

WORKING TOGETHER... ACCELERATING GROWTH

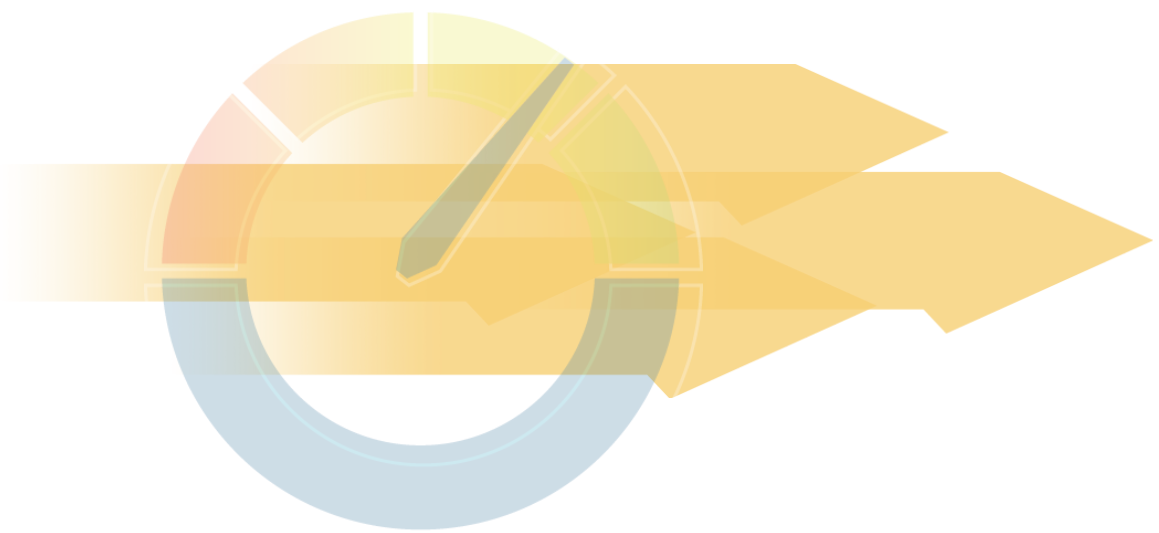


Community Sector Council
Newfoundland and Labrador

NOVEMBER 2019

IMPACT REPORT 2018-19

WORKING TOGETHER



ACCELERATING GROWTH

ABOUT COMMUNITY SECTOR COUNCIL NEWFOUNDLAND AND LABRADOR

The Community Sector Council Newfoundland and Labrador is committed to strengthening and promoting the essential role that voluntary and non-profit, community-based organizations play in building healthy and prosperous communities.

VISION

A prosperous and inclusive society that supports individuals, families and communities.

MISSION

Encouraging citizen engagement, the integration of social and economic development, and leadership in shaping public policy.

In line with the CSC NL Strategic Directions and Priorities, CSC NL organizes its work into FIVE pillars.

- Building Knowledge, Sharing Information and Articulating Policy
- Strengthening Organizational Capacity and Development
- Fostering Volunteerism and Cultivating Leadership
- Convening, Connecting, Nurturing Thought Leadership and New Thinking
- Designing and Delivering Innovative Pilots, Programs and Services

FINANCIAL SUMMARY

The complete audited financial statements as filed with the Canada Revenue Agency, are available on the CSC NL Website under the Annual Reports section.

MESSAGE FROM THE CEO



PENELOPE M. ROWE

CHIEF EXECUTIVE OFFICER

CSC NL is a backbone organization which plays a transformative role through research, promoting good governance, encouraging thought leadership, articulating issues and conceptualizing potential solutions. Convening and encouraging connectivity is one of the signature talents of CSC NL. Finding common ground and approaches to work more effectively together is paramount in generating significant impact. We work intentionally with individuals, community organizations, governments, the private sector and other key partners.

