

CAMPBELL RIVER FAMILY SERVICES SOCIETY



ANNUAL REPORT ***2019-2020***

Serving the Community Since 1977

A WORD FROM

THE BOARD OF DIRECTORS

Well what can I say about this past year?! Other than a change in Executive Director, Financial Manager and dealing with a Pandemic it's been pretty "normal"!!

Our succession planning came full circle this year with the retirement of two long-standing, extremely dedicated employees – Camille Lagueux and Janis MacDougall. Needless to say, their presence and knowledge, skills and expertise will be greatly missed by us all.

With their departure we are also very excited to have Dawn Hamilton move into the E.D. role and wow, she has hit the ground running! Talk about getting thrown in to the deep end – having to transition into a new leadership position and facing multiple challenges regarding policies and procedures as a result of the COVID-19 pandemic. As a board, I don't think we could be any more confident in the ways she and the rest of the staff have adapted to this "new" normal.

We are also incredibly lucky to have Sarah Samson move into the Financial Manager position and she has been a huge asset to CRFSS with her knowledge and background.

The Board is excited to announce the arrival of two new directors this year. Marketa Finn and Nicole Ramm will be great additions to our team and we look forward to working with them as each bring skill sets that undoubtedly will be beneficial. Unfortunately, at the same time, we will be losing a valued member of our Board. Shannon Sekulich will be stepping away and she will be terribly missed. It has been a real pleasure to have her on our team for the last 5 yrs. Best of luck to her in her future endeavours!

As a Board of Directors we are looking forward to some further strategic planning in 2021 and working alongside the management and staff as we find ways to support each other and the community. We are very proud of the way the staff at Family Services have bonded together through these challenging times. It is a true testament of the passion you each have for the work you do! Stay healthy, stay strong, stay positive!



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 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 2019 - 2020 Board of Directors

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



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.



Rachel Blaney

Member of Parliament
North Island-Powell River

August 2020

To Campbell River Family Services Society,

As your Member of Parliament, and recently your office neighbour, I'm happy to provide greetings and best wishes for your coming year. Campbell River is a growing and evolving community full of families with a diverse range of challenges and needs. It's so important that we have organisations like CRFSS with a mandate to address those challenges that continues to grow and evolve along with our community.

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 and alongside you (and next door to you) towards those same goals.

Sincerely,

Rachel Blaney
Member of Parliament
North Island-Powell River

Ottawa

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THE EXECUTIVE DIRECTOR

The past year was one of transition and change, culminating with the onset of the global Covid-19 pandemic. We are truly living in unprecedented times. Nevertheless, the staff at CRFSS have risen to meet the challenges.

For me, this has certainly been an incredibly interesting and challenging time to become the new Executive Director of CRFSS. I have big shoes to fill after the retirement of Camille Lagueux in March 2020, who had been the Executive Director for 27 years. Camille was an amazing leader and was instrumental in expanding CRFSS to become an organization that continues to provide a high level of service to the community. She will be missed! We also said goodbye to another long term member of the management team with the retirement of our Manager of Finance and Administration, Janis MacDougall. For over 30 years Janis was the heart and soul of this agency and will be missed by all of us. Sarah Samson stepped into Janis' role and quickly embraced the challenges and demands of the position and has become an important member of the management team.

CRFSS re-accreditation by the Commission on Accreditation of Rehabilitation Facilities (CARF) was due this year. A CARF survey team visited CRFSS in November 2019 to assess 13 programs in terms of organizational strength, as well as administrative and program delivery practices. Our hard work resulted in another three year outcome and the feedback from the CARF team was remarkable – the surveyors made the fewest amount of recommendations CRFSS has received since being accredited since 2004! The many tributes paid to CRFSS by the surveyors re-affirmed the excellent work being done by everyone here and that we are indeed, making a difference in the lives of the persons we serve. Congratulations to everyone who participated in the process.

Other highlights during the year include:

- The implementation of an electronic record system that documents programs and services. This system has added efficiency and consistency to the records of the persons served.
- A huge thank you to 100 Women Who Care for their generous donation to support our "Building Connections" Program, which helps mothers experiencing interpersonal violence learn about the impacts of violence on their parenting and their children's development, while building mother's self-esteem and improving their positive parenting and healthy relationship skills.
- A very successful fundraiser in September raised funds to help offset the costs of our Community Gaming Branch funded programs.
- Grants from Campbell River Community Foundation and Canada Summer Jobs, enhanced, supported and delivered services and programs not covered by our core funding.

