

# Exploring Our Diversity

**R**ichmond is one of the most diverse cities in Canada, and is projected to become even more so. CHIMO has to respond to this diversity to remain relevant. Four years ago, we engaged IPSOS Reid to carry out a short market research study of the use of crisis services in the Chinese communities. Three years ago, due to funding cutbacks, we lost the Chinese Crisis lines, the one service that was dedicated to a particular cultural group. Two years ago, we held a series of conversations with young adults in their 20's to understand how they see and experience the world, and to explore what this might mean for crisis work in the future. CHIMO's services are focused on all ages, from children to seniors.

At the September 2004 planning retreat, the Board set a strategic priority of renewing and changing CHIMO, and its programs and resources, in response to the changing demographic and economic realities in Richmond. The first step was to carry out a diversity audit, looking at the "fit" between the diversity of CHIMO's clients, volunteers, staff, and Board members, with the demographics of the Richmond community. The intent of the audit was to develop a factual base for examining how well CHIMO is actually serving Richmond.

Research consultant Bruce Levens completed the diversity audit this spring, looking at age, gender, geographic location, culture, language, social class and sexual orientation. The audit provides a snapshot picture over three months. Briefly, this is what Bruce's research found.

- CHIMO takes an affirmative approach to diversity
- Staff, volunteers, and Board members reflect the community's diversity
- Staff and volunteers reflect diversity in age, sexual orientation, ethno-cultural origins, languages, and visible minority groups
- Staff and volunteers generally reflect the Chinese and South Asian cultural groups, other groups somewhat less so
- Collectively, staff, volunteers, and Board members speak 18 different languages

- People who come to CHIMO for help are generally less representative of community diversity than those who provide the services
- CHIMO supports people from all geographic parts of Richmond
- Less than 25% of service recipients are from visible minorities, compared to the 59% in the overall community
- Outside of CHIMO's extensive work in Richmond schools, the largest number of people served are between 25 and 65 years of age
- Generally, CHIMO's clients reflect the Richmond population age distribution, except for seniors
- CHIMO serves a largely low income segment of the population
- Most of the people served come from one person households and single parent families
- CHIMO is well known by various referral sources in the community
- Most clients find their own way to CHIMO

There are clear challenges here in how CHIMO addresses the needs and interests of visible minorities, families, and seniors. Some of the questions that we need to address our:

- What types of crisis services have the best fit with different cultural and language communities, families, and seniors?
- Do we need to look at new services dedicated to meeting the particular crisis needs of different cultural and language communities, families, and seniors?
- How do we market crisis services and resources to different cultural and language communities, families, and seniors?
- How do we work with the referral sources in Richmond to better respond to the crisis needs of different cultural and language communities, families, and seniors?

The results of the diversity audit, and the questions arising from it, will be considered this summer and fall by a special Board task force.

*"I was a police officer in Hong Kong before coming to Canada eight years ago. Working with CHIMO for the past three years enriches my immigration life and keeps me connected with the mainstream. I am pleased that the organization is focused on adapting to the ever-changing demographics and diversity in Richmond."*

*Franklin Fung*

*"I find being involved with CHIMO rewarding because of the dynamic individuals involved, as well as the opportunity to work with a group that touches every walk of our community from youth to seniors."*

*Helen Pratt*

## Board voices...

*"As a student who is interested in pursuing a career in the social service sector, I have found that CHIMO is one of the few non-profits that give opportunities to young adults to participate in all aspects of the organization. My experience as a Board member this past year has given me insight into a new level of volunteer work, where my opinions and experiences are used to make changes within the organization."*

*Kavitha Premarajah*

### CHIMO Crisis Services

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A United Way member agency

# CHIMO

CRISIS SERVICES

## Message from the President

**W**e have done well this past year, building our current strengths to walk with people through crisis, help people make sound choices, and ensure a safer community. All of us, staff, volunteers, Board members, donors, supporters, friends, and partners should be proud of the place that CHIMO has established for itself in the Richmond community. But, we need to continually look at whether we are doing the right things, in the right ways, to respond to the changing needs and interests among individuals, families, neighbourhoods, cultural communities, age groups, and people with diverse backgrounds and life styles.

Over the past year, we have:

- Initiated a seniors telephone outreach service where volunteers provide weekly support to isolated seniors
- Designed and developed an outreach and advocacy service where volunteers provide information, emotional support, referral and bridging to community resources, and advocacy for individuals and families experiencing crises in their everyday lives
- Delivered new education parent programs to help parents better support children and youth in their families
- Established the first inter-disciplinary diagnostic and treatment clinic in Richmond for people with eating disorders
- Began working with Richmond Health Services to strengthen in-patient services at Richmond Hospital for people with eating disorders
- Set up weekly pro bono law clinics to provide legal advice to low income Richmond residents
- Strengthened our internal capacity to identify and support families with children and youth at risk