A couple of years ago we embarked on a Strategic Clarity and Planning Process which resulted in the desired impact by 2021 to have a strong community sector which is recognized as central to economic and social progress in Newfoundland and Labrador. An ambitious set of priorities have been laid out to amplify the voice of the sector, influence policy, to navigate and drive change and to cultivate volunteerism and leadership. Essential to meeting these priorities is aligning programs and financial sustainability.

In partnership with the Provincial Government, community representatives helped co-create The Way Forward Sector Work Plan to Advance the Social and Economic Contribution of Community Organizations in Newfoundland and Labrador. The plan details key objectives to strengthen the sector. CSC NL is now operationalizing these priorities through a three year program to stabilize and increase the sector's capacity for social and economic growth. This entails a joined-up series of undertakings including building place-based networks with Regional Skills Facilitators; upskilling the labour force both paid and unpaid, and consideration of innovative approaches for organizational continuance and succession planning. We will continue to actively promote strategic investments in the sector and to encourage greater emphasis on research and development to identify opportunities to support social innovation.

CSC NL values our relationships with our colleagues and funding partners at all levels of government and the Suncor Energy Foundation. Together we will continue to carry out widespread community engagement while nurturing change management and collective impact.

The Community Sector Council NL has a wonderful board of directors, excellent staff and dedicated volunteers. The enabling culture created by the board and their high level of respect for those who work here is instrumental in maintaining a sound organization. The ingenuity of staff, their adaptability and their continuing contribution are without parallel. I offer my deep gratitude and thanks to all who make CSC NL possible.

A handwritten signature in blue ink, appearing to read 'Penelope M. Rowe'.

Penelope M. Rowe CM MSc LL.D (Hon)

MESSAGE FROM THE CHAIR

"What a year! For over 40 years the CSC NL has been delivering programs that connect people, organizations, and communities."

MARK SHRIMPTON
CHAIR - BOARD OF DIRECTORS



What a year! For over 40 years the CSC NL has been delivering programs that connect people, organizations, and communities. Ongoing examples include Go-Getters, working with youth in terms of volunteering and long-term placements, and techKNOWtutors, providing seniors, disabled individuals and those on low incomes with training around computers and the internet.

However, 2019 also saw the CSC NL take a central role in the provincial government's The Way Forward Initiative, which recognizes and supports the economic and social contribution of the sector. This culminated in 'The Way Forward with Community' work plan and its formal launch at the Community Sector Summit. These were not just the culmination of a collaborative process between government and community, but launched a set of initiatives, many involving CSC NL, to promote the sector's importance to all Newfoundlanders and Labradorians and allow it to achieve its full potential.

Finally, on behalf of the board we must acknowledge the tireless work and leadership of our CEO, Penny Rowe and the hard working and dedicated staff who are behind all that is the Community Sector Council Newfoundland and Labrador. The Board appreciates all you do.

We look forward to the year ahead as we move forward in key areas of our mission and face new and exciting challenges and opportunities.

A handwritten signature in blue ink, appearing to read 'M. Shrimpton', with a long horizontal stroke extending to the right.

Mark Shrimpton, Chair

CSC NL PRIORITIES

AMPLIFY THE VOICE OF THE SECTOR

INFLUENCE SOCIAL, ECONOMIC AND
FUNDING POLICY

NAVIGATE AND DRIVE CHANGE
(INNOVATION)

CULTIVATE VOLUNTEERISM AND
LEADERSHIP

BUILDING KNOWLEDGE

SHARING INFORMATION

Web Directory of Community Organizations

3,175 Entries

Want to know what's on the go in the province? After a ton of work searching them out, CSC NL now has compiled a database of over 3175 websites of community organizations. Want to find someone doing work you're interested in? Search by keyword. Want to find someone nearby? Search by community or region.

Our Web Portal—communitysector.nl.ca



150,000 Unique Visits Annually

A comprehensive web portal for community organizations with an online resource centre, interactive volunteer postings, event listings, a bulletin board and more.

Newsletter and Social Media

7,000 Newsletter Recipients

Our newsletter goes to more than 7000 recipients. CSC NL has 2000+ followers on Twitter, with 1000+ Facebook followers and Volunteer Week on Instagram with more than 300 followers.



