



CAMPBELL RIVER
FAMILY SERVICES

2016 - 2017 Annual Report

Letter From Claire Trevena

WHO WE ARE

WHAT ARE WE ABOUT

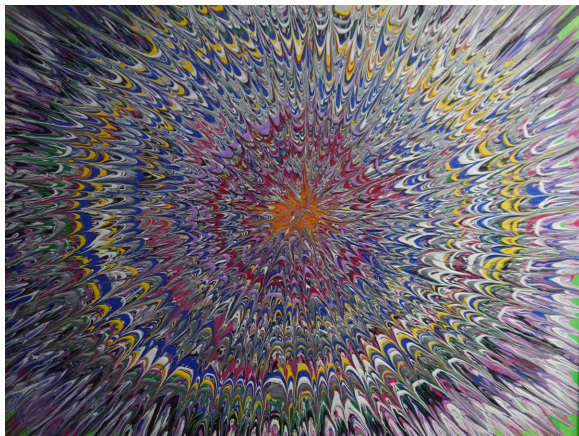
Our Board of Directors

All of us at CRFSS would like to thank our volunteer Board of Directors for their leadership, guidance and support.

Our 2016 – 2017 Board of Directors:

Mary – Lou Vanstone, Chair
Grant Desmet, Vice Chair
Shannon Sekulich, Treasurer
Diana Vaton, Secretary

Don Ramer, Director
Amanda Raleigh, Director
Gemma Simonett, Director



Our Mission

“We enhance the well-being of families and individuals through the programs and services we provide.”

Our Vision

“We have a strong identity in the community and are trusted to provide quality, relevant services to families and individuals.”

In March 2017, Campbell River Family Services Society celebrated 40 years of providing services to the community. Since 1977 people in need have been turning to CRFSS, a community-based, non-profit organization providing services to individuals, children, youth and families living in the Campbell River area.

From care from new born babies to friendly visiting for seniors, CRFSS programs and services make a difference in the lives of the persons they serve.

CRFSS has been continuously accredited by CARF International in 2004.

ALL of the art work featured in this report has been created by children and youth who have received services from CRFSS. Thank you to everyone for your support of our art projects.

A WORD FROM

THE BOARD OF DIRECTORS

This year has been an exciting one for our crew at Family Services! Proudly in 2017, we are celebrating 40 years of helping families in our community. A milestone such as this deserves to be recognized and honoured. It is important to keep in mind that in order for any organization to withstand the test of time, it requires dedicated, professional and enthusiastic leaders at the management and staff levels. As a Board, we know that we are truly fortunate to have a fantastic group of employees that make the agency an integral part of the Campbell River area. We would not be here today without the hard work of the staff that provides the supportive programming to families and individuals every day.

We were able to continue our support of the cold weather shelter over the winter months as well as support the 'Coldest Night of the Year' fundraiser in February. The children's art show, "Our Journey: Expressions Through Art" continued in July which showcased some of the wonderful art created by our young people and youth.

We are proud to have exceeded our expectations with the results of our Commission on Accreditation of Rehabilitation Facilities (CARF) survey which took place in November 2016, with only a handful of recommendations needing to be addressed. This shows the high level of professionalism that is displayed at Family Services.

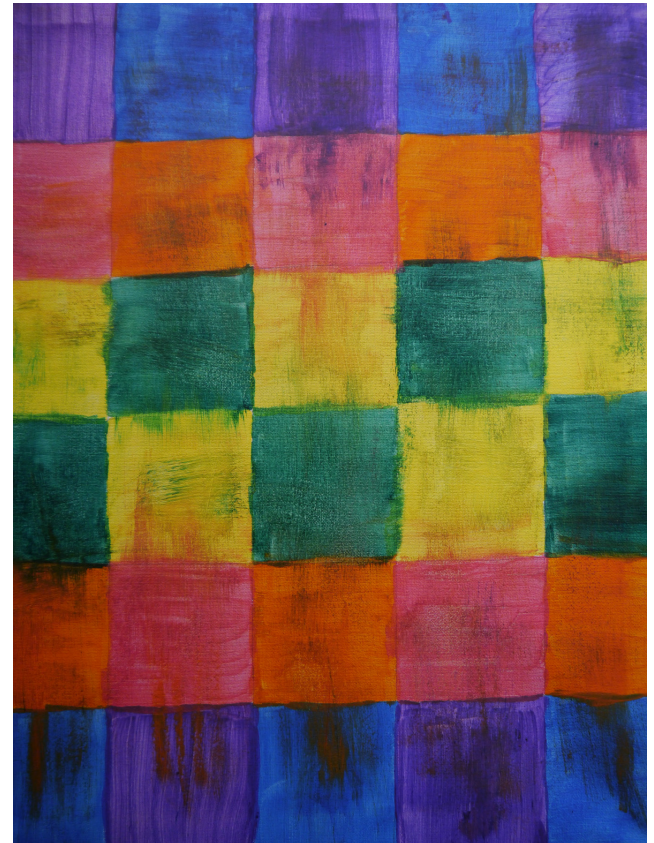
We are also excited to continue with our direction toward a building of our own which has been supported greatly by Freda Martin and her family.