## WALKING WITH PEOPLE THROUGH CRISIS HELPING PEOPLE MAKE SOUND CHOICES

- Researched the utilization in Richmond schools of social and emotional programs offered by external agencies
- Published an agency newsletter, now to be a semi-annual publication
- Created a management intern position for young adults
- Held our first appreciation reception for CHIMO's major third party donors
- Won the 2004 Community Champion Award, one of the annual Business Excellence Awards given by the Richmond Chamber of Commerce and the City of Richmond

We want to say a very special thanks this year to some of our key supporters and partners. The women's charity golf tournament, organized by several committed women who are members of Quilchena Golf and Country, raised \$20,000 to support CHIMO's work. Through their Ethel Tibbits Women of the Year Awards, Richmond Review

raised almost \$15,000 to support Nova House. The Ministry of Community, Aboriginal and Women's Services significantly increased funding for CHIMO's work with women fleeing violent relationships and their children. The United Way of the Lower Mainland and the Vancouver Foundation provided funding for CHIMO's outreach and advocacy demonstration project.

And, on behalf of the Board we want to convey our heartfelt appreciation to Sean Kumagai, who has been CHIMO's Treasurer since joining the Board in 1999 as a young adult. He helped guide the agency in developing solid financial management, investment, and resource development policies and plans; contributed on many different Board committees; and actively participated last year in our young adult social values project. We wish Sean well as he moves on to other professional and community activities. His presence at the Board table will surely be missed.

*Continued on Page Two...*

# 2004

## ANNUAL REPORT

# 2005

### Board of Directors

Cynthia Chen, President • Don King, Vice President • Franklin Fung, Secretary • Sean Kumagai, Treasurer • Hazel Panis, Jake Pogson, Helen Pratt, Kavitha Premarajah, Paul Self, Sheila Tedford, Directors-at-Large

**R**ichmond is a richly diverse city. We pride ourselves in that, though what many of us see is a community of different cultures, colours, and languages. Yet, the people who dwell and work around us, our neighbours and friends, our strangers, also range over all ages, speak the language of different generations, pray and worship in varied ways, go home each evening to different family structures, and live out different lifestyles. Poverty is a part of this picture. There are huge income differences within our community.

Several years ago, the Richmond Poverty Report Card pointed out that in 1996, 23% of all families in Richmond lived below the low income threshold, and nearly 1/3 of children lived in poverty, and that Richmond had one of the highest income-poverty gaps in Canada. Our recent diversity audit indicates that in 2000, 28% of Richmond households had total incomes of under \$ 30,000, and that 75% of CHIMO's clients have incomes under \$ 30,000.

All of us face crises - loss of a job, death of a loved one, separation from our family, isolation from others, depression and stress, or the experience of sudden illness. We respond to these crises in many different ways that reflect who we are, our age, family situation, and diverse backgrounds. Some of us reach out to friends and families, others to neighbours and strangers. Some of us phone 911 or end up at the emergency ward, and others find their way to counselling services and support groups. Some of us turn to our natural communities, others of us stay alone. Poverty can be a crisis. Poverty can also, though certainly not always, mean that walking through life's inevitable crises, and making sound choices for ourselves and our families, is much more difficult. Poverty means not being able to afford services, or to take the bus trip to access services. Poverty means not being able to afford those recreational times where many of us "let off steam". Poverty often means feeling excluded, isolated, from the community.

CHIMO works with people in crisis. Many of the people with whom we walk beside in crisis, and try to help make sound choices, live with poverty. Seniors who are called by volunteers

are often poor. People with a mental illness who phone the crisis lines for ongoing support are often poor. Many women who leave Nova House will face poverty, at least for awhile. CHIMO does not try to meet people's basic needs. CHIMO is not the Richmond Foodbank, the Ministry of Human Resources, the Salvation Army, nor the Greater Vancouver Housing Corporation.

Yet, we work with people and families living with poverty.

In partnership with Western Canada Society To Access Justice, we now host weekly free law clinics. Our new advocacy and outreach project will have as its top priority working with people in poverty, and helping them build bridges to the resources they decide that they need.

The questions facing us are: Are we doing the right things?, Are the faces we

offer to the community welcoming to people living with poverty?, "Are the environments that we work within friendly?", and "Who should we be partnering with?. As we make the claim that we "walk with people through crisis" and "help people make sound choices", we need to be fully awake to the realities of poverty, and poverty-income gaps, in Richmond. These questions will be a key focus in our on-going planning, learning, and renewing throughout this Fall.

### Board Voices...

*To be a member of the CHIMO Board is to be engaged in an intellectual exercise. As Board members bring a diverse range of unique skill-sets to the table, one is continually involved in fascinating and inspiring conversations. This regard for excellence comes from the realization that the Board is collectively charged with overseeing such a valuable community organization as CHIMO, composed of passionate volunteers, dedicated staff, and programs that enhance and support a wide array of public services. And as such, Board members lend their vantage points and skill-sets in very personal ways to every decision they are charged with making.*

*Don King*

### President's Message (cont'd)

**In the Summer and Fall, the CHIMO Board will provide leadership to three organizational task forces on: responding to diversity, becoming more entrepreneurial, and deepening organizational learning. These task forces will be invited to carry out research, brainstorm new and innovative directions, and make recommendations for the next five years. All of this work will come together in an organizational planning session in early 2006. If you want to become involved, we would welcome your participation.**

