

# Annual Report

Citizen Advocacy Ottawa

# 2019

Changing Lives Together

613-761-9522 | [www.citizenadvocacy.org](http://www.citizenadvocacy.org) | 312 Parkdale Ave, Ottawa, ON

**Charitable Registration Number: 13036 2817 RR0001**



# PRESIDENT AND EXECUTIVE DIRECTOR REPORT

Citizen Advocacy Ottawa (CAO) worked hard throughout 2019 to continue to offer services/programs to meet the needs of individuals with disabilities and their families. The board and staff also investigated, and has started to implement, new and creative ways of delivering services/programs with flexibility, adaptability, sustainability and quality as their top priorities.

The year also proved to be a year of change in other ways. In March 2019, we rolled up the independent facilitation services and said good-bye to the ten facilitators who were part of the program. It was a difficult time for the individuals who benefited from the services as well as the facilitators who had worked with them. CAO held a lunch for the facilitators to thank them for all the work they had done and the commitment and passion they brought to the organization.

In 2018, working with the board, Heather developed an organizational plan, with big goals for 2019. We are delighted to report that many of the goals have been achieved, thanks to the hard work of the staff and the support of the CAO Board. Goals achieved are:

- Created more flexible, responsive and adaptable services through supporting the re-evaluation and restructure of program service models within the organization by:
  - empowering Managers to make decisions related to services/programs to meet the community's changing needs;
  - re-evaluating roles and responsibilities of team members;
  - hiring additional staff where needed; and
  - moving to some fee-for-services to ensure program sustainability.
- Focused on the evaluation of programs/services to prove effectiveness by:
  - implementing a research component in all grant/funding requests;
  - utilizing pre and post surveys for some services/programs; and
  - pursuing research-based funding grants and partnerships;
- Strengthened CAO's level of expertise in key areas by:
  - providing workshops on topics relevant to the community; and
  - participating in conferences and panels discussions;

# PRESIDENT AND EXECUTIVE DIRECTOR REPORT

- Finances- stabilized the current funding by:
  - the creation of the Communications, Engagement and Fundraising Team consisting of the Manager: Communications, Engagement and Fundraising, Philanthropy Coordinator, Development Officer, Events Officer and an Administrative Assistant;
  - created a Fundraising Committee;
  - developed and implemented a fundraising plan;
  - streamlined the funding/grant process;
  - streamlined the donor campaign process;
  - developed a new funding partnership and strengthened existing funding partnerships; and
  - added additional small fundraising events.
- Infrastructure - reduced the overall organization risk through:
  - approval and implementation of a comprehensive Human Resources Manual;
  - increasing staff access to relevant training with a budget of up to \$500 per employee;
  - completing a Volunteer Handbook that outlines policies and procedures to set the stage for the expansion of the volunteer program; and
  - improving access to appropriate technology tools for staff so they can do their jobs more effectively, and from multiple locations.

During 2019, the organization continued to be supported by the Ministry of Children, Community and Social Services, the City of Ottawa and United Way. CAO secured several grants for specific programs. Grant/funding applications included more concrete asks and outlined the opportunity for impact. This was also a focus of our donor campaign. CAO found that donors welcomed the opportunity to understand the impact of their donation on lives of those we support. In addition, we were able to run several successful events including Evening in the Maritimes, and the Ottawa Race Weekend.

We also hosted several community events such as the monthly Dovercourt Dance, the Annual Picnic and Holiday Party. These were all well attended, and much enjoyed by the participants.

In closing, CAO would like to extend our thanks to the funders, donors and supporters in the community. We would like to acknowledge all the volunteer Advocates and other volunteers who have assisted the organization throughout the year. As well, we want to say thank you to the staff, whose dedication and passion for their work contributes to the success of the CAO. Finally, we would like to thank the Board of Directors, a group of people who have a devotion and commitment to CAO that reflects in their positive governance and stewardship of CAO.

