

**Annual Report
2008-2009**

**marking a
milestone**

connecting • collaborating • creating cohesion • building capacity



CCVO
CALGARY
CHAMBER of
VOLUNTARY
ORGANIZATIONS

About CCVO

What We Do

The high quality of life enjoyed in communities across Canada, including Calgary, is built on many of the programs, activities and services run by the nonprofits and charities that make up the voluntary sector. These include sports programs for our kids; environmental programs to conserve our natural treasures; services to help new immigrants settle in Calgary; training to give people the skills they need to fill gaps in the workforce; programs to help the homeless leave life on the street; and, arts and cultural activities for the whole community, to name a few.

The Calgary Chamber of Voluntary Organizations (CCVO) was established in 2004 to strengthen these individual organizations and the sector generally, by building capacity and addressing the larger systemic issues that can ultimately help or hinder their missions.

To this end, CCVO works to provide leadership on issues broadly affecting the nonprofit/voluntary sector. We work collaboratively, building connections with and within the sector. We contribute to a cohesive voice for the sector by inspiring dialogue, participating in public policy, and promoting the value of the nonprofit/voluntary sector with government, business and the public. And we build capacity within the sector by undertaking research, publishing information, sharing tools and resources, and developing skills and knowledge.

Today our work benefits from the support of a large and diverse CCVO membership ranging from small, grassroots nonprofits with no paid staff, to large, well known registered charities. Members work in areas across the community, including housing, social services, health, sports and recreation, arts, and environment.

For more information about the Calgary Chamber of Voluntary Organizations, visit www.calgarycvo.org.

marking a
milestone



Katherine van Kooy and Andrea McManus

A Message from the CCVO Board Chair and CEO

This has been a pivotal year for CCVO. As we celebrate our fifth anniversary, we recognize that CCVO is marking more than a birthday. 2008-09 has been a milestone in our evolution.

From the outset, we took a leadership role on emerging issues that cut across the voluntary sector with a special focus on funding and human resource issues. We concentrated efforts on engaging the voluntary and government sectors, to learn about key issues, network, and share ideas and solutions. We conducted and disseminated research on issues affecting the sector as a whole. We worked to build an awareness of the sector and champion its role across and between the voluntary and government sectors. And we became a clearinghouse of information for and about the sector by developing a centralized hub of community resources.

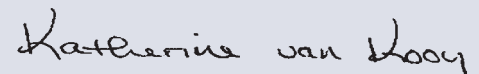
In our efforts to connect, collaborate, create cohesion and build capacity we have reached a new plateau. Our key role on the Alberta Nonprofit Voluntary Sector Initiative (ANVSI) has increasingly commanded our attention and raised our level of participation in, and influence on, cross-sectoral policy issues. CCVO assumed a leadership role in Alberta's workforce issues and the formation of a new Alberta Workforce Council. Our research on the *Impact of the Current Economic Climate on Alberta's Nonprofits and Charities* benefited from new province-wide input and recognition. And our ongoing work collecting, disseminating, interpreting, and contextualizing information and knowledge has evolved to include Communities of Practice and the exploration of new approaches to working together for the sector.

Looking back, we recognize that our work over the past five years has added up in powerful ways. CCVO has emerged positioned as a catalyst for change and empowered to lead into the future. Our members and connections in the broader community frequently and spontaneously report on how they rely on our resources and trust us to lead and collaborate in effective ways. As we mark the close of our first half decade and celebrate the start of the next one, our Board and staff are implementing the new strategic plan that will guide us through the next stage in our development. It has been an exciting journey! To our members, funders and partners, our deep appreciation for your encouragement and support along the way. We invite you to read the highlights of 2008-09 in this Annual Report.



Andrea McManus

Chair, Board of Directors



Katherine van Kooy

President and CEO

Highlights of A Landmark Year

connecting &
collaborating



Bringing the Sector Together

Consulting & Engaging

Convening opportunities for organizations to come together around common issues is a major aspect of CCVO's work. The varied engagements — from individual workshops to on-going working groups and networking meetings — build skills, knowledge and connections, while also informing our work. During 2008-09, CCVO expanded our efforts to consult and engage the nonprofit and voluntary sector.

Stakeholder Consultations

The year began with a great response to our invitation for member input to the Board's Strategic Planning. Facilitated by Deborah Bartlett, CCVO convened member focus groups during August and September of 2008. Members shared their challenges, provided feedback on our work and offered input on CCVO's future directions. Participants voiced strong appreciation for CCVO's leadership on key challenges facing the sector, particularly on policy issues, human resources and funding. The Board also invited a number of other key stakeholders to provide their insights during the planning process and at other times during the year. This input informed the Board's deliberations in shaping the new strategic plan and has been an important means of ensuring that our work remains relevant.

CCVO Surveys

This past year saw an increased use of surveys to gather information on topics ranging from privacy legislation to the impact of the economic downturn. The surveys complement our other research initiatives, providing rapid feedback on a current issue, allowing us to tap into the knowledge and experience of our members and others, taking the pulse of the sector on a specific topic.

Two surveys were conducted in November 2008 and February 2009 to assess the impact of the economic downturn on nonprofits and charities. The survey results are being used extensively in our own education work with government, the sector and other partners, and have become a reference for organizations locally, provincially and nationally. We anticipate undertaking a follow up survey in late summer 2009.

Engaging the Sector

CCVO continued its established convening activities, such as the Senior Finance Officer Working Group, the new member breakfasts and various skill and knowledge development workshops on topics ranging from human resources to regulatory compliance, while expanding into some new and exciting areas.

