



A centre for Ottawa's Queer Community

ANNUAL REPORT 2011



A centre for Ottawa's Queer Community

President's Report

As your acting President, I am pleased to present this, the President's Report for the year 2011. In 2011 PTS made progress on all five of our Strategic Priorities.

Strategic Priority number one states: "Establish PTS as the centre in Ottawa for queer resources and community information." In 2011, steps were taken to improve the agency's online presence, relaunch the online calendar, and re-develop the online resource directory. Steps were taken to ensure that businesses and groups listed provide knowledgeable, culturally competent, inclusive and sensitive services. If not, educational workshops were offered.

Strategic Priority number two states: "Strengthen PTS corporate profile through visibility initiatives, community engagement and increased participation in community events." In 2011, work has been undertaken to develop a volunteer group to ensure PTS' presence at community network meetings, develop an integrated awareness campaign, establish street level visibility with flags and/or signs, increase participation in delivering partnered community events, relationships with politicians, and strategically representing PTS at meetings and events for the Ottawa community at large.

Strategic Priority number three states: "Capacity building through improved volunteer engagement, retention and appreciation." In 2011, steps were taken to develop the infrastructure

needed to support a large volunteer corps, implement a volunteer appreciation program, and increase the overall number of volunteers.

Strategic Priority number four states: “Improve the quality of space at PTS and the quality of our existing programs.” In 2011, a cleaning service to maintain PTS space was hired, computer technology and access to the internet for clients and volunteers were improved. The quality of meeting/lounge space was improved, the frequency of meetings for existing programs was increased, as were the operating hours for the library. The quality of programming and quality of books in the library was improved.

Strategic Priority number five states: “Diversify revenue streams earmarked for general (core) funds.” In 2011, steps were taken to pursue corporate sponsorships and establish a corporate sponsorship package, implement a highly valued membership program, contact community business for involvement in adding value to PTS membership, pursue a fee for service (educational workshop series, business resource directory), and participate in partnership fundraising events.

It is with great pleasure I present this report to you, the membership of PTS, on the occasion of the Annual General Meeting.

A handwritten signature in black ink that reads "D. J. Freedman". The signature is written in a cursive, slightly slanted style.

Jessica Freedman

Acting President



A centre for Ottawa's Queer Community

Executive Director's Report

Friends and supporters of PTS, it is with pride that I provide this report on our activities for the fiscal year of 2011.

This was an important year in our history. We showed resilience as we overcame a number of organizational challenges of the past few years. For the third year in a row we balanced our budget with a moderate surplus, individual donations continued on an upward trend and we had more unrestricted revenue than in previous years.

These healthy financial conditions allowed us to increase the number of hours contributed by staff over the course of 2011, which in turn, gave us the opportunity to play an even greater role as a community leader.

Through our education and outreach programs we are affecting positive social change-- we are helping to make sure services in our city are sensitive and knowledgeable about Queer issues. By working with community partners involved in youth and family services we are working to make it better and create safer environments for learning, socializing

and working. Programs like Creating Safer Spaces, TransAction and the Queer Women's Health and Sexuality Program are all designed to improve the way we educate others.

Education is integral to the mandate at PTS, it is the foundation for all the work we do. I strongly believe in this mandate as I believe in order to educate we must first be clear about the language we use – and language seems to be an important part of our history as we move to become inclusive of all the people in our community.

Each year we have the opportunity to reflect on our growth as an agency. We can find inspiration from our work; our growth as an agency demonstrates the power of passionate people to affect positive change. The needs of our community are as diverse as its people, and at PTS we will continue to work to meet these needs as an engaging presence in our community.

Yours Truly,

A handwritten signature in black ink, appearing to read 'C. Van den Heuvel', with a long horizontal flourish extending to the right.

