



2015-16 ANNUAL REPORT

Calgary Chamber of
Voluntary Organizations



MISSION

CCVO promotes and strengthens the nonprofit and voluntary sector by developing and sharing resources and knowledge, building connections, leading collaborative work, and giving voice to critical issues affecting the sector.

VISION

A vital, dynamic nonprofit and voluntary sector that is recognized and respected as an integral partner in building strong, healthy communities.

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MESSAGE FROM THE BOARD CHAIR + CEO

Each year brings its share of successes and challenges and this past year was no exception. This annual report shares some of our successes and stories about the impact of CCVO's work from a member perspective.

Behind the scenes of our public-facing work, we were deeply engaged in two major, but very different, activities - the renewal of our strategic plan and an unplanned office move. Board and staff worked closely together throughout the year on the strategic plan, reflecting on the factors influencing the environment we are all operating in and considering how that should shape CCVO's future direction.

The renewed strategic plan builds on the sound foundation of programs and services developed over the past twelve years, while also defining new priorities related to supporting the capacity of organizations to adapt, renew, and thrive in a dynamic environment. This includes supporting sector leadership and working with partner organizations to align programs and services to better serve the sector.

In retrospect, there were some similarities between renewing the strategic plan and preparing for an office move. Both required us to look forward, anticipate needs

in the midst of uncertainty, and go beyond the familiar. The results are a deeper understanding of the factors that will help shape our future and flexible frameworks to serve the sector.

Our deep appreciation to the board and staff for your contributions to our work this year, and thank you to our supporters and members for joining with us to build a stronger sector.

Katherine van Kooy

President & CEO ▼

Randy Paquette

Board Chair ▼



2015-16 YEAR IN REVIEW

Connections Conference 2016

36
presenters

17
sessions

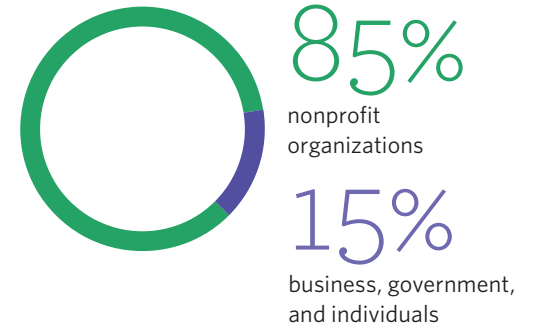
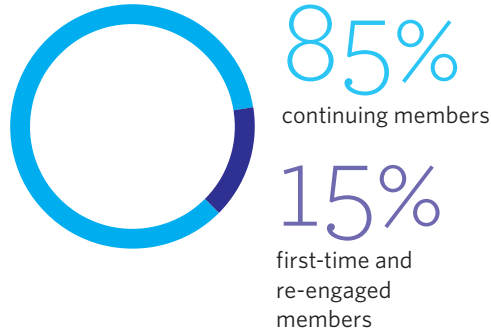
96%

of attendees said the conference was engaging and meaningful for their work.



"This conference was an inspiring opportunity for our sector to break out of the mindsets and assumptions that limit us. Thank you!!"

Membership



REACH HIRE

helped

200,000

job seekers explore opportunities within the sector.



In its first year, emergency preparedness training reached more than 150 people from more than 100 organizations.

EPIC successfully brought together influencers to increase the collaboration between Calgary's public and nonprofit emergency response systems. Leadership of the critical service provider group was transitioned to the City of Calgary, Calgary Neighbourhoods.



Nonprofit Innovation Awards

The stories of three social innovators were told to an audience of more than 4,000 in homes and organizations across Calgary. [#Inspiring](#) [#Change](#)



30%

increase in E-bulletin readership and Twitter followers over the past three years

More than

1,500

face-to-face connections made through learning events and communities of practice to talk about policy, human resources, leadership, and more.



PREPARED FOR EMERGENCY

EPIC provides emergency preparedness tools, templates, and training to nonprofits.