We responded to the growing importance of human resource issues by introducing a new **HR Community of Practice**. Over the course of the year, this leading-edge initiative provided three new opportunities for concerned participants to meet, share, learn and innovate from the practices of their peers. Titled the *Practice Makes Perfect series*, participants helped define the direction and



focus of the Community of Practice, addressing topics such as recruiting and retaining nonprofit sector employees, and generational differences in the workforce. Under the leadership of Mike Grogan, assisted by Janet Salopek, the HR Community of Practice has grown to the point where meetings are over-subscribed.

Continuing our efforts to engage and consult with the sector on HR issues, we convened an important day-long working session in early October 2008 to explore implementation options for Alberta's new **Workforce Strategy for the Nonprofit/Voluntary Sector**. Sixty leading nonprofit organizations from across the province gathered to participate in this session. This session, which was organized in collaboration with the national HR Council for the Voluntary and Nonprofit Sector, also shared the HR Council's recently completed research study, and developed the initial framework for an Alberta Workforce Council for the nonprofit/voluntary sector.

Collaborating & Partnering

Collaboration is one of the guiding principles of CCVO. Throughout our five year history, partnering with local, provincial and national nonprofit organizations has been at the front of our work. This early focus returned in powerful ways in 2008-09.

ANVSI: A Collaborative Mechanism

With roots extending back to 2004, our continuing participation on the Collaboration Committee of the Alberta Nonprofit/Voluntary Sector Initiative (ANVSI) — Alberta's umbrella mechanism to re-examine, clarify and strengthen the relationship between the province and the sector — has been a major aspect of our public policy work.

ANVSI is a ground-breaking initiative, bringing together leaders from the voluntary sector and senior government staff to explore how to develop a more collaborative relationship, focused on common interests. CCVO has played a leadership role in this initiative, for example, co-chairing the HR Project Team that is addressing workforce strategies that require action by the Provincial Government. We also co-chaired a working group that organized a Funder Forum in February 2009, bringing together representatives from community foundations, United Ways, private foundations, municipal funders and corporate community investment programs with nonprofit leaders and government partners to discuss the emerging implications of the economic downturn on their collective capacity to support the voluntary sector.

CCVO's second economic impact survey, conducted in conjunction with several of our ANVSI partners, provided an important snapshot of the sector, stimulating discussion at the Funder Forum and beyond. This collaborative initiative contributed to increased participation in the survey across Alberta, improving our understanding of the issues and increasing the impact of the report. The many requests we received for the report including from the media, are a measure of this success. In the end, this key nonprofit issue benefited from increased and valuable exposure. A second Funder Forum is planned for early summer 2009.

The Calgary HR Initiative: A Collective Initiative

And founded on the belief that a collaborative effort is required from all partners — the sector, governments, and funders — to address the human resource issues in the nonprofit sector, the collaborative leadership of CCVO's Calgary HR Initiative also continued to expand and reap returns in 2008-09.



CHRI and the United Way of Calgary and Area joined hands to publish a valuable new HR resource for the sector. *The Myths and Realities of the Workforce Crunch in Nonprofits* examines and debunks many debilitating myths about working in the nonprofit sector. As well, the Calgary HR Initiative collaborated with Devon Canada to develop a \$50k grant program focused on recruiting and retaining employees in the nonprofit sector. *Investing in People* launched last September. And a partnership with Alberta Employment and Immigration and MPI Associates introduced the sector to the principles of Lean Thinking and included a pilot project for one agency to introduce Lean principles across their organization.

A New Shared Options Series

In addition to new returns in our collaborative work with ANVSI and the Calgary HR Initiative, CCVO also took a major step forward in 2008-09 and introduced the sector to the topical and innovative concept of sharing services.

In partnership with the Human Resource Skills Development Canada (HRSDC) Innovation Project, CCVO launched a number of new initiatives to help Calgary's nonprofit organizations begin to explore the broad and diversified choices available to them to build their capacity to adapt to today's quickly changing environment.

A new engaging and interactive Shared Options series titled *Bringing it Together: Innovative Models & Practices* was inaugurated in early December 2008 with a presentation from Nancy Gale, Executive Director, Cariboo Chilcotin Child Development Centre. She shared the amazing story of a partnership between five nonprofit leaders in Williams Lake, B.C. to build a new future cooperatively.

And in March 2009, our new online Community Exchange Centre was launched to provide interactive space for nonprofit organizations to come together and explore sharing space, goods, HR costs and ideas and resources. Postings were immediate and over fifty nonprofit organizations have now created accounts to take advantage of this opportunity. Following on its success, we are continuing to monitor requests for future expansion.

creating
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Establishing a Voice Outside the Sector

Inspiring Dialogue

Finding our Voice

Foundational to the nonprofit and voluntary sector establishing a voice outside the sector, strategies to inspire dialogue for and about the sector have consistently been a central focus of CCVO. To this end, CCVO continues to help to build the capacity of the nonprofit sector to engage in policy work and find its own voice. We convened two Policy Cabinet meetings providing opportunities for organizations engaged in policy work to network, share information and learn from each other.

In 2008-09, CCVO's Policy Series, dedicated to building the capacity of nonprofit organizations to engage in policy work, returned with a focus on Municipal Policy issues. In October 2008, Monica Pohlmann led a half-day interactive workshop to help participants better understand how they could participate and influence the City of Calgary's policy decisions to better serve the community. This was followed by a second session in February 2009, using case studies for a more in-depth exploration of how to build relationships and influence City Hall. The workshop was followed by a lunchtime panel featuring Alderman Bob Hawkesworth, and Chris Branch, Director, Community and Neighbourhood Services for the City of Calgary.

