



United Way
Halton & Hamilton

IMPROVING LIVES LOCALLY

United Way Halton & Hamilton
2017-2018 Impact Report

Burlington | Halton Hills | Hamilton | Milton | Oakville

BUILDING POSSIBILITIES

Last year, we went on a journey and embarked on a transformative revolution. We transcended beyond boundaries and brought together four neighbouring offices of United Way, creating United Way Halton & Hamilton. We did this because we want to do better to serve and support the people of Burlington, Halton Hills, Hamilton, Milton and Oakville. Although each community is celebrated for being unique, it became evidently clear through our voyage that all of us shared common aspirations.

Today, we now stand as a stronger, more effective organization focused on impact, all while remaining true to our mission of improving lives locally.

This report is our way of sharing our milestones with you – donors, volunteers, and United Way partners. It highlights our impact, investments, partnerships and the results over the last year so you can see how your gift created life-changing opportunities for your friends, family and neighbours.

Together, we collectively provided hope to thousands of people to help them feel included in, and connected to, their community. United Way Halton & Hamilton is proud of our efforts in supporting individuals battling poverty, at-risk youth, newcomers, seniors living in isolation and numerous others struggling in our neighbourhoods.

With your gift, you have helped lay the foundation to the house of possibilities for the people living in our communities who need it the most.

Together, we are improving lives locally.



Anne Bermingham,
Board Chair



Brad Park,
President and CEO

Improving Lives Locally | 1



WHAT DOES LOCAL LOVE LOOK LIKE?

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**AREAS OF
FOCUS**



All That Kids Can Be

Helping children and youth reach their full potential



**Healthy People,
Strong Communities**

Improving neighbourhood health and well-being



Poverty to Possibility

Promoting financial security and independence

UNITED IMPACT



82

**AGENCIES
SUPPORTED**



153

**PROGRAMS
SUPPORTED**



212,431

PEOPLE HELPED



12,111

VOLUNTEERS



55,951

**VOLUNTEER
HOURS**



\$1,322,985

**VALUE OF
VOLUNTEERING**

CONNECTING NEEDS TO RESOURCES



150

languages available via **211** hotline to help people in need navigate the network of human services



\$26,000

value of computers donated by corporate partners to those in need



\$7,000

amount low income families saved on footwear via Ti-Cats & Carmen's Group Kicks for Kids initiative



\$10,000

value of youth educational experiences in arts, history and culture

A NEW LIFE

Two years ago, Mariano and Patricia, and their son, left Mexico and arrived in Milton for a fresh start.

The couple explains they wanted a better life and a better future for their son, Santiago, but when they arrived, they struggled with the change.

Mariano reflects on the country they came from, and the cost of education for Santiago was one of the largest expenses they had.

The couple explains it wasn't a safe environment to let Santiago outside on his own, and keeping a close eye on him at all times was stressful.

At first, Patricia says living in Canada was difficult, but has become a refreshing new way of life.

Through United Way supported programs, Santiago was able to learn English, and is now fluent in two languages.

"The volunteers and the teachers they have here in the community, they are amazing," Patricia says.

Mariano says the programs were also a way for the couple to feel more connected to others living in their community, and has been beneficial for their family.

"The transition from our country to Canada without these programs, would have been a lot harder," Mariano explains. "Here, they teach you, they help you understand how things work here in Canada. They help you to understand how your child is going to develop. They help introduce him to a different culture and a different way of thinking that we don't have in our old country."



RESEARCH AND CONVENE

RESEARCH

United Way works with community partners to understand root causes, develop strategies to address them, and brings together the right resources to get the job done and measure results. Together, we create lasting change in this community in partnership with a number of organizations, including Community Development Halton and the Social Planning and Research Council of Hamilton.

CONVENE

United Way has a distinct history of community collaboration and a unique convening ability to bring together government, private, non-profit, labour and volunteers to mobilize community change. Drawing on the vast expertise available, we are able to make connections between people, organizations and the issues most pressing today.



Free helpline (211) connects residents in need to community and social services 24/7 in 150 languages.



Can You See Me? is a four week mental health awareness program offered in the workplaces and community groups.



Financial Empowerment Problem Solving Offering free tax clinics helping low-income families file their taxes and receive vital previously unclaimed benefits.



ConnectEd is a series of agency educational sessions taught by industry experts. Topics build agency capacity by ensuring staff and volunteers have access to leading information.