Community Sector Pulse 2018

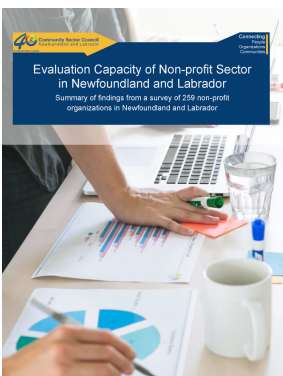
CSC NL asked representatives from community-based groups their knowledge and opinion on a variety of issues.

367 Respondents

The theme was the non-profit labour market. We heard from 367 staff and volunteers across Newfoundland and Labrador.

EVALUATION CAPACITY

September 2018

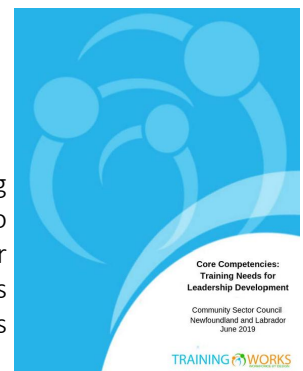


259 nonprofit organizations took part in an online evaluation capacity survey. The vast majority of respondents believed that evaluation was valuable and needed. A large majority (81%) of non-profits expressed interest in gaining skills around evaluation capacity.

In 2018, CSC NL embarked on a mission with Training Works to engage community sector organizations to identify key leadership competencies necessary for success within the sector. The online survey was completed by 453 respondents, 255 board/leaders and 168 employees/volunteers.

CORE COMPETENCIES

June 2019



> STRENGTHENING ORGANIZATIONAL CAPACITY AND DEVELOPMENT

LEARNING OPPORTUNITIES

50+ In-person **workshops** and **15 webinars** with more than **500 participants** taking place across the province.

CSC NL provided learning events, presentations, workshops and webinars designed to strengthen organizational capacity and development.

PROJECTS COMPLETED

BY THE BOOKS released a final report in March 2019 and **CREATIVE HR** produced a summary report in the fall of 2018.



Getting LinkedIn with Creative HR



CSC NL is REACHING People and Organizations

...in Wabush, Happy Valley-Goose Bay, Plum Point, St. Anthony, Port aux Choix, Deer Lake, Corner Brook, Stephenville, Flat Bay, Port aux Basques, Rocky Harbour, Baie Verte, Springdale, Grand Falls-Windsor, Harbour Breton, Lewisporte, Campbellton, Twillingate, Fogo, Glovertown, Cull's Harbour, Traytown, Eastport, New Wes Valley, Centreville, Salvage, Trinity, Indian Bay, Bonavista, Clarenville, Bay Roberts, Carbonear, the North East Avalon and places in between.



Healthy Board Governance with Gateway Labrador



Treasurers for Tomorrow with CPA NL

healthy board governance series

treasurers for tomorrow

conflict resolution

volunteer recruitment and management

financial management

HR management

incomes and outcomes measurement

NL employment standards

strategic planning

reporting requirements of charities

staff recruitment and selection

youth leadership

youth ventures public speaking

managing the money

networking

managing volunteers

storytelling in the community sector

adaptive learning

CSC NL Warm Line - We're here to help!

Responding to inquiries daily via a toll-free line, email and social media on topics such as starting a non-profit, board governance, funding, volunteer opportunities, and more.

➤ FOSTERING VOLUNTEERISM AND CULTIVATING LEADERSHIP

CELEBRATING VOLUNTEERISM



Clarenville



Indian Bay



St. John's

Together with the Volunteer Week Planning Committee, CSC NL has been taking the lead on volunteer week celebrations in Newfoundland and Labrador, starting with the annual volunteerism luncheon early in the year, and continuing through to volunteer week and beyond. Each year, in partnership with the Government of Newfoundland and Labrador, and with the kind support of our sponsors we have been able to offer grants to organizations and/or communities to help with celebrating the value of volunteering across the province.

