

CHIMO

展望社會服務中心

walking with people through crisis
helping people make sound choices



Message from the President



Jon Lee-Son
PRESIDENT & CHAIR

Having lived in Richmond all my life, I first encountered CHIMO in high school at a workshop on suicide prevention. I came to know it as the organization that helps people through crisis, and was aware of its great reputation in the community. Four years ago when I was invited to consider joining the Board, I learned that CHIMO was much more than my first picture. I was particularly enticed by its entrepreneurial nature and dedication to volunteerism, which in my view go hand in hand. Allow me to walk you through one example.

2004... the Richmond Poverty Response Committee invites CHIMO to create a poverty law advocacy program. The same year, Western Canada Society to Access Justice invites CHIMO to begin hosting pro bono legal clinics. 2005... we start! Today we provide a range of access to justice services: information, referral, service navigation, advocacy, help with appeal hearings, summary advice legal clinics – through volunteer advocates, staff, practicum students, law students, and pro bono lawyers; through partnerships with the Family Justice Centre, Access Pro Bono, Mediate BC, Vancouver Justice Access Centre, UBC and UVIC Law Schools; with ongoing funding from the Law Foundation of BC and the Provincial government.

2011... Leonard Doust, QC issues his tough report on the state of legal aid in BC after many years of fiscal restraint. He is a collective

voice for many parts of the legal community. Yes, we need more funding for legal aid so that people with family and poverty law issues can get the legal help they need. At the same time, we also need to find alternate approaches, less reliant on the legal profession, less reliant on the courts. CHIMO is doing this now.

A vision for 2015... CHIMO is well known as an effective, inclusive, welcoming, multi-lingual justice access centre. People come from everywhere for self help resources, advocacy supports, legal advice, affordable mediation services, pro bono legal representation. People bring issues related to family, civil, immigration, criminal, employment standards, landlord and tenancy, and human rights law. People are referred by judges, lawyers, family court counsellors. People call because of our growing partnerships with Pivot Legal Society, BC Civil Liberties, West Coast LEAF and Ecojustice.

Taking an entrepreneurial approach while creating meaningful volunteer work has allowed CHIMO to deliver solid “bang for its buck” and develop future leaders all at the same time. It has also catapulted CHIMO into being a unique leader in building access to justice in Richmond.

We started in 2005. Ten years later, we expect to see our dream to be a comprehensive justice access centre fulfilled.

Organizational & Financial Strengths



Candy Chiu
BOARD TREASURER

In 2010/11, CHIMO's revenues shrank for the first time in several years, a result of Vancouver Coastal Health choosing to deliver two services in house. Costs continued to rise while revenue sources were generally flat. A deficit for 2010/11 was planned as part of the annual budget process so that we could maintain services to clients and the community. The final deficit is smaller than projected, a sign of careful management and effective sustainability planning by our senior management team.

CHIMO remains strong. Solid contingency reserves are in place for both capital and operating purposes. Last Fall, the Board established a five year financial sustainability plan, focused on strengthening resource development while creating a leaner management team. Our Innovation and Development Fund continues to support new learning and innovative product development.

Accomplishments in 2010/11 include:

- Service utilization and client satisfaction levels at or above previous year marks
- Service available in over 20 different languages, up again from a year ago
- Program enhancements generated by staff and volunteers in several areas
- New workshop on employment law added to Piece of Mind: Life Education for Youth
- Working partnerships with Vancouver Justice Access Centre and Mediate BC improved service to Richmond clients at Provincial

Court and help people avoid court where disputes can be mediated

- Highly popular anger management groups for children in their middle years started by children's counsellors
- Crisis and women's counselling services ran at capacity, necessitating waitlists
- A comprehensive review of program policies underway at Nova House
- Crisis Lines handled over 10,000 calls for the second year in a row
- Further growth in volunteers involved in CHIMO work, reaching a new milestone of 400
- Innovative public/private partnerships proposed for future settlement services
- Annual fundraising goal exceeded for the second year running

As we look to the future, organizational and fiscal challenges are emerging on the horizon. Complexities in government procurement processes and increasing accountability requirements are an integral part of today's funding environment. Fundraising competition continues unabated. Senior managers in the sector are retiring, including our own Executive Director next year. With our richly diverse, knowledgeable, and experienced people - volunteers, staff, managers, practicum students, and Board members - we will be able to address these challenges proactively and creatively.

Auditor's Report

To the Directors of CHIMO Crisis Services:

We have audited the accompanying financial statements of CHIMO Crisis Services, which comprise the statement of financial position as at March 31, 2011 and the statement of fund operations and fund balances 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 generally accepted accounting principles, 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.

