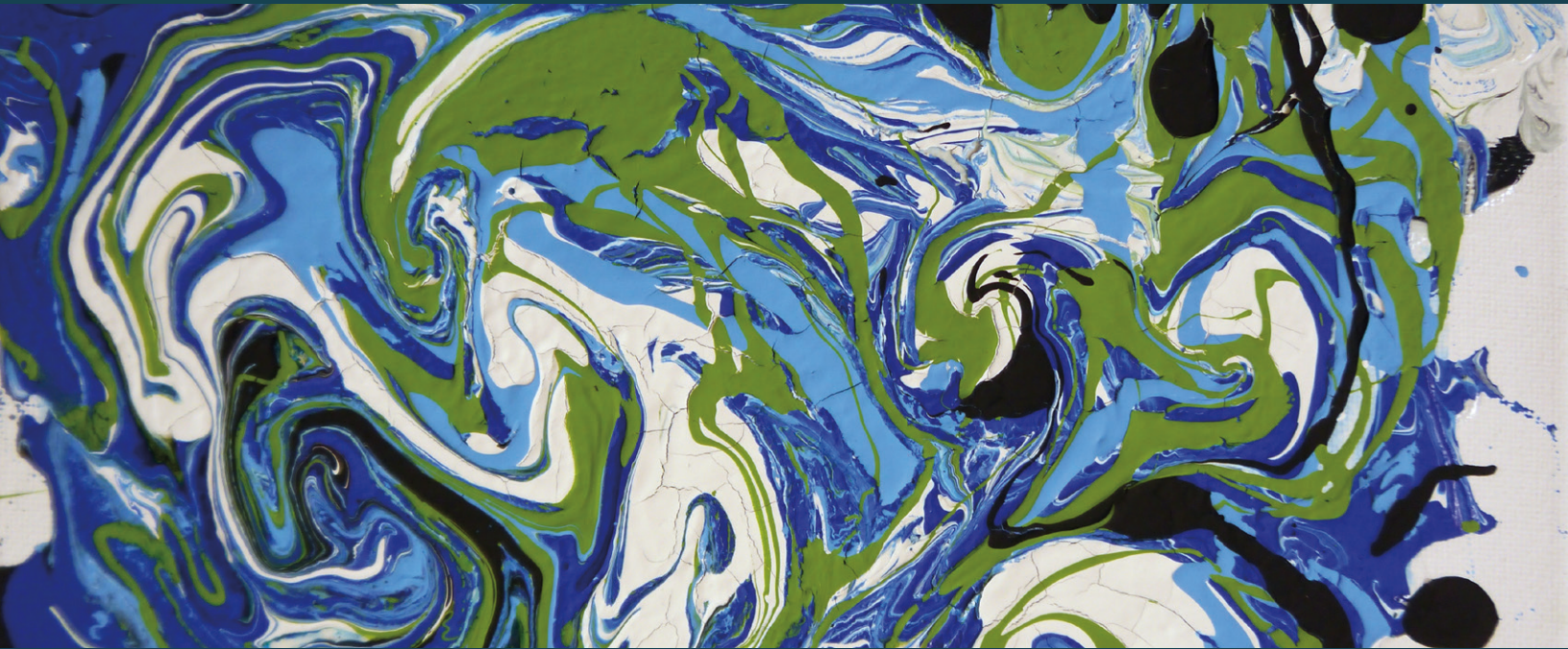


ANNUAL REPORT 2018-2019



Serving the Community Since 1977

CAMPBELL RIVER
FAMILY SERVICES SOCIETY

A WORD FROM

THE BOARD OF DIRECTORS

Time to reflect on another busy year at Family Services! We are fortunate to have 2 new directors join us this year. Mary Ashley and Julie MacRae both come from very community-minded backgrounds and we as a Board consider ourselves very lucky to have their input and expertise. Welcome to them both!

We are also excited to help bring Nucleus Labs on board with the electronic client records, moving us forward into the technological future! Hopefully it has been a smooth transition for staff!

