Questions to be Answered

1. Agency Information
   1. Notable changes to agency?
   2. Accomplishments attributed to UWHH funding?
2. Program Information
   1. What did the program accomplish with UW funding?
   2. Is clarification needed?
   3. Do they anticipate changes that may affect the program?
3. Demand for Service & Client Need
   1. How does their program align with their immediate community?
4. Clients Served
   1. How do the clients served in 2024 compare to the projected clients served in the initial application?
5. Outcomes & Indicators
   1. How do year one measurements compare against target measures set out in application?
   2. Is there a large discrepancy?
6. Impact Story
   1. High level overview of their program and its goals.
7. Program Budgets
   1. Are there any major differences between the current and last year’s budgets that need clarification?

**Canadian Caribbean Association of Halton**

Agency Information

Notable Changes

First Executive Director hired in organization’s history (August 2024)

EDI initiative of Board Education related to DEI was initiated in April 2024

Change in Board structure with new incoming Board President in June 2024

Accomplishments Attributed to UWHH funding

CCAH’s Summer Day Camp program focuses on exposing campers to Black heritage and culture to increase knowledge, pride and a positive self image. Parents report living in areas and children attending school with very few black students.

Program Information

What did they do with the funding?

Built and delivered 8 week Summer Day Camp program for children aged 6 to 11 during July and August 2024. Located at Queen Elizabeth Park Community and Cultural Centre in Oakville. Weekly fee was $25 per child.

In 8 weeks 257 youth attended (129 aged 6 to 8, 128 aged 9 to 11). Weekly average was approximately 40 campers.

Funds were used to cover expenses related to weekly activities such as swimming, cooking classes, dance classes, music classes, etc.

Anticipated Changes

CCAH relies on Canada Summer Jobs funding to cover wages of staff, if this is reduced or not awarded, the cost of the camp will increase.

Demand for Service and Client Need

Has increased in demand over the past year

Program has a waitlist

Clients Served

Majority of attendees from Oakville and Burlington (61%)

Majority of attendees male (70%)

100% of attendees identify as visible minority

Outcomes and Indicators

# of children engaged in prosocial activities

# of children physically active for 60 minutes a day, 4 days a week

# of children who have positive social group

# of children who have positive relations with adults outside of family

# of people who can interact and engage with their own and others’ culture

# of people who are educated about their own and others’ culture

# of people who feel an increased connection in their community

# of people who feel they belong in their community

Survey results are very strong, ~80% of all surveyed participants indicated CCAH achieved its indicators. Data comes from a combination of campers, parents and staff. Not enough people were surveyed to reach their targets however.

Impact Story

Olu immigrated to Canada in 2020 from Nigeria

Very few black students in her school

Being a part of CCAH allowed her to meet other black youth as people she can look up to.

Her parents reported her experience at CCAH very positively, she has returned to CCAH developing her own leadership roles and opportunities.

Program Budget

Total Revenue and Support: $214,000

UW responsible for $75,000 (35%)

Provincial and federal funding make up most of the rest

Total Direct Expenses: $189,000

Staff costs is the largest at $94,000 (49%)

Next is administrative at $64,000 (34%)

**Questions for CCAH**

**How big is CCAH waitlist?**

**Program outcomes section duplicated?**

**What kind of survey do they use to collect data?**

**Canadian Centre for Housing Rights**

Agency Information

Notable Changes

Developed 3 year strategic plan in October 2024 to enhance organizations internal capacity through addition of Director of Operations and HR and standalone department for Education and Community Outreach Initiatives

Accomplishments

Has enabled CCHR to expand its reach and impact of free, grant-funded capacity building and education work. Helping renters know their rights and find long term tenancy.

Program Information

What did they do with the funding?

Provided trainings to 353 people. Renter training sessions and service provider trainings.

Written resources (not released) for renters translated in French, Chinese, Persian, Hindi.

Anticipated Changes

Housing crisis continues to impact renters in Hamilton and Halton.

Training sessions revolve around affordability, discrimination, fear of eviction.

New law passed in Hamilton: protects renters from being evicted due to renovations.

Demand for Service and Client Need

Demand has remained consistent

Program does not have a waitlist

Does not anticipate any significant changes that may impact program budget

Clients Served

353 clients served from Acton (45%), Oakville (9%), Hamilton (46%)

No demographics are tracked

Outcomes and Indicators

No data provided in Year 1

No participants surveyed

Impact Story

Tenants with common landlord were facing 2 problems: landlord taking away parking spots and not providing adequate garbage facilities

Knowledge learned at these training sessions prompted tenants to send joint letter to landlord threatening a bylaw complaint

Issues were resolved

Program Budget

Total Revenue and Support: $25,000 (all from UWHH)

Total Direct Expenses: $37,500

86% for staff costs

14% for administration

**Questions for Canadian Centre for Housing Rights**

**Why are they not tracking demographics if discrimination is a main theme coming up in their education sessions / trainings?**

**Are their materials available online?**

**What specifics do the materials cover?**

**Canadian Mental Health Association**

Agency Information

Notable Changes

Revamped strategic plan through equity, diversity, inclusion and accessibility lens. This is supposed to help foster an inclusive environment among their clients.