Sharing our Voice

CCVO continues to support and participate in opportunities to engage in meaningful dialogue and promote understanding and awareness of the major issues that impact the nonprofit/voluntary sector. In February 2009, CCVO joined over 80 representatives of provincial and territorial governments and leaders from the nonprofit sector in Halifax at the second annual *Gathering of Counterparts*. Building on the success of the first Counterparts Summit held in Calgary in 2008, this gathering promotes dialogue and sharing information and experiences about the relationships between the voluntary sector and provincial governments. It is a unique opportunity to share our experience with ANVSI, support the emergence of similar initiatives in other provinces and learn from the innovative approaches adopted elsewhere.

ANVSI is an important mechanism for CCVO, along with our nonprofit colleagues at this table, to build understanding within government of the voluntary sector and the issues that cut across the sector and across government departments, such as funding, human resources, information needs and policy dialogue.



Participating in Public Policy

Municipal

Over the past year, we engaged in a number of policy activities at the local level. As in previous years, we presented to City Council as part of the budget process, and took the opportunity to highlight the critical role nonprofits and charities play in the lives of Calgarians. We were also provided feedback about potential changes to Calgary's Social Outlook research, and provided input into City Council's goals and priorities. In response to proposed changes to Calgary's business tax bylaws, we assessed the impact on the sector, and shared this information widely through our network.

Provincial

Much of our energy during the past year has focused at the provincial level, and a key strategy has been to work collaboratively with colleague organizations from across Alberta. For our pre-budget submission, we worked alongside Volunteer Alberta, the Edmonton Chamber of Voluntary Organizations (ECVO), and the Muttart Foundation and continued to coordinate and connect with these organizations once the budget was released. We shared our response and initial analysis of the budget widely, and we continue to provide input to government about the implications of changes to funding programs housed in the Department of Culture and Community Spirit such as the Wild Rose Foundation.

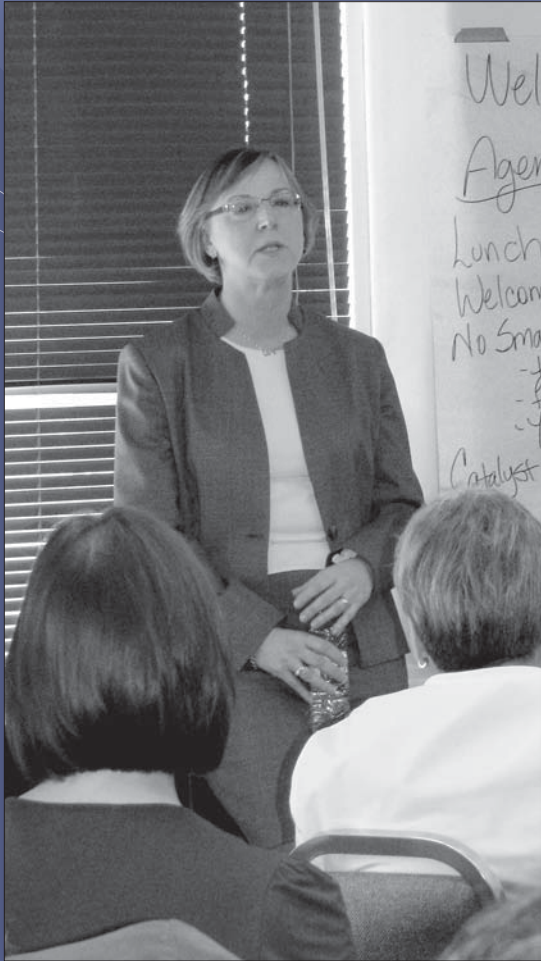
In early spring, a report brought before government proposed that Alberta's Personal Information and Protection Act (PIPA) be amended to apply fully to all not for profit organizations. As this change would have broad implications for the sector, both positive and negative, we undertook survey research and analysis to assess the impact. We continue to work on this issue and anticipate resolution in late 2009 or early 2010. In the meantime, we are working with Service Alberta and the Office of the Information and Privacy Commissioner of Alberta to build awareness about the nature of the sector, and to help them develop tailored strategies that would enable the sector to implement best practices for handling personal information.

Federal

At the Federal level, we continue to work closely with Imagine Canada on a number of initiatives including a National Task Force on the Modernization of Federal Not for Profit Corporations Law, and proposed Canada Revenue Agency guidelines for fundraising by charities. We are still awaiting the next steps by government on both of these policy initiatives. We also developed a pre-budget submission and reached out to key Ministers following the budget release to provide feedback about their budget decisions.

Other

Fall 2008 saw a dramatic shift in our economic environment, and over the course of 2008/09, CCVO undertook two surveys to assess the impact of the economic downturn on nonprofits and charities, both in Calgary, and across Alberta. The survey results are being used extensively in our own education work with government, the sector and other partners, and have become a reference for organizations locally, provincially and nationally. We anticipate undertaking a follow up survey in late summer 2009.



Promoting Sector Value

Communicating the valuable role and contributions of the sector across and between the voluntary and government sector is an essential third component in CCVO's work to establish a strong and cohesive sector voice. In addition to inspiring dialogue and participating in public policy, we seek openings to present and share information, routinely communicate ongoing information for and about the sector through our bi-weekly *E-Bulletin*, a new electronic HR newsletter, announcements, invitations, broadcasts and our website, and leverage mass media opportunities to extend our reach. CCVO takes a leadership role to ensure the sector's perspective is at the table. Our goal is to build an understanding of the vital role and critical challenges of the sector and sector understanding of the significance of emerging and changing issues.