A growing number of Calgary nonprofits are developing plans to ensure their organizations can respond to and recover from the next emergency event, whether it be a flood, a fire, a pandemic, or something else. Pamela Scott, Project Specialist with The Elizabeth Fry Society of Calgary, leads business continuity planning for the organization using the tools and resources provided by the Emergency Preparedness Initiative of Calgary (EPIC).

Business continuity planning in a small organization can feel like a lonely and uncertain pursuit, which is why Pamela is eager to talk with others in small organizations who have already worked through or are working through a similar process. “The major benefit of connecting with others is that someone can review what I am doing and provide feedback,” says Pamela. Beyond feedback, Pamela notes that sharing experiences and lessons learned on how to find time for emergency planning, how others have responded to past emergencies, staff communication strategies, and where to go for help provides valuable insight and support to those going through the planning process.

EPIC helps nonprofits respond to future emergency events by providing training events and opportunities for people like Pamela to share their stories. “I think people want to be able to come to the table and talk to someone in an organization similar to theirs to ask, ‘How did you do that?’”



Pamela Scott ▲
Project Specialist with The
Elizabeth Fry Society of Calgary

INVESTING IN PEOPLE

The Boland Survey strengthens human resource practices across the sector.



Diana Krecsy ▲
Executive Director of the
Calgary Homeless Foundation

A thriving staff team goes a long way to ensuring nonprofit organizations achieve their missions. But how can nonprofit employers attract and retain top talent in an increasingly competitive job market? For Diana Krecsy, Executive Director of the Calgary Homeless Foundation, the answer starts with reviewing the salary and benefit benchmark data from the annual Boland Survey to make meaningful comparisons to other nonprofits in the region.

“Working in the homeless sector requires people talent across a breadth of disciplines including executive leadership, operations, finance, human resources, program development, case work, administration, information technology, and project management,” explains Diana. After studying the comprehensive information on benefits and compensation trends, role descriptions, and operations benchmarking found in the Boland Survey, Diana confidently engages in strategic planning and decision-making to move her organization forward.

New to CCVO this year, the Boland Survey has been providing integral human resource data on salary and compensation practices to nonprofits across Canada for 19 years. Diana considers the Boland Survey to be a valuable source of information in the ever-changing dynamic of human resource practices. “Understanding the internal landscape of sector trends through participation in the Boland Survey...creates further opportunities to learn from others... [and] contributes to building a stronger and more resilient nonprofit community.”

GIVING VOICE

CCVO's policy and research leadership helps nonprofits lead and advocate.

Organizational leaders regularly seek to understand the context and trends that affect their work. As part of that pursuit, Derek Bechtold, Director of Communications and Fund Development with the Association for the Rehabilitation of the Brain Injured (ARBI), relies on CCVO research and resources to help ARBI achieve its mission.

“Membership to CCVO has afforded us the opportunity to have immediate access to the ‘pulse of the sector,’” says Derek. Indeed, ARBI considers CCVO the go-to source for everything from policy issues, to sectoral trends, to practical hands-on tools and resources. Currently, ARBI is tapping into CCVO’s government relations toolkit, as staff look for guidance on how to meet with politicians, harness social media in the political sphere, and decide what tactics to use to create the greatest impact. “This information [is] invaluable in our government relations campaign,” explains Derek.

CCVO shares the latest developments, tools, and thought leadership on issues that affect the nonprofit sector, which helps organizations lead within the social, economic, political, and environmental context of their work. For his part, Derek values how CCVO serves as a unifying voice for the sector. “With access to CCVO’s wealth of information and resources, ARBI is well equipped to navigate these challenging times.”



Derek Bechtold ▲
Director of Communications
and Fund Development with the
Association for the Rehabilitation
of the Brain Injured

TOGETHER WE LEARN

CCVO communities of practice and learning events create connections within the sector.

Sometimes, hearing the stories that others tell of their experiences is what helps an organization excel. For Fiona McColl, Director of Operations with Hospice Calgary Society, CCVO's HR exchange group and learning events provide the inspiration and tools to help her more effectively manage her team. The group brings together people from organizations of all sizes and structures to discuss topics and issues that group members encounter in their day-to-day work.

