THE CENTRE FOR COMMUNITY ORGANIZATIONS
COCO Annual Report 2023
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Where We Are
(Land Acknowledgment)

COCo’s office is situated on an island known as Tiohtiá:ke to the Haudenousaunee, as Mooniyang to the Anishinaabeg, and as Montreal to many others. The Kanien’kehá:ka Nation is recognized as the custodians of the lands and waters on which we gather today. Tiohtiá:ke/Montreal is historically known as a gathering place for many First Nations, including the Omâmiwinini (Algonquin) people. Today, Tiohtiá:ke is home to a diverse population of Indigenous and other peoples. We respect continued connections with the past, present, and future in our ongoing relationships with Indigenous and other peoples in our work. We are grateful to live and work on this territory and, as settlers and treaty people on stolen land, it is our responsibility to stand in solidarity with the struggles for Indigenous sovereignty and Land Back.
Statement in Solidarity with Palestine

As an organization committed to Anti-Oppression and social justice, we stand in solidarity with the Palestinian people who face ongoing and escalating genocidal violence. We are horrified at the scale of death that we are collectively witnessing in Gaza. We grieve the loss of lives – of Palestinians, Israelis, and others – who have all been made victims of Israel’s ongoing occupation.

From an Anti-Racist and Decolonial point of view, we cannot ignore that decades of settler colonial oppression and brutalization of the Indigenous Palestinians by the occupying Israeli state are at the root of this crisis. Major international humanitarian organizations such as Human Rights Watch, Amnesty International, and B’tselem have classified Israel as an apartheid state due to its systemic oppression, crimes against humanity, and system of domination against Palestinians.

In late 2023, we saw Israel face charges of genocide at the International Court of Justice (ICJ). The ICJ’s interim ruling found that Israel is operating under plausible intent to commit genocide and ordered Israel to observe its obligations under the Genocide Convention. As Human Rights Watch and other organizations have pointed out, Israel has not taken steps to comply with the ICJ’s ruling and has continued its “acts of collective punishment that amount to war crimes and include the use of starvation of civilians as a weapon of war.”
In 2024, we continue to see abhorrent attacks on Palestinian people, not only living on Palestinian land but also abroad. We reiterate that standing in solidarity with the Palestinian people and critiquing the actions of Israel is not Anti-Semitic.

Just as we stand in solidarity with Indigenous peoples’ right to sovereignty on Turtle Island, we stand in solidarity with Palestinians.

We join Palestinian, Muslim, Arab, and allied people, including many Jewish people declaring “not in our name,” in the call for an immediate and permanent ceasefire. We demand that our government stop enabling this genocide and recognize the right of Palestinian people to freedom and liberation.
Who We Are

We are proud that the COCo community is comprised of different members of Tiohtiá:ke and Quebec’s grassroots and non-profit sectors. The diversity of the people, groups, and organizations we collaborate with helps deepen our reflections, practices, and stance on an ongoing basis, which allows us to better achieve our purpose and meet the needs of the groups we serve.


Members – A warm thanks to the 211 organizational members and 50 individual members from the non-profit and community sector who are involved in our work. We appreciate their commitment to the sector and their support for COCo’s actions.
Our Purpose

The purpose of the Centre for Community Organizations (COCo) is to help build a more socially just world by supporting the health and well-being of community organizations across Quebec. COCo helps to promote the vitality of the province’s community sector by:

• Supporting organizational development
• Offering training
• Developing and disseminating tools and resources
• Strengthening links between non-profit organizations

Our Theory of Change

Over the last 20 years, COCo has maintained a unique commitment to the community sector, prioritizing deep capacity-building and organizational change over technical or expert-based consulting. We have continued to be one of the few organizations in Quebec offering support to groups working in English and multilingually. As we move forward, we want to use these strengths to meet systemic oppression with systemic change.

We are committed to building the skills and knowledge required to meet the needs of grassroots groups and organizations, which face the biggest systemic barriers.

In 2016, we chose two areas of focus that we believe most effectively nurture an inclusive, social-justice oriented community sector in Quebec:

• Bolstering the impact and amplifying the voices of grassroots groups;
• Strengthening inclusion and diversity within the Quebec community sector by stewarding dialogue and learning in partnership with other partners, coalitions, and training groups.

These areas have since become the pillars of our Theory of Change.

