

## Dialoguing with Young Adults

People in their 20's comprise over 50% of CHIMO's volunteers and 40% of our staff. They are our long-term future. Inspired by a series of articles in the Globe and Mail last summer, we held a series of conversations throughout the year with a diverse group of young adults. The starting point was the Board management retreat in September, when 20+ young adults joined Board members and senior managers to begin a new ten year visioning process for CHIMO. Over several meetings, and a weekend workshop this Spring, we explored their unique perspectives on themselves, Richmond and the world. Their views affirm the current research that describes the characteristics of today's young adults in Canada (see sidebar).

These creative and committed young adults strongly believe that CHIMO should:

- Grow through creating new markets, expanding beyond Richmond, and merging with other organizations that may wish to become part of the diversifying CHIMO family
- Remain an organization that is both small and large, fluid and not bureaucratic, flexible and responsive, nimble and stable, and safe and risk taking
- Consider becoming a decentralized co-operative, a linked network of smaller satellites
- Focus strongly internally on promoting learning, career, and bridging diversity

What we found is that the young adults who are part of CHIMO are:

- Committed, yet highly mobile
- Strong learners, though not everyone, and not all of the time
- Individuals, with no desire to be cogs in a machine
- Change oriented, though not necessarily entrepreneurial
- Interested in being flexible and free, not committed to ownership
- Loyal, and looking for reciprocity
- Diverse, and always looking for choices
- Explorers, yet looking for some sense of safety and belonging

The discussions have interesting implications for CHIMO as it considers its future, and potential new directions. Planning for the longer term should:

- Focus more on the values and style of the organization; and on the opportunities for change, growth, and learning
- Focus less on the content, or what will actually be done, letting this emerge over time
- Always ensure that the organization is friendly, connected, value based, small, safe, and welcoming

*"On a steady learning curve since starting my volunteering at CHIMO, the experience has transported my personal boundaries and skills beyond what I ever imagined possible. Having been presented with so many different opportunities to express myself while at the same time helping others has been in my life until now unparalleled."*  
Katherine Van der Gracht

### CHIMO Crisis Services

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A United Way member agency.

## Today's Young Adult Perspective

- Very tolerant of differences, ranking the Charter of Rights and Freedoms as key to Canadian national identity
- Highly urbanized and cosmopolitan in both location and attitudes
- More culturally diverse, with their roots in over 200 countries, yet much more likely than their parents to identify themselves as Canadians
- Coming to grips with different cultural and socio-economic backgrounds, seeking a sense of understanding and belonging
- Very educated, yet often confused about their own futures
- Alienated from traditional forms of political involvement such as political parties and voting, yet highly supportive of the Supreme Court and Canada's commitment to peace-making, and engaged civically in many informal ways
- Supportive of lead edge human rights issues
- Support public action to address poverty and marginalization
- Less involved in traditional institutions such as churches, yet often ready to talk about spiritual matters
- Less connected to particular communities and provinces, yet a strong tendency to think both globally and locally
- Much less deferent to traditional authorities and gender perspectives, yet strongly family oriented
- Likely to fuse diverse traditions in art, design, ritual, clothing and food
- Coping with increasing numbers of life choices over longer periods of time
- Living with increasing violence and physical safety concerns in daily lives
- Often leading lives that take many surprising twists and turns
- High degree of loyalty in relationships with colleagues, yet committed to debating and challenging each other to find consensus solutions
- Committed to a balanced way of living (work, play, learning, and relating), yet often looking for the good life from a consumer perspective
- Work to contribute – careers as opportunities to add value
- Casual relationships with supervisors or bosses
- Technologically savvy, often looking for the quickest solution through technology
- Work well independently with direction
- Want to accomplish things right now
- Expect flexible structures, timetables, processes, policies

## Message from the President and the Executive Director

# CHIMO

CRISIS SERVICES

## 2003

### ANNUAL REPORT

## 2004

### Board of Directors

Don King, President • Cynthia Chen, Vice President • Paul Self, Secretary • Sean Kumagai, Treasurer • Eileen Anderson, Past President  
Franklin Fung, Jake Pogonson and Sheila Tedford, Directors-at-Large

Like all other successful non-profit organizations, private businesses, and public agencies, CHIMO needs to be constantly innovating and changing, yet also paying deep attention to its people, clients, partners, programs, and competencies. Our future, as it is for the broader Richmond community, lies in our ongoing commitment to learning, and to bridging across differences.