We are currently still working on finding a long-term sustainable building solution and are exploring various options toward that goal. For now we are "status quo"

Another area that has been identified as a priority is succession planning and though this is not an immediate need for us (thankfully!), it is important for us as a Board to become acquainted with the process and do as much preparation as we can to make any transitions as smooth as possible.

We are looking forward to our fund-raiser event in September as well as the upcoming CARF survey.

On behalf of the Board of Directors, thank you to all the wonderful staff at Family Services. You do great work with the families and individuals in our community and I hope you all know how much we appreciate what you do and how you do it, with patience and enthusiasm, caring and compassion. We are proud of you!

Thanks for another great year!

Grant Desmet

Board Chair

CRFSS Board of Directors



Our Mission

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

Our Vision

"Because the Campbell River Family Services Society exists:

- Campbell River Families have the resources they need to be healthy, strong and resilient*
- Campbell River has an organization that is stable, healthy and able to provide important family programs and services*
- Campbell River is a strong, thriving, connected community where the well- being of families matters."*

Our 2018 - 2019 Board of Directors

Grant Desmet	Chair
Don Ramer	Vice Chair
Shannon Sekulich	Treasurer
Diana Vatn	Secretary
Amanda Raleigh	Director
Mary Ashley	Director
Julie MacRae	Director



WORDS FROM THE BOARD ...

"I am a new Board member who has supported Family Services for many years now. What I haven't realized before is how VITAL the programs and services are to the community, and how much less we would be without them. With such excellent leadership by the Director and her Staff, we all need to give our time and energy to enrich the lives of those who need our help through Family Services."

Mary Ashley

"I serve on the Board for Campbell River Family Services Society because they are a valuable resource in our community. They offer relevant services to support families to be healthy, strong and resilient."

Diana Vatn

"I think CR Family Services does great things for our community. I believe in the services they offer and I'm proud to work with such a special organization."

Amanda Raleigh

"About 100 years ago, when I was Mental Health Child and Youth Coordinator, I was very much involved with Family Services, writing contracts, making referrals, consulting, and much more. I came to appreciate the essential work the agency staff did with children in the community, and greatly enjoyed working with Family Services. After I retired, my good friend and colleague Brien Dolan invited me to join the board. I continue to enjoy my time with the staff and fellow board members."

Don Ramer

"I sit on the Campbell River Family Services Society Board because the society provides unique and valuable programs for the community, and because it fits with my lifelong passion for meeting the needs of children and their families."

Julie MacRae

"Our communities are stronger when we support one another. That's what CRFSS represents for me - the ultimate support network for our families. I can't think of a more important or impactful community organization to support."

Shannon Sekulich



Rachel Blaney

Member of Parliament
North Island-Powell River

July 24, 2019

To Campbell River Family Services Society,

As your Member of Parliament it gives me great pleasure to congratulate you on your 42nd year of critical work in our community. From Baby's Best Chance to Better at Home, CRFSS programs are improving outcomes and providing much needed services for our community members at all stages of life.

Thank you for your commitment to social justice and for all you do and have done to support and develop healthy, strong and resilient families. I look forward to many more years of working with you and alongside you towards those same goals.

Sincerely,

Rachel Blaney
Member of Parliament

Ottawa Office

318 Confederation Building
House of Commons
(613) 992-2503

Campbell River Office

908 Island Highway
Campbell River, BC V9W 2C3
1(800) 667-8404
Rachel.Blaney@parl.gc.ca

Powell River Office

4697 Marine Avenue
Powell River, BC V8A 2L2

THE EXECUTIVE DIRECTOR

It is always difficult to capture a year's worth of accomplishments and challenges in a few paragraphs and pages, but it is with certainty that I can say that we continue to deliver on our mission of **"enhancing the well-being of families and individuals through the programs and services we provide."** We are pleased with the results and what we have accomplished this past year, and we will continue to look at how we can do better.

