



United Way
Durham Region



UNITED WAY DURHAM REGION

Impact Report

2023-2024

Give. Volunteer. Act.
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Community Impact Report

Our Promise

Promise to the community:

Our promise to the community is a straightforward one. It is simply, "if you wish to help those less fortunate in this community, and in so doing help make this a better place in which to work, raise a family, live or play, then there is no better way to do it than with the United Way."

While our promise is straightforward, the execution of our commitment is rather more complex. We rely on more than 1,000 volunteers and many tens of thousands of donors to help raise funds for the agencies in the community that provide a critical service. This way the agencies can use their resources towards more programming than on fundraising.

There is a great diversity of need which is addressed, and there are constant changes in the community needs spectrum. It is our obligation to ensure that we are in touch with the changing nature of the need and the abilities of our agencies to maximize the benefit to the community for each dollar invested.

The idea embodied in the sentiment "every cent well spent" is one which is in the forefront of our planning, and is a spirit which infuses everything we do.

2023-2024

Total Community Investment

UWDR Funding: \$1,147,978.00

CSRF: \$1,884,465.00

Supporting the work of more than 47 community organizations and their programs.

Community Services Recovery Fund

The Community Services Recovery Fund is a one-time investment of \$400 million by the Government of Canada to help Community Service Organizations (charities, non-profits, Indigenous governing bodies) adapt, modernize, and be better equipped to improve the efficacy, accessibility, and sustainability of the community services that they are providing through the pandemic recovery and beyond.

The local investment of **\$1,884,465** allowed **30** agencies to undertake projects of Program and Service Innovation and Redesign.

ORGANIZATION	PROJECT	AMOUNT
Ajax Pickering Ringette	Expanding Equipment Loan Program	• \$20,000.00
Ajax Public Library	Microfilm Upgrade and Digitization Project	• \$37,950.00
Beaverton Curling Club	Creating an Interactive Jr./Youth Curling Club	• \$8,400.00
Camp Scugog	Increasing Access to our forests at Camp Scugog	• \$99,840.00
Catholic Family Services	Closing the Gap - Language, Emotional Expression and Social Cues	• \$55,000.00

ORGANIZATION	PROJECT	AMOUNT
Canadian Hope for Africa	Shifting to Virtual Platforms Program	• \$99,480.00
Community Justice Alternatives	CJA Durham – Transformative Training	• \$69,090.00
Cultural Expressions Art Gallery	A Juried Art Exhibition – “Unity Through the Arts”	• \$13,500.00
Durham Community Legal Clinic	Online Justice Accessibility Program	• \$36,950.00
Durham Community Action Group	Supporting and Servicing Black Seniors in Durham	• \$74,404.00
Durham Forever Young Activity Centre	Creating new approaches using technology	• \$31,720.00
Durham Integrated Growers	Digital Diggers: Broadening Access to Urban Ag. Resources	• \$29,255.00
Durham Workforce Authority	Lakeview Community Development Action	• \$99,833.80

ORGANIZATION	PROJECT	AMOUNT
FIT Community Services	Re-Imagined and Re-Connected Communities	• \$92,092.80
Heroes 4 Wildlife	Bee a Hero 4 Wildlife - Low Income School Initiative	• \$99,800.00
Holy Cross Parish	Air Purification + Air Conditioning Installation	• \$75,000.00
JooKoo Sports Academy	Summer Camps and Ongoing Programming	• \$98,750.00
Men of Valor Prayer	Back on Track	• \$81,949.00
Newcastle Pentecostal Church	Online Sunday Service and Technology Promotion	• \$5,000.00
Pickering Public Library	Telework Spaces at the Library	• \$97,000.00
Precious Minds	All Programming assessment, training and Support	• \$23,030.92

ORGANIZATION	PROJECT	AMOUNT
SafeHope Home	SafeHope Outreach and Drop-in Expansion	• \$96,474.00
Salvation Army Whitby	Innovative Community & Family Programming	• \$30,000.00
Simcoe Hall Settlement House	Community Communication Adaption	• \$19,286.00
Sovereign Core	Helping Oppressed People Effectively (HOPE)	• \$100,000.00
St. Gregory the Great Parish	Air Purification + Air Conditioning Installation	• \$57,000.00
The School of the Evangelists	Bridging the Gap between Children, Youth and the Elderly	• \$63,250.00
Victim Services	Youth Immersive Learning Anti-Human Trafficking Project	• \$98,100.00
Women's Multicultural Resource and Counselling Centre of Durham	Bridging the Gaps: Recovering and Rebuilding	• \$84,301.48

ORGANIZATION	PROJECT	AMOUNT
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Zion Church	Food Bank Infrastructure Improvement Project	• \$88,000.00
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Community Services Recovery Fund

United Way Durham Region is proud to have worked with United Way Centraide Canada as part of the Government of Canada's Community Services Recovery Fund.



This fund was administered collaboratively by the Canadian Red Cross, Community Foundations of Canada, and United Way Centraide Canada.



Above: Creation of a Youth Immersive Anti-human trafficking learning tool through a collaborative lead by Victim Services of Durham Region.

Above Right: The Pickering Library installed telework spaces to address the post pandemic need for technology and spaces that allow virtual collaboration, and people to work or study remotely.



Beside: Durham Foreveryoung Activity Centre, adopting new technology/approaches for improving the services for seniors.

Local Love

What does local love look like?

66,000+

CLIENTS SERVED LOCALLY



21

AGENCIES



62,641+

VOLUNTEER HOURS PROVIDED TO OUR
AGENCY PARTNERS



Partner Agency Investment

Through experience, and ongoing research and consultation we know where the community need is the greatest – and we invest our efforts, and your donations, where they will have the greatest results. During the fiscal 2023 year, United Way Durham Region invested **\$1,147,978.00** of your donor gifts into our community through our 21 partner agencies. These local organizations deliver on our mission to improve lives and build community.

