

2016-2017 Report to our Community



Message from the Board Chair and CEO

At United Way Ottawa, we're dedicated to changing lives — but our work can't happen in isolation. To make real, measurable progress, we need to bring people together to strengthen the social fabric of our city. And that's why, every year, we're so grateful to be joined by thousands of people who are committed to making Ottawa an even better place to live for everyone. These are people who work on the front-lines helping those in need. People who invest their hard-earned dollars into strengthening our communities. People who aren't afraid to challenge the status quo and advocate for change. And people who so generously give of their time, energy and expertise to serve others. People like you.

This ongoing demonstration of the collective power of community is what propels us to continue tackling some of our city's greatest challenges. From helping seniors remain engaged in our community to supporting youth to get them off the streets for good, or providing counselling to someone dealing with a mental health or addiction issue, your ongoing support is integral to creating real and lasting change for those who are most vulnerable in our community. In fact, thanks to our supporters, partners and the tremendous work of those in the field, we're proud to say that, so far in 2016-17, we've helped to change approximately 54,900 lives in Ottawa.

This report represents a snapshot of the incredible impact of our combined efforts this past year — impact that is demonstrated not only through the measureable outcomes we've achieved, but also through the experiences of real people who have shared their stories. It also illustrates the many ways in which United Way Ottawa continues to evolve to meet the needs of our community and adapt to a changing fundraising environment.

For example, last year, our commitment to innovation fostered new and exciting approaches to engaging with our donors. We're proud to have created customized online giving experiences and applications such as Make the Month and Small Change, as well as providing unique events and initiatives including Food Fusion, GenNext+ Giving Circles and *spark*.

We also continued to build and strengthen strategic partnerships with our community — an example of which is our work with *project step*. Working together with various health and education partners, we mobilized a timely and effective community-wide response to a pressing issue facing our city: fentanyl. And, as reported in our blog series, "Our City", we remain focused on leveraging data to stay one step ahead of the needs in our community and lead the way in finding opportunities to create long-term, systemic change.

Finally, this past year marked a monumental step in our long history of collaboration. In January 2017, the four United Ways of Prescott-Russell, Ottawa, Lanark and Renfrew Counties voted to amalgamate in order to share resources and deliver even greater impact to those in need. In coming together to address the critical issues facing our communities, we are guided by a shared, core principle: funds raised locally will be invested locally.

As we look ahead, it's clear that the future is full of possibility — possibility to create change in new and more effective ways than ever before. Gone are the days where you will only see United Way at the launch and a close of our traditional campaign season. That's because providing opportunity is a non-stop commitment. It's why we fundraise and lead collective impact initiatives 365 days a year, consistently delivering measureable impact for our city's most vulnerable people.

We are so proud of what we've been able to accomplish together. With your ongoing commitment, we will continue to change lives and build a better future for the communities we serve. Thank you, Ottawa.

Sincerely,

Michael Allen

President and Chief Executive Officer, United Way Ottawa Karen Williams

Chair, United Way Ottawa Board of Directors and EVP, Customer Advocacy, Saba



Lives changed

A commitment to United Way, big or small, has a strong ripple effect. By building smart, strong partnerships and working together with local agency partners, government, stakeholders and thousands of donors, we make an impact in someone's life each and every day.

In 2016-17, you helped change approximately 54,900 lives in Ottawa.



Helping kids be all that they can be

The transition into high school was a tough one for Mo.

A new school, increased workload, higher expectations — he struggled to manage it all. "It's hard to picture future success when you're failing grade nine math class," he says.

Thanks to the support and guidance he received from the United Wayfunded Students Will All Graduate (SWAG) program, Mo has come a long way. Now, nothing can stop him as he prepares to start the next chapter of his life as a university student.

Results that matter

65,767

kids in Ottawa used safe places like summer camps, homework clubs and after-school programs to learn, play and grow.

94%

of teen parents increased their confidence and strengthened bonds with their children through programs focused on child development.

70%

of kids who participated in an enhanced homework club with one-on-one tutoring, recreational activities and nutritious snacks improved their grades.

(Since 2011)



Bringing people from poverty to possibility

When you meet Heather, her kind smile and friendly demeanor make her easy to talk to — you can tell that she is a person who likes to laugh.

What you wouldn't know about Heather, until you walk down the brightly lit walls of the office with her, is that she has a physical disability. For Heather, the seemingly simple act of opening a heavy glass door or using stairs can make or break access to her workplace.

