in period	24,656.19	-17,200.00
Opening balance @ fiscal year start	<u>192,803.00</u>	<u>192,803.00</u>
	<u>217,459.19</u>	<u>175,603.00</u>