

ANNUAL REPORT 2018/19



Supporting People, & Strengthening Community

MISSION

With coordinated networks of volunteers and staff, enrich the well-being and quality of life for people who choose to live at home.

VISION

Communities where people are enabled to maximize their independence and thrive where they choose to live.

VALUES

- Treating one another with Respect, including Respect for the diverse nature of our communities
- Delivering Compassionate care
- Providing services in a way that upholds the Dignity of those we serve
- Supporting people so they can continue to live Independently and Safely at home
- Ensuring that we act with Integrity in all of our relationships, our services and our Mission
- Creating solutions that are Responsive and Adaptive to the needs of our clients and their caregivers
- Providing an environment for staff and volunteers that is Supportive and Safe



Executive Report

Dear Community Members,

On behalf of the Board of Directors and the staff of Community Care Durham, we want to thank you for your continued support and generosity in helping us serve thousands of local residents as they seek to live an independent and optimal life at home for themselves or their loved ones.

Despite the tremendous growth in our organization and changes to the external environment, Community Care Durham has always been about our people: Our dedicated staff and volunteers lending a supportive ear and hand; our partners working across boundaries to meet the needs of residents; and most of all, the people who rely on the broad range of services we provide everyday.

But we know we can do better. That is why we have initiated a new Strategic Plan to improve coordinated access to our services, and to develop programming that supports the holistic needs of our clients and their caregivers. It is also why we are advancing new collaborative partnerships with other health and social service agencies because we know that you depend on us collectively to support the growing needs of Durham.

As the largest Community Support Services agency in the Region, we look back with pride on our accomplishments and lessons learned this past year. More importantly, we look forward to the year ahead supporting our people – clients, caregivers, volunteers and staff – achieve our shared goal of well being and quality of life for the citizens of Durham. Please join us in that cause.