Presentations

With the state of the human resources issue reaching the limit in Alberta, in 2008-09 CCVO focused many of our informational and educational presentations on Alberta's new workforce strategies and innovative ways of working and thinking. Key presentations included:

May 2008: **Alberta Council of Disability Services Spring 2008 Conference**

A Workforce Strategy for Alberta's Nonprofit & Voluntary Sector

June 2008: **Vitalize 2008**

A Workforce Strategy for Alberta's Nonprofit & Voluntary Sector

June 2008: **Volunteer Alberta 2008 AGM**

A Workforce Strategy for Alberta's Nonprofit & Voluntary Sector

September 2008: **Family and Community Support Services Calgary Colloquium**

Employing New Ideas: Imagining a New Way of Working

Employing New Ideas: Innovation in Nonprofit Workplaces

September 2008: **Alberta Employment and Immigration Regional Directors Meeting**

A Workforce Strategy for Alberta's Nonprofit & Voluntary Sector

November 2008: **The Buck Stops Here Conference, Lethbridge**

A Workforce Strategy for Alberta's Nonprofit & Voluntary Sector

December 2008: **The Calgary Career Show**

Careers in the Nonprofit Sector

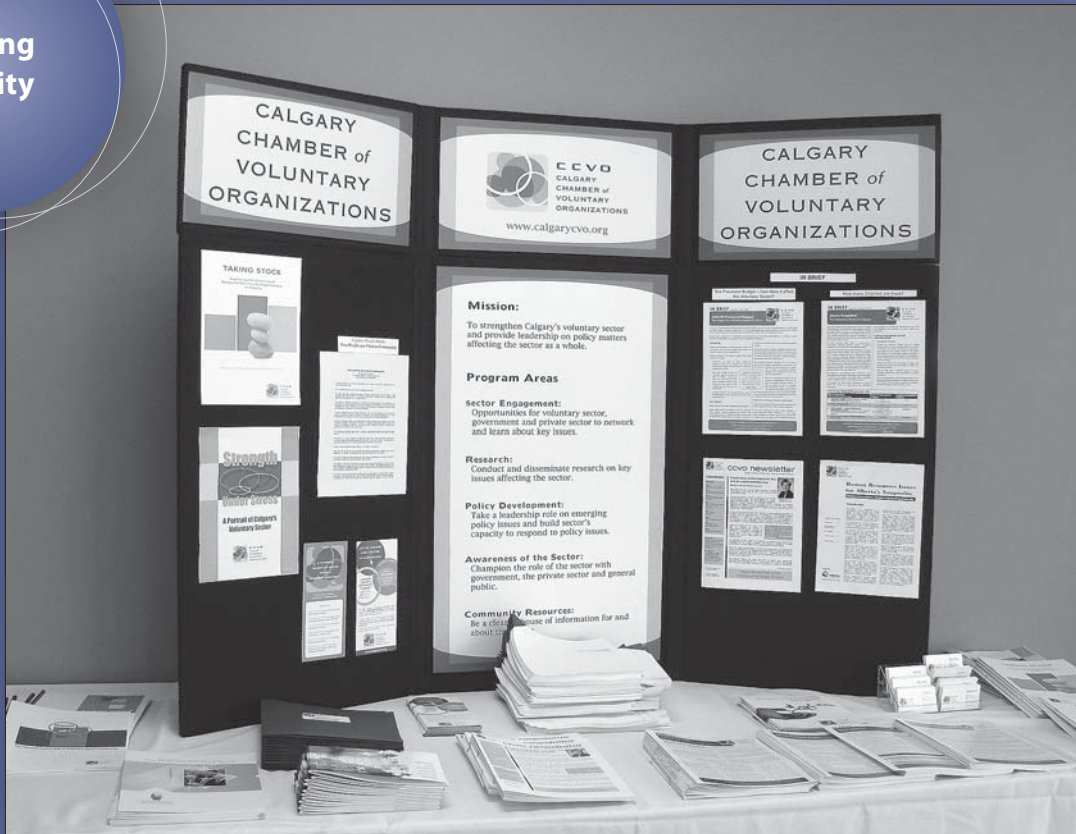
March 2009: **Alberta Federal Council**

Economic Issues in Calgary's Nonprofit Sector

Media Coverage

In addition to communicating information and resources for and about the sector to over 2400 recipients through a redesigned bi-weekly e-Bulletin, a new electronic newsletter, html announcements, invitations, broadcasts and our soon to be redesigned website, in 2008-09 we worked to grow our reputation with the media. Increasingly, they chose to sign on to our distribution lists to be kept informed about our sector news, resources and research. Many television, radio and print outlets are now seeking CCVO as a primary nonprofit sector source. The release of our research on the *Impact of the Current Economic Climate On Alberta's Nonprofits and Charities* serves as an example. It was anxiously anticipated and produced three stories on the local CTV affiliate in one day, received repeated promotional exposure over a weekend and became front page news on their website. Radio news stories followed coupled with an interview. It continues to be sourced in Calgary Herald stories.

building
capacity



Growing Sector Strength & Vitality

Researching

Undertaking and publishing research informs our work and the work of both voluntary and government sectors. New this year are three additional *In Briefs*, the release of a major research study, and timely research on both the impact of the economic downturn and PIPA.