In addition to directly supporting grassroots groups, COCo has been partnering with funders and other key actors in the community sector. Together, we work to foster an increase in anti-oppressive, anti-racist, and equity, diversity, and inclusion (EDI) practices in the sector. Through events and learning exchanges, we hope to help create the sector our communities deserve.
Organizations (like everything!) move through seasons. Over the past five years, we have watched COCo experience its own distinct and shared cycles: a period of rapid growth; a time marked by the uncertainty and crisis of the pandemic; some much-needed time dedicated to tending to internal structures and relationships; followed, more recently, by a sense of increased stability and renewal. We all know there can be pressures on community organizations to constantly perform and grow in a linear way; as we enter this time of regeneration, we want to celebrate and honor all of these cycles, and the deep care and intention that COCo’s staff has carried through every one of these seasons.

In mid-2023 we transitioned our governance structure to a new model of shared leadership: COCo is now led by a Leadership Circle of 3 Executive Coordinators (ECs). Naïma Phillips transitioned into the role of EC, Learning & Partnerships, where she has continued to provide strategic oversight of COCo’s partnerships and internal organizational development. Janie Janvier stepped into the role of EC, Programs, where she has been leading a collective process around ODT program evaluation and systems improvement. Estelle Davis joined the organization as EC, Operations, where she has been working to align COCo’s policies with our commitments to wellbeing and equity.

In 2023 we were also thrilled to welcome Florencia Vallejo and Kadiatou Diop as Organizational Development & Training Coordinators, Melis Cagan as Technology Coordinator, and Adjo Chevalier as Project Coordination Assistant.
We offer our sincere gratitude to the staff members who transitioned from COCo’s staff to its affiliate team this year: Parker Mah, a long-time staff member who developed and sustained our vital tech program; Mich Spieler, who played many roles at COCo and helped to lead the organization during a time of change; and Emilia Gonzalez, who helped to create a collaborative ODT team and improved programming. We also extend our thanks to Jessica Wurste, Medjine Antoine-Bellamy, Richenda Grazette, and Samuel Raymond, board members who ended their terms in 2023.

This year, our board members held a total of **11 virtual and in person meetings** and **2 meetings via email**, contributing a total of **277 volunteer hours** to the organization. COCo welcomed **12 new organizational members**, increasing our total membership to **261 members** in 2023. We are especially proud of the team’s less visible work to deepen capacity and alignment with anti-oppressive values: this includes an internal process designed to support the staff in co-developing anti-o tools and practices; regular Staff Days that give COCo’s team time to experience joy and dive collectively into bigger questions; and the Board’s own commitment to learning and growing as part of this work.

We enter this year with excitement and curiosity – a renewed energy for the complex work of organizational development, training, and accompaniment; for meaningful program evaluation; and for grounding this work, always, in values of justice. Thank you to everyone – the COCo staff and board members, affiliates, collaborators, and organizational partners – who help make COCo’s transformational work possible.

Sara Kendall
On behalf of the COCo Board, 2023
The year 2023 brought a sense of renewal, transition, and stability to COCo. Following a few years of crisis management and profound reflections, our operations steadied and the organization settled into a new equilibrium. As our team continued to reach hundreds of community groups across Quebec through our services, we made room to honour departures and welcome new members to the staff.

While continuing to work on enhance conditions and tending to the well-being of our team, we also shifted to an outward focus. We began to re-examine our programming and service delivery systems, working toward strengthening COCo's capacity for responding to requests from groups and adapting to emerging needs in the sector. Here are the steps COCo took in 2023:

- Recruited and onboarded five full-time staff members, increasing our team and reaching a majority of racialized, black, and LGBTQIA+ staff.
- Began to address gaps in our service delivery systems, for example, by working to reinforce our Salesforce CRM and streamline our request intake system.
- Reassessed our information session (info-cocos) service with plans to launch revamped services in 2024.
- Increased the Organizational Development & Training staff team from two to three staff members and diversified the tech affiliate team to strengthen our capacity to support groups.
- Expanded the Executive leadership team from two to three executive coordinators, clarifying decision-making and enhancing role clarity.
- Officially recognized National Day for Truth and Reconciliation.
• Enhanced working conditions through staffing, improved workloads, adding dental coverage to our health insurance plan, increased time for breaks, and an extra week of vacation.
• Increased our core funding.

These steps are already positively impacting COCo’s capacity to support groups, and we are optimistic that this progress will continue into the coming years.

Finally, in 2023, we embarked on a process to explore the alignment of COCo’s internal practices with its anti-oppressive values. Engaging with Create Forward, a US-based organization working in racial justice and empathetic leadership, allowed us to identify growth areas, build a container to hold complex conversations, and work towards a culture that better embodies our values. In keeping with COCo tradition, we look forward to sharing our learnings along the way.