**Finally, we want to welcome two new management staff to CHIMO. Sairoz Sekhon has joined the team as manager of Nova House. Sairoz has worked in women's services for over five years and we are pleased to have her take on this role in the organization. Anil Pabani from Ontario has just joined CHIMO as Director of Operations, a new position recently created. Anil is a seasoned health care administrator who has worked in Canada and South Asia.**

**This year has been a wonderful and exciting adventure, working with dedicated financial supporters, volunteers, staff and Board members. Being President of CHIMO gave me new insight into how a team of committed people can make such a difference to the health of a growing community. I am indeed honoured and proud to have been part of a successful organization that helped make the Richmond community what it is today. I see tremendous future for CHIMO. I especially want to thank Executive Director Joan Cowderoy for walking the extra mile with me, and everyone at CHIMO for giving to the community, and to me, a warm helping hand. As I step aside for the new Board of Directors to carry on the excellent work, I would like to leave this thought: "The mark of a person's life is not what they have done for themselves, but what they have done for others."**



*Cynthia Chen, President and Chair of the Board*

## 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.

As in previous years, 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 through grant funds for new demonstration projects and growing community and business support.

Over the past year, we have:

- Continued to renew and develop further Board value-based policies to guide the work of the organization. Subjects included budgeting, investment, and retirement.
- Strengthened our internal capacity to generate new resources for CHIMO's work
- Re-organized our senior management structure to add capacity while reducing costs
- Set new direction for annual program planning and evaluation and an outcomes-based approach
- Added new professional development programs for agency staff

- Begun to take a multi-phased and integrated approach to volunteer and staff orientation and training
- Developed baseline diversity data within our organization to be used as benchmarks for comparison in the future

The Board has continued to maintain both a contingency operating reserve to protect against unforeseen expenditures and a capital reserve to cover future costs of facilities repair and replacement. Together these reserves total \$148,370. CHIMO's Innovation and Development Fund of \$ 288,300 is being used to create, pilot and develop new resources for the community and to continue to build a vibrant organization. This year, monies have been allocated to fund the management internship and support the outreach and advocacy demonstration project.

As I now leave the Board, I can't help but reflect on what a tremendous experience it has been. Having the opportunity to be part of such a dynamic organization over the past six years has been extremely rewarding. When I first joined CHIMO, we had an operating budget of just under \$925K, which has since grown an impressive 60% to over \$1,450K in the upcoming year. This growth demonstrates the drive and determination that is reflected throughout the organization and the desire to succeed. It is because of this that I am confident that I am leaving CHIMO in good hands.

*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, 2005 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.

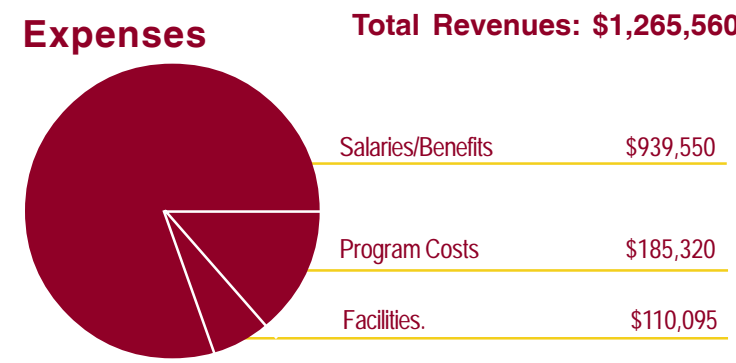
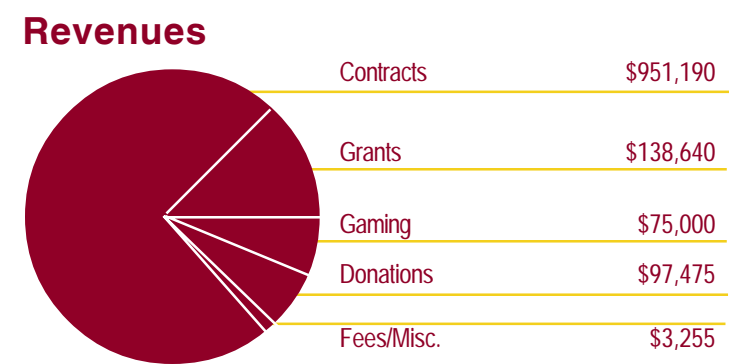
In common with many charitable organizations, the Society derives revenue from donations and membership fees, the completeness of which is not susceptible to satisfactory audit verification. Accordingly, our verification of these revenues was limited to the amounts recorded in the records of the Society.

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, 2005, 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 5, 2005  
VANDER MOLEN, MACKENZIE, BULTHUIS  
CHARTERED ACCOUNTANTS

### Statement of Fund Operations

Year Ended March 31, 2005



**Total Revenues: \$1,265,560**

**Total Expenses: \$1,234,965**

**Excess of Revenues over Expenses: \$30,595**  
before Amortization  
**Excess of Revenues over Expenses: \$15,585**  
after Amortization