In Briefs

CCVO's popular *In Brief* series of timely, topical overviews focusing on sectoral issues, policy and information continued to be in great demand among our colleagues and supporters with the addition of three new *In Briefs* to our library:

- The 2008/2009 Provincial Budget: The Impact on Alberta's Nonprofit Sector (June 2008)
- Reaching the Limit: Workplace issues in the human services sector (June 2008)
- Influencing Public Policy: Rules for Charities Engaging in Advocacy (January 2009)

The Small Organizations Study: No Small Thing

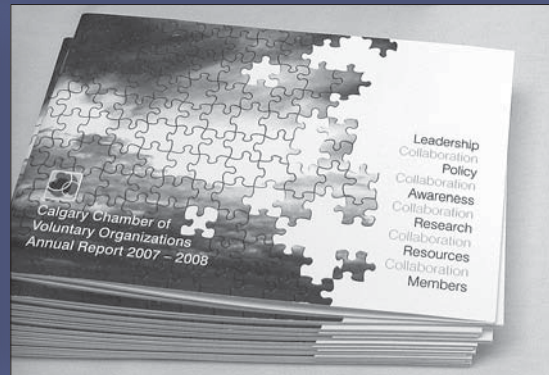
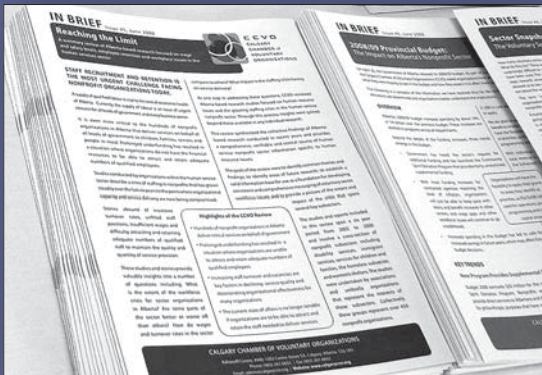
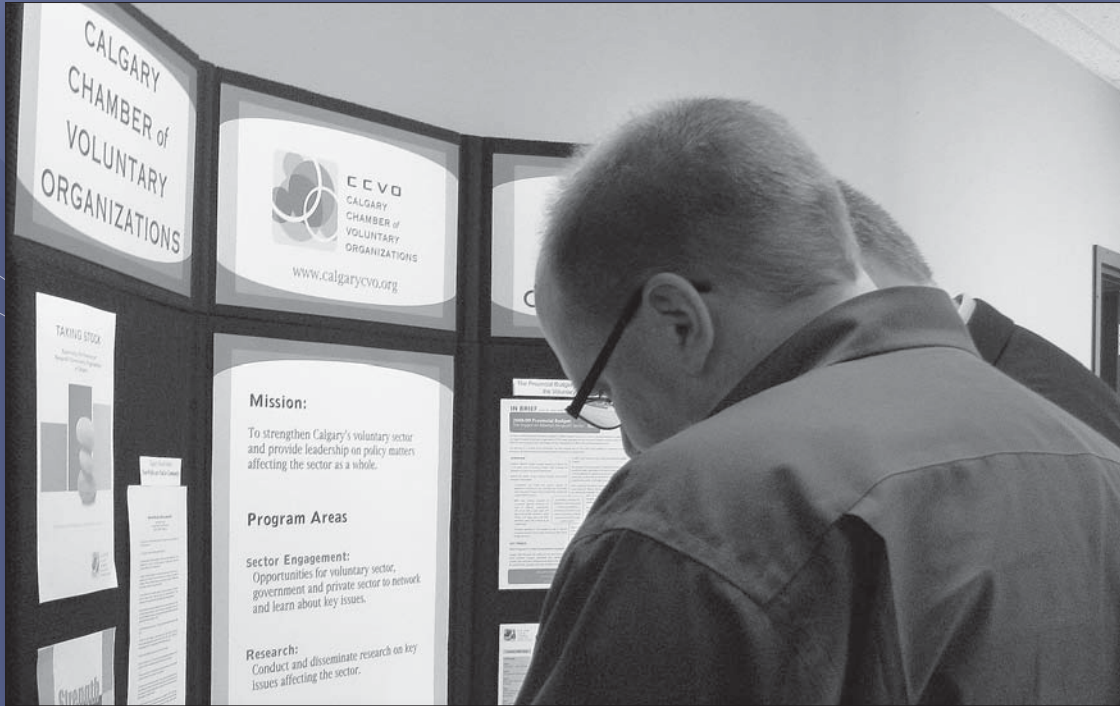
To expand our understanding about the smallest of voluntary organizations, CCVO conducted an exploratory study of 20 of Calgary's nonprofit organizations, looking at the origins, identity, operations and structure of smaller nonprofits and charities. *No Small Thing: Calgary's small nonprofits, charities and grassroots groups* identifies these organizations' role in the broader community and the strengths and challenges associated with being a small nonprofit and concludes with some interesting recommendations for what funders, capacity building organizations and small organizations themselves can do to strengthen the organizations that are the foundation of the voluntary sector.

Privacy Information Protection Act (PIPA) Survey

The online survey, *An Exploration of How Alberta's Charities and Nonprofit Organizations Protect Personal Information* was conducted in October 2008. The 171 responses provided a snapshot of how Alberta's nonprofits and charities are responding to the need to comply with various pieces of privacy legislation. The results from the survey have been integrated into CCVO's work on privacy issues in the nonprofit/voluntary sector.

The Impact of the Economic Downturn

Since the onset of the economic downturn in 2008, CCVO has conducted two surveys of nonprofits and charities to determine its impact on the sector. The original survey, carried out in November 2008, surveyed Calgary charities in an attempt to monitor and track the implications of changing economics in our community by establishing a picture of the nonprofit sector at the beginning of the downturn, and its concerns for the near future. Our second survey, conducted in February 2009 and supported by some of our ANVSI partners, had a wider reach throughout Alberta, providing us with both more in-depth information and a broader understanding of the current and future impact of the economic downturn on the voluntary sector. A third survey is planned for the near future.



Publishing Information & Resources

Central to the success of our work, CCVO's communications pieces continue to help inform, impact and empower the sector. Over 2008-09 we introduced many new advances in this area. Recognizing the value of this work, CCVO moved many of our pieces forward to leverage the numerous benefits of new electronic formats, including the expansion of the reach, scope and impact of these pieces, to name a few. Highlights include:

A New E-Bulletin

CCVO's bi-weekly E-Bulletin was redesigned in December 2008, creating a more user-friendly format which highlights top news items, allows CCVO to collect statistics on popular articles, and provides automated subscriber options for new readers. Favourable response has been received both about the new format and our continued dedication to providing timely news and information on events, resources and research as the e-bulletin grew to reach over 2,400 recipients 25 times last year.