Learning needs to become even more the life blood of our organization, bringing a constant flow of new energies and ideas. Over the past year, we have revamped the crisis line volunteer training program, focused on training for Nova House staff, and initiated a series of dialogues with young adults. Staff have attended numerous workshops across the Lower Mainland. This summer, we are sending six staff and volunteers to the Concordia University Summer Institute on Management and Community Development in Montreal. Next year, we are looking to expand volunteer training to build skills around specialized information and referral, individual advocacy, working with seniors, and supporting women facing violence; and create new practicum placements for students. We have initiated a new internship management program, and created two Board positions for young adults. One of our dreams is to create a state-of-the-art learning centre.

Richmond is a diverse community, situated in a region that is increasingly populated by people from many different countries and cultures. Our society, and our community, is becoming ever more pluralistic, as differences grow across ages, educational and working backgrounds, genders, and family life-

styles. Internally, CHIMO mirrors the broader Richmond community, and the region. We say this with great pride! How we creatively bridge all of these differences is critical for CHIMO's long-term future, as it is for Richmond as a whole. This year, we held a unique volunteer recognition event, where people from all ages, genders, and cultural backgrounds gathered to celebrate each other, dance, and watch a pilot performance of high school students focusing on dating violence and bullying. The dialogue with young adults has been an opportunity for older Board members and managers to learn about the perspectives of Generation Y. Next year, we hope to initiate an annual public dialogue series on bridging differences.

We thank each and every one of you – donors, volunteers, staff, and Board members for your contributions to CHIMO and to our community, and for making CHIMO such a strong and crea-

tive organization. And, a special thanks to Past President Eileen Anderson who resigned from our Board mid-year to make room for creating her new business.

We are sad to say that longtime CHIMO volunteer Rosemary Kimmel passed on earlier this year after an extended battle with cancer. The Rosemary Kimmel Innovation Fund created by CHIMO's Board three years ago, and expanded this year, will contribute a lasting testament in the community to her wonderful strength and caring spirit. Thank you Rosemary for inspiring us all!



Don King  
President and Chair of the Board



Joan Cowderoy  
Executive Director

*"At CHIMO I learn how to make a difference in society as a group player. We are not just helping others as individuals; we are a recognized force of many difference cultural backgrounds and abilities, working towards saving our corner of the world."*

Johnny Tai

### Nova House

*Provides shelter, emotional support and practical assistance to women and children fleeing violence at home.*

- In early September, CHIMO opened a brand new purpose-built, fully equipped permanent facility for Nova House.
- The brief summer closure provided a serendipitous opportunity to initiate concentrated training, inter-agency learning and team building with staff.
- During the past year Nova House served 383 women and 211 children.
- Our outreach worker supported 107 women re-establishing themselves in the community.
- A community fund-raising campaign is planned to raise the additional \$75,000 needed to support this service in the coming year.
- Next year, Nova House will considerably expand its volunteer program.

### Counselling Services

*Assist adolescents and adults in crisis, women starting over after leaving abusive relationships, children traumatized by violence at home, and young people living with often debilitating eating disorders.*

- During the past year, our counselling services supported 822 people.
- Next year the eating disorder program will expand to operate full time.
- With Richmond Health Services, we will also establish the first integrated health clinic to serve local people with eating-related problems.

### Crisis Lines

*Trained volunteers provide emotional support, information, community referrals, and crisis intervention 365 days of the year.*

- Callers needing immediate professional support are connected directly with professionals in mental health and the community.
- During the past year, more than 75 volunteers on the crisis lines handled 7221 calls.
- The volunteer training program was strengthened, becoming a key entry point for new CHIMO staff.
- 46 new volunteers joined us during the year.
- 26 volunteers left, taking their newly developed skills into the community.
- Plans have been initiated to regularly call out to Richmond seniors isolated at home.