We know that 2020 will be a year of change and growth for CAO and we are looking forward to the adventure.

**Kirk Boyd**  
**President - Board of Directors**

**Heather Lacey**  
**Executive Director**

# MISSION & VALUES

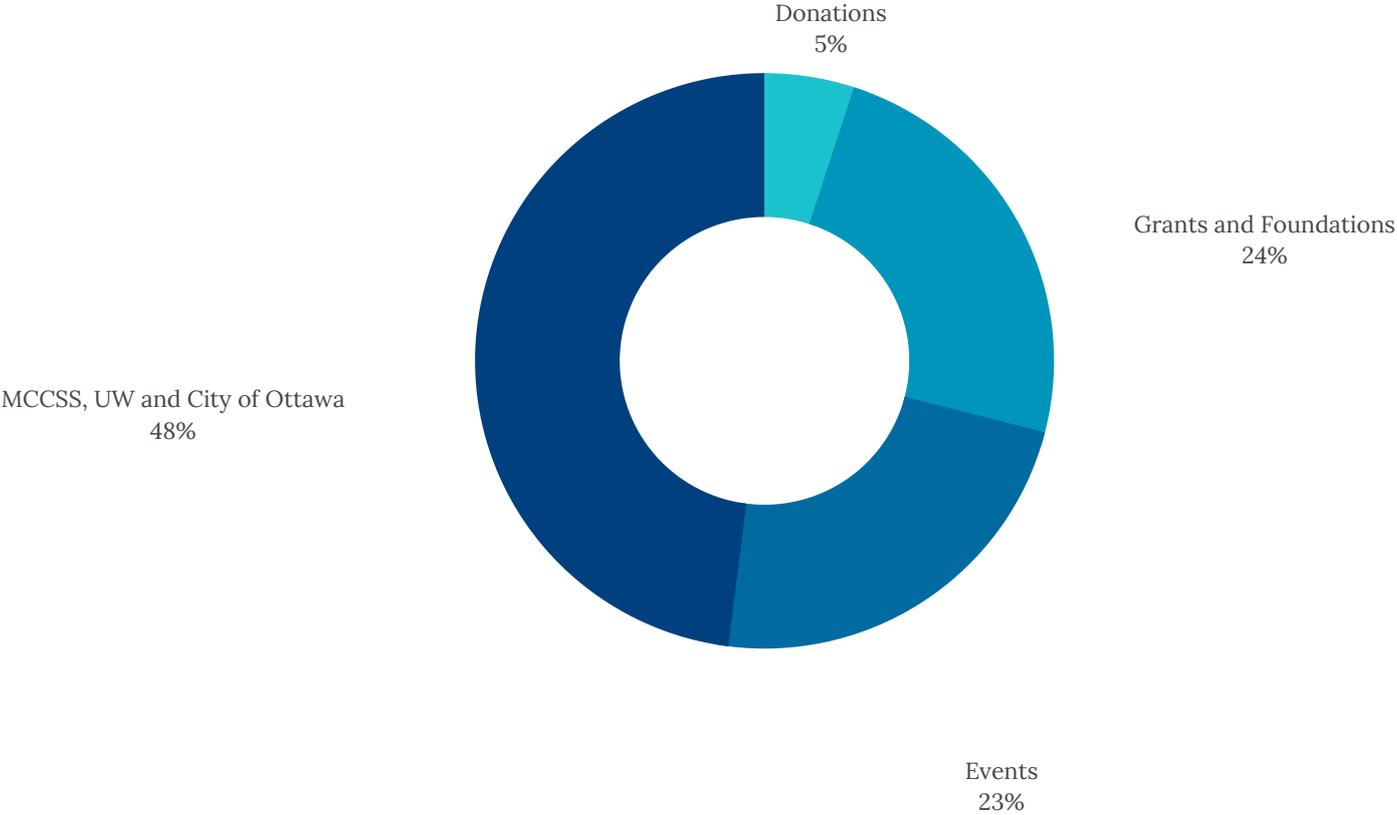
We are an inclusive community that welcomes, values and supports the diversity, participation and contribution of its citizens, including those who live with disabilities and their families.