Shared common vision with labour partners helping to build vibrant and healthy communities for the past 60 years.



National Housing Strategy played a lead role in influencing Canada's first ever Housing Strategy, ensuring Canadians have access to affordable, safe housing.



Seniors Program promoting healthy living through education to seniors in their community.

A CREATIVE OUTLET

When Mackenzie was growing up in Oakville, she found she had a lot of energy, but didn't have the outlet to express it.

She tried to channel her energy into sports and dance, yet she wasn't thrilled with the structure of having to be a perfectionist to succeed. Mackenzie struggled with finding something to stick to that involved high-energy exercises, and was rapidly getting tired of sitting down and watching other people.

When Mackenzie was eight, her mother went on a hunt for a program that could satisfy her daughter's needs, and what she found would be life-changing for Mackenzie. At first, Mackenzie was shy and didn't know her place in the group. An audition was required for admittance to the program, which she describes as a 'whirlwind.' Despite all this, Mackenzie succeeded.

Because of the United Way supported program, Mackenzie was introduced to a passion that has been with her since she was a child, and will continue to be there in the years to come.

"You build lasting friendships," she says. "It gave me a real sense of home and community and brought me out of my little shell. It really made me blossom into who I am today in my acting community."

Mackenzie continues to volunteer with the program because she wants to be the person her counsellors were to her.

"My whole world, my whole circle, revolves around doing theatre and being involved in the arts community," she says. "If I didn't have access to those programs I'd probably have no clue what to do with my life at this point."

Today, Mackenzie is actively pursuing her Broadway career in New York City.



ALL THAT KIDS CAN BE




NUMBERS THAT COUNT

47 solution
focused
programs

89,310 children and youth
were helped to reach
their full potential



United Way invests in programs that lay the foundation for lifelong success. These initiatives, which address goals from early literacy to leadership development, give our youngest citizens the experiences, skills and inspiration they need to become engaged and productive adults.

	THE OUTCOMES	THE IMPACT	THE RESULTS
	Children and youth engaged in learning with improved academic performance	92% of children and youth were assessed as ready to learn	26,272* children engaged in learning
	Children and youth improved their emotional and physical well-being	86% of children and youth showed positive changes in personal sense of well-being	17,053* children and youth improved their well-being
	Children and youth are connected to and involved in their community	89% of children and youth reported reduced feelings of isolation	49,567* youth made life-changing connections

*program clients may have achieved more than one outcome

THE JOURNEY TO REDISCOVERY

During her adult years, Jackie of Hamilton found herself stuck between a rock and a hard place.

A survivor of domestic violence, Jackie was often beaten and hurt, and wound up in the hospital numerous times. The injuries were so detrimental, she had to re-learn how to eat and dress herself, and how to walk again, while also being a mom to young children.

Along with her physical condition, Jackie also battles schizophrenia and bipolar disorder.

With United Way supported programs, Jackie received the treatment and assistance she needed to get back on her feet, and is now flourishing.

In 2016, Jackie began attending a community seniors centre and made many friends, most of whom helped her through the worst of days. She loves partaking in painting and colouring classes, as well as bingo and playing cards.

The centre also offers breakfast and Jackie is always appreciative of a healthy meal first thing in the morning.

"They have helped me through bad things and good things," she says. "I feel wonderful. I feel like a million dollars, and it's all because of the programs I go to."

Jackie says the life-changing opportunities she has received have shaped her life into something promising.

"The programs the community gives are wonderful for people who really need the help or really want the help. There's all kinds of organizations out there that can help you."

She thanks United Way for the organization's continued support and the assistance people like her receive through local programming.

"Without United Way, I would be lost."

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HEALTHY PEOPLE STRONG COMMUNITIES




NUMBERS THAT COUNT



88 solution
focused
programs

95,139 neighbours
have improved
their health
and personal
well-being

We fund programs that provide everything from recreation to parenting supports, with the goal of helping people build skills for independent living, manage mental health and medical issues, and provide opportunities to be part of a connected and caring community.