We want to express our deep gratitude to the community groups and individuals we worked with in 2023. Your drive, courage, and commitment to building a more socially just sector inspire us every day.

Janie Janvier, Estelle Davis, and Naïma Phillips
COCo’s Executive Leadership Circle with the Staff Team
In 2023, COCo reached:
590 individuals, across
309 organizations

We completed 67 contracts with
59 groups and organizations,
carrying out services for 230
individuals and providing 1009
hours of support and training.
These numbers represent
increasing stability in our
contracts, albeit with a decrease
in the number of individuals
reached compared to 2022. This
is largely due to contracts with
grassroots groups that have
smaller-scale teams and a higher
demand for one-on-one support
rather than team processes.

In 2023, we reached 104,302
individuals and organizations
through our online presence.
This number far surpasses our
organizational goal. However,
having limited our publications in recent years to focus on
immediate needs in the sector,
we are reflecting on the relaunch
of COCo’s communications.

The video "Walk with Me: A
Woman of Colour’s Journey in
Nonprofit Organizations” was
viewed 2,542 times, an increase
of 58% compared with 2022.

The number of subscriptions to
our newsletter and social media
remained stable.

Our most consulted resources in
2023 remain the same as those
related to anti-oppression:

• The “Problem” Woman of
  Colour in the Workplace
• White Supremacy Culture in
  Organizations
• The Oppression Tree:
  Facilitation Tool

We received 16 requests to use
our tools from individuals and
organizations in 2023.
At the core of our programming, COCo offers customized consulting services to grassroots groups and community organizations. Groups often come to us seeking a change in their work practices and a new approach to fulfilling their purpose. We work closely with them to establish a strong collaboration process, designing flexible tools that meet their needs and realities.

Comprised of training and accompaniment in areas of organizational development, these services can include:

- Multi-year strategic planning, restructuring, and anti-racism work
- Organizational diagnostic, structures, and purpose/vision work
- Leadership, board, and human resources coaching and training
- Training in capacity building and accessibility
- Conflict prevention, mediation, and resolution
- Financial management, bylaws, policies, and evaluation

COCo carried out 47 contracts with 42 organizations.
example, underfunding, lack of resources, and impacts from systemic racism present significant barriers. We are reflecting on pathways to adapt our services to these realities and enhance our response to the needs of these organizations.

In 2023, we built capacity in our Organizational Development and Training team through the addition of a third position as well as the development of processes to strengthen our service delivery systems. We are optimistic that these developments will improve our ability to sustainably respond to requests from community groups and organizations in the coming years.

In 2023, we carried out 47 contracts with 42 organizations, resulting in services offered to 200 individuals and 820 hours of accompaniment and training provided. These numbers represent a 17.5% increase in the number of contracts compared with 2022. We conducted 79 intake calls with diverse groups and organizations across the province. These moments provided opportunities for relation building, early intervention, and tool and resource sharing.

Through our exchanges with grassroots groups by and for marginalized populations, COCo has observed obstacles to their access to organizational development services. For
Information & Communications Technology

As part of its organizational support services, COCo offers accompaniments to community groups to support them in planning, implementing, and training for tech solutions.

In 2023, COCo completed a total of 20 technology contracts with 17 organizations. These numbers represent a slight decrease compared to 2022. This is largely due to services slowing down while the tech coordination role was in transition, as well as some internal technological developments which were a main focus in the fall.

Similar to last year, the most common support requests covered the following topics:

- Website Development and Maintenance
- Database / CRM consultations
- Collaborative Platforms

This year was also marked by a partnership with Centraide around the DATAide project. We accompanied 19 groups in their application for the DATAide grant, to be used for a technological transformation project. As part of our agreement with Centraide, we were also able to directly support two grassroots organizations who weren’t eligible for the grant with their technological needs.

A big focus for the technology team in 2023 was ensuring COCo’s compliance with the new privacy laws in Quebec. We worked on updating our privacy policy, and conducted a detailed analysis of the data that we collect. Shortly after the policy was published, we got very positive feedback from groups and requests to use it as a template in their own privacy policy development.
We are also working on a tool guide in collaboration with our lawyer which will help groups in their reflections and preparation around this new law.

2023 was a year of change for the Technology team. Throughout this year, we worked to diversify our Tech Affiliate team. The addition of a new affiliate with different expertise areas will allow COCo to support groups in new kinds of projects. In 2024, we will continue to build more capacity among the existing affiliates through ongoing training sessions.