Thanks to the Employment Accessibility Resource Network (EARN) — a community initiative led by United Way Ottawa — Heather found employment at the Bank of Canada, where what may seem like small workplace adjustments have had a big impact on her life.

Results that matter

4,329

people with disabilities were provided access to employment opportunities.

9,760

Newcomers got the help they needed to find a job and start a new life in our city.

1,339

homeless youth got the support they needed to move off the streets for good.

(Since 2011)



Supporting healthy people, strong communities

Hopelessness, frustration, isolation, despair. These are just a few emotions someone might feel as they struggle with their mental health.

Mental illness doesn't discriminate — people of all ages, education, income levels or cultures can experience challenges. That's why Richard dedicates four hours a week to volunteer at the Distress Centre of Ottawa and Region, a United Way partner agency. "When I had things going on in my life, there was always someone that I could talk to. Some people don't have that," he says, "so I'm happy I can provide that for them."

By investing in initiatives that make it easier to access mental health and crisis supports, we can ensure that anyone feeling vulnerable, lost, or in danger can get help — immediately, appropriately, and with care.

Results that matter

27,626

people struggling with their mental health got the support they needed through community-based services like counselling and peer support groups.

32,834

seniors accessed supports like home-based care, transportation and social groups — allowing them to stay healthy and active in their communities for longer.

97%

of youth in school-based drug addiction counselling programs got the support they needed to stay on track and complete the school year.

(Since 2011)



New approaches

As our community evolves, so do its needs. At United Way, we're committed to understanding and responding to these changing needs. Our donors know that we'll be there to help our community face its most pressing challenges — 365 days a year. That's why we're proud to offer donors focused and innovative ways to engage with community issues that matter most to them. What follows are just a few examples of the many new approaches available to support those most in need in our city.

Path to Pride

We all have a role in creating a welcoming community for all. That's why United Way Ottawa, in partnership with Capital Pride and other community partners, launched Path to Pride — a 100% local initiative that celebrates and supports our city's LGBTQ+ community. The initiative features a group of diverse



storytellers who shared their personal paths to pride through a unique digital experience, inspiring our community to share their own stories of courage, adversity and acceptance.

In the coming years, United Way will continue to work with and alongside our LGBTQ+ community partners and agencies to support our city's LGTBQ+ kids, families and seniors — every step of the way.

Project Step



Our city was on high alert this past spring as the dangers of fentanyl were put in the spotlight. Often cut into counterfeit prescription drugs, this highly potent opioid was attributed to life-threatening overdoses that resulted in the tragic loss of some vibrant young people in our community. As a founding partner and strong champion of *project step* — a substance abuse prevention initiative serving youth in Ottawa — United Way Ottawa mobilized to

bring our community together and reach kids before it's too late. The community-wide response raised more than \$180,000, which will continue to provide youth and their families ready access to counselling support, treatment, addiction education and prevention programming.

Food Fusion

Food and friendly competition were a perfect paring at the inaugural Food Fusion event held in March. The event pitted five corporate teams against one another in a "Master Chef" style competition. Teams were mentored by celebrity chefs, who provided one-on-one culinary training to participat-



ing teams. The final event was hosted at Le Cordon Bleu Culinary Arts Institute, where more than 120 guests filled the Sandy Hill campus to rate the dishes, network and raise funds for United Way's mental health and addictions initiatives.

GenNext+ Giving Circles



It was an exciting year for GenNext Ottawa. In addition to giving its first GenNext award to an inspiring social entrepreneur at the Community Builder of the Year Awards Gala, hosting six sold-out Mix & Mingle networking events, and strengthening Schmoozefest's status as one

of the top annual events in Ottawa, GenNext also launched a new way of engaging with the community and United Way Ottawa with GenNext+ Giving Circles. The launch presented people with the option to become a member in one of three Giving Circles: Youth Mental Health, Path to Pride, and Social Enterprise. Upon joining, members not only become part of a group that shares in their goals and successes, but they also see the difference an investment in a shared vision can make.

Milestones in employment

Hire Immigrants Ottawa (HIO)

has been championing the integration of newcomers into the local economy for a full decade. Since its inception, more than 2,000 new Canadians have found employment thanks to HIO's partner agencies. In addition, hundreds of local employers now better understand the



benefits of hiring skilled immigrants and have increased their capacity to do so.