To deliver support and advocacy that will enhance quality of life, socially-valued roles and choice for people living with disabilities and their families.



# FINANCIAL OVERVIEW

## FUNDING BREAKDOWN



50%  
of Canadians have  
a relative living with  
a disability

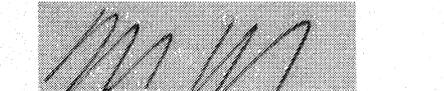
# CITIZEN ADVOCACY

## STATEMENT OF FINANCIAL POSITION AS AT DECEMBER 31, 2019

	2019	2018
<b>CURRENT ASSETS</b>		
Cash	\$ 16,771	\$ 36,834
Short term investments (note 4)	200,669	100,658
Accounts receivable	73,996	45,910
Sales tax receivable	25,650	25,650
Prepaid expenses	31,447	35,208
	<u>348,534</u>	<u>244,260</u>
<b>LONG TERM INVESTMENTS (note 4)</b>		
INVESTMENT IN 1 COMMUNITY PLACE (note 5)	129,148	327,889
CAPITAL ASSETS (note 6)	286,229	285,815
	14,612	27,894
	<u>429,989</u>	<u>641,598</u>
	<u>\$ 778,523</u>	<u>\$ 885,858</u>
<b>CURRENT LIABILITIES</b>		
Accounts payable	\$ 142,119	\$ 53,056
Deferred revenue (note 7)	203,509	351,307
	<u>345,628</u>	<u>404,363</u>
DEFERRED FUNDING OF CAPITAL ASSETS (note 8)	17,500	28,687
<b>NET ASSETS</b>		
Invested in capital assets	281,036	282,717
Internally restricted for contingencies (note 9)	150,000	150,000
Unrestricted	(15,641)	20,091
	<u>415,395</u>	<u>452,808</u>
	<u>\$ 778,523</u>	<u>\$ 885,858</u>

Approved on behalf of the Board:

 Treasurer

 President

## CITIZEN ADVOCACY

### STATEMENT OF OPERATIONS FOR THE YEAR ENDED DECEMBER 31, 2019

	2019	2018
<b>REVENUE</b>		
United Way of Ottawa-Carleton	\$ 58,187	\$ 74,396
Ministry of Community and Social Services		
Core activity funding	-	339,525
Matching Program	209,589	-
Other projects	179,072	31,360
Independent Facilitation Demonstration Project (note 2)	452,653	2,707,700
Independent Facilitation and Planning	201,235	27,823
Lifetime Networks	53,757	93,785
City of Ottawa	138,778	136,057
Trillium Foundation	19,000	7,400
Fetal Alcohol Resource Program	351,988	274,390
Family Supports	34,104	20,285
Person-directed Planning and Facilitation	63,378	-
Self Generated	672,454	553,458
	<hr/>	<hr/>
	2,434,195	4,266,179
<b>EXPENDITURE</b>		
Fund development	-	187,059
Community relations / marketing	-	46,928
Independent Facilitation and Planning	201,470	3,860
Independent Facilitation Demonstration Project (note 2)	452,653	2,707,700
Lifetime Networks	62,172	101,186
Community Partnerships	-	255,565
Fetal Alcohol Resource Program	352,744	252,864
Family Supports	75,370	57,809
Person-directed Planning and Facilitation	72,571	-
Matching Program	369,502	-
Administration and operations	885,126	656,344
	<hr/>	<hr/>
	2,471,608	4,269,315
<b>NET EXPENDITURE FOR THE YEAR</b>	\$ (37,413)	\$ (3,136)

# COMMUNITY CONNECTIONS