### Staff Comings and Goings During the Year

- Lizzy Ambler took over the eating disorder program from Colleen Wittig.
- Sharron Levinkind returned from maternity leave to CHIMO's front office, now busier than ever, and was joined by Angela Kalaw.
- Jocelyn Wong took over coordination of the school-based programs.
- Rishima Bahadoorsingh is leaving the dating violence work to return to school.
- Stephen LeBlanc and Lynn Savoie, valued long time employees and managers, left this year to pursue personal and career interests elsewhere.
- Natasha left Nova House this spring to travel, Nancy returned from maternity leave, and Mau, Sandeep and Sharmila joined the Nova House team.

*"Volunteering for CHIMO gives me the opportunity to develop skills and continue learning. I am actively involved with an organization that is truly dedicated to the betterment of the community."*

*Jeremy Boal*

### Community Education

*School-based social and emotional learning programs help elementary and high school students build resilience, gain practical knowledge and skills, and recognize when and how to reach out for critical support.*

- Building on research done in the previous year, CHIMO piloted a powerful dramatic production designed to generate awareness and action to prevent dating violence.
- In the past year, 53 volunteers including 40 high school students delivered programs to 4251 students in 15 schools.
- During the year, CHIMO conducted research on social and emotional learning programs in Richmond schools to help us grow the effectiveness of our schools work.
- In the coming year, we will consider results of the research with the Richmond School District.
- Next year CHIMO will implement a new school program on self/body image designed to help prevent eating disorders among early adolescents.

### Community Development

*Work began in Steveston to help prevent crises and strengthen individual, family and community capacity to respond in a crisis.*

- Extensive community listening over the spring and summer last year and two local planning forums in the fall identified several key community issues.
- As a result, a new weekly youth drop-in clinic has begun in Steveston.
- In the fall of 2004, CHIMO will deliver a specially designed parent education series for parents of teens.
- During the coming year, CHIMO will support a group of Steveston residents planning to organize around key community safety issues.
- As part of the healthy communities initiative, CHIMO conducted research last year on crime prevention and safety issues in East Richmond/Cambie.
- During the coming year, CHIMO will work with community groups and public agencies to act on the research results.
- During the past year, CHIMO explored with the Richmond Public Library the possibility of hosting a series of public dialogues around

*"In addition to involvement with growth and development in the community, CHIMO allows for personal growth through discussion groups, workshops, peer-networking, diversity and community involvement."*

*Alikhan Lalji*

## Organizational And Financial Strengths

Responsive, safe, and quality services to an ever more diverse clientele rest on the deep competencies of staff and volunteers, and the sustainability of an organization as a whole. This is as true for CHIMO as it is for other successful community service agencies. CHIMO continues to invest in strengthening the skills and knowledge of its staff and volunteers, and building an organization that is innovative, enterprising, and sustainable.

The letter below from our auditor indicates our commitment to financial transparency. Over this past year, we have continued to operate in a positive financial situation, and to further diversify our revenues. Overall revenues have grown by 10.0%, largely as a result of grant funds for community development and crime prevention work, and increased contract funds from Richmond Health Services. We successfully completed the new Nova House project on budget, an amazing achievement due in no small part to the support of Terra Housing Consultants Ltd. and Progressive Homes Ltd.