In the near future, we are going to be working on a revised strategic plan and ensuring that we are in compliance with the new Societies Act and their recent changes.

As members of the Board of Directors, we are excited to carry on into 2018 and look forward to another great year.

Thank you!

Grant Desmet
Vice-Chair
CRFSS Board of Directors



A WORD FROM

THE EXECUTIVE DIRECTOR

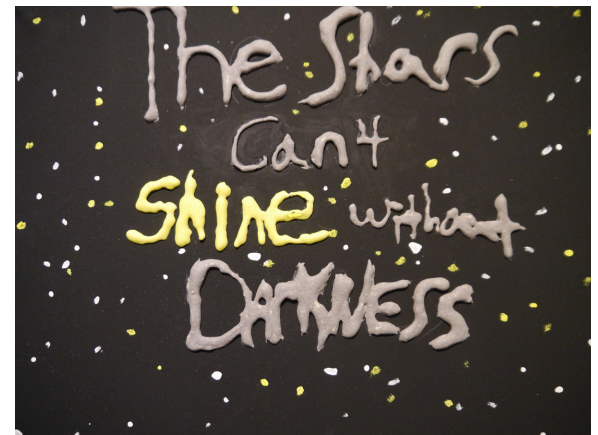
40 years. Back in 1977 a small group of concerned citizens got together because they felt that their fellow Campbell River residents needed a place to go when they needed support and a number that they could call when they needed help. Out of that early nucleus of an idea, the Campbell River Counselling and Crisis Line Services Society came into being. Flash forward forty years and Campbell River Family Services Society is still the place that Campbell River residents go to when they need support and a number that they can call when they need help. Of course there have been many changes over the years: programs and services have come and gone, people have come and gone but what has remained constant is our ability to respond to need and to be there for those we serve when they need us.

Certainly one of the highlights of the past year was our CARF Accreditation survey that took place on November 7-9, 2016. Over the three days that they were here, the CARF surveyors did a thorough review of our business and service delivery practices and our hard work resulted in another three year outcome. The many tributes paid to CRFSS by the surveyors re-affirmed the good work that is being done by everyone here and that we are indeed, making a difference in the lives of the persons we serve.

The issues that face individuals and families living in our community continue to increase in their complexity and now more than ever before, we are forced to meet these challenges without the financial resources to do so. Lack of affordable housing, increase in levels of homelessness, increase in clients presenting with mental health and addictions issues, challenges in finding affordable and quality daycare, as well as isolation and poverty faced by families and seniors are just some of the issues that “stretch” our mandate and financial sustainability. We know that in order to continue to be able to meet the needs of the people who need us, we need to look forward with a focus on answering difficult questions. I trust that a new strategic plan that will be developed later in 2017 will chart a course that will enable us to achieve, sustain and advance our mission.

And while as leadership and the Board look towards the future, the staff and volunteers at Family Services work in the present as they continue to deliver quality services in the same professional, caring and empathetic manner that has been our hallmark for the past 40 years. I want to express my gratitude to all of you for your collective efforts that do make a difference in the lives of many and contributes to a stronger community for all of us. I have no doubt that Campbell River Family Services Society will remain committed to responding to the needs of the people of Campbell River and area for the next 40 years and beyond.

Camille Lagueux
Executive Director
CRFSS



PROGRAMS

AND SERVICES

EARLY YEARS SERVICES

Programs and Services:

Creating Healthy Families Program

Family Place Program

Family Resource Program

New Beginnings Program

Pregnancy Outreach Program

Triple P Parenting Program

Some of Our Performance Information:

- 13,112 visits to Family Place programs during 2016/17
- 90% of parent participants in the Family Resource Program reported increased knowledge of how to play/interact with their child/children
- 70 high risk women received services in the Pregnancy Outreach Program in 2016/17
- 88% of parents attending Family Place programs reported a decrease level of stress as a result of coming to the program

WHAT PARTICIPANTS SAID ABOUT OUR SERVICES:

"I started coming to group when I was 12 weeks pregnant and I was greeted with open arms. I was very happy with the warm welcome and how all the program leaders were so inviting. We love Baby's Best Chance and we would recommend it to everyone."