A New HR Newsletter

Adding to the success of the Calgary HR Initiative and its new HR Community of Practice, CCVO launched a new HR newsletter — *Employing New Ideas* — in April of 2009. The inaugural edition of this timely piece included a Featured Update from CHRI, together with articles about Alberta's new Workforce Council, the Lean Project, *Devon's Investing in People grant*, the document *The Myths and Realities of the Workforce Crunch in Nonprofits*, the launch of the HR Plus program at CentrePoint Non-Profit Management, HR resources, and participants and information about the next HR Community of Practice. This first edition was distributed to over 2400 readers, and was welcomed with considerable interest and favourable response.

A New CCVO Website

During 2008-09 we began work to develop a more user-friendly website for our constituents. When the first phase is completed in fall 2009, CCVO website users can look forward to more intuitive navigation, easier access to resources, and a new searchable resource library.

New Electronic Broadcasts

Continuing to embrace new ways to help inform, impact and empower the sector, we added new electronic broadcasts to our communications mix in 2008-09. Over the year we produced and distributed 19 individual focused pieces specifically tailored to highlight the value of the many opportunities available to the sector at CCVO. Each broadcast reaches over 2400 readers and is forwarded to many more. Highlights of this initiative have included broadcasts in support of our Policy Series, Community Spirit Information Session, CRA Compliance workshops, Social Outlook session, Community of Practice gatherings, member discounts, information updates, advisories and alerts, together with the launch of our new Shared Options Series, the Community Exchange Centre and invitations to events such as the No Small Thing Innovation Roundtable, our Fifth Anniversary Cupcake Celebration and AGM.

Sharing Tools & Resources

Policy Tools & Resources

Over the last year, CCVO's online Policy Resources section has expanded greatly as we updated information and added new resources around the 2009 federal and provincial budgets, the Canada Not-for-Profits Corporations Act, and Federal Do-Not-Call legislation. The new Economic Downturn Resource Centre includes both tips and external resources and reports on how to move ahead during tough financial times. More recently, we added a section on CCVO's Response to Budget 2009, which is frequently updated with new information about the emerging impacts of the 2009 budget, including changes to the Wild Rose Foundation. We also updated information and resources on the Personal Information Protection Act (PIPA), Federal Anti-Terrorism Act, and the Calgary Business Tax Bylaw Exemptions Review.



HR Tools & Resources

The *Myths and Realities of the Workforce Crunch in Non-Profits* and the HR In Brief, *Reaching the Limit*, were both published in 2008. Both documents clearly outline the Human Resources challenges facing nonprofits, and have been in high demand throughout the sector, necessitating multiple printing runs. The Human Resources section of the CCVO website has become an excellent source for nonprofits seeking information about HR developments, research and training opportunities. Findings and results from CHRI and CCVO's Communities of Practice sessions, as well as Alberta Workforce Council updates are added to the 'What's New?' page on a regular basis. Our HR Resources, Training & Development, and Research pages provide links to external learning and certification opportunities, research reports, HR libraries and both government and nonprofit HR initiatives.

A New Community Exchange Centre

In March 2009, CCVO launched phase one of our new online Community Exchange Centre. It is a dedicated space to link nonprofit groups and supporters with new sharing options and each other. Users can publish an ad to offer or inquire about sharing Space, Goods, HR Costs and Information, as well as reply to ads either online or via email.

A Growing On-line Job Centre

Launched in September 2005, the CCVO Online Job Centre again grew rapidly in 2008-09, with over 45,000 unique visitors viewing 685 job postings. New developments to the Job Centre, including featured cross-promotion in our E-Bulletin, resulted in greater awareness of jobs and also made searching positions easier for job hunters.

Developing Skills and Knowledge

CCVO event participation set new records in 2008-09. In addition to convening four Senior Finance Officer working groups, four Funder Task Force meetings and two Policy Cabinets attended by 110 participants, over 550 guests participated in 19 different learning sessions. Highlights of events designed to develop skills and knowledge in the sector included:

HR Issues

Educating our Nonprofit Sector Workforce

Held in conjunction with the United Way, this roundtable session on May 28, 2008 discussed cross-sectoral issues, trends and strategies with institutions engaged in providing training and education for the nonprofit human service sector workforce.

HR Community of Practice

Practice Makes Perfect: A peer learning opportunity on HR issues for nonprofit organizations

On August 20, 2008, Janet Salopek facilitated the creation of a peer learning group focused on human resource management strategies and systems to better equip organizations with the resources needed to attract and retain a qualified workforce.

Practice Makes Perfect: Recruitment and Retention Strategies

This second session of the Practice Makes Perfect series, held on October 30, 2008 and facilitated by Mike Grogan, focused on recruitment and retention strategies, enhancement of HR capacity, and staff development and engagement.



Practice Make Perfect: Decoding Generational Differences

This group workshop was facilitated by Mike Grogan on February 5, 2009 and looked at generational differences in the workplace, based on the article “Decoding Generational Differences: Fact, Fiction... or should we just get back to work?” by W. Stanton Smith.

Shared Options Series: Bringing it Together

Innovative Models & Practices in Sharing

This first session of the new Bringing it Together series, held on December 3, 2008, focused on the models and practices in sharing, and featured Building a New Future Cooperatively, a presentation by Nancy Gale of the Cariboo Chilcotin Child Development Centre on a partnership between five nonprofit leaders in Williams Lake, B.C.