COCo completed a total of 20 technology contracts with 17 organizations
Information Sessions

Each year, COCo offers free information sessions to organizations and individuals on a variety of topics related to the work of community groups and nonprofits. These consultations are conducted via phone or video calls, and increasingly via email since 2023. Here were the four most popular topics covered during these sessions in 2023:

- Board, Governance, AGMs, Bylaws, and Internal Policies
- Human resources
- Incorporation and Charitable Status
- Funding development

In 2023, COCo offered 111 information sessions to 69 organizations, for a total of 52 hours and 113 participants. We are pleased to note a 13% increase in the number of information sessions due to the streamlining of email-based services. These numbers represent a decrease in the number of organizations and individuals reached compared with 2022. Information sessions lasting 30 minutes or less increased from 14% to 91%.

In November 2023, we issued a public communication announcing a temporary halt to our information sessions. The aim of this halt is to allow COCo to assess necessary improvements to the overall management of this service, including the development of a more efficient process for recording requests, as well as clarifying the range of topics covered and our communications regarding this service.
Ateliers/C

We were pleased to rediscover the energy of in-person exchanges

Ateliers/C is an annual series of workshops for community organizations in the Greater Montreal area, coordinated by COCo in partnership with Centraide of Greater Montreal. During the workshops, participants explore different themes related to organizational development through an anti-oppressive lens. The workshops allow participants to meet and discover new practices and approaches through the expertise of guest collaborators.

In 2023, we explored themes such as anti-oppressive human resource policies, organizational technological needs, relations with boards and executive leadership, universal accessibility practices, sexual diversity, and the socio-ecological transition.

2023 in numbers:
• 26.5 hours of workshops offered free of charge to actors in the community sector
• 8 Ateliers/C on organizational development themes including:
  • 2 full-day workshops
  • 2 in-person workshops and 6 virtual workshops
  • 5 workshops offered in French, 2 in English, and 1 bilingual
• 188 participations
• 162 participating organizations
Highlights:

1. After over 3 years of virtual meetings, the year 2023 marked the return of in-person workshops. 27 people participated, and we were pleased to rediscover the energy of in-person exchanges. The return to in-person workshops also gave us the opportunity to work on a health policy adapted to each group’s needs.

2. The Ateliers/C programming is now conceived annually. This shift is based on COCo’s desire to change its approach to the pacing of collaboration to better align with our anti-oppressive values. Long-term programming provides a better framework for COCo’s teams to work in and allows more space for creativity, collaboration, and managing unforeseen circumstances.

3. Since September 2023, we have been offering financial support to individuals or organizations whose financial situation represents a barrier to participating in the workshops. This was set up to encourage the participation of grassroots groups and individuals from marginalized communities.
Demystifying Anti-Oppression at COCo

For several years, COCo has been reflecting on the evolution of its anti-oppressive stance and actions. In 2023, we began a process to revise our internal practices while considering ways to further support community groups and organizations in light of emerging needs in the sector. Exploring our own practices and discussing with community groups lead us to a desire to demystify the process of anti-oppression accompaniments.

“Turnkey” solutions
We frequently encounter organizations seeking quick solutions to complex issues. In fact, we notice that some groups still expect “best” practices and policies in the form of ready-made or turnkey solutions. However, rather than two-hour workshops or universal solutions, COCo favours systemic approaches and support carried out over several months.

Adopting and enriching anti-oppressive practices in an organization requires a genuine commitment from the leadership and decision-making bodies.
Barriers to anti-oppression
Furthermore, in the context of our ateliers/C programming, participants have reported challenges in integrating anti-oppressive practices into their respective organizations. At the root of these difficulties, they frequently experience resistance from work teams, especially when individuals have been employed within the group for a long time, as well as a lack of commitment from management or boards. Additionally, underfunding makes it difficult for groups and organizations to allocate the time required to engage in collective discussions and systemic changes to their practices and policies.

It is interesting to note that a study by Imagine Canada published in 2023 demonstrates that despite the fact that a majority of nonprofit leaders express a commitment to equity, diversity, and inclusion (EDI), their intentions do not translate into concrete actions. However, the report highlights that organizations led by Black and Indigenous people, and members of other underrepresented populations, are doing more to advance EDI despite facing more obstacles and complex issues.

A true commitment
Indeed, the work of adopting and enriching anti-oppressive practices in an organization requires a genuine commitment from the leadership and decision-making bodies, systemic and tailored solutions, as well as an investment of financial resources and time. Additionally, it is important to provide a container to address the emotional labour required of teams in these processes. This last point is especially vital for marginalized individuals whose oppression-related traumas can be triggered by exchanges generated by these processes.