“No other community HR development has offered as much value as the HR exchange group and HR related CCVO workshops,” says Fiona. Belonging to the community of practice provides Fiona with opportunities to share information, exchange advice, and strategize. She has also made some good friends in the group who have helped make the network an enjoyable growth experience.

CCVO supports communities of practice in several areas, including human resources, finance, and evaluation. These groups provide a practical and supportive environment for people like Fiona to explore new ways of working in the sector. “The nonprofit focus captures an understanding and subtleties that other more corporate HR consulting firms may not have experience with,” she explains.



Fiona McColl ▲
Director of Operations with
Hospice Calgary Society



LOOKING AHEAD

As we reflect on another successful year, we can't help but also set our sights on what lies ahead. Our leadership and board are committed to moving forward on several new and expanded initiatives over the next three years. And while what we do may change and evolve in response to sector and societal shifts, our desire to be a trusted voice that supports charities and nonprofits so they can thrive in today's dynamic and challenging environment guides all that we do.



complex
societal
issues

new
government
policies

ECONOMIC
SHIFTS

GROWING
COLLABORATION

Expand Policy and Research

CCVO will continue to be a voice of the sector on important policy developments, including Alberta's Climate Leadership Plan. Our policy, research, and advocacy work is expanding in 2016 with additional capacity to further our impact in government relations and research. We look forward to continuing to bring fact-based research and analysis into sector and government conversations; knowledge that leads to greater awareness and understanding of where the sector is today, and that helps inform the next steps.

Adapt to Change

The sector faces a changing environment, with both societal and structural shifts already being felt. How can we best adapt and respond to the pressing needs? This is why our three-year plan includes leading a process to develop a vision for the longer-term future of the sector; its role, future state, and what is needed to get there. We believe the sector has the creativity, passion, and resilience to prosper today and in the future, no matter what the headwinds may bring.

Strengthen the Sector

CCVO sees collaboration and networks as building blocks of a vibrant sector. As we continue to work with other local, provincial, and federal organizations on issues that are important to the health of the sector, we also want to hear about *your* needs, challenges, and successes. Such dialogue is important, as it is a conduit to learning from the experiences of others and allows for common ground to form. Together, we can strengthen the sector's reach and impact.

Develop Executive Leaders

Executive leadership is at a pivotal juncture in the sector. Our research shows over one-quarter of nonprofit organizations have experienced recent turnover at the executive level, while over half report they anticipate a transition to take place in the near future¹. In taking over the Executive Directions leadership development program, we are helping current and emerging nonprofit leaders to think bigger, act bolder, and accomplish more. Strong leaders help make for a flourishing sector, and will help sustain the sector now and in the future.

1. *Turning Point: Creating Sustainable Nonprofit Leadership*. (2013). CCVO.

OUR SUPPORTERS

Our work is made possible through the support of a number of organizations and individuals.



Anonymous Donor



The Muttart Foundation



Alberta Real Estate Foundation
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 Areni Kelleppan
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 ViTrêo Group
 Wood's Homes
 YMCA Calgary
 YWCA of Calgary

OUR PEOPLE



◀ CCVO Board of Directors, Back Row (L to R): Scott Decksheimer, Patty Kilgallon, Judge Ted Carruthers, Jordan Deering. Middle Row (L to R): Sue Mallon, Randy Paquette, Zubin Cooper, Janet Brown, Karen Ball. Front Row (L to R): Anne-Marie Pham, Vicki Reid, Bonnie Semeschuk. Missing: Leslie Evans, Areni Kelleppan, Patti Morris

Board of Directors 2015-16

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Senior Director, Development, University of Calgary

Sue Mallon | Vice Chair
CEO, Carya (formerly Calgary Family Services)

Janet Brown | Secretary
Public Opinion Research Consultant

Bonnie Semeschuk
*Treasurer
Accountant, Calgary
Gymnastics Centre*

Patti Morris | Past Chair
Executive Director, Wellspring Calgary

Karen Ball
Consultant

Judge Ted Carruthers
Judge, Provincial Court of Alberta, Family Court (Retired)