Wendy Marks, Board Chair

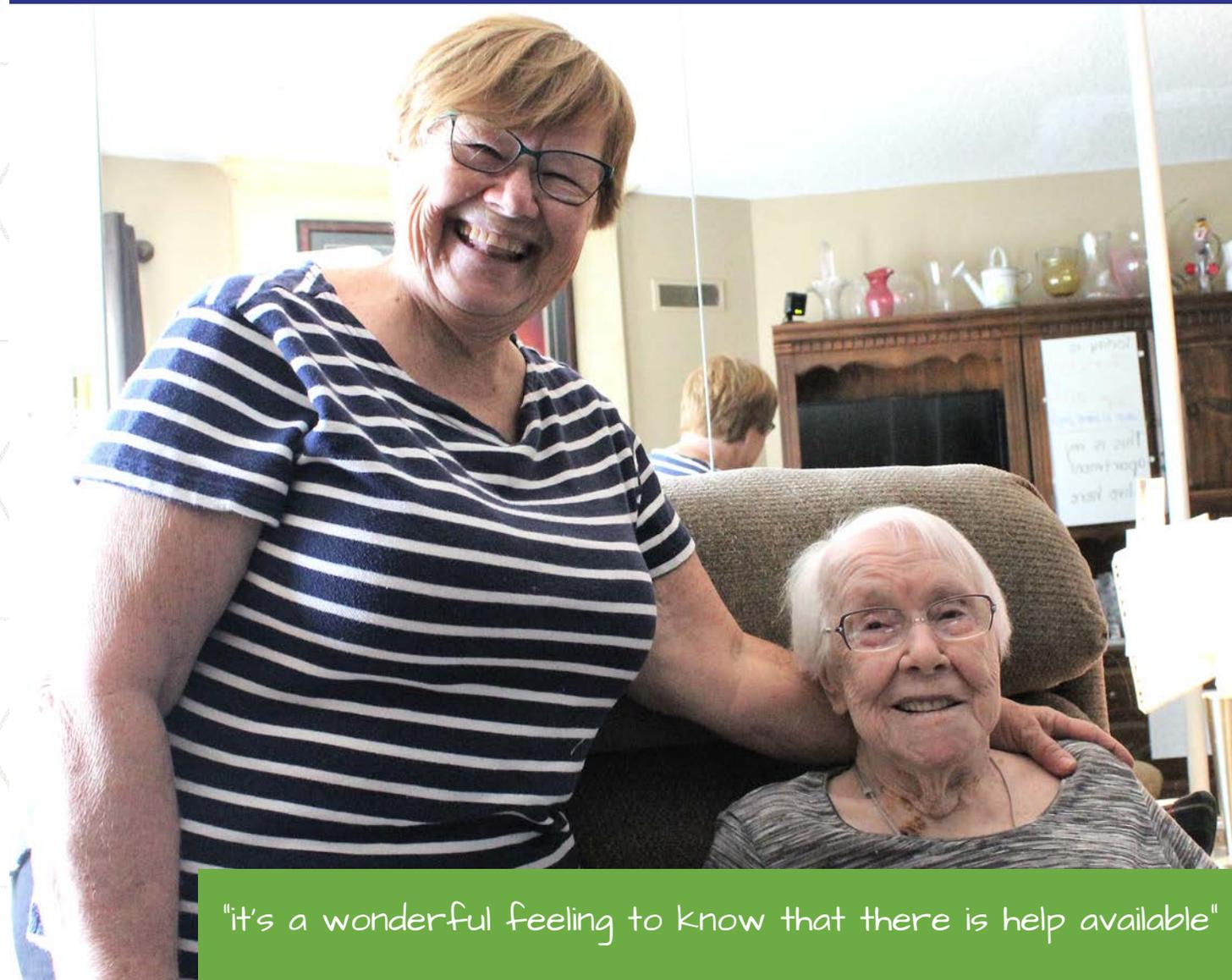


James Meloche, Executive Director

Report on Services

The past year has been filled with growth and development to accommodate the changing landscape of both health care and the diversity of the communities of Durham Region.

Our staff and volunteers are the backbone of our organization and we are most grateful for their continued dedication and commitment to our mission and values. We look forward to another successful year of supporting our clients and enabling them to remain safely in their homes.



"it's a wonderful feeling to know that there is help available"

10,852

REGISTERED CLIENTS

1,717

ACTIVE
VOLUNTEERS



103,421

MEALS SERVED



39,260

EXERCISE & FALLS CLASSES



134,297

VISITS PROVIDED



123,277

HOURS OF PERSONAL SUPPORT PROVIDED

FINANCIAL STATEMENT

Consolidated Statement of Operations and Changes in Net Assets
For the Year Ended March 31, 2019.

REVENUE	2019	2018
Ministry of Health /CE-LHIN	\$10,227,368	\$10,465,253
United Way	100,000	100,000
Local Municipal Grants	128,698	40,500
Fundraising, Donations and Other Income	450,551	316,596
Client Fees	1,975,416	2,029,560
Other	182,983	160,778
	13,065,016	13,112,687
EXPENSES		
Staffing Costs	\$9,032,666	\$9,563,559
Volunteer, Travel and Program Costs	2,076,989	2,020,295
Office Operations	1,251,629	1,132,051
Other	178,582	224,701
	12,539,866	12,940,606
Excess (Deficiency) of Revenue over Expenses	525,150	172,081
Net Assets, opening balance	1,839,331	1,667,250
Net Assets, Closing Balance	2,364,481	1,839,331

We appreciate all of our community supporters and partners including the CE-LHIN, Ministry of Health and Long-Term Care, United Way of Durham Region, and donors who contribute to the successful operation of Community Care Durham and the development and delivery of our services.

In addition to our partnerships, our local offices conduct various fundraising initiatives to supplement existing funding which is integral to meeting the demand for service.

A complete set of audited Financial Statements is available upon request.

Supported By



board of Directors

Officers:

President: Wendy Marks

Vice President: Dave Sansom

Past President: Keith Tournay

Directors:

Jennifer Cree

Marsha Ely

Charlotte Empringham

Arlene Inkster





Community Care Durham

SUPPORTING PEOPLE, STRENGTHENING COMMUNITY

As a charitable, not for profit organization, Community Care Durham relies on the support of donors to help us deliver high-quality client services. Please consider donating today, and make a difference in someone's life.



Thank You for Your Support!

1-888-255-6680

www.communitycaredurham.on.ca