Our programs and services touch individuals and families throughout all the stages of life and across all backgrounds. Ensuring healthy baby birth weights for some of our most vulnerable women, enabling seniors to maintain their independence for as long as possible and providing therapeutic groups for children are just a few of the areas of service that CRFSS provides. Operationally, 2018-2019 was a stable year with respect to funding and services. An additional .5 FTE was added to our Resource Enhancement Program (Ministry of Children & Family Development) and our Ministry of Public Safety and Solicitor General Programs received modest funding increases. In April 2019, we look forward to increasing the comprehensive support services we offer in our Early Years Center – the new "Early Years Navigation Program" will deliver additional programming to some of our most vulnerable families and support them in navigating and accessing community services. "Caring Dad's", a 17 week intervention program that supports dads in developing child-centered, abuse free relationships with their children will also be offered in 2019.

Our greatest resource has and will always be our staff and volunteers. What we do is possible because of the staff and volunteers that provide support, encouragement and hope to the persons we serve in Campbell River and area. We are also fortunate to be part of a caring community, and the relationships that we have been able to develop with all levels of government, businesses, service clubs and community partners, has made us a stronger and more resilient organization. The funding, support and partnerships that exist because of these relationships is the foundation of our programs and services. Personally, I would also like to thank the Board of Directors of Campbell River Family Services Society for the support, advice and expertise that you provide, and your belief that the work we are doing is vital to our community and is making a difference.

The need for our services has never been stronger and will only increase in the future.

CRFSS has 42 years of service to the community and although change and uncertainty is the nature of the non-profit world, it is the nature of CRFSS to adapt and respond. Imagine the next 42 years!

Camille Lagueux
Executive Director
CRFSS



PROGRAMS

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:

- 11,964 visits to Family Place programs during 2018/19
- 100% of parent participants in the Family Resource Program report increased knowledge of how to play/interact with their child/ren as a result of coming to the program
- 124 high risk pregnant women received services, including 59 new intakes in the Pregnancy Outreach Program in 2018/19
- 97% of parents attending Creating Healthy Families programs report knowing more about how to keep their child/ren healthy as a result of coming to the program

WHAT PARTICIPANTS SAID ABOUT OUR SERVICES:

"The staff are wonderful and they serve yummy lunches. A place where I can learn about children and my children can learn how to share with a friend. I really appreciate your kindness. Thank you very much! (Family Resource Program participant)

"I love the warm, fresh, healthy snack and lunch options, the LARGE space (separate eating & play area), large comfortable couches, extra clothing, grocery money and craft. I'm overly impressed for my first couple of visits." (Creating Healthy Families Program participant)

"I like feeling connected to my community and having opportunities to get out of the house with my kids. Family Place has had a very positive affect on my mental health and my children's development. Family Place is awesome - we couldn't live without it!" (Family Place Program participant)

"I like the playtime and toys available for my daughter, chatting with other moms and experts and learning new topics. Family Services is an excellent organization with lovely people and great programs!" (New Beginnings Program participant)

"My worker helps me so much with learning. I am a new mom and being pregnant is so scary. I have met lots of nice ladies at group. I tell all my friends to go to Babies Best Chance." (Pregnancy Outreach Program participant)



CHILDREN & YOUTH SERVICES

Programs and Services:

Child & Family Liaison Program
Child, Youth & Family Development Program
PEACE Program
Group Works Program
Sexual Abuse Intervention Program

Some of Our Performance Information:

- 92% of children and youth receiving services in the Child, Youth & Family Development Program had learned new coping strategies to deal with their situation
- 85 children/youth received services in the Sexual Abuse Intervention Program in 2018/19
- 100% of children/youth receiving services in the Child & Family Liaison Program reported that services have helped them achieve their goals in counselling
- 168 children/youth/parents received services in our many groups offered in the Group Works Program
- 100% of children and youth surveyed in these programs reported feeling safe at CRFSS

WHAT PARTICIPANTS SAID ABOUT OUR SERVICES:

"My son's counsellor is very personable, knowledgeable, flexible and caring. They demonstrate patience and understanding which certainly makes both of us comfortable. Family Services in general is such a friendly place with a caring feel to it. Everyone smiles and greets you even just in passing. Very welcoming environment." (Mother of a Child, Youth & Family Development Program participant)

