



Centre for Community
Learning & Development
Strong Communities Together

2011-12 Annual Progress Report

Message from the President

- *Christine Hughes*



Looking back on all that has taken place in 2011/12 I cannot help but be impressed and proud to be associated with the Toronto Centre for Community Learning and Development (CCL&D).

Several years ago we adopted a new vision to guide our work – “Strong communities together” and identified four strategic priorities:

- 1. Building high quality training/services relevant to today’s technologies;**
- 2. Collaborating through partnerships to develop change-oriented leaders, develop individual skills, and build community;**
- 3. Communicating the need for literacy and training and speaking out for clear language and design; and**
- 4. Building a strong organization.**

I invite you to read through this annual report to learn more about CCL&D’s programs, partnerships, and how we are building an organization that exemplifies these four pillars.

Of CCL&D’s numerous accomplishments this year, many of which you will find highlighted in this report, I would like to mention three that stand out for me:

- The success of Youth Empowering Parents and its recognition by the United Nations Alliance of Civilizations and the BMW Group with an Intercultural Innovation Award in the fall of 2011.
- The official opening of the Daniels Centre of Learning in July 2012 and the amazing turnout of Regent Park neighbours to enjoy the barbecue and children’s activities generously sponsored by the Daniels Corporation.
- The launch of a new partnership between the Daniels Centre of Learning and The School for Social Entrepreneurs in the summer of 2012.

On behalf of the CCL&D Board of Directors, I wish to recognize the dedication and commitment of the staff, under Alfred Jean-Baptiste’s very capable leadership, and also the many volunteers who make CCL&D such a vibrant player in the Regent Park community. I also thank our many partners for their continued support.

Technology & Media

We believe that...

If we do a good job integrating technology and media into all our programs

Then participants in our programs will have access to increased variety, as well as quantity and quality of learning opportunities.

One Voice Radio

Our own *One Voice Radio* program was recently launched, and is a new tool for helping us raise awareness about matters of interest to our community, and our various stakeholders. But most importantly, it adds to the variety and quality of learning options available to our program participants – another opportunity to integrate technology.

Digital Storytelling

Through digital storytelling, trainees learn to make their own short videos using photographs, music, video, and their own voice to tell stories of community and of personal journeys.

30 trainees = **37** digital stories



Caroline Outten (staff), Fahmida Hossain (IWIP 2011-12 trainee), and Gideon Buntyng (2011-12 Adult Upgrading student) on CCL&D's Once Voice Radio.

Trainee Snapshot

FAHMIDA was an accountant in Bangladesh, but as a newcomer to Canada felt discouraged to participate in workplace training or community development initiatives due to the stress of resettling in a new country, workplace barriers (i.e. lack of recognition of foreign credentials) and the demands of caring for two small children.

“One thing I learned in IWIP was how to be comfortable with public speaking. Also we needed to become more technical, which I didn’t know about before. This training makes me feel more confidence, and now I know I can handle these things”.

... Digital storytelling – a lot more than *lights, camera, action...*

Skills	What we measure
Creativity	Originality in composition and delivery, strong evidence of critical thinking skills
Storyboarding	Evidence of planning throughout entire storyboard including sketches, sequencing, pacing, and consistent storytelling
Content Development	Content is clearly relevant to story and theme, message is distinctly clear
Videography	Strong use of quality videography, including camera angles, framing, and lighting
Editing	Transitions, effects, audio, and edits are appropriate to the subject matter
Collaboration	Collaboration and contribution of ideas

Collaboration & Partnership

We believe that...

If we collaborate through partnerships to develop change-oriented leaders, develop individual skills, and build community... then we will better leverage partnerships to expand the impact of what we do.

The Daniels Centre of Learning is a division of CCL&D. We collaborate with university, college and community partners to deliver courses and initiatives that enhance community building, while providing experiential or service learning opportunities for university students.

The Centre is a one-stop location where residents access **free training programs** - never before offered in the community.

Faculty of various institutions also spearheaded initiatives and courses on a variety of topics tailored to needs identified by residents.



Grand opening - Daniels Centre of Learning. From left, Martin Blake , VP, Daniels Corporation; Christine Hughes, President CCL&D; Dr. Michel Dewson, Chair, the centre's advisory committee.