The Economic Climate

2009 Social Outlook: Social Outlook Research and Trending

Derek Cook of the City of Calgary presented key insights on the economic and social trends forecasted to shape the City of Calgary’s agenda over the next five years at this information and discussion session held on January 14, 2009.

Policy Issues

Community Spirit Information Session

This November 4, 2008 presentation by Pam Boutilier focused on the two components of the Community Spirit Program: the Enhanced Charitable Tax Credit (valued at approximately \$80 million) and the new lottery funded Donation Grant Program (valued at \$20 million). The presentation was followed by a Q&A session.

Policy Series

Insight into Working with the City of Calgary: Understanding & Influencing the Municipal Policy Process

This half day interactive workshop, led by Monica Pohlmann and held on October 9, 2008, helped participants better understand how they could participate and influence the City of Calgary’s policy decisions to better serve the community.

Insight into Working with the City of Calgary Part II: Take your Work with City Hall to the Next Level

On February 11, 2009, Monica Pohlmann led this exploratory workshop on how to build relationships and influence City Hall, which featured case studies that demonstrated what has worked and not worked for other organizations. The workshop was followed by a lunchtime panel featuring Alderman Bob Hawkesworth, and Chris Branch, Director, Community and Neighbourhood Services for the City of Calgary.

Charities File

Ten Practices for Managing your Charitable Status, and Training and Resources to Complete the T3010A

As part of CCVO’s working relationship with the Charities File, these popular charity tax courses on ensuring that charitable status is managed properly and on how to accurately fill out the T3010A tax form were lead by Betty Thompson on May 22, September 27 and October 28 2008.

Supporters

Donors and Funders

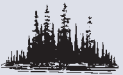
The support of our funders has allowed CCVO to flourish over its five year evolution. Support for our programs, research projects and core operations has helped CCVO build a solid foundation and move forward to new heights in our work to strengthen the sector as a whole. We would like to thank the following donors and funders:

Donors

Peter Boland
Kahanoff Foundation
David Gates
Patti Morris
Martha Parker
Meyers Norris Penny
Bethany Care Society
Katherine van Kooy

Funders

Alberta Lotteries – Community Initiative Program
Alberta Employment and Immigration
Anonymous Donor
Canada Revenue Agency
Fraserside Community Services Society
Max Bell Foundation
Muttart Foundation
United Way of Calgary and Area
Wild Rose Foundation



The Muttart Foundation



United Way
of Calgary and Area
BUILDING STRONGER COMMUNITIES



Wild Rose
FOUNDATION
FOR THE VOLUNTARY SECTOR

Sustainers

Many organizations have provided an increased level of support for CCVO from \$1,000 to \$5,000. They are recognized as Sustaining Members (charitable or nonprofit organizations with a voting membership) or Sustaining Associates (all other types of organizations or individuals with a non-voting membership). CCVO would like to thank the following Sustaining Members and Associates:

Members

Association of Fundraising Professionals
*Bethany Care Society
Calgary Exhibition and Stampede
*Developmental Disabilities Resource Centre
*Kahanoff Foundation
Muttart Foundation
*Operation Eyesight Universal
*United Way of Calgary and Area
University of Calgary
*Wood's Homes
*YWCA of Calgary

Associates

*Brown and Associates Planning Group
*FCSS, City of Calgary
HRJ Consulting
Lo Porter Hetu
Martha Parker
*The Development Group
*TransAlta Corporation

*Five-year Sustainers

A Special Thank You

CCVO would like to take this opportunity to extend a special thank you to IT Matters for supporting the nonprofit and voluntary sector. By selecting CCVO as the winner of their \$50,000 technical support contest – *Calgary Extreme Office Technology Makeover*, IT Matters has increased our capacity to serve the sector.



Committee Volunteers

Janet Brown, Public Opinion Research Consultant, Janet Brown Consulting Ltd.
Scott Decksheimer, Principal Consultant, Nine Lions Development Consulting
Barb Higgins, Anchor, CTV News
Sue Mallon, CEO, Calgary Family Services
James McAra, CEO, Calgary Inter-Faith Food Bank Society
Linda Powell, Director, Governance and External Affairs, STARS
Julie Thomson, Senior Manager, Pricewaterhouse Coopers LLP

Other Contributors

Thanks to the following people who volunteered to participate in or present at CCVO workshops and sessions:

Alderman Bob Hawkesworth, City of Calgary
Chris Branch, Director, Community and Neighbourhood Services, City of Calgary
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Russ Dahms, Executive Director, ECVO
Nancy Gale, Executive Director, Cariboo Chilcotin Child Development Centre
Mark Lisac, Publisher, Insight Into Government
Bonnie Shiell, Research Manager, HR Council for the Voluntary and Non-profit Sector
Rion Sillito, Communications and Research, The Mustard Seed
Salima Stanley-Bhanji, Director, Vibrant Communities Calgary
Dave Turner, Principal, TurnerReid Consulting Inc.