All in all, it was another successful year at CRFSS. I would like to take this opportunity to say a big thank you to our staff, who worked tirelessly throughout the year (and throughout a global pandemic!) to deliver exceptional service to individuals and families in need. This organization is successful because of your hard work, dedication, and passion for what you do. We would not be where we are without you and your efforts are appreciated.

Dawn Hamilton
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

Early Years Navigation Program

Some of Our Performance Information:

- 10,090 visits to Family Place programs during 2019/20
- 100% of parent participants in Early Years Navigation Program reported that they had an increased knowledge of child/ren development.
- 91% of parents/caregivers attending the Family Resource Program (Friday Play Group) reported to have enhanced communication with their child/ren.
- 93% of parents/caregivers attending the New Beginnings Program are more aware of new/other community resources to meet their family's needs.

WHAT PARTICIPANTS SAID ABOUT OUR SERVICES:

"Warm, comfortable and safe place. The nourishing snack is so helpful."

(Early Years Navigation Program participant)

"I like the opportunity to get out and bring my baby out to play with familiar people and I've been coming here for almost seven years so it feels like I am sitting amongst our own little community."

(Creating Healthy Families Program participant)

"There are lots of new friends to meet and play with. The food is delicious. The staff are friendly, helpful & makes us feel very welcome!"

(Family Place Program participant)

"I like the continued connection that flows from the prenatal to post-natal. I love the vouchers they are a big help between having money again at low times. Staff go over and above to help moms like me going through things like addiction, mental health, ministry involvement and any and all types of situations that mothers these days go through. I also enjoy the topics and the support with getting rides to important appointments and support with getting food and clothing resources."

(New Beginnings 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:

- 100% of children and youth receiving services in the Child & Family Liaison Program had learned how to identify feelings and express them appropriately
- 100 children/youth received services in the Sexual Abuse Intervention Program in 2019/20
- 92% of children/youth receiving services in the Child, Youth & Family Development Program reported learning different coping strategies
- 112 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 that their situation was improving

WHAT PARTICIPANTS SAID ABOUT OUR SERVICES:

"That when I come, I can pick a snack and a room like the art room and talk about how I am feeling that day or yesterday."

(Child, Youth & Family Development Program participant)

"Both our girls LOVED this program so much. They were so excited to come every week. I do think this program has helped my younger daughter to communicate with her peers a bit better. I also think my older daughter felt very comfortable with this smaller group (compared to school) she really seemed to show her true self and I saw her confidence shine through."

(Parent of children attending the Friendship Camp)

"Snacks, art, and my counsellor!"

(Child participating in the Child & Family Liaison Program)

"That my child is healing from abuse and being taught to know how to speak up, what is right from wrong and have someone to talk to, to heal."

(Parent of a Sexual Abuse Intervention Program participant)

"I liked that it was easy to understand but also it gives you a understanding that gentleness and calmness is a better way to get solutions."

(Circle of Security Parenting Program participant)



PROGRAMS

FAMILY & ADULT SERVICES

Programs and Services:

**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:

- 100% of parents/caregivers participated in the children and Youth with Special Needs Program report that their children exhibit an increase in adaptive & manageable behaviour.
- 165 family visit sessions were facilitated in the Family Supervision Program.
- 95% of parents/caregivers know more about and/or have used other resources while engaged with their Family Support Worker
- 100% of caregivers in the Resource Enhancement Program for Extended Family/Out of Care options increased their knowledge about cultural needs and practices of Indigenous children

WHAT PARTICIPANTS SAID ABOUT OUR SERVICES:

*"The service is non-biased and professional."
(Family Supervision Program participant)*

"Thank you for the opportunity to have this kind of support available to moms. What truly enabled me to succeed was having the support of someone so understanding, knowledgeable and willing to help in anyway."

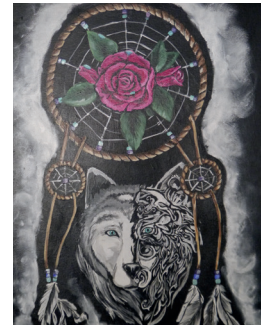
(Family Support Program participant)

"That there are others to connect with in the same situation. I also like the courses that are offered to take. They definitely provide valuable ideas for helping me with my children."