	THE OUTCOMES	THE IMPACT	THE RESULTS
	Seniors and people living with disabilities are aware of, and able to access counselling and supports	93% of people reported reduced feelings of isolation	18,498* people accessed counselling and supports
	People have improved mental health and are better able to handle life's challenges	95% of people showed decreased levels of distress due to program intervention	22,008* people accessed mental health supports
	People are involved in their community and feel a sense of belonging	74% of people experienced strengthened social connections	11,905* people are more connected to their neighbours

*program clients may have achieved more than one outcome

A LIFE-CHANGING DIFFERENCE

When Halton Hills resident, Melanie, entered Grade 9, her whole world changed.

All her life, she considered herself “straight-edge;” she was not interested in drinking and had zero tolerance for drugs. But when she entered high school, she made a new group of friends, and started getting involved with drugs and alcohol.

That then led to skipping school and stealing money.

Melanie’s father was also using drugs and drinking, and having that type of influence in her life was detrimental to her growth.

On her 15th birthday, Melanie and her father went to a homeless shelter. She learned about managing anger, and how to be more social, and was offered family and drug and alcohol counselling through local programs.

When Melanie turned 16, she had enough. She began living on her own with no source of income. To eat, and to stock her cupboards, she went to a local food bank, and then began volunteering when she turned 17.

“I enjoy giving back to the community because this program did help me out a lot,” she says. “I like to give back and help other people in their times of need.”

Melanie says the programs she used are extremely beneficial to the members of the community.

“United Way has helped me a lot in my life because I needed different programs at different points in my life, and they always made these programs available, whatever I was going through at the time.”



POVERTY TO POSSIBILITY




NUMBERS THAT COUNT



18 solution
focused
programs

27,982 neighbours
have improved
their financial
security and
independence

United Way works on multiple fronts to break the cycle of poverty. Our investments help individuals and families in crisis access basic needs like food and shelter, while also helping them develop knowledge and opportunities to increase their long-term stability.

	THE OUTCOMES	THE IMPACT	THE RESULTS
	People have increased food security	97% of people had increased knowledge of healthy eating and strategies to access food	22,453* neighbours have the food they need
	People work towards meaningful employment and financial stability	89% of youth were aware of and accessed skill-building and training opportunities such as academic upgrading	1,875* people have the skills to become financially stable
	People receive support in achieving or maintaining housing	94% of people remained stable in their current housing with help from a program	1,607* people have the housing support they need

*program clients may have achieved more than one outcome

FINDING PURPOSE

For Burlington resident AJ, his struggles with mental health started at an early age.

At just 10 years old, AJ was diagnosed with obsessive compulsive disorder, and shortly after, he was diagnosed with generalized anxiety disorder and clinical depression.

AJ struggled with his mental health, and his parents felt the pressure of finding the right help for him. Unfortunately, he wasn't able to find the support he needed, and, as a result, battled with relating to people his age with what he was living with.

AJ soon felt isolated, so he left home and admitted himself to the hospital.