Similarly, the **Employment Ac**cessibility Resource Network (EARN) — a community initiative led by United Way Ottawa — kicked off 2017 with an event focused on its expanded work in connecting employers with the Accessibility for Ontarians Disability Act (AODA). The sessions will continue into 2018,

allowing employers to be educated on the benefits of hiring people with disabilities and compliance with the AODA. Investments in communitywide initiatives like these help build and maintain a culture of inclusivity in workplaces across our city.



Community generosity

When people come together as a community, the impact is incredible. We're so thankful to those that dedicate their time, dollars and expertise to help make our city great for everyone.

TD Bank runs top workplace campaign for the fourth year in a row



TD has been United Way Ottawa's top workplace campaign for four years running, and one of the top 10 accounts for the past 20 years. Their incredible generosity and community work sets the bar for philanthropic corporate engagement. In speaking to any of the bank's employees, it's

clear that a passion for community drives their philanthropic support — a true reflection of TD's <u>culture of caring</u>.

Community Builders

It was a year of firsts for United Way Ottawa's Community Builder Award (CBA) program, which recognizes a diverse and deserving group of volunteers for their work in making change happen in our city. The GenNext Cabinet was excited to present the brand new, first-of-its-kind GenNext Award at the 2016 Community Builder of the Year Awards Gala. The recipient was Kathleen Kemp, an inspira-



tional young leader with a passion for social enterprise. Noémie Pound, age 10, was the youngest CBA award winner in the program's 17-year history. Her name was added to the Wall of Inspiration at City Hall next to the other 30 Community Builders recognized this year.

A record 200 people were in attendance to see the names being added to the wall, which has become a symbol of pride for the city and a lasting physical reminder of the amazing work of everyday people in our community.

Leaving a legacy for Ottawa's most vulnerable

Leaving a gift in your will to United Way Ottawa is an important part of ensuring lasting change in the lives of future generations. As a loyal donor, this comes as no surprise to Heather Keatley. When her husband Gareth passed away, she says she was thankful they were



prepared. The grieving process was made easier since the couple had already agreed on their approach to planned giving, which included a generous gift to United Way Ottawa in their wills. "We were always conscious of helping those who had less than we did," she says. We were always conscious of helping those who had less than we did," she says, "We really believe in the work of United Way.

First-ever spark Ignite Award presented to Ottawa philanthropist



United Way Ottawa's women's giving initiative, spark, is about changing lives. This initiative, which began in 2014, works to bring together women who contribute their time, effort and resources with the goal of building strong neighbourhoods and empowering residents — the

foundation of any great city. This past year, members presented the first-ever spark Ignite Award to Manjit Basi, an Ottawa businesswoman and community builder who has made a significant impact in the areas of leadership, philanthropic giving, advocacy, and volunteerism. "If you offer people an opportunity to be a part of something that's bigger than themselves, they thrive," she says. Shirley Westeinde, a local trailblazer in the construction industry, was also honored for her

Andy Cotnam: Supporting United Way for decades



As president and general manager of Ottawa's Fireplace Centre & Patio shop, Andy Cotnam says he can't remember exactly how long he and his staff have been supporting United Way Ottawa, but it goes back to the days when his father, Clifton, founded the business in 1952. The 45-member staff has

achieved a 100 per cent fundraising participation rate for the last two years in a row, with campaign-raised dollars being matched by the company. Andy says he appreciates that United Way knows what the issues are and where help is most needed. "I like that we can give



Learn more about us:

UnitedWayOttawa.ca





Summary of Financial Statements

For the year ended March 31, 2017

Top Charity 2017



United Way Ottawa has earned an "A" rating from *MoneySense*.

For the third year in a row,

United Way Ottawa earned an "A" rating from MoneySense — a top grade from the personal finance magazine. The mark reflects United Way Ottawa's efforts — by both our staff members and volunteers — to ensure we manage donors' contributions wisely and invest funds where they are needed most.



Tél./Tel: 613 739 8221 Téléc./Fax: 613 739 1517 www.bdo.ca

BDO Canada LLP 1730 St-Laurent Boulevard Suite 100 Ottawa ON K1G 5L1 Canada

REPORT OF THE INDEPENDENT AUDITOR ON THE SUMMARY FINANCIAL **STATEMENTS**

To the members of the Board of Directors

The accompanying summary financial statements, which comprise the summary statement of financial position as at March 31, 2017, and the summary statement of operations for the year then ended and related note, are derived from the audited financial statements of United Way/Centraide Ottawa for the year ended March 31, 2017. We expressed an unmodified audit opinion on those financial statements in our report dated June 6, 2017.