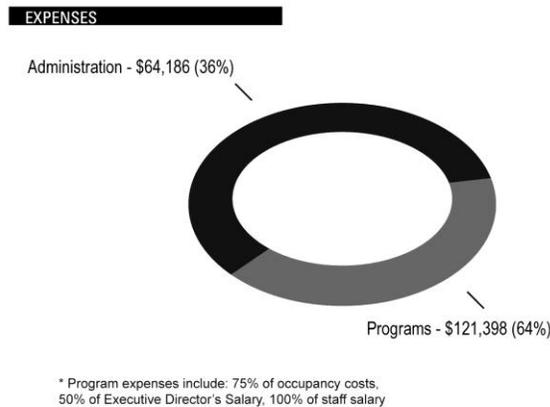
Claudia Van den Heuvel

Executive Director

A Look at our finances



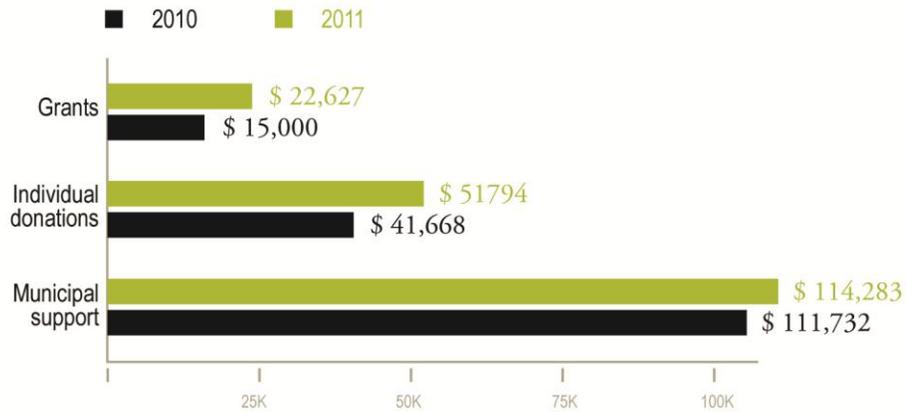
As PTS continues to increase its service delivery capacity and become a leader and centre for the community, we are revitalizing and diversifying our revenue to reflect our growing services. In 2011, we improved the quality of our fundraising events and increased their revenue generating potential. We have laid the ground work to pursue a growing revenue stream from a number of sources, including corporate sponsors.



Comparative Analysis

Revenue in 2011 increased from the previous year. Municipal support rose from previous levels as did community grants. Individual donations and fundraising rose slightly from 2010. Overall, net assets remained consistent with levels established in 2009 and 2010.

We are also committed towards new revenue opportunities including a cost-recovery approach to offset the expenses associated with providing workshops, seminars and updating our resource directory.

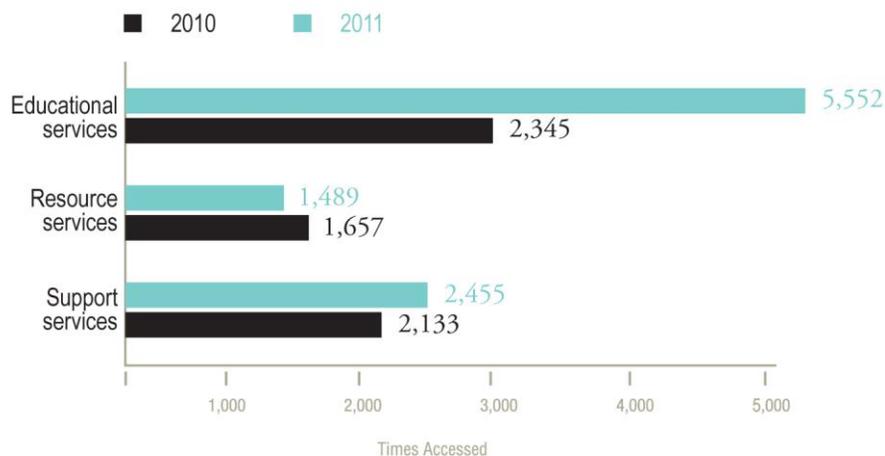


Through these strategies we are confident revenue generated by PTS will continue to increase.

A Look at our programs



PTS services were accessed more than 4,000 times per year over the past three years. In 2010 that number rose significantly to over 6,000. In 2011 we saw another increase, due to our educational programs and outreach, increasing program access to over 9,000 times. Our support services give those in need a meeting place for cultivating new friends and a safe space to celebrate their personal journey. New programs created this year are increasing the reach of PTS and allowing us to impact our community and other service providers through outreach, education and advocacy.



Support and counselling services

Our peer-led discussion groups and referral services have been the primary means for our community to seek support for the past 26 years. We continue to provide a diverse range of support to meet the needs of all queer people in Ottawa.