"It has been such a good experience coming here. The staff is so welcoming and supportive. We look forward to coming to group every week. I tell everyone about groups and encourage them to attend."

"The prenatal group was so good for me and I looked forward to it every week. I am from out of town and came to Campbell River 3 months early due to health concerns of my baby. This prenatal group was so supportive for me and the information that I got was great. After my baby was born and I went home, I shared some information and tips to a group that we started to help support moms."

"It has helped me creating a community and network to help and support each other so I do not isolate and feel connected to others who face the same struggles."



PROGRAMS

AND SERVICES

CHILDREN & YOUTH SERVICES

Programs and Services:

Child & Family Liaison Program

Child, Youth & Family Development Program

Children Who Witness Abuse Program

Child & Youth Community Engagement Program

Extended Family Behavioural Consultant Program

Group Works Program

Sexual Abuse Intervention

Some of Our Performance Information:

- 100% of clients surveyed in these programs felt they were treated with respect at CRFSS
- 86% of clients receiving services in the Child & Family Liaison Program reported having achieved their goals
- 100% of clients receiving services in the Child, Youth & Family Development Program reported they had learned new coping strategies
- 59 children/youth received services in the Sexual Abuse Intervention Program in 2016/17

WHAT PARTICIPANTS SAID ABOUT OUR SERVICES:

"While in this course, I had the chance to use the tools I have learned here and can say if it wasn't for this course, the outcome would not have been so positive." (Parenting Course Participant)

"Thank you for everything you did with my kids." (Parent of Siblings in the "Changes" Group)

"I had a lot of friends there for me and I had (CRFSS staff) to help me.

"Everyone was very supportive. I love this group so much."

"I got to meet new people and make new friends."

"I loved everything – it was a fun group." (Children in the Changes Group)

"This parent group has allowed me to view things differently and be a more understanding parent with my daughter. I feel like it helped me grow as a parent and not be so judgmental.

The role plays were incredibly eye-opening for me and I saw myself in many of them, unfortunately though, not in any of the positive ones. I really thought it was an incredible group to be a part of and I am so grateful to you for allowing me to be part of this." (Parent Connect Participant)

"I cannot thank Family Services enough for all the help my family has gotten. Shout out to our worker – using play and art therapy. Such a difference in my son's state of mind and behaviour."



PROGRAMS

AND SERVICES

FAMILY & ADULT SERVICES:

Programs and Services:

Behavioural Consultant to Caregivers Program

Better at Home Program

Children & Youth W/Special Needs

Behavioural Consultant Program

Community-Based Victim Services Program

Early Childhood Behaviour Consultant Program

Family Supervision Program

Family Support Program

Parent Education Program

Some of Our Performance Information:

- 80 seniors received services from the Better at Home Program in 2016/17
- 87% of caregivers receiving services in the Behavioural Consultant to Caregivers Program reported increasing their knowledge of the emotional and behavioural issues of children in their care
- 92% of clients receiving services in the Family Support Program felt the program had a positive influence on their parenting abilities
- 100% of the parents receiving services in the Children & Youth W/Special Needs Behavioural Consultant Program reported that the program helped them

WHAT PARTICIPANTS SAID ABOUT OUR SERVICES:

"Without your program I feel I would have died of loneliness. You made such a difference." (88 Year Old "Better at Home" Participant)

"This program has had an immeasurable impact, not only for myself, but also for my neighborhood and family and friends struggling. The ability to not only find out about community services and resources, but more importantly, feeling safe and comfortable enough to access them. This program benefits and significantly improves the quality of life for families. (Family Support Program Participant)

"My worker helps me to understand the issues and what we can do to try and find solutions. Always, always offers a collaborative solving approach. In every possible way, my worker is a mentor and whenever or how many times I put my hand out for help she advocates for me as well as for the youth in my care. The best part of working with her is that I can be myself to express how I feel without judgement and safety." (Behaviour Consultant to Caregivers Program Participant)