The summary financial statements do not contain all the statements and disclosures required by Canadian accounting standards for not-for-profit organizations. Reading the summary financial statements, therefore, is not a substitute for reading the audited financial statements of United Way/Centraide Ottawa.

Management's Responsibility for the Summary Financial Statements

Management is responsible for the preparation of a summary of the audited financial statements in accordance with the basis described in Note 1

Auditor's Responsibility

BDO Canada LLP

Our responsibility is to express an opinion on the summary financial statements based on our procedures, which were conducted in accordance with Canadian Auditing Standard (CAS) 810, Engagements to Report on Summary Financial Statements.

Opinion

In our opinion, the summary financial statements derived from the audited financial statements of United Way/Centraide Ottawa for the year ended March 31, 2017 are a fair summary of those financial statements, in accordance with the basis described in Note 1.

Chartered Professional Accountants, Licensed Public Accountants

Ottawa, Ontario

June 6, 2017

Note 1

The summary financial statements are derived from the complete audited financial statements, prepared in accordance with Canadian accounting standards for not-for-profit organizations, as at March 31, 2017 and for the year then ended.

The preparation of these summary financial statements requires management to determine the information that needs to be reflected so that they are consistent in all material respects with, or represent a fair summary of, the audited financial statements.

Management prepared these summary financial statements using the following criteria:

- (a) the summary financial statements include the statement of financial position and statement of operations;
- (b) management determined that the statements of changes in net assets and cash flows do not provide additional useful information and as such, have not included them as part of the summary financial statements;
- (c) information in the summary financial statements agrees with the related information in the complete audited financial statements including comparative information and all major subtotals and totals; and
- (d) in all material respects, the summary financial statements contain the information necessary to avoid distorting or obscuring matters disclosed in the related complete audited financial statements.

The complete audited financial statements for the year ended March 31, 2017 are available at www.unitedwayottawa.ca.

SUMMARY STATEMENT OF FINANCIAL POSITION

As at March 31, 2017, with comparative figures for 2016

		2017	7	201
Assets				
Current assets:				
Cash	\$	1,737,989	\$	3,660,997
Pledges receivable	,	13,244,174		14,705,305
Accounts receivable		1,095,717		844,702
Prepaid expenses		210,584		137,958
		16,288,464		19,348,962
Long-term assets:		,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,		10,010,002
Investments		5,746,312		5,481,420
Tangible capital assets	_	242,857		318,365
		5,989,169		5,799,785
	\$	22,277,633	\$	25,148,747
Liabilities and Net Assets Current liabilities:				
Accounts payable and accrued liabilities	\$	1,038,587	ø	1 000 007
Deferred revenue	Ψ	1,493,867	Φ	1,038,997
Deferred designated campaign revenue		7,363,516		2,310,572
		9,895,970	_	8,652,489 12,002,058
ong-term liabilities:		3,033,370		12,002,056
Deferred lease inducement		18,818		27,835
otal liabilities		9,914,788		12,029,893
let assets:				
Unrestricted		1,522,981		1 062 222
Internally restricted		10,152,969		1,963,332 10,393,854
Invested in tangible capital assets		242,857		318,365
Endowment		444,038		443,303
		12,362,845		13,118,854
	\$	22,277,633	\$	25,148,747

On behalf of the Board: // . ~*				
		1		
915 WILL	Director	Woren ?	Freme	Director