(Resource Enhancement Program for Extended Family/Out of Care Options participant)

"I found it very easy to talk to the consultant. I felt that she listened to my needs and provided excellent feedback. She checked in with me often. She helped me figure out the next step in getting help for my child. I feel like she went above and beyond for us/ to help us."

(Early Childhood Behaviour Consultant Program participant)



FRIENDSHIP CAMP

The Campbell River Family Services staff were pleased to have been able to offer two Friendship Camps during the summer of 2019. Children aged 8 to 10 years old were able to participate in the camps held at Sybil Andrews Cottage in Willow Point as the access to the beautiful beach is a key component of the program's success.

Friendship camp is a week-long camp designed to bring children together who have experienced social-emotional challenges. During their time together, the focus of the camp is to learn new and healthy skills and develop friendships. The Children participated in daily themes such as Friendship, Anxiety, Anger and Bullying which included support from a variety of our counsellors at CR Family Services that could share their knowledge, skills and facilitate activities related to a particular area of expertise. For example, Chris Camilleri attended to tell his special Beetle Carter story to help the kids understand more about bullying. The visuals he provides make the story come to life for the children. Every year, this is a highlight for the kids.



Each day staff focused on a different theme teaching skills and tools while engaging the children in fun activities. The Children were able to use their new skills during outings where staff could promote and encourage the new learning. Friendship camp is all about fun and making new friends!

Many activities such as board games, crafting, outdoor exploration, field trips, reading and therapeutic games kept the children engaged and having fun all while learning pro-social skills. It was wonderful to see the kids share their skills and qualities and to watch relationships develop.

*"My child came home with a new understanding everyday."
(Parent of child attending Friendship Camp)*

*"We liked having the time for our child to connect with more people. She enjoyed the small group size and loved the leaders!"
(Parents of child attending Friendship Camp)*



Children & Youth Services

Administration & Finance

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

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

Early Years Services

Deborah Koster Cheryl Dalton
Joyce McMann Mara Kersey
Jennifer Abele Tamara Redekop
Leslie Ross Keiko Bailey

Family & Adult Services

Sandra Bellosillo Jessica Graham
Roberta Peniuk Gloria Jackson
Sydnie Nauss Laurie Overton
Karen Merritt Linda Schulz
Tanya Swanberg Robert Schoemaker
Catherine McCauley Kim Dixon
Sydney Duncan Evelyn Lotze

Gold River Services

Kelly McArthur

Students

Rachel Enns

DADS GROUP PROGRAM

*"Only program geared towards fathers with children."
(Dads Group participant)*

*"Friendly staff, healthy food, good people."
(Dads Group participant)*

The Dads Group promotes positive parenting and provides dads with the support and connection they need in a casual, supportive manner. Dads group is open to fathers with or without their children present. The Group meets three times each month at the Gathering Place facility at 300 Robron Road. It is an informal time to share a meal, celebrate the joys and challenges of fatherhood, and explore new ideas in living. It is often an opportunity to support fathers who are engaged with the MFCD and/or who may benefit from encouragement to engage in parenting courses.

This Group has been supporting dads since 2008.



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 2019 - 2020

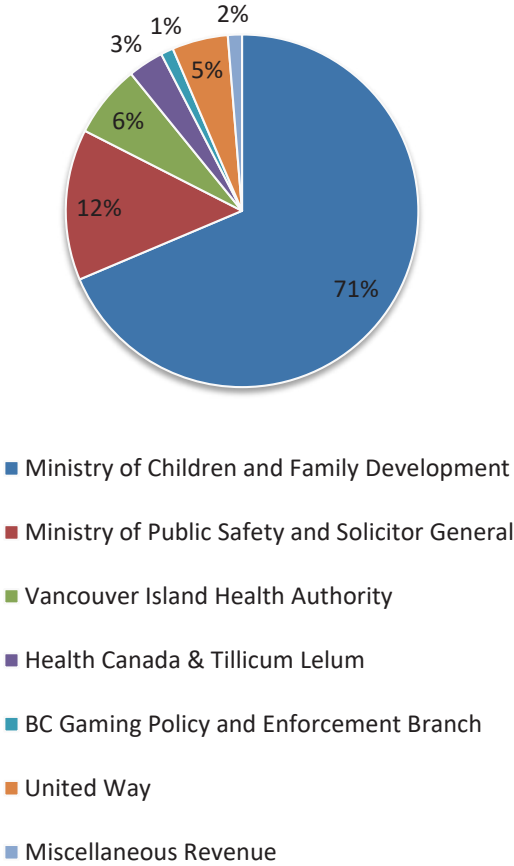
- ✓ Organizational fiscal goals were achieved within available revenues
- ✓ Met our targets for low number of client complaints and staff grievances
- ✓ Met our target for low number of incidents
- ✓ We exceeded 100% of our targets in the effectiveness domain
- ✓ We met 100% of our target in the efficiency 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