"The group showed multiple ways to not only cope but to recognize anxiety. My daughter feels like she is more confident to share her anxious feelings and thoughts." (Parent of a child in the "Worry Warriors" Group)

"My son really enjoyed meeting new people and making new friends. He liked the personal connection with the counsellors. He really enjoyed craft time and the various stories. His favourite day was the day on bullying and how people can change." (Parent of child who attended Friendship Camp)

"We like all the support each of your counsellors help and go above and beyond. Everyone is so friendly and so helpful and is always there to set up a meeting, and talk about strategies and process. Very thankful for everyone and their support." (Parent of a Sexual Abuse Intervention Program participant)

"I like coming to see my counsellor, they are nice and help me lots. I have learned how to handle my anger and frustrations better and love the breathing exercises I was taught. I have fun and I love the snacks! (Child in the Child & Family Liaison Program)



PROGRAMS

FAMILY & ADULT SERVICES

Programs and Services:

**2 Resource Enhancement Programs for:
(1) Caregivers & (2) Extended Family/Out of
Care Options**

**Children & Youth with Special Needs
Behavioural Consultant Program**

Community-Based Victim Services Program

Better at Home Program

**Early Childhood Behaviour
Consultant Program**

Family Supervision Program

Family Support Program

Some of Our Performance Information:

- 103 seniors received services from the Better at Home Program in 2018/19
- 100% of clients receiving services in the Family Support Program report an increase in their knowledge about how to better care for their children
- The Community-Based Victim Services Program had 233 active files and 178 new referrals in 2018/19
- 100% of caregivers receiving services in the Resource Enhancement for Caregivers Program reported having increased their knowledge of the emotional and behavioural issues of children in their care

WHAT PARTICIPANTS SAID ABOUT OUR SERVICES:

"My sister was a recent client of Better at Home (recently passed away) and I want to express my thanks on her behalf. I know she really appreciated the supports provided by BAH, drives to medical appointments, Hospice and grocery shopping assistance. Thank you for all your help." (Sibling of a "Better at Home" participant)



"Your program was a very valuable resource for our family in gaining knowledge, skills, and having someone to talk to about struggles with children behavioural challenges. We think your program is a very valuable resource for the community and I know other parents will benefit from having someone like you to work with!" (Early Childhood Behaviour Consultant Program participants)

"My partner and I are made to feel cared about and listened to. Made to feel that we matter. We feel so lucky and blessed to have our worker a part of our lives and our healing." (Family Support Program participant)

"We have received so much excellent information that has helped us in different and good situations. I know that if we hadn't received these services, it would have been much harder to raise our son. The help we received was absolutely amazing!" (Children & Youth with Special Needs Behavioural Consultant Program participant)

"I like the availability to call when needing support or advice. Sometimes it's saving my day knowing that I am not alone. Thank you for providing this service, I appreciate it so much!! (Resource Enhancement Program for Extended Family and Out of Care Options participant)

GOLD RIVER SERVICES

PEACE Program

Police-Based Victim Services Program

OPEN STUDIO ART GROUP

The Open Studio Art Group is a drop-in studio art group for children, youth and young adults who presently access services at Family Services or who are former clients. The group typically meets every second Wednesday evening. Participants come together to create art, listen to music, eat pizza and share experiences in a safe, supportive environment. The Open Studio Art Group gives the participants an opportunity to process their experiences through their art.

The Open Studio Art Group hosts an annual art show, "Our Journey: Expressions Through Art" where the participants have an opportunity to exhibit their works of art at the Tidemark Theatre. In the past year over 60 pieces of artwork were showcased created by 40 children and youth. To kick off the exhibition a semi-formal reception is held for the young artists and their families and friends coming together to celebrate the by viewing the art, socializing and enjoying the experience of seeing their masterpieces displayed publicly. This show and the Open Studio Art Group in general help the participants enhance their self-esteem by creating art that is appreciated and honoured. The British Columbia Art Therapy Association states, "Thought and feeling often reach expression in images rather than words...feelings and inner conflicts can be projected into visual form." Marion Bryan, a counsellor & Art Therapist who co-facilitates the Open Studio Art Group and uses art therapy regularly in her work with children and youth has witnessed the powerful effect that creating art has in helping children and youth access their feelings. "Creating in this way is often instinctive and taps into thoughts, feelings, memories and ideas that go beyond verbal language."