Accomplishments

None

Program Information

What did they do with the funding?

Provided Call-In Counselling services by phone, video conference or in person Monday through Friday from 8:30am to 4:30pm. Must be 16 or older. Counsellors provide support and assist with accessing relevant resources in the individual’s area.

Supported 478 people through 1892 counselling sessions.

Anticipated Changes

Find individuals who identify as lonely are accessing these services more regularly

Also seeing people come back for multiple sessions.

Demand for Service and Client Need

Increased demand

Increased wait times due to higher volumes of demand.

Clients Served

478 clients served from Oakville (33%), Burlington (29%), Milton (16%), Other (22%)

Adults (60%), Seniors (30%), Youth (10%)

Women (56%), Men (37%), Other (7%)

Outcomes and Indicators

45 out of 45 survey participants all rated their counselling session positively

43 out of 45 survey participants believed they are able to improve their situations

Impact Story

Supporting a client with down syndrome who had recently lost best friend and grandparent. Mother had reach out to these services on behalf of her son.

They had been rejected by other counselling services due to the client not meeting eligibility requirements.

They continue to support this client

Program Budget

Total Revenue and Support: $38,504 (all from UWHH)

All revenue goes towards staff costs (salaries and benefits)

**Questions for Canadian Mental Health Association**

**What qualifications do counsellors have for patients?**

**What days are dedicated to in person vs phone / video conference?**

**What kind of eligibility requirements do people need to receive counselling services?**

**In the case of people with down syndrome?**

**Non disabled persons?**

**Other disability specific persons?**

**Wever Community Hub**

Agency Information

Notable Changes

Wever CORE Kids is now partnering with Junior Achievement in order to bring additional activities and learning experiences for their participants

Program Information

What did they do with the funding?

Ran camp style programming for youth in grades 1 through 8, providing positive experiences

Activities are social and educational, including themes such as science, cooking, literacy, etc.

Targets at risk children from 7 to 12 in the impoverished, ethno-culturally diverse Wever community

Demand for Service and Client Need

Increased demand

Increased need for basic necessities such as food, clothing, language support, etc.

No waitlist for program.

Clients Served

293 clients served from Hamilton

All youth clients

Outcomes and Indicators

Kids exercise, participate in pro social behaviours, good relationships with adults

Positive feedback from participants, data may be biased.

Impact Story

Kid struggling with family issues at home learns to build positive relationships outside of that environment. Staff members also learn how to deal with child individually in order to bring her a positive experience.

Program Budget

Total Revenue and Support: $64,393 (all from UWHH)

54% comes from United Way

Total Expenses: $64,393

Staff costs make up 66%

Program Materials and Contract Staff and Services make up other 34%

**Questions for Canadian Mental Health Association**

**How are volunteers selected? What are the demographics?**

**Why are parents and children data combined? Need to separate parents and children data sources, e.g. cannot have 500 participants surveyed if only serving 293 clients.**

**Where does the other revenue come from?**

**Distress Centre Halton**

Agency Information

Notable Changes

Received funding ($149,987) from PHAC for EDI Project

Revamped training for volunteers, trainers and mentors

Optimization project to enhance services for remote volunteers

Replacing old hardware

Delta Bingo and Ontario Lottery changed its business model, as a result DCH will be offered increased funding (10K monthly)

Accomplishments

Expanded community impact by partnering with Sheridan college to provide outbound calls to students with self referrals

Program Information

What did they do with the funding?

Supported 16,197 calls and trained 98 new volunteers

Maintained 98% approval rating

Revamped training program

Increased number of mentors

Developed risk mitigation strategy to ensure remote volunteers can answer calls in the case of an outage

Anticipated Changes

Increased intensity and length of calls, all generations are seeking help which requires diverse group of volunteers to support

Demand for Service and Client Need

Increased demand

Rise in volume of calls, Dec 2024 was highest volume in 50 years

2040 calls per month

Small increase in demand due to supporting ROCK’s transfer of calls

Clients Served

16,197 clients served

Over 50% are seniors

30% are adults

60% of clients served are women

Outcomes and Indicators

% of callers feel better after phone call with volunteer

Improving mental health

Significant majority of participants surveyed show positive results

Impact Story

Suicide prevention story most impactful

Program Budget

Total Revenue and Support: $365,962

38% from United Way

40% from Federal Funding

20% from fundraising

Total Expenses: $351,460

77% goes to staff costs and salaries

12% goes to rent and program materials

**Questions for Canadian Mental Health Association**

**What is PHAC? What is EDI Project?**

**What relationship does DCH have with Delta Bingo and Ontario Lottery?**

**What does approval rating mean?**

**What lacked in your training materials before? How did you revamp them? Same question in context to mentor training materials?**

**Explicitly mentioned supporting males and LGBTQ2S+ males but majority of clients served are women?**

**Not tracking LGBTQ2S+ clients served?**

**How do you measure levels of distress pre and post test? Is the test the phone call?**