"Since our worker started, she has guided us through the process of finding and hiring interventionists and other consultants, as well as helping me fill out the proper paper work for funding. Through regular meetings at Family Services, our home, at school, etc. our worker has been instrumental in calming my fears and anxieties and in implementing strategies. My son's behaviour is more manageable and the whole family is happier for it – most especially my sweet boy." (Children & Youth w/Special Needs Behaviour Consultant Program Participant)

"I do not know where I would be right now had it not been for Family Services. Through the various programs and services that I have been a part of, I have become a better mom to my little boy. I found people who actually want to help – I've never experienced that kind of unconditional support from total strangers before. Thank you." (Early Childhood Behaviour Consultant Program Participant)

PROGRAMS

AND SERVICES

Campbell River Housing Resource Services:

- Operated the Extreme Weather Shelter from October 14, 2016 – March 30, 2017
- Coldest Night of the Year fundraiser February 25, 2017

GOLD RIVER:

Programs and Services:

Children Who Witness Abuse Program

Community Based Victim Services Program



STAFF

2016 - 2017

Administration & Finance

Camille Lagueux	Janis MacDougall
Christine Petersen	Christine Belle-Oudry
Aolani Delorme	Phyllis Alexander

Early Years Services

Deborah Koster	Amanda Adams
Cheryl Dalton	Laura Johnson
Mara Kersey	Joyce McMann
Tamara Redekop	Emi Yukita

Children & Youth Services

Barbara Buckle	Marion Bryan
Chris Camilleri	Jaime Gibson
Ross Griffiths	Dawn Hamilton
Janice Luciw	Joyce Pielou
Lynette Walley	

Family & Adult Services

Sandra Bellosillo	Mary Cutts
Gloria Jackson	Kelly McArthur
Pat Orr	Laurie Overton
Roberta Peniuk,	Tami Riecker
Linda Schulz	Brenda Wagman

CR Housing Resource Services

Paul Mason

Gold River Services

Kelly McArthur

Students

Rachelle Addison Lucy Sawyer

“Staff members are dedicated professionals who display genuine care and support for the children, youth and families they serve. This is demonstrated in the quality and consistency of the work done and in the organization’s compassionate approach. The staff members clearly feel that they are part of the programs and are contributors to the development of the organization and their communities. They share a strong sense of pride in their work, the organization, and their local communities.”

PERFORMANCE

REPORTING

As a CARF accredited organization, CRFSS is required to collect and analyze data on an ongoing basis in both service delivery functions and business functions. **All accredited programs set specific goals and targets in the areas of service effectiveness, service efficiency, service access and service satisfaction.** These are measured annually and the results are used towards setting new targets to maintain or improve performance in those areas.

Most of the time, we meet or exceed our targets, but there is always room for improvement. Some programs have waitlists and this impacts accessibility for participants who have to wait for services. Some programs are “mandated” programs and this impacts effectiveness when persons do not have the option of participation in services. Regardless of extenuating or influencing factors, **100% of those surveyed felt that they were treated with respect at CRFSS.**

Between November 7-9, 2016 CRFSS underwent its 5th accreditation survey and for the 5th time, the organization received a Three-Year Accreditation – the highest level possible. CRFSS is described as “a small but mighty organization” and the small number of noted areas for improvement in this report is testament to the organization’s efforts at continuous improvement. Congratulations to everyone who made this achievement possible.



Performance “Snapshot” For 2016 - 2017

- ✓ Met our target for low number of incidents
- ✓ No loss exposures with respect to the risk management plan
- ✓ No formal client complaints or staff grievances in 2016
- ✓ We met or exceeded 100% of our targets in the effectiveness domain
- ✓ We met 100% of our target in the efficiency domain
- ✓ We met or exceeded 100% of our targets in the access domain
- ✓ We exceeded 100% of our targets in the satisfaction domain

“Program descriptions are detailed and understandable. Each program description has a logic model attached with the description that indicates input, activities, outputs, short term outcomes, mid-term outcomes, long-term outcomes, indicators of success and a measurement tool”



INDEPENDENT AUDITORS' REPORT

To: The Directors of
Campbell River Family Services Society

We have audited the accompanying financial statements of Campbell River Family Services Society which comprise the Statement of financial position as at March 31, 2017 and the statements of changes in fund balances, operations and cash flows for the year then ended and a summary of significant accounting policies and other explanatory information.

Management's Responsibility for the Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with Canadian accounting standards for not-for-profit organizations and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

Auditors' Responsibility

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with Canadian auditing standards. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control.