STAFF: 2018-2019

Administration & Finance

Camille Lagueux	Janis MacDougall
Christine Petersen	Sarah Samson
Christine Belle-Oudry	Phyllis Alexander

Family & Adult Services

Sandra Bellosillo	Jessica Graham
Lenora Gray	Gloria Jackson
Karissa Everett	Laurie Overton
Roberta Peniuk	Linda Schulz
Brenda Wagman	Robert Schoemaker
Sydney Nauss	Kim Dixon
Karen Merritt	Evelyn Lotze

Tanya Swanberg

Students

Katie Johnson

Children & Youth Services

Chris Camilleri	Marion Bryan
Jaime Gibson	Judi McCheane
Ross Griffiths	Dawn Hamilton
Janice Luciw	Joyce Pielou
Tami Riecker	Lynette Walley

Early Years Services

Deborah Koster	Cheryl Dalton
Laura Johnson	Mara Kersey
Joyce McMann	Tamara Redekop
Emi Yukita	Keiko Bailey

Jennifer Abele

Gold River Services

Kelly McArthur

Coco



Coco is CRFSS's secret weapon. Not only does she help children in the playroom, and parents and youth in sessions, she also offers love, her quiet presence and a warm tail wag to anyone who wants or needs them. This includes anyone in the waiting area, helping them to feel welcome and giving them a focus other than the reason that brought them in the door. More importantly (in the eyes of some of our staff) she has her 'faves' that she goes around to each morning for her morning love session. These do involve treats, but Coco shares her enthusiasm with or without the enticement of food – usually! She is a labradoodle after all, so food is a driving factor!

Coco is a registered therapy dog with the Pacific Animal Therapy Society.



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.

PERFORMANCE

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.**

Performance “Snapshot” for 2018 - 2019

- ✓ Organizational fiscal goals were achieved within available revenues
- ✓ Met our targets for low number of client complaints and staff grievances
- ✓ Met our target for low number of incidents
- ✓ We 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

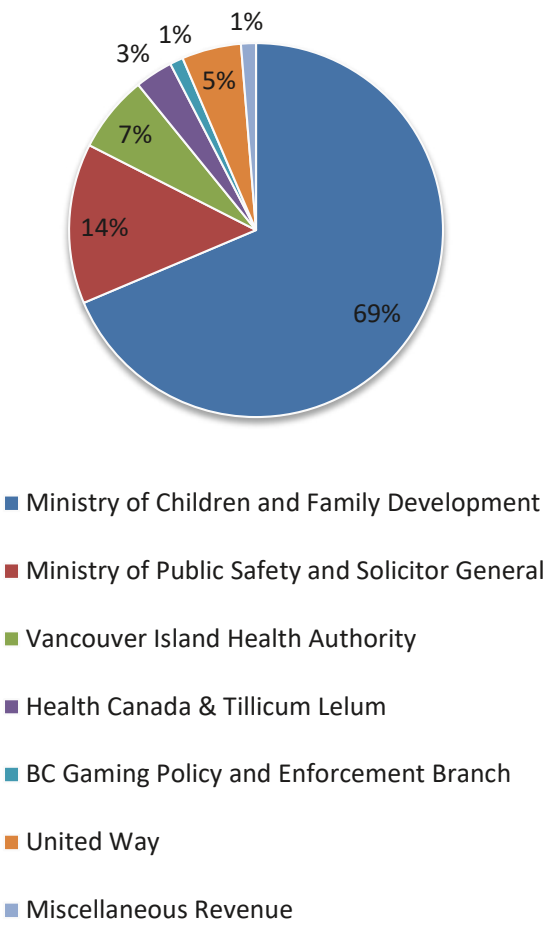
100% of children and adults surveyed reported that they would recommend our services to others