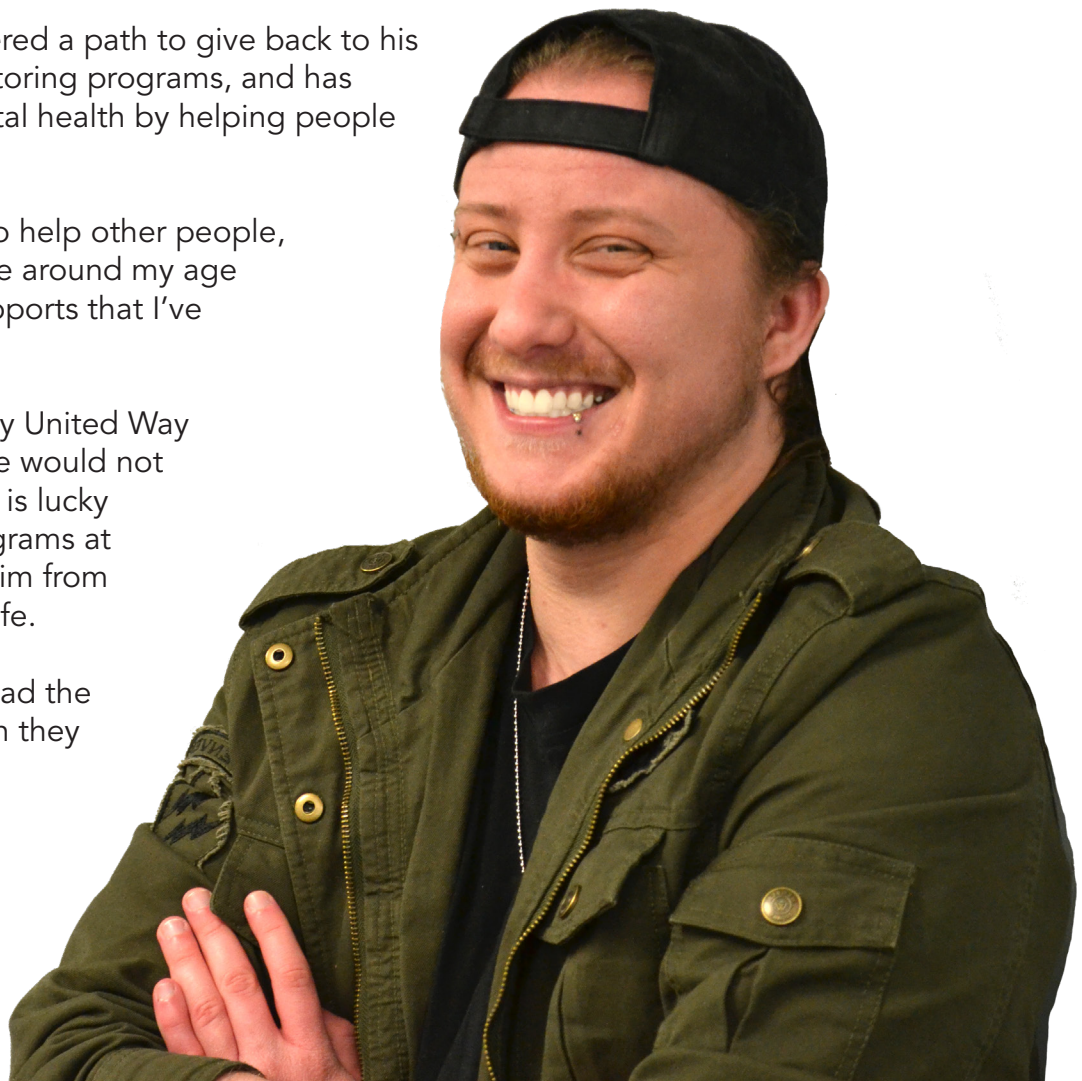
During his hospital stay, AJ was transferred to a crisis shelter, and while there, he was connected with a social worker which helped him access United Way supported agencies. These services helped him develop into the thriving man he is today.

Through United Way, AJ uncovered a path to give back to his community by way of peer-mentoring programs, and has been able to cope with his mental health by helping people with their own.

"It's very rewarding to be able to help other people, especially young people who are around my age who might not have had the supports that I've had," he says.

Without the services provided by United Way supported programs, AJ feels he would not be successful in life. He says he is lucky to have entered supportive programs at an early age, which prevented him from going down the wrong path in life.

"I was incredibly lucky to have had the resources presented to me when they were," he says.



IMPROVING LIVES LOCALLY



GenNext creates opportunities for young professionals to support United Way and to get involved in our community.

The GenNext Committee organizes fundraising events, promotes volunteer opportunities and encourages the next generation to contribute to the community.



United Way Women United™ is a leadership group of community-spirited women who support the community, through their commitment to support United Way.

The objective of this initiative is to connect passionate women to help improve the availability of social services and proactively close the expanding service gap, so the needs of our growing population are well served.

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GIVING BACK

Ken was married with two children and worked a great job, slowly making his way up the corporate ladder. Everything seemed to be going well, when one day, his wife left. He wasn't worried at first, he had a good paying job, so he was able to support his two children, but then the recession hit, and he was laid off.

Ken struggled to find another job and ended up pumping gas for only \$8.25 an hour. At a monthly income of just \$1,000, Ken was able to pay for rent and babysitting costs, but there was no money left for food. With a baby just three months old, and a toddler, Ken felt he was failing them.

One day, a neighbour took Ken, and his kids, to a United Way supported food bank. He was able to feed and clothe his children, and that day left a significant mark on his life.

Ken is now in the position to be there for people like him, and has donations taken off his paycheque on a weekly basis. He also offers the services of his personal business for any United Way events.

"I honestly don't know where my children and I would have been if it hadn't been for United Way," he says.



Ken Small,
Leadership Donor

Message from Ken Smithard

Cogeco believes it's a privilege and a responsibility to give back and is always seeking ways to support our local communities.

