

# CHIMO

CRISIS SERVICES

展望社會服務中心

WALKING WITH PEOPLE THROUGH CRISIS  
HELPING PEOPLE MAKE SOUND CHOICES

CHIMO PROGRAMS AND SERVICES Crisis Lines · Adult Crisis Counselling · Parent Education · Children Who Witness Abuse Counselling · Nova Transition House · Outreach & Advocacy Service · Pro Bono Law Clinics · Richmond Eating Disorder Program · Stopping the Violence Counselling · Piece of Mind Workshops: Life Education for Youth · Youth Crisis Counselling · Stepping Out · Suicide Bereavement Support Groups · Youth Stepping Stones

2007/08 Annual Report

## MESSAGE FROM THE PRESIDENT AND EXECUTIVE DIRECTOR

We are committed to creating a long-lasting impact, in the lives of individuals and families, and in the community as a whole. We do this together, as clients, volunteers, students, staff, and Board members. We do this with the generous support of donors and funders. We do this with partners.

**Miles Lezinsky** is CHIMO's youth counsellor. He is a timely presence in the lives of young people facing difficult crises, helping them identify and build on their own strengths, providing them with opportunities to reflect and learn, and make concrete changes in their lives. Outside of CHIMO, he is a leader in local hockey for youth, building stepping stones for them to learn and move forward. Over the past few years, Miles has initiated a Parenting Education Series built on the progressive parenting work of Gordon Neufeld. He is now working with a new Richmond coalition focused on creating resources for gay and lesbian youth, and creating a community that is accepting of differences. Miles is a father and husband, now living in Richmond, and brings the experience of having lived in China for three years into his work and his life. This spring, Miles received the U-ROC award for "Youth Asset Champion".

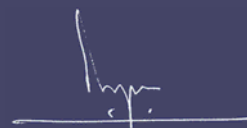
Miles, like all of CHIMO's staff, practicum students, and volunteers, embodies our commitment to creating a lasting effect in people's lives, through: being a timely presence, helping people to recognize and build on their assets, providing learning opportunities, offering stepping stones, and undertaking community social action.

**Neena Randhawa** is CHIMO's outreach and advocacy coordinator. She, and the volunteers and practicum students who work with her, are a timely presence in the lives of individuals and families facing genuine practical challenges such as housing evictions, income losses, family violence, and child custody. Through their engagement with the Outreach and Advocacy Service, individuals and families

learn about themselves and about community resources, and develop skills and confidence to resolve their own challenges in the future. Outside of CHIMO, Neena not only travels frequently to India, but is also actively involved in the Indo-Canadian community, with deep concerns for family violence. In her own neighbourhood, she teaches yoga to young children. Neena's advocacy work has led to policy changes in B.C.'s social assistance programs, and she acts as a consultant to public bodies regarding services to immigrants and newcomers. Most recently, based on her accomplishments in building our outreach and advocacy work, CHIMO was successful in winning a contract bid to provide settlement services for immigrants in Richmond and South Delta. Neena is a mother and wife, living in Richmond.

Miles and Neena are but two stories of how CHIMO and its supporters make real differences over the longer term, in the lives of individuals and families, and across the community as a whole. We thank all of our staff, practicum students, and volunteers for their passion, and we deeply appreciate the support of donors and funders for our work, recognizing that they too are strong champions for creating long term positive outcomes.

In the coming year, CHIMO will expand its services to new immigrants and refugees, add new Piece of Mind: Life Education for Youth workshops for high school students, and grow the White Ribbon Campaign it launched this year with the City and other community partners to stop violence against women and girls in Richmond.



Jake Pogson  
Board President and Chair



Joan Cowderoy  
Executive Director

## BOARD OF DIRECTORS 2007 | 2008

Jake Pogson  
President

Helen Pratt  
Vice President

Sally Tseng  
Secretary

Gwen Pun / Candy Chiu  
Treasurer

## DIRECTORS-AT-LARGE

Don King  
Derek Lee  
Jon Lee-Son  
Bhupinder Sihota

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# CHIMO

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展望社會服務中心

## ORGANIZATIONAL AND FINANCIAL STRENGTHS

As in previous years, CHIMO remains financially healthy. Revenues are strong. We have sufficient operating, capital, and innovation and development reserves for the future.

Over the past few years, we have always ended the year in a positive financial position. This has resulted from careful financial management and oversight, expanded community fund raising, and occasional increases in funding contracts where funders have “caught up” with the ever present realities of growing expenditures.

There is a marked difference this year. The audit shows a significant operating financial deficit before amortization costs and fund transfers. This has been both unexpected, a result of a decline in community fund raising, and intentional, an investment of innovation and development reserves in future program growth.