Over the past year, we have:

- Invested in information technology to enhance internal communications and information management systems. Eventually, we hope to have many of our services offered on-line, as well as in person and by telephone
- Renewed and developed further Board value-based policies to guide the work of the organization
- Developed and implemented a new evaluation process for our Executive Director. This, together with on-going review of the accomplishments against our strategic, and annual financial and business plans, is the Board's primary approach to ensuring accountability

- Continued to strengthen our relationships with a variety of partners in Richmond and across the Lower Mainland, including the City of Richmond, the Richmond School District, Richmond Health Services, Richmond RCMP, and the United Way of the Lower Mainland
- Developed a new budgeting and financial management process that allows us to focus separately on ongoing operations, developmental work, and innovation
- Established a much stronger community fund raising strategy, focusing on third party events and individual monthly giving, that builds on the successes of the past and the recent Nova House capital campaign
- Re-built our senior management team with the addition of Cheryl Dean Thompson following the departure of two valued managers

Earlier in the Spring, the Board took a long hard look at CHIMO's financial position and investments. While paying due attention to the need for contingency operating and capital reserves, totalling \$149,442, the Board has decided to place all remaining non-restricted assets, \$281,025, into an Innovation and Development Fund. This will be used over the next few years to create, pilot, and develop new resources for our changing community; and, to continue to build a vibrant organization.

*Cynthia Chen, Vice President  
Sean Kumagai, Treasurer*

## Auditor's Report

*To the Directors of CHIMO Crisis Services*

We have audited the statement of financial position of CHIMO Crisis Services as at March 31, 2004 and the statements of fund operations and fund balances for the year then ended. These financial statements are the responsibility of the Society's management. Our responsibility is to express an opinion on these financial statements based on our audit.

Except as explained in the following paragraph, we conducted our audit in accordance with Canadian generally accepted auditing standards. Those standards require that we plan and perform an audit to obtain reasonable assurance whether the financial statements are free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements. An audit also includes assessing the accounting principles used and review of significant estimates made by management, as well as evaluating the overall financial statement presentation.

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.

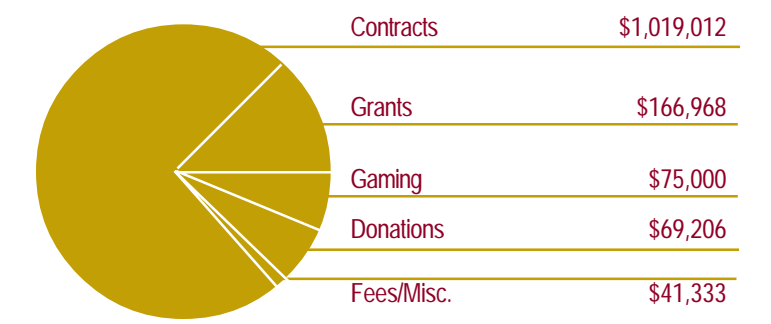
In our opinion, except for the effect of adjustments, if any, which we might have determined to be necessary had we been able to satisfy ourselves concerning the completeness of the revenue referred to in the preceding paragraph, these financial statements present fairly, in all material respects, the financial position of the Society as at March 31, 2004, and the results of its operations for the year then ended in accordance with Canadian generally accepted accounting principles. As required by the British Columbia Society Act, we report that, in our opinion, these principles have been applied on a basis consistent with that of the preceding year.

Langley, BC, May 10, 2004  
VANDER MOLEN, MACKENZIE, BULTHUIS  
CHARTERED ACCOUNTANTS

## Statement of Fund Operations

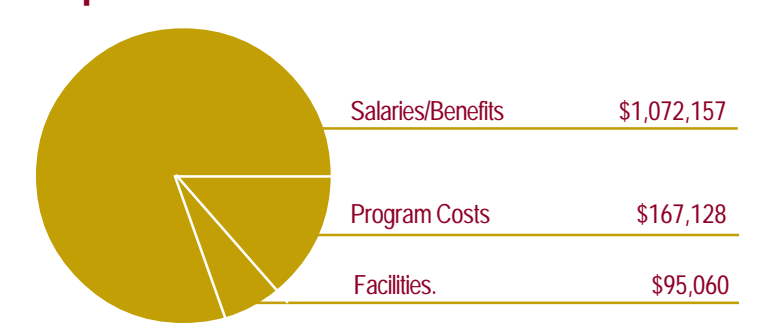
Year Ended March 31, 2004

### Revenues



**Total Revenues: \$1,343,896**

### Expenses



**Total Expenses: \$1,334,346**

**Excess of Revenues over Expenses: \$9,550**