Staff

Katherine van Kooy, President and CEO
Janet Lavoie, Director, Membership Development
Mike Grogan, Director, Workforce Development
Kim Mustard, Policy Analyst
Glenda Blissett, Communications Advisor
Marilou Stegmeier, Administrative Coordinator
Jackie Coe, Workforce Initiatives Coordinator
Joanna Farley, Programs Assistant
Tina Wickenheiser, Executive Assistant

Statement of Financial Position

For the year ended April 30, 2009

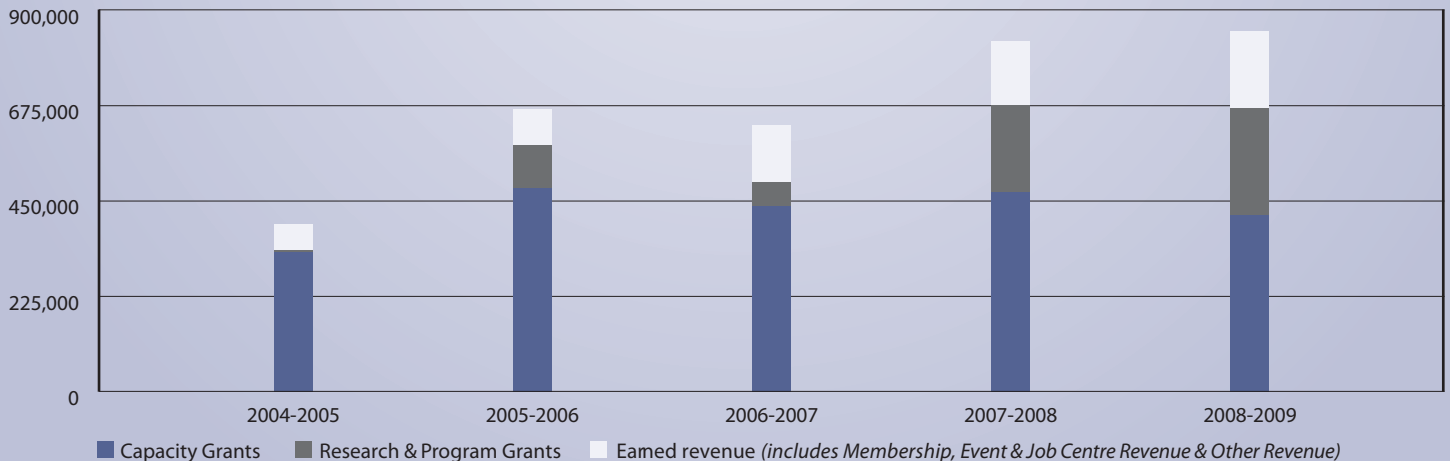
	2009	2008
Assets		
Current		
Cash	112,026	114,206
Term deposits	422,565	497,209
Accounts receivable	16,473	18,599
Goods and Services Tax receivable	5,770	5,564
Prepaid expenses and deposits	7,749	7,209
	564,583	642,787
Furniture and equipment	69,222	37,343
	633,805	680,130
Liabilities		
Current		
Accounts payable and accruals	47,251	30,470
Deferred membership revenue	27,425	37,450
Deferred contributions related to capital assets	10,020	—
	84,696	67,920
Deferred program grants	15,817	113,755
Deferred contributions related to capital assets	19,812	—
	120,325	181,675
Net Assets		
Unrestricted	96,029	86,351
Internally restricted	382,811	382,811
Invested in furniture and equipment	34,640	29,293
	513,480	498,455
	633,805	680,130

Statement of Operations

For the year ended April 30, 2009

	2009	2008
Revenues		
Grants	668,527	675,723
Membership fees	93,280	82,545
Other revenue	40,049	15,902
Donations and sponsorships	26,814	31,819
Events	12,987	4,073
Interest	8,752	17,348
	850,409	827,410
Expenditures		
Human resources	607,845	487,083
Rent	44,955	35,811
Office	41,213	27,297
Programs	28,817	28,118
Meetings and travel	24,568	15,597
Consulting	23,952	46,557
Communication	20,087	11,455
Amortization	19,051	18,015
Dues, memberships and professional fees	14,078	10,705
Goods and services tax	5,770	5,558
Insurance and bank charges	5,048	4,999
	835,384	691,195
	15,025	136,215

Total Revenue



Board Of Directors

Andrea McManus, Board Chair, President, The Development Group

Robert Pynn, Vice-Chair, Vice-Chair, Dean of Calgary, Emeritus, Anglican Diocese of Calgary

Greer Black, Secretary, CEO, Bethany Care Society

Betty Thompson, Treasurer, Partner, Lo Porter Hetu

Anita Angelini, Instructor, Nonprofit Studies, Mount Royal College

Arden Brummell, Director, Scenarios to Strategy Inc.

Brian Duclos, Senior Manager, Government Relations, Calgary Zoological Society

David Gates, Senior General Council, Justice Canada

Chris Harris, Community Leader

Penny Hume, Executive Director, Child & Youth Friendly Calgary

Patti Morris, Executive Director, Wellspring Calgary

Catherine Pearl, Associate, Brown and Associates Planning Group

Sue Tomney, Executive Director, Calgary Stampede Foundation



Membership

Our members are a constant source of inspiration and knowledge for CCVO and provide a reflection of how organizations across the sector are benefiting from our work. Members cut across the breadth and represent the diversity of the voluntary sector — from small grassroots groups to large charities and umbrella organizations in areas such as social services arts, environment, education and sports. They include community associations, faith-based organizations, ethno-cultural groups and foundations.

Member numbers now stand at over 440 and continue to expand beyond Calgary. Our consistent renewal rate of over 90% over five years indicates that members continue to support the work of CCVO, the concept and building of a connected, proactive and influential sector and to enjoy concrete member benefits. Member breakfasts in the past year welcomed new members into the CCVO family and provided opportunities to network between very different types of organizations.

Our members inform our work, their priorities influence our directions, their wisdom and struggles inform our strategies and their feedback shapes our activities. We are pleased and grateful to have such a large, active membership base and look forward to increasing member connections and benefits in the coming year.

CCVO Members...

- Become part of a collective voice
- Receive discounts on workshops, events and online job centre postings
- Connect and network with colleagues
- Contribute to, and benefit from, research on the voluntary sector

For information about memberships

Call (403) 261-6655 or

Visit www.calgarycvo.org

New members are joining CCVO year-round!



CCVO
CALGARY
CHAMBER *of*
VOLUNTARY
ORGANIZATIONS

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