VOLUNTEER WEEK GRANTS

112
GRANTS
APPROVED

73
COMMUNITIES

CELEBRATING THE
VOLUNTEER FACTOR-
LIFTING
COMMUNITIES

CSC NL Gander Voluntary Resource Centre

The Gander Voluntary Resource Centre with Bettina Ford, Voluntary Resources Coordinator, allows CSC NL extensive reach into eastern, central and western parts of the province. Through our Gander office we have delivered governance sessions to multiple organizations including the Harbour Authority Association NL and Gander Women's Centre, together with United Way NL, leadership and networking workshops to youth organizations. CSC NL continues to support volunteers and organizations in the area by identifying volunteer opportunities, funding sources, and information on managing organizations and training.



► CONVENING AND CONNECTING

NUTURING THOUGHT LEADERSHIP AND NEW THINKING

Community Sector Summit

October 27 - 29, 2019



Accelerating Growth

A RENEWED STARTING POINT

In the Fall of 2018, a joint steering committee of government and representatives of community organizations gathered for regional public consultations in Flat Bay, Corner Brook, Wabush, Happy Valley-Goose Bay, Grand Falls-Windsor, Trinity, Marystown, Carbonear and St. John's. The outcome was A Sector Work Plan to Advance the Social and Economic Contribution of Community Organizations in Newfoundland and Labrador. The Summit in October 2019 attended by more than 200 people was the renewed starting point to moving us forward to strengthen regional and provincial networks, to find ways to work collectively with public and private sectors, and to enhance skills for sound governance and good management.



➤ INNOVATIVE PILOTS

DESIGNING

GO GETTERS NL

Go Getters NL is actively engaging youth between the ages of 19-30 to complete 120 service hours as they build long term prospects.



23 YOUTH
1600+ SERVICE HOURS



techKNOWtutors is advancing digital literacy, teaching and learning for seniors, disabled persons and others living in low income.



73 LEARNING EVENTS
218 PARTICIPANTS

> PROGRAMS & SERVICES

DELIVERING



ASSISTING MY POTENTIAL -
LABOUR INITIATIVE FOR YOUTH

AMPLIFY is empowering at-risk youth who are facing barriers to employment with opportunities and training.



Together Creating Possibilities

Vibrant Communities is bringing together people living in poverty for a greater role in public policy with direct access to policymakers and programs.



154 YOUTH
72 COMMUNITIES

48 NEIGHBORHOOD MEETINGS
100+ ATTENDEES

PUBLIC ACCESS

CSC NL's volunteer-led Public Access Program helps individuals navigate the income support system where they become better informed about benefits, their rights and responsibilities.

THE SECTOR AT A GLANCE

- More than 3,700 incorporated entities led by volunteers
- About a third have charitable status
- Fewer than half have at least one paid employee
- Indications are that the majority of board members and employees are women

1,182

registered charities - more than half are religious organizations, such as churches