Auditor's Responsibility

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with Canadian generally accepted 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 of material misstatement.

An audit includes 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 evidence we have obtained is sufficient and appropriate to provide a basis for our qualified audit opinion.

Basis for Qualified Opinion

In common with many charitable organizations, the Society derives revenue from donations and membership fees, the completeness of which is not susceptible to satisfactory audit verification. Accordingly, our verification of these revenues was limited to the amounts recorded in the records of the Society. We were unable to determine whether any adjustments might be necessary to revenues other than grants, excess of revenue over expense, assets and fund balances.

Qualified Opinion

In our opinion, except for the possible effects of the matter described in the Basis for Qualified Opinion paragraph, the financial statements present fairly, in all material respects, the financial position of CHIMO Crisis Services as at March 31, 2011, and the results of its operations and its cash flows for the year then ended in accordance with Canadian generally accepted accounting principles.

VANDERMOLEN, MACKENZIE
CHARTERED ACCOUNTANT
May 11, 2011 | Langley, BC

Summary of Fund Operations

YEAR ENDED MARCH 31, 2011

REVENUES

Contracts	\$ 1,410,472
Grants	274,571
Donations	88,569
Fees/Misc.	18,013
Total Revenues	\$ 1,791,625

EXPENSES

Salaries/Benefits	\$ 1,365,558
Program Costs	250,951
Facilities	178,590
Total Expenses	\$ 1,795,099

EXCESS (DEFICIENCY) OF REVENUE OVER EXPENSES

Before amortization	(3,474)
After amortization and fund transfers	(\$ 19,615)

Fund Balances

AS OF MARCH 31, 2011

Net Capital Assets	\$ 38,818
Contingency Reserve	243,679
Innovation and Development Fund	211,336
Unrestricted Net Assets	(28,782)



Successful White Ribbon Campaign with John Yap, MLA

Board of Directors

PRESIDENT

Jon Lee-Son

VICE PRESIDENT

Bhupinder Shergill

SECRETARY

Derek Lee

TREASURER

Candy Chiu

PAST PRESIDENT

Sally Tsang

DIRECTORS-AT-LARGE

Emery Biggar

Johnny Cheung

Brian Edwards

Lynne Kiang

Derek Lee

Suzanne Lightfoot

Khanh Tran

Contributors & Supporters

MAJOR FUNDERS

BC Housing Management Corporation

City of Richmond

Government of Canada

Law Foundation of British Columbia

Province of British Columbia

- Public Safety & Solicitor General

- Welcome BC

United Way of the Lower Mainland

Vancouver Coastal Health

SPECIAL PROJECT CONTRIBUTORS

Fabricana Richmond

Green Shield Canada Foundation

Human Resources and Skills

Development Canada

Jeremy's Memorial Foundation Against Domestic Violence

Public Interest Work Placement Program (UVIC/Law Foundation)

Richmond Auto Mall

Shaw TV

Tim Hortons Ironwood

United Way of the Lower Mainland

BUSINESSES, FOUNDATIONS AND COMMUNITY GROUPS

Arrow Transportation Systems Inc

Art Knapp Plantland

BCGEU Area 3 Cross Component Committee

Canadian Women's Foundation

CIBC

CIBC (No. 1 Rd & Francis Branch)

Denny's Richmond

Dermagraphic Osmosis Tattoo and Piercing

Divinity Esthetique Salon

Earls Lansdowne

Entrust Management Services

Fairmont Vancouver Airport

Gilmore Park United Church

Golf Fore Gals

Great Canadian Casinos Inc

HBC The Bay Richmond Centre

Hugh McRoberts Secondary School

JN Burnett Secondary School

Kiwanis Club of Richmond

London Drugs

L'Oreal Canada Inc

Michael Lepore Royal LePage Westside

Our Saviour Lutheran Church

Pacific Telescope Corporation

Prickly Pear Garden Centre

QGolf (formerly Quilchena)

Richmond Center Customer Care Employees

Richmond Centre

Richmond Martial Arts Ltd

Richmond Review

Richmond Secondary School

Royal LePage Shelter Foundation

Starbucks

Steve Nash Fitness World

Steveston ANAF Rod & Gun Club

Steveston United Church

TELUS and TELUS Employees

Terasen Gas and Terasen Gas Employees

The Flying Beaver

The Keg Steakhouse & Bar

The Old Spaghetti Factory Richmond

Tickle Me Pickle Improv Group

United Commercial Travellers

United Way of Alberta Capital Region

United Way of Greater Toronto

West Coast Knitters Guild

Wheat House Pizza

White Spot Richmond Centre

WorkSafe BC Employees

White Spot Richmond Centre

WorkSafe BC Employees

Printed on 100% recycled paper.