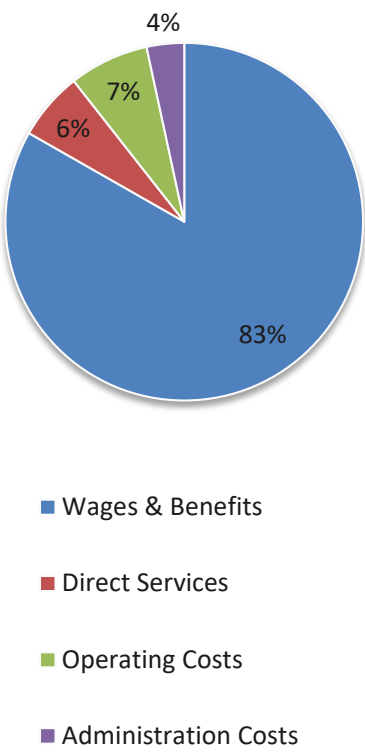
FINANCIAL INFO

Financial “Snapshot” for 2018 - 2019

REVENUE



EXPENSES



Statement of Financial Position at March 31, 2019

	2019	2018
Assets		
Current assets	503,444	497,946
Tangible capital assets	390,387	383,931
	<u>893,831</u>	<u>881,877</u>
Liabilities		
Current liabilities	64,397	120,992
Fund balances		
Capital fund	390,387	383,931
Restricted gaming fund	24,627	23,997
Restricted program fund	273,610	210,916
Unrestricted	140,810	142,041
	<u>829,434</u>	<u>760,885</u>
Total liabilities and fund balances	<u>893,831</u>	<u>881,877</u>

Statement of Operations for the year ended March 31, 2019

	2019	2018
Revenue		
Provincial government contracts	1,934,089	1,725,057
Federal government contracts	70,858	70,858
Provincial gaming grant	25,000	48,200
United Way	111,300	110,300
Miscellaneous revenue	28,044	85,957
	<u>2,169,291</u>	<u>2,040,372</u>
Expenses		
Wages and benefits	1,748,796	1,627,131
Program	129,413	121,984
Administrative	71,117	78,542
Amortization	31,310	17,485
Loss on sale of trailer shelter	-	6,513
Facilities	120,106	122,177
	<u>2,100,742</u>	<u>1,973,832</u>
Excess of revenue over expenditures	<u>68,549</u>	<u>66,540</u>

Audited financial statements are available upon request

SHANNON'S STORY

I have been involved with Baby's Best Chance (BBC) (Pregnancy Outreach Program) in Campbell River over the last six years. With BBC supporting me I have been able to get the support and guidance I have needed over time and in many different ways from the beginning of my pregnancies and as my babies grow up.

The staff are welcoming and informative and go above and beyond to help the moms involved with the program in any way they can. You can receive help with prenatal vitamins, baby clothes, baby items and accessories, food vouchers for nutritional needs, transportation, great laughs and great lunches, a sense of fellowship, a shoulder to cry on, support ideas, and arts and crafts fun. The program provides interesting topics and activities along with great speakers right from our own community who are easily accessible if needed.

I feel that I am creating great ties to the community that I might otherwise have missed. Their support has been a strong foundation for me to stand on as a single parent over the years. I struggle with mental health and addictions and I would recommend this program to anyone just entering parenthood or even a well-seasoned parent alike.



Shannon & daughter Lillie

YEARS OF SERVICE IN 2018

CRFSS recognizes that our employees are our greatest asset and we wish to honour the following staff members for their dedicated service and commitment to the organization.

The success of CRFSS is a direct result of their efforts, dedication and commitment to quality and personal and professional integrity.



Cherie Dalton
5 years



Linda Schulz
5 years



Jane Johnson
10 years



Dawn Hamilton
10 years



Grant Desmet
Board Chair

Camille Lagueux
25 years



"Friend of the Society Award"-
Altrusa Club of Campbell River

FUNDERS & DONORS

Your support has changed lives in our community – Thank you!



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



Since 2004

CAMPBELL RIVER FAMILY SERVICES SOCIETY

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

www.crfamilyservices.ca