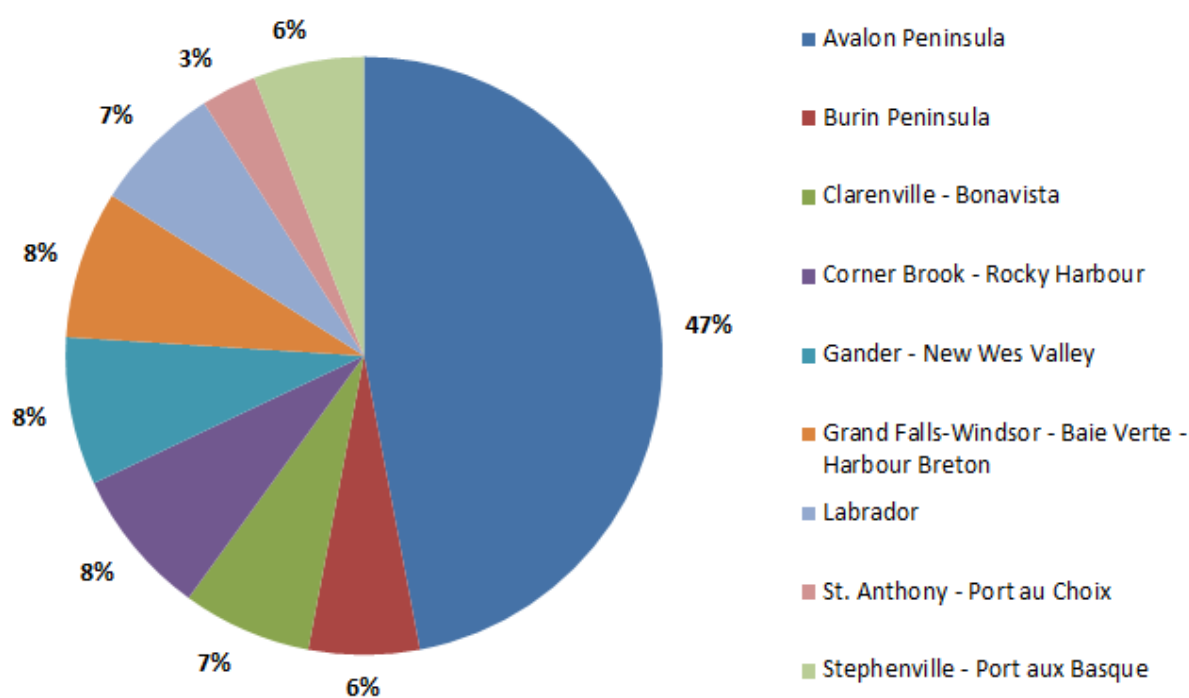
2,799

registered NL non-profits

218

federally registered harbour authorities

LOCATION OF CHARITIES AND REGISTERED NON-PROFITS NL



THE PEOPLE BEHIND CSC NL

CSC NL STAFF

Norma Alford
Steven Day-Reid
Curtis Delaney
Bettina Ford
Neil Head
Jeff Hillyard
Lindsey Hynes
Lori Johnson
Darlene Scott
Katie VanKoughnet
Corey Weir
Elaine Woolridge

STUDENTS

Alex Hennessey
Piotr Krajewski
Jake Miller
Leah Paronavitana
Jason Smith
Manju Thapa

VOLUNTEERS

Catherine Drodge
David Furlong
Ron Day (Public Access)

CSC NL BOARD OF DIRECTORS

Executive

Mark Shrimpton - Chair
Joan Butler - Vice Chair
Charlie Kelly - Treasurer

Directors

Susan Green
Jennifer Neary
Ed Moriarity
Michael Mooney
Natasha Hudson

VOLUNTEER WEEK COMMITTEE

LeighAnne O'Neill (Co-Chair)
Royal St. John's Regatta
Roberta Hewitt (Co-Chair)
St. John Ambulance
Catherine Drodge - Volunteer
Tara Hayley - VOCM Cares
Taylor Ivany - Student Volunteer Bureau
Lori Letto - City of St. John's
Jeff Lavigne - St. John Ambulance
Edwina McCarthy - Government of
Newfoundland and Labrador
Lloydetta Quaicoe - Sharing Our Cultures
Chris Vaughn - St. John Ambulance
Cecil Whitten - Cerebral Palsy Association

COMMUNITY SECTOR WORKING COMMITTEE

Jason Brown, YMCA
Donna Butt, Rising Tide Theatre
Rowena House, Craft Council NL
Colleen Kennedy, Gros Morne
Co-operating Association
Roseann Leonard, CBDC NL
Penelope M. Rowe, CSC NL
Jane Severs, Association of Heritage
Industries NL (former ED)
Mark Shrimpton, CSC NL
David Smallwood, Rotary Arts NL
Gail Thorne, Exploits Community Centre
Tim Turner, Murphy Centre
Sean Wiltshire, Avalon Employment Inc.