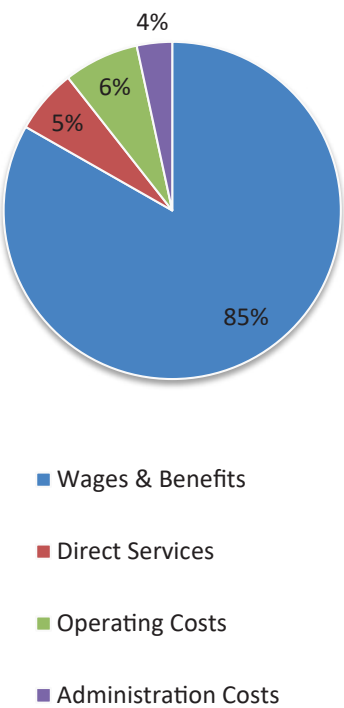


Financial “Snapshot” for 2019 - 2020

REVENUE



EXPENSES



Statement of Financial Position at March 31, 2020

	2020	2019
Assets		
Current assets	476,656	503,444
Tangible capital assets	388,873	390,387
	<u>865,529</u>	<u>893,831</u>
Liabilities		
Current liabilities	77,299	64,397
Fund balances		
Capital fund	388,873	390,387
Restricted gaming fund	24,830	24,627
Restricted program fund	241,183	273,610
Unrestricted	133,344	140,810
	<u>788,230</u>	<u>829,434</u>
Total liabilities and fund balances	<u>865,529</u>	<u>893,831</u>

Statement of Operations for the year ended March 31, 2020

	2020	2019
Revenue		
Provincial government contracts	2,138,158	1,934,089
Federal government contracts	70,858	70,858
Provincial gaming grant	25,200	25,000
United Way	110,000	111,300
Miscellaneous revenue	48,666	28,044
	<u>2,392,882</u>	<u>2,169,291</u>
Expenses		
Wages and benefits	2,060,712	1,748,796
Program	165,322	129,413
Administrative	63,292	71,117
Amortization	11,534	31,310
Facilities	133,226	120,106
	<u>2,434,086</u>	<u>2,100,742</u>
(Deficiency) Excess of revenue over expenditures	<u>(41,204)</u>	<u>68,549</u>

100 Women Who Care Donation

In 2019, CRFSS was chosen to be the recipient of a \$5,600 donation by the 100 Women of Women Who Care Campbell River to support the Connections Program. Connections is a six week program for women who have been impacted by interpersonal violence, substance misuse and who are parenting small children. The funds received will pay for supplies, crafts, snacks and a child minder.

Connections was developed by an organization called Mothercraft in Ontario and is part of a four year research project in partnership with York University. The project will be completed in September 2020. Preliminary results as of March 2020 show significant improvements in participants self-efficacy, self-esteem, access to community services and parenting capacity.

This is very positive news and we look forward to the final results of the project in September. CRFSS will hopefully continue to offer these essential groups, funding dependent, after the research component is complete.

Thank you 100 Women Who Care Campbell River for being a part of breaking the cycle of violence for Campbell River children and their mothers.



Colleen Evans, Camille Lagueux & Deb Koster

YEARS OF SERVICE IN 2019

CRFSS recognizes that our employees are our greatest asset and we wish to honor 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.



Tam Redekop
5 years



Deb Koster
10 years



Joyce McMann
15 Years



Ross Griffiths
25 years

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

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www.crfamilyservices.ca