One of the ways we give back is through our long time support of the United Way. This past year, Cogeco ran its 11th United Way Campaign and provided support to this worthy organization, both corporately and through employee's individual contributions both in Ontario and Quebec.

For a community to be great, it has to be great for everyone. With your support, United Way can ensure necessary services are available to help those in need.

Cogeco is grateful for the community's continued support of United Way Halton & Hamilton; what's raised local, stays local.

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Ken Smithard,
President,
Cogeco Connexion,
Leadership Donor

YOUR SUPPORT COUNTS

Every dollar counts. Whether you give through payroll or the workplace, attend a special event for United Way or give as a member of your community, you are improving lives locally.

Almost half of the funding United Way Halton & Hamilton received in the 2017-18 Campaign came from those who chose to make a local difference with a portion of their paycheck. Thanks to all of our donors, we were able to help those who needed a little help, a lot of help, a one-time intervention or ongoing assistance.

Employee Giving 49%
Corporate Giving 19%
Special Events 18%
Individual Giving 14%



Workplace Honour Roll

Ford Motor Company of Canada Limited
RBC Financial Group
TD Bank Group
LCBO
CIBC
McMaster University
BMO Bank of Montreal
UPS Canada
Scotiabank
Government of Canada Workplace
Charitable Campaign
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Hamilton-Wentworth Catholic District
School Board
The CUMIS Group Limited
Halton Catholic District School Board
Genworth Canada
Hamilton Health Sciences
Terrapure Environmental
John Deere Financial

AGENCIES AND PROGRAMS*

*as of April 2018

AGENCY	PROGRAM	B	HH	Ham	M	O
Acclaim Health	Alzheimer Services Caregiver Support and Education				●	●
	Alzheimer Services Adult Day Program					●
	Bereavement Support				●	
	Friendly Visiting	●	●		●	●
	Hospice Service				●	
	Memory Visiting	●				●
	Tele-Touch	●			●	●
ADAPT	Know The DEAL		●		●	●
Alternatives For Youth	Counselling			●		
Ancaster Community Services	Assisted Volunteer Driving/Transportation			●		
Arthouse	Arthouse at the Y					●
Bereaved Families of Ontario Halton/Peel	Child Loss, Grief, Support & Education				●	
	Living with Grief, Share & Support				●	
Big Brothers Big Sisters of Halton and Hamilton	Mentoring Programs, Boys & Girls	●	●	●	●	●
Boys' & Girls' Club of Hamilton	Children & Youth Character Development			●		
Canadian Hearing Society, Peel Region	Hearing Care Counselling					●
Canadian Mental Health Association, Halton Branch	Health Promotion & Education	●	●		●	●
	Free Walk-In Counselling				●	
Canadian Mental Health Association, Hamilton Branch	Evening Social Recreation Rehabilitation Program			●		
Canadian Red Cross Hamilton/Wentworth, Burlington	Meals on Wheels	●				
	Transportation/Friendly Visiting	●				
Catholic Family Services of Hamilton	Credit Counselling			●		
	Individual & Family Counselling			●		
	Seniors Intervention and Support			●		
Catholic Youth Organization	Group Work Services			●		
Community Living Burlington	New Horizons	●				
	Residential Services	●				
Community Living Hamilton	Supported Leisure			●		

AGENCY	PROGRAM	B	HH	Ham	M	O
Community Living North Halton	Drop-In		●		●	
	Friday Friends		●		●	
	Saturday Centres		●		●	
Community Living Oakville	Residential Program					●
	STEPP					●
Community Youth Programs	Group Home					●
Dawn Patrol Child & Youth Services	REACH - Rewarding and Enhancing the Lives of At-Risk Children			●		
Distress Centre Halton, North Halton Branch	Crisis Intervention		●		●	
Distress Centre Halton, Oakville Branch	Crisis Chat & Text					●
	Distress Line				●	●
	Telecheck					●
Dundas Community Services	Services for Seniors			●		
Elizabeth Fry Society Peel-Halton	Building Resiliency in Girls				●	
	Empowering Girls Against Exploitation				●	
	Youth Now		●			●
Elizabeth Fry Society, Southern Ontario	Opportunities for Women			●		
Empowerment Squared	Academic Mentoring & Tutoring			●		
Eva Rothwell Resource Centre at Robert Land	After School Program			●		
	Community Hub			●		
	Project Empower			●		
Food for Life	Food for Life Program	●	●		●	●
ForestView Church	North Burlington Outreach	●				
Girls Inc. of Halton	Action for Safety				●	
	Discovery Leadership		●		●	
	Friendly PEERsuasion				●	
	Media Literacy Program				●	
Halton Food For Thought	Student Nutrition Program	●			●	●
Halton Multicultural Council	Evening and Weekend Settlement Support					●
Hamilton Council on Aging	Improving Access			●		
Hamilton Literacy Council	Adult Literacy & Basic Skills			●		
HIPPY Oakville	HIPPY (Home Instruction for Parents of Pre-School Youngsters)					●
Hope Place Centres	Her Strength					●
	His Strength		●		●	
	PATTERNS					●