An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Opinion

In our opinion, the financial statements present fairly, in all material respects, the financial position of Campbell River Family Services Society as at March 31, 2017 and its financial performance and cash flows for the year then ended in accordance with Canadian accounting standards for not-for-profit organizations.

Report on Other Legal and Regulatory Requirements

As required by the Society Act (British Columbia), we report that, in our opinion, the accounting principles in Canadian accounting standards for not-for-profit organizations have been applied on a basis consistent with that of the preceding year.

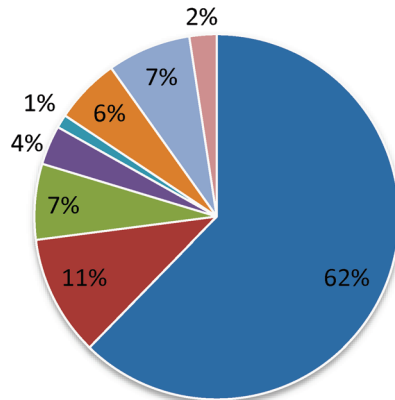
Other Matters

The supplementary information contained in the accompanying schedules is presented for purposes of additional information to management and does not form part of the financial statements.

Chartered Professional Accountants
Campbell River, BC

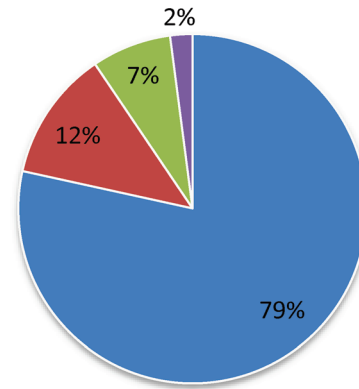
August 15, 2017

REVENUE



- Ministry of Children and Family Development - 62%
- Ministry of Public Safety and Solicitor General - 11%
- Vancouver Island Health Authority - 7%
- Health Canada & Tillicum Lelum - 4%
- BC Gaming Policy and Enforcement Branch - 1%
- United Way - 6%
- BC Housing - 7%
- Revenue Other Source - 2%

EXPENSES



- Wages & Benefits - 79%
- Direct Services - 12%
- Operating Costs - 7%
- Administration Costs - 2%

Statement of Operations - Combined Funds

REVENUE	2017	2016
Ministry of Children and Family Development - 62%	1,265,758	1,233,472
Ministry of Public Safety and Solicitor General - 11%	216,642	211,377
Vancouver Island Health Authority - 7%	136,605	114,747
Health Canada & Tillicum Lelum - 4%	70,858	70,855
BC Gaming Policy and Enforcement Branch - 1%	24,200	30,000
United Way - 6%	118,250	103,750
BC Housing - 7%	150,836	-
Revenue Other Source - 2%	49,035	183,291
City of Campbell River	-	53,393
Donated Property	-	170,000
Total Revenue	\$2,032,184	\$2,170,885
EXPENSES	2017	2016
Wages & Benefits - 79%	1,680,854	1,590,084
Direct Services - 12%	259,245	198,976
Operating Costs - 7%	158,501	168,807
Administration Costs - 2%	44,375	49,582
Total Expenses	\$2,142,975	\$2,007,449
(Deficiency) Excess of Revenue Over Expenses	\$(110,791)	\$163,436

CAMPBELL RIVER FAMILY SERVICES SOCIETY
Statement of Financial Position
March 31, 2017

	2017 \$	2016 \$
ASSETS		
Current Assets		
Cash	367,102	466,424
Accounts Receivables	33,711	19,166
	<hr/> 400,813	<hr/> 485,590
Due to Restricted Fund	(141,907)	(217,720)
Due from General Fund	141,907	217,720
Tangible Capital Assets	407,929	427,314
	<hr/> 808,742	<hr/> 912,904
LIABILITIES		
Current Liabilities		
Accounts Payable	60,549	53,232
Due to Government Agencies	29,648	30,336
Deferred Revenue	24,200	24,200
	<hr/> 114,397	<hr/> 107,768
FUND BALANCES		
Capital Fund	407,929	427,314
Restricted Gaming Fund	2,580	2,916
Restricted Programs Fund	141,795	217,720
Unrestricted	142,041	157,186
	<hr/> 694,345	<hr/> 805,136
	<hr/> 808,742	<hr/> 912,904

Notes:





Detailed financial statements and outcome management information
is available on request.

CAMPBELL RIVER FAMILY SERVICES SOCIETY

487 - 10th Avenue
Campbell River, BC V9W 4E4

www.crfamilyservices.ca