Zubin Cooper
Partner, KPMG Enterprise

Scott Decksheimer
Partner, ViTréo Group

Jordan Deering
Partner, Norton Rose Fulbright Canada LLP

Leslie Evans
Executive Director, Federation of Calgary Communities

Areni Kelleppan
Executive Director, Green Calgary

Patty Kilgallon
CEO, Children's Cottage Society

Anne-Marie Pham
National Manger of Diversity and Employment Equity, Spectra Energy

Vicki Reid
Director of Community Affairs, Cenovus Energy

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Mike Grogan
Vice President, Programs and Operations

Geoff Braun
Director, Policy and Research

Tracey Braun
Program Manager

Melody Brooks
Communications Coordinator

Anna Burrowes
Policy Analyst

Jackie Coe
Program Coordinator

Julia Lotholz
Office Manager

Trevor Prosser
Information Systems Specialist

Pamela Rempel
Administrative Assistant

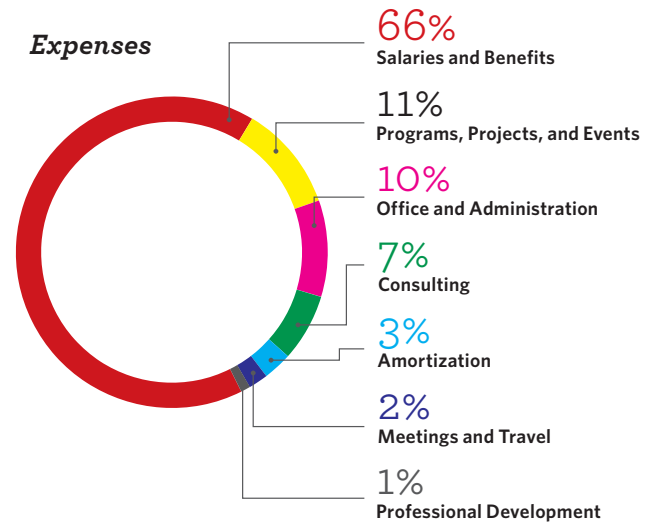
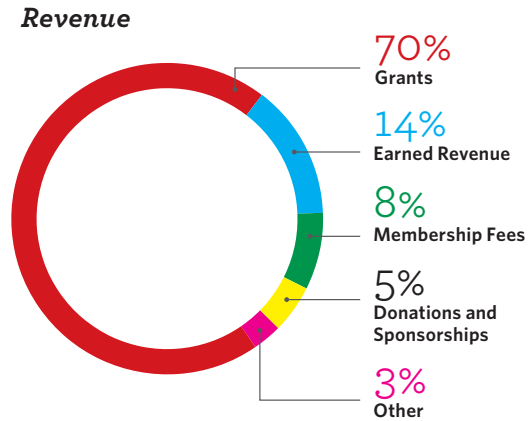
Matt Sawatsky
Emergency Preparedness Specialist

Shelley Spackman
Resource Development and Conference Manager

FINANCIAL SUMMARY

Statement of Operations and Change In Net Assets For the Year Ended April 30, 2016

Revenue	April 30, 2016	April 30, 2015
Grants	971,588	912,749
Earned Revenue	201,876	166,985
Membership Fees	109,491	108,822
Donations and Sponsorships	69,542	156,671
Other	39,081	41,109
	1,391,578	1,386,336
Expenses		
Salaries and Benefits	921,372	882,349
Programs, Projects, and Events	148,891	155,675
Office and Administration	132,821	133,593
Consulting	99,193	72,224
Amortization	37,260	38,997
Meetings and Travel	26,309	26,160
Professional Development	20,662	20,752
	1,386,508	1,329,750
Other Items (Losses)	(1,896)	(357)
Excess of Revenue Over Expenses	3,174	56,229
Net Assets - beginning of year	571,983	515,754
Net Assets - end of year	575,157	571,983



Visit calgarycvo.org to read the audited financial statements in detail.



CCVO

Calgary Chamber of
Voluntary Organizations

Kahanoff Centre
Suite 1175, 105 - 12 Avenue SE
Calgary, AB T2G 1A1
T: 403-261-6655
calgaryevo.org

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