CHIMO's program growth over the past few years, and the inevitable increases in expenditures due to inflation and higher salaries and benefits, has led to a future challenge: “How do we continue to raise sufficient revenues to do what we want to do, to meet the needs and interests of the individuals and families that we serve and want to serve?” We have begun to meet this challenge well, through: an internal management and Board financial planning process, new approaches to facilities and related costs, more attention to annual community fund raising, and a successful bid for a settlement services contract with the Ministry of the Attorney General.

I also want to note that, over the past year, we have:

- Completed the first year of our three year plan to grow volunteer services by 50%
- Upgraded computer software
- Opened a downtown storefront facility for the outreach and advocacy service
- Completed a comprehensive analysis of future facility needs and opportunities
- Considerably expanded public outreach, particularly to immigrants and newcomers

- Created plans for expanding our community education work
- Finalized a set of key organizational benchmarks to be tracked annually
- Established a statement of organizational ethics
- Conducted an inaugural volunteer satisfaction survey and a second staff survey
- Instituted an e-newsletter as a communications tool for volunteers
- Taken measures to reduce our environmental footprint

As the new Treasurer, I am pleased to report that CHIMO remains a strong, robust, and innovative organization, and is well positioned for the future. I would like to thank Gwen Pun for her work as Treasurer over the past three years. I look forward to working with the Board and management of CHIMO to continue to strengthen our organization, as the foundation for our amazing work in this community.



Candy Chiu  
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, 2008 and the statement of fund operations and fund balances and cash flows 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 those 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, 2008, 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.

VANDERMOLEN, MACKENZIE, BULTHUIS  
CHARTERED ACCOUNTANTS  
May 12, 2008 | Langley, BC

## Statement of Fund Operations

Year Ended March 31, 2008

<b>Revenues</b>	
Contracts	\$ 1,192,604
Grants	279,500
Donations	89,738
Fees/Misc.	23,851
<b>Total Revenues</b>	<b>\$ 1,585,693</b>
<b>Expenses</b>	
Salaries/Benefits	\$ 1,183,324
Program Costs	278,003
Facilities	162,691
<b>Total Expenses</b>	<b>\$ 1,624,018</b>
Excess (Deficiency) of Revenues over Expenses (before amortization)	(\$ 38,325)
Excess (Deficiency) of Revenue over Expenses (after amortization and fund transfers)	(\$ 7,914)
<b>Fund Balances</b> <b>(as of March 31, 2008)</b>	
Net Capital Assets	\$ 43,678
Contingency Reserve	204,678
Innovation and Development Fund	223,336
Unrestricted Assets	(10,806)

## CHIMO Crisis Services 2007/2008 Contributors

### Major Funders

Government of British Columbia

- Ministry of Community Services
- Ministry of Public Safety & Solicitor General

Vancouver Coastal Health  
The Law Foundation of British Columbia  
City of Richmond  
United Way of the Lower Mainland

### Businesses, Foundations and Community Groups

AJJ Global Marketing  
Alpha Iota Sorority  
Alpha Xi Master  
Apple Green Good Neighbours  
Buns Master Bakery  
Canadian Maple Wings Association  
Canadian Tire  
Canadian Women's Foundation

CLS Catering Services  
Coast Capital Savings  
Dermagraphic Osmosis Tattoo & Piercing  
Fairmont Vancouver Airport  
Gilmore Park United Church  
Girl Guides of Canada Legends Trefoil  
Hawaiian Hut  
HBC The Bay Richmond Centre and Zellers Lansdowne  
Honda Financial Services  
IBM Employees Charitable Fund  
IODE  
Jeremy's Memorial Foundation Against Domestic Violence  
Kiwanis Club of Richmond  
Kodak Employees Chest  
Kwantlen University College  
London Drugs  
Our Saviour Lutheran Church  
Preceptor Gamma Theta  
Quilchena Golf & Country Club  
Racing Stock Investment Club

Richmond Christian Fellowship  
Richmond Review Ethel Tibbets Awards  
Richmond Secondary School  
Richmond Sunrise Rotary Club  
Richmond Women's Resource Centre  
Royal Canadian Legion No. 291  
Steveston ANAF Ladies Auxiliary and Rod & Gun Club  
Steveston United Church  
TELUS Community Ambassadors  
Terra Steva Brownies #32  
The Richmond Singers  
The Tapestry Church  
Trinity Lutheran Church  
United Commercial Travellers  
United Way of Greater Toronto  
Westcoast Knitters Guild  
WorkSafe BC  
YVR Golf for Kids

*Our special thanks also to the hundreds of volunteers and individual donors who supported CHIMO in 2007/08*