SUMMARY STATEMENT OF OPERATIONS

Year ended March 31 2017, with comparative figures for 2016

		2017	2016	
Revenue:				
UW campaign revenue	\$	12,691,891 \$	14,233,070	
Strategic Investments	Ψ	1,242,997	726,739	
Designated campaign revenue		11,467,792	11,805,718	
Total donations		25,402,680	26,765,527	
Less: provision for uncollectible pledges		(476,814)	(586,027)	
Recovery of provisioned pledges from prior year campaigns		57,439	463,966	
Net fundraising revenue		24,983,305	26,643,466	
Grants		949,614	832,188	
Investment income		162,519	98,841	
Other revenue		996,063	932,405	
Total revenue	17.00	27,091,501	28,506,900	
Expenses:				
Fundraising expenses:				
Community campaign		4,615,415	5,027,472	
GCWCC		1,185,325	1,331,605	
Recovery of fundraising costs from designated charities		(1,368,314)	(1,350,335)	
Total fundraising expenses		4,432,426	5,008,742	
Directed program expenses:				
Donor directed designations		11,473,845	11,770,264	
Total directed program expenses		11,473,845	11,770,264	
Available for priority goal investments		11,185,230	11,727,894	
Priority goal investments:				
Partner programs and services		6,922,281	7,508,109	
Community Wide Initiatives		985,754	882,358	
Strategic Investments		1,148,891	647,630	
Grant distributions		245,541	261,752	
UW community development strategies		1,723,831	1,350,063	
UW investment stewardship		1,112,338	1,298,989	
Total priority goal investments		12,138,636	11,948,901	
Deficiency of revenue over expenses before				
change in unrealized gain/(loss) on investments		(953,406)	(221,007)	
Change in Unrealized Gain/(Loss) on Investments		196,662	(213,593)	
Deficiency of revenue over expenses	\$	(756,744) \$	(434,600)	



2016 Honour Roll

Celebrating United Way Ottawa's most notable philanthropists.

This Honour Roll publication recognizes the remarkable contribution you're making to our city.

\$50,000⁺

Donors supporting United Way Ottawa

Stephen and Jocelyne Greenberg

Plus 2 Anonymous

\$25,000 to \$49,999

Donors supporting United Way Ottawa

John J. Bull Yvan Desrochers

George Gaty

Shirley Greenberg Marjory and Andy Patterson Alan Rottenberg

\$25,000 to \$49,999

Donors supporting other charities through United Way Ottawa

Pierre Poirier

\$10,000 to \$24,999

Donors supporting United Way Ottawa

Michael Allen

Rod and Sandy Bryden

Betsi and

Malcolm Collins

Phili Comtois

Diane Desrochers

Dan and Penny Dodge

Jane Duchscher

Ivan Fellegi

Peter Hagen

Sean Jorgensen

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Suzanne and Terry Nickerson

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Charles E. Reeves

Ian and Randi Sherman

Lawrence Soloway

Andrée Thériault

Andrew Turner

Richard and Jean Van Loon

Douglas Yeo

Plus 9 Anonymous

\$10,000 to \$24,999

Donors supporting other charities through United Way Ottawa

Rev. Rick and Laura Burk Michel Collette Andrew Frank Rudy Hallé, Audrey Papineau and babies James and Abby Dr. Daniel F. Muzyka Donald Robb Chris and Tina Sarellas Nanci-Jean Waugh Anonymous

\$7,500 to \$9,999

Donors supporting United Way Ottawa

Colin and Rachel Baxter
Margaret Bloodworth
Pamela Dixon
Edward Goldenberg
Nicholas Horn
Robert and
Claire MacDonald

Mark J. MacDonell
Donald and Margaret
Mackenzie
Chris and Rosemary
Pearson
Stephen Quick
Barbara Dundas and
Ken Reynolds

Morris Rosenberg Mark Schaan Kevin and Robyn Skinner Wayne Wouters Plus 7 Anonymous

\$7,500 to \$9,999

Donors supporting other charities through United Way Ottawa

J. I. Burchett and A. LeBlanc Linda MacMillan The Honourable Madam Justice Heidi Polowin and Mr. Stephen Polowin Plus 2 Anonymous

\$5,000 to \$7,499

Donors supporting United Way Ottawa

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Cynthia Baxter
Debbie Beresford-Green

Jean-Pierre Blais Patrick Borbey Helena M. Borges

Hon. Henry S. and Susan M. Brown J. W. Buchanan

\$5,000 to \$7,499 (Continued)

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Janice Charette

Robert and Claire

Chartrand

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Anne-Marie Clysdale

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Craig and Judy Wright

Kenneth Wright

Andrée and

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Plus 38 Anonymous

\$5,000 to \$7,499

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Suzette Argo

Annie Blais

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Bruce Miller

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Tara Scheurwater

Richard Roulx

and Glenn Sheen

Ian Shugart

David Da Silva

Amy Taylor

Chris Vickers

S. Williams

Plus 17 Anonymous

\$1,200 to \$4,999

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Greg Adams

Rick Adams

Hugh Adsett

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Doug and

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Amy Baker

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Gino and

Sandra Brancatelli

Peter Brander

Simon Brault

Lynn Brault

Jason Brazeau

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Brazeau

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Geoff and Lisa Bromfield

Edward Brook

Robert Brookfield

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Tracy Brooks

Tara Broomfield

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