In 2011, we continued to develop a counseling program specific to the GLBTTQ community. Through reviews, focus groups and consultation with potential clients we arrived at a program outline to begin serving our community and addressing their mental health needs in 2012.

Education services

The community asked PTS to provide programs which engage the greater Ottawa community to promote diversity and inclusive attitudes. Our newest programs; Creating Safer Spaces, LBTTQ Women's Health and Sexuality Program and TransAction are working to help other service providers serve the Queer community.

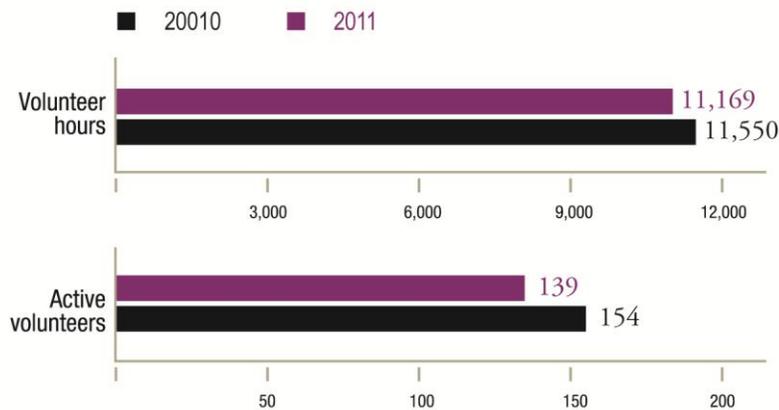
Resource services

Through our lending library, attendance to health and info fairs, we are working to make a difference. These services provide the community with the information they need to find the right counselor, to join a new sports team or just pick up a queer-friendly book and spend the day reading.



A Look at our volunteers

Our volunteers continue to be the most important part of our agency. With their contributions in 2011 we have seen growth and capacity building. We have increased the number of services we provide, improved our presence in the community and discovered new fundraising opportunities. These achievements are a testament to the passion and dedication of our great team of volunteers.



*Hours contributed by placement students have been included in volunteer hour statistics

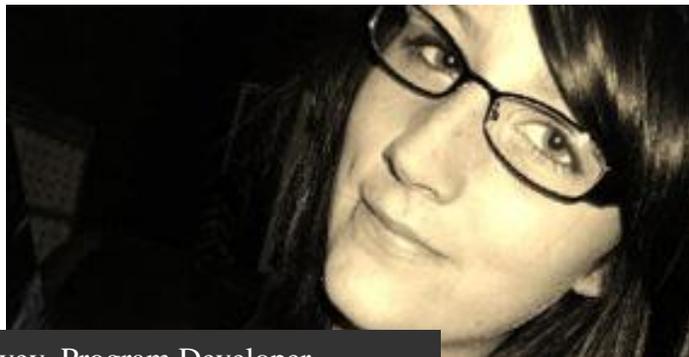
A message from some of our dedicated volunteers:



Andrew Primeau, Library Coordinator

Andrew is the charismatic librarian you see on Wednesday nights. He has been volunteering in the library for over a year and earlier this year stepped up to take a leadership role as co-coordinator of the library.

"PTS has given me the opportunity to fulfill so many life goals so young, working in a library, giving back to the queer community and being able to give out information to those who need it. says Andrew "The Kelly McGinnis Library at PTS is my definition of the ultimate safe space!"



Melrose Harvey, Program Developer

Mel-Rose Harvey is a fourth-year social work student at Carleton University. She originally got involved with PTS through a student placement opportunity. She came for the school credit, but she stayed for the cause and for the people.

"As a queer women,' she explained. "Being a part of an organization that is working towards creating safer spaces and advocate for change is beyond empowering."

We want to thank Mel-Rose for all the work and dedication she's put into the organization and we look forward to her continued involvement.



Lindsay Li, Outreach Worker

Through the concerted efforts of our volunteers PTS continues to be an important service to our community; and we would like to give a special thank you to our volunteer of the month Lindsey Li.

As a student and an individual passionate about advocacy in the queer community Lindsey has been working with PTS since March of 2011.

Lindsey is an integral part of the Youth Educating on Safer Spaces Team where she facilitates workshops for the Creating Safer Spaces Program and represents PTS at information fairs.