8,773- learning program attendees.



Service-learning students, Behiwot and Priscilla, with IWIP trainee Denise

23 – courses and workshops offered by university, college & community partners

45 – learning circles organized by staff and trainees

Partners & Collaborators	Sample of types of support provided by partners	
George Brown College	Career Planning and Exploration	Speaking with Confidence Preparation for College Entrance
Ryerson University	Preparing for Retirement Ryerson Student Cards for IWIP	Access to Ryerson University library & facilities
University of Toronto	Ask- a-Professor Series How to look for a summer job (for youth)	Small Business Course Clothing & Civilization Transitional Year Program
Local Community Partners	Artist Speaker Series Weekly Yoga Job interview techniques	Community Gardening Understanding Tenant's Rights Resume preparation

Raising Awareness

We believe that...

If we communicate the need for literacy, training, and speak out on clear language and design... then more people and institutions will be aware of barriers to full participation experienced by people in society with low literacy.

Clear Language and Design (CLAD)

Last year, CLAD worked with **25** organizations to help them communicate their messages clearly to their intended audiences. This included the Canadian Foundation for Economic Education, Canadian Centre for Financial Literacy, Health Canada, Community Legal Education Ontario, St. Christopher House, among others. CLAD services included research, consultation, editing and rewriting, advising on design, and training.

United Nations Award for YEP

Youth Empowering Parents was awarded an Intercultural Innovation Award through a partnership between the United Nations Alliance of Civilizations (UNAOC) and the BMW Group. The award was created to encourage intercultural exchange around the world. With more than 400 proposals from 70 countries, the group tabbed YEP as one of only 10 to receive the 2011 Intercultural Innovation Award. "It is both a great honour and a great step towards the very future we envision," said YEP co-founder Agazi Afewerki, in a press release. "This award will certainly help us raise awareness, and attract funding to help us pursue our goal of replicating the program in other communities."



Claire Wang teaching English to Chinese seniors

Trainee Snapshot

CLAIRE began IWIP when she had been in Canada just 6 months, persuaded by the enthusiasm of a recent graduate from another CCL&D program. Today, Claire teaches Mandarin to employees and individuals who are preparing to live and work in China. *She also volunteers at the centre teaching ESL and Computer Basics to Chinese seniors.*

"I had just finished studying LINC and felt like I was ready to try a new challenge. Naznin was very excited about her experiences and told me all about IWIP and the Civic Engagement programs. The subjects looked interesting ... things that were new in my experience of Canada that I didn't already know about in China ... especially Civic Engagement. I could feel Naznin's excitement and I was influenced by her, so I applied.

Some students had been in Canada for years, so I felt very lucky to be able to take this program when I was so new here. But it was not easy at first. I was still finding it very challenging to adjust to Canada day-to-day and I was also studying a lot of new things in IWIP. And some concepts, such as Human Rights, took time for me to grasp, while other students were already familiar with this from their own countries. I did my placement at the new School of Social Entrepreneurs – Ontario (SSE-O). That was my first experience working in a Canadian office environment, and that helped me adapt to cultural differences in the workplace."



Strong Organization

We believe that...

If we expand on our ability to create programs and tools by increasing our resource capacity, and diversifying our funding base... then we will enhance our role in adult academic upgrading, training and community capacity-building.

Programs & Impact

Immigrant Women Integration Program

Trainee Snapshot

10 newcomer women from neighbourhoods across Toronto received IWIP training

They delivered a total of **32 workshops and information sessions**, in English and mother-tongue languages.

850 adults, including 50 seniors, attended workshops on volunteerism, community involvement, inter-generational language teaching, human rights, etc.

They also conducted community needs assessments in **10 neighbourhoods** - **550 residents responded.**



Nayanthi Wijesuriya –IWIP 2001

NAYANTHI came to Canada from Sri Lanka in 2009, with two small children, and started IWIP training with CCL&D in 2010.

Today she is pursuing her Bachelor of Social Work degree at a Canadian university.