THANK YOU

Our special thanks also to the hundreds of volunteers & individual donors who supported CHIMO in 2010/11

CHIMO

展望社會服務中心

120 - 7000 Minoru Blvd,
Richmond, British Columbia
Canada V6Y 3Z5

T 604-279-7077
E chimo@chimocrisis.com
W chimocrisis.com

Expanded
annual crisis
line calls
from 7,000
to 10,500

Here is a riddle!

These nine people work in between, travel in between, and often are in between. *Who are they?*

They ensure that we have great people - recruiting, orienting, training, and coaching, volunteers, practicum students, and staff. They ensure that clients are satisfied and well served - listening, supporting, and responding, to children, young people, adults, older adults. They ensure operational problems are addressed as they arise - making sure that facilities, equipment, and systems work. They ensure that the information is ready when it is reporting time to funders. They always turn up.

They travel from one of our locations to another, internal messengers and bumblebees. They travel out in the community connecting with other organizations - public, non profit, and private, carrying our messages. They listen to funders, and their concerns and interests. They are always out there.

Who are these people? They are Clay, Daniel, Janet, Jean, Juliana, Luke, Muriel, Nancy and Neena. They are our program coordinators, from community engagement to Nova House, from the crisis lines to outreach and advocacy, from counselling to volunteer development and community relations. Without these amazing and committed people, we would not be who we are, we would not be able to do what we do.

They are also, all of them, in between. Some arrived at CHIMO as volunteers, moved into line staff work, became coordinators. At some point, they will move on, following their own learning and working journeys. Or, they arrived at CHIMO from long work careers elsewhere, and stayed with us to give of their wisdom before retiring.

Over the page they speak for themselves as to why they have stayed at CHIMO for some time. But, just as we celebrate all of our people at this time of our year, we wanted this time to acknowledge this group in particular, and to applaud what they have brought to our organization, to our community, and to each of us as persons. We thank them!

Tripled Piece
of Mind: Life
Education for
Youth with 6
new workshops

Recruited and
trained over 100
new volunteers
annually

Created
volunteer-
based outreach
and advocacy
quadrupling
service
capacity

Increased
practicums &
internships from
3 to 18 a year

Built diverse
staff and
volunteer teams
around best
practices

Established CHIMO
as a newcomer
assistance centre
in Richmond

“Whether it be the positive change of tone in a crisis line caller’s voice, the growing smile on a relieved mother’s face, or the confident look of a young man who just found the will to look for work again – these moments make being at CHIMO worthwhile. I am blessed with the opportunity to make a difference with like-minded people supporting positive change in our community!”

Juliana Leung

“People listening empathically and giving their time to help relative strangers is an illustration of compassion. I want to be part of the team dedicated to carrying out this meaningful work.”

Janet Woo

“Every day I have the opportunity to learn, experience, and make a difference in the world by doing the work I believe in. Working at CHIMO also enables me to achieve the kind of work/life balance that is important for my life.”

Neena Randhawa

“The opportunity to be part of an organization like CHIMO is a gift. An amazing team of dedicated volunteers and colleagues inspire me every day. Their commitment adds richness to the lives of so many – including mine!”

Jean Fisher

“I am here because CHIMO’s work has a genuine impact on other people’s lives. No matter which side of the table you sit at, being at CHIMO is immediately a rewarding and empowering experience.”

Luke Lin

“I volunteered with CHIMO for five years and recently joined the staff team. I wanted to work for the organization because I believe it will be a huge stepping stone to my future endeavours.”

Dan Remedios

“What happens when an irresistible force meets an immovable object? – Immeasurable energy! CHIMO is the engine that provides that collective momentum. When I come to work, I feel energized and strengthened by the sense of community and the energy of a movement I’m proud to be part of. Working with people in crisis has taught me hope and humility.”

Nancy Nguyen

“It is a pleasure to be associated with a progressive organization that is making a difference in community and to work closely with a group of caring and professional counsellors.”

Muriel Kerr

“I didn’t just want to be a dreamer – someone hoping for a better world. Rather I wanted to take action and give back to my community. I have also come to realize that I have a passion for youth. Working with CHIMO enables me to marry my passions.”

Clay Tang