ORGANIZATION

Big Brothers Big Sisters North Durham Region

Big Brothers Big Sisters of South-West Durham

Big Brothers Big Sisters of Clarington

BGC Durham

Cornerstone Community Association Durham Inc.

Catholic Family Services of Durham

Community Care Durham

Community Development Council Durham

Community Living Durham North

ORGANIZATION

FOOTPRINTS

Girls Incorporated of Durham

John Howard Society of Durham Region

Learning Essentials for Adults in Durham Region: LEADR

Navy League of Canada

North House

Precious Minds

Salvation Army Community Services (Oshawa & Whitby)

Simcoe Hall Settlement House

The Firehouse Youth Centre

YWCA Durham



Funding Priorities



Helping kids be all they can be:

44 Programs

Helping children and youth reach their full potential by investing in early year, middle years and youth.

Moving people from poverty to possibility:

41 Programs

Meeting basic human needs and moving people out of poverty by investing in housing stability, food security, employment and financial security & asset development programs

Building strong and healthy communities:

42 Programs

Supporting personal wellbeing and strengthening neighbourhoods by investing in development, newcomer settlement, community mental health, seniors, domestic violence and people with disabilities.

Helping kids be all they can be:

Success in school, Community Engagement and Leadership Development, Supporting emotional health and physical well-being.

Children and youth are one of our regions greatest assets. But, too many young people in Durham today are struggling due to poverty, food insecurity, and mental health Challenges. The United Way helps give youth in Durham Region the support they need to get ahead in life, do well in school, and reach their full potential.



1182

children and youth participated in mentorship programs.



2,200+

children received backpacks to prepare them for a successful school year.



2,200+

children and youth attended after school programs and summer camp.

Moving People From Poverty to Possibility:

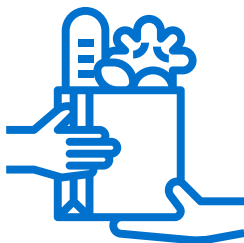
Food Security, Housing Stability, Employment, Financial Literacy and Individual Support

Poverty isn't just about a paycheque. In fact, it touches almost every aspect of a person's life from food, shelter and employment, to mental and physical well-being. It's a social and economic issue that impacts our entire community. The United Way Durham Region is committed to moving people from poverty to possibility by providing the essential building blocks of a good life: food, shelter, and employment.



20,594

Bed nights of shelter were provided.



25,000+

Individuals and families accessed food bank services.



3,000+

people received supports for housing.

Building Strong and Healthy Communities:

Connection to supports, Neighbourhood and community engagement, Personal wellbeing and safety

A community is only as strong as the sum of its parts. But in too many places in Durham Region, residents find it difficult to access the essential services and supports they need to succeed. These barriers are often amplified for vulnerable individuals—including seniors, people living with disabilities, and newcomers—and can lead to challenges like social exclusion and mental illness.



13,000
wellness checks were performed



1,298
emergency calls were answered



3,000+
volunteers were engaged through United Way and supported partners.



32,000+
safe and reliable rides provided.



Volunteer Database

The great strength of the United Way in our community is the great breadth, diversity and commitment of our volunteer base.

Volunteer Durham (volunteerdurham.net) is a searchable volunteer opportunities database. This online tool allows community members to search for volunteer opportunities throughout Durham Region.

Volunteer Durham is committed to providing a database that is accurate, current and comprehensive. In 2022, 94 new volunteer postings were added which was an increase of new volunteer opportunities by 150%.

170+

OPPORTUNITIES LISTED

27,372

UNIQUE INDIVIDUALS SERVICED

376,249

RECORDED WEBSITE VIEWS



Operation BackPack

2023 marked our 17th year running Operation Backpack. The program is designed to help at risk families and their children with the provision of important back to school supplies. United Way Durham works with our agency and community partners to ensure that relief actually reaches those students in greatest need.

Working with agency partners also ensures that the distribution channel(s) are rationalized so as to prevent overlap and duplication. We are grateful to the following agencies who assisted with registration & distribution – Big Brothers Big Sisters North Durham; Big Brothers Big Sisters Clarington; Ajax Welcome Centre; Pickering Welcome Centre, Women’s Multicultural Resource and Counselling Centre and Girls Inc. We are also very grateful to the many volunteers, donors and community partners who supported the program this year.



2,200+

BACKPACKS PROVIDED IN 2023

to students throughout Durham Region

211 Partnership

The United Way in Durham Region has been a long standing partner and supporter of the 211 service for the residents of Durham.

What is 211?

Connecting people to critical non-emergency health and social services has never been more important than in these unprecedented times.

211 helps people navigate the complex network of services and supports quickly and easily. It is available 24 hours a day, 7 days a week, and is available in more than 200+ languages. The service is free.

211 is a confidential and trustworthy guide which helps you navigate to the right information and services when dealing with the challenges of life.

Calling 211 helps Canadians become more engaged in their communities for better health and well-being.

211 recognizes the diverse needs of Canadians and provides specialized support for key communities including Indigenous Peoples, newcomers, and LGBTQ+ people.

In 2023, 2-1-1 had 3,939 contacts from Durham Region, 4,843 needs were identified. The top needs were housing, mental health/substance abuse disorders and health and information services.



Looking for |

- Looking for **food programs**
- Looking for **financial support**
- Looking for **mental health support**

**Dial 2-1-1
or visit
211Central.ca**