AGENCY	PROGRAM	B	HH	Ham	M	O
John Howard Society of Hamilton, Burlington & Area	Family Support			●		
John Howard Society of Peel-Halton-Dufferin	Community Services				●	
Lighthouse Program for Grieving Children	Program for Grieving Children		●		●	●
Links2Care	Community Support		●			
Literacy North Halton	Read Spell Write		●		●	
Living Rock Ministries	OASIS Coffee House Evening Program			●		
Milton Community Resource Centre	American Sign Language				●	
	Family Resource Programs				●	
	Infant Food Bank				●	
Nelson Youth Centres	After School Treatment	●	●		●	●
	Educational Support Program					●
	Reconnecting Youth				●	
Oakville Kiwanis Meals on Wheels	Meals on Wheels					●
Oakville Parent-Child Centre	Parent Education					●
Radius Child and Youth Services	Child Abuse Prevention				●	●
	Trauma Assessment & Treatment	●	●		●	●
R.O.C.K (Reach Out Centre for Kids)	Child & Family Outreach				●	●
	Child and Family Services					●
	Early Years Mobile Services	●				
	Family Engagement				●	
	Our Community Cares, Burloak	●				
	Our Community Cares, Warwick Surrey	●				
	Youth Aiding Youth		●		●	●
SAVIS (Sexual Assault and Violence Intervention Services)	Community Youth Worker					●
	Senior Sharing Circles	●				
	Sexual Assault Counsellor, Milton				●	
S.E.N.A.C.A Seniors Day Program Halton Inc.	Adult Day Services					●
SACHA (Sexual Assault Centre Hamilton & Area)	Abuse Prevention			●		
	Counselling and Advocacy			●		
	Crisis Support			●		
	Diverse Communities Outreach			●		
St. John Ambulance Hamilton Branch	Therapy Dogs			●		

AGENCY	PROGRAM	B	HH	Ham	M	O
St. John Ambulance Oakville Branch	Paws 4 Stories				●	
	Therapy Dogs		●		●	●
St. Joseph's Villa	Adult Day Program			●		
St. Matthew's House	Emergency Food Programs			●		
STRIDE	Supported Employment	●	●		●	●
Support & Housing Halton	Anxiety Management & Self-Esteem				●	
	CORE Program					●
	Grace House Group Home				●	●
	LifeHouse		●			
	Peer Facilitators		●			
	POSSE				●	
	Prince Charles Place					●
	Ready4Life	●				●
	Seniors Peer Support Program				●	
Threshold School of Building	Ready to Work			●		
Thrive Counselling Services Halton Inc.	Caring Dads				●	●
	Individual, Couple & Family Counselling	●	●		●	●
Welcome Inn Community Centre	Learning and Fun After School			●		
Wesley Urban Ministries	All Youth Zone			●		
	Day Centre			●		
	Early Years Mobile			●		
	Multicultural Senior's Outreach			●		
	Wesley Youth Housing			●		
Wever Community Hub	CORE Kids			●		
The Women's Centre of Halton	Peer Counselling					●
YMCA Hamilton/ Burlington/ Brantford	Beyond the Bell	●				
	Children & Youth Health & Fitness	●		●		
	Day Camp	●		●		
	Helping Hands	●				
	Underground Youth Centre	●				
	Young and Young at Heart	●				
YWCA Hamilton	After School Programs			●		
	Good Beginnings			●		
	Young Women & Girls Programs			●		
	Woman Alive			●		



United Way
Halton & Hamilton

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