“IWIP was a stepping stone for me, helping me to know the community and what’s going on. I already had experience in Sri Lanka in the social service sector ... same kind of services and structures as Canada ... but the thing is, here it’s much more multicultural with different values and attitudes. Back home was not so difficult, but here I had to learn new things. When I was on placement I learned about civic engagement, and the gay/lesbian movement. Back home ... that is more of a hidden concept ... even now. But here I learned those things in my placement and being in the community, and through workshop facilitation. Actually I had those skills but I was in a new country, a new environment. IWIP made me more confident really.”



Civic Engagement Initiative (CEI)

The CEI was introduced in 2010 as a six-month, part-time, training initiative focused on increasing volunteerism and civic engagement among residents of Regent Park, Moss Park and St. James Town.

In 2011-12 we trained **8 residents.**

They gave **320 community volunteer hours.**

... and **reached 157 residents** through workshops and learning circles.

Youth Empowering Parents (YEP)



Programs & Impact

Trainee Snapshot



Isirat Zahan joined CEI in 2011

I attended some programs at different places, like Better Beginnings at Yonge Street Mission. But I didn't have much confidence to get involved very much.

I was accepted for Civic Engagement training, and during that program I communicated with lots of organizations.

Now I am in the IWIP program. I have gained a lot of confidence, especially for speaking with other people, new people.

Today I am a volunteer with the Children's Book Bank. Eventually I would like to start my own business.

Youth or adult quote

Academic Skills Upgrading (LBS)

Our class sizes have grown from **10** to **15** students per class.

73% of those graduating went on to Further Training, Education and Employment.

Our Academic Upgrading Program has experienced tremendous growth and success over the past year, and has successfully transitioned to the "Ontario Adult Literacy Curriculum Framework" (OALCF).

Current Student Goals

55% aim to go to college/university

10% apprenticeship

10% employment

10% secondary school credit

15% want enhanced independence.

Programs & Impact

Trainee Snapshot



Gideon Buntyn – Academic Upgrading

"A couple of years ago somebody told me about adult programs ... I investigated ... then I went to CCLD for 9 months doing academic upgrading, and I graduated. Then I started learning more in-depth about technology.

Reasons for me coming here? For me, learning never stops – if someone tells me it does, I'll tell them, 'show me where, how, does learning ever stop?'

Then ... job-wise, I decided to pursue more education, more knowledge of different subject areas.

Since I came here to CCLD I'm loving it – every minute! I also started helping out others at the library, and I'm continuing to do this ... academic subjects and computers ... for the past two years now.

I fell in love with the way my teachers were teaching. For example, Eleanor saw potential in me, and when I missed some classes, she encouraged me to catch up. Then Jessica came and she pushed me, while I pulled the others along with me. It was a great experience.

For me, I have some free time, so I give to others too ... and it comes back to me. Now I'm involved in the radio show, that's a big boost for me – I love technology, can't get enough! Eleanor encouraged me to keep studying, and now I'm preparing to go to George Brown College. I'm up for a challenge, not afraid to go forward ... and keep helping – helping never stops ..."

Statement of Operations

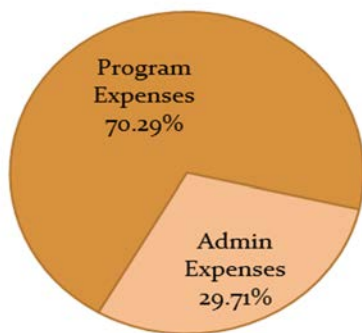
Year ended March 31, 2012

Revenue	2012	2011
Grants	560,554	726,393
Corporate donations	28,590	23,390
Individual donations	10,024	5,794
Clear Language and Design	73,272	93,225
Investment income – Elizabeth Cooke Fund	2,900	2,756
Technical Assistance Partnerships	0	105
Total revenue	\$675,340	\$851,663
Expenses		
Salaries and benefits	486,713	519,550
Program and project expenses	74,342	168,526
Administrative expenses	128,411	135,106
Professional fees	3,800	7,670
Bursaries	4,150	5,200
Total expenses	\$697,416	\$836,052
Net Income	(\$22,076)	\$15,611

Where the Money Comes From



Where the Money Goes



CCL&D Board of Directors 2011-2012

Christine Hughes (President)
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