Despite the significant effort and complex challenges involved in adopting anti-oppressive practices in an organization, it also represents exciting opportunities. At COCo, we continuously observe the benefits of the anti-oppressive principles which were integrated into our policies and practices by our predecessors. These practices have been further enriched by the principles of our current team.

Towards a more socially just sector
Eight years after anti-oppression practices were introduced to COCo’s programming, we remain inspired by a vision for a more socially just sector. The ongoing demand for these services, the commitment of our team and collaborators, and the call from social movements encourage us, not only to continue our actions but to deepen our grounding and stance in this vital work.
From 2021 to 2023, the *Diversité en œuvre* project aimed to contribute to reducing barriers to employment experienced by Black, Indigenous, and people of colour in the Québec community sector. Through this 18-month project, we focused on offering training and peer support to changemakers working in anti-oppression and accompanying groups by and for Indigenous, Black, and racialized persons to address barriers to employment, access to leadership roles, and workplace training.

Ending in March 2023, this year, the *Diversité en œuvre* project allowed us to offer:

- **43.5 hours of subsidized organizational accompaniment** to 6 priority groups in our theory of change,
- **9 peer-led co-development sessions** for changemakers, the space to explore several topics, including: *Thinking through co-facilitation; Evaluation Processes; Helping people and groups make decisions; and Assessment of readiness to move forward with Anti-Oppression processes,*
- **72 hours of coaching** offered to changemakers supporting groups in anti-oppression processes, and
- **1 two-day workshop** allowing **12 changemakers** to gain skills in the Deep Democracy method.

*Diversité en œuvre* also allowed us to develop tools which COCo will publish in 2024, as well as reflect on mechanisms that can provide safer workplaces for changemakers who do this important work. This project was made possible in part by the Government of Canada.
From 2021 to 2023, the purpose of the Au cœur des actions project was to support COCo in its efforts to build capacity and prioritize wellness in its team. This project allowed us to put in place the necessary steps and mechanisms to:

- Stabilize and strengthen our operations in the face of the impacts and crisis management in the context of the pandemic;
- Enhance well-being and professional development measures for our team;
- Identify and initiate the implementation of actions to sustain and evolve the research and development of our anti-oppressive practices;
- Train and support changemakers in anti-oppression; and
- Identify emerging needs in the sector and develop solutions and initiate steps to integrate these needs more fluidly into our actions.

This project’s holistic approach enabled COCo to identify next steps to evaluate and evolve its capacity to support community groups more sustainably as they address organizational and systemic challenges. It has been made possible thanks to support from the Lucie and André Chagnon Foundation.
Consultations

In 2023, COCo continued to exchange practices and ideas with community groups, working groups, coalitions, and partners. These conversations allow our team to observe emerging trends and needs in the community sector, and adjust our actions accordingly.

Here are some examples of consultation spaces COCo engaged with in 2023:

- Comité sectoriel de main d’œuvre en économie sociale et action communautaire (CSMO-ÉSAC)
- Table régionale des organismes volontaires d’éducation populaire de Montréal (TROVEP)
- Initiative sur l’éthique numérique and a roundtable on cyberviolence, CDÉACF
- DATAide, in partnership with Centraide and OpenNorth
- Conversations with community groups who seek our services
- Conversations with our project and funding partners

Funding Partners

We would like to extend a heartfelt thanks to our partners for their trust and support for our actions in 2023:

- Centraide of Greater Montreal
- Government of Canada. Community Services Recovery Fund
- Government of Canada. Canadian Heritage
- Gouvernement du Québec, ministère de l’Éducation (ME)
- Lucie and André Chagnon Foundation
- Trottier Family Foundation
The year 2023 was marked by increases to our core revenue from Centraide as well as a small increase to some of our project funding (Lucie and André Chagnon Foundation). In 2023, we saw the beginning of our Government of Canada Community Services Recovery Fund Project and the end of our Government of Canada Canadian Heritage Project. Our autonomous revenue decreased in 2023 due in great part to staff turnover. We finished the year with roughly $59K surplus, which has been allocated to our unrestricted and restricted funds.
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<td>Centraide of Greater Montreal</td>
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<td>Gouvernement du Québec, Ministère de l’Éducation</td>
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<td>Government of Canada, Community Services Recovery Fund</td>
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<td>Government of Canada, Canadian Heritage</td>
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<td>Trottier Family Foundation</td>
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<td>Other</td>
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<td>Changes in Net Income</td>
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