GANDER VOLUNTEER WEEK COMMITTEE

Dave Dillon
Jerry Knee
Kelly Sceviour
Jackie Watkins

BY THE BOOKS ADVISORY COMMITTEE

Chad Butt, ACOA - St John's
Stephanie Colford,
RC Archdiocese of St. John's
Denise Cornish, ACOA - Gander
Jennifer Curran, Literary Arts NL
Yvonne Hardy, ACOA - St. John's
Jason Hillyard, CPANL
John Martin, Financial Management
Institute of Canada - St. John's
Kim Mayo, CPANL
Michelle Power, Tourism, Culture,
Industry and Innovation
Laura Wardle, Grant Thornton

CREATIVE HR ADVISORY COMMITTEE

Jan Dicks, Coaching and Consulting
Neil Coombs, Higher Talent Inc.
Eileen Bragg, Memorial University
Scott Crocker, Autism Society NL
Lisa Brown, Stella's Circle
Vimala Raheja, Memorial University

FUNDERS & SPONSORS

Canada

Newfoundland
Labrador

SUNCOR ENERGY
FOUNDATION

SUNCOR

Atlantic Canada
Opportunities
Agency

ST. JOHN'S

VOCM
Cares
For The Community.

United Way
Newfoundland
and Labrador
Change starts here.

Presentation
SISTERS
Newfoundland & Labrador, Canada

BellAliant

RBC

CONNECTIONS AND COLLABORATIONS

Some of the many organizations which CSC NL has worked with throughout the year who have availed of our services, training, or engaged with projects such as Go Getters NL, techKNOWtutors, AMPLIFY and Vibrant Communities.

Ability Employment Corporation	Froude Avenue Community Centre
Arts and Culture Centre - Gander	Gateway Labrador
Association for New Canadians	Glovertown Academy
Association for the Arts - Mount Pearl	Green Bay Community Employment Corporation
Autism Society of Newfoundland and Labrador	Green Bay Youth Centre
Baie Verte Peninsula Economic Development Association	Habitat for Humanity NL
Barry Green, Epic Engage	Quality Hotel & Suite - Gander
Bay St. George South Area Development Association	Liz Weaver, Tamarack Institute
Bonavista-Trinity Regional Chamber of Commerce	Loon Bay United Church Camp
BOSSD Boat Owners Association	MacMorran Community Centre
Botwood Boys and Girls Club Inc.	Main Street Youth Centre Inc.
Breakwater Youth Centre	Memorial University
Burin Peninsula Brighter Futures	NL Association of Technology and Innovation
Canada Service Corps	Rabbittown Community Centre
Canadian Mental Health Association - Western Region	Revera Cambridge Estates
Cape Freels Development Association	School Sports NL
Centreville Academy	Seniors NL
City of Mount Pearl	Single Parents Association NL
Clareville and Area Community Youth Network	Smallwood Crescent Community Centre
Community Employment Corporation - Port aux Basques	Social Change Network
Community Youth Networks (CYN)	St. Barbe Development Association
- Corner Brook and Bay of Islands YMCA	St. John's Board of Trade
- Harbour Breton	St. John's Pride
- Isles of Notre Dame Corporation	St. Lawrence Community Youth Network Inc.
- SPLASH Centre - Harbour Grace	St. Paul's Intermediate School Gander
Corduroy Brook Enhancement Association	St. Peter's Anglican Church
Department of Children, Seniors and Social Development	The Gathering Place
Department of Oceans and Fisheries	The Open Door Community Youth Network Inc.
- Small Craft Harbours	The Telegram
Department of Tourism, Culture, Industry and Innovation	The Western Star
Empower NL	TI Murphy Centre
Exploits Community Association	Town of Gander
Exploits Community Centre	Town of Grand Falls-Windsor
Family Practice Networks	Virginia Park Community Centre
First Light	Wabana Boys and Girls Club
Flat Bay Band Inc.	Waypoints NL
	Whitbourne Sports and Recreation

WE LOOK
FORWARD TO
CONTINUING TO
WORK TOGETHER



TO ACCELERATE GROWTH

We believe the community sector is central to economic and social progress.




Community Sector Council Newfoundland and Labrador


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 @CSCNL

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 @communitysectorcouncilnl

#acceleratinggrowthnl

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#liftingcommunitiesnl