



CHIMO

CRISIS SERVICES | 展望社會服務中心



ANNUAL
REPORT
2009/2010

walking with people through crisis
helping people make sound choices

Message from the President and Executive Director



Sally Tseng

Sally Tseng

PRESIDENT & CHAIR

We know we are living in a time of radical change in our natural environments, our resources, our economies, our demographics, even our fundamental frames of seeing the world. The late Thomas Berry often said that we humans need a radically new story about ourselves, about our relationships to the earth and to each other, and about our great work as individuals and as a species. We cannot know what our world, locally or globally, might be like 20 years out. All we know is that it will be different.

From one day to the next, our diverse staff, volunteers, and practicum students consistently help individuals and families take concrete action in their present lives, gain new knowledge and skills as strengths for tomorrow, and imagine new futures. Making a difference now, building capacities for tomorrow, creating hope for the future – this is what CHIMO is all about. We know that today's changes, challenges, and crises, can be doors into new futures, if we can but open them wide and walk through them with courage. Walking beside people in crisis, helping people make sound choices is our mission.

In this time of radical change, CHIMO needs to imagine new stories, new narratives, in the support we offer to people, in how we build a different organizational future, in how we work with our community. We know how to support people who walk through our doors everyday seeking help. We continue to learn about designing and crafting an organization that is open, robust and entrepreneurial, always learning, flexible and innovative. We need to explore and invest more in building community service networks that are welcoming and accessible for all, and create more fundamental changes to help prevent poverty, unemployment, trauma, family disputes, violence, isolation.

Our Executive Director Joan Cowderoy has told the Board and staff that she will retire from CHIMO in 2012, opening new doors in her life, creating a new narrative for herself. The Board has taken concrete action, establishing a task force to conduct research and prepare our search for a new Executive Director. But, as a whole organization, we need to do more now to adapt to the immediate changes in our environment, test and create new approaches, and lay the foundation for a new future story for CHIMO. We believe this is about making further shifts in how we imagine our organization,

moving from core services to core competencies, and from core competencies to community access centres.

Our core services are largely determined by our funders and our individual, community, and workplace donors. These core services are delivered with excellence by our staff, volunteers, and practicum students. Our core competencies, built over many years of service delivery, are clear. We provide safe and welcoming places for diverse people. We listen to people and help them identify the issues they face and want to address. We build knowledge of the resources that exist and how best to access them. We help people navigate these resource networks. We create learning opportunities and stepping stones.

Our first challenge is to dream, to re-imagine how we can translate these core competencies into new work, new opportunities in Richmond and beyond.

Richmond is blessed with many community resources that touch people's lives and make a real difference: social, legal, economic, employment, health, education, recreation. For many people, the challenge is to identify and access resources that already exist, and know how to move smoothly from one to the next. CHIMO has created safe and welcoming access centres, where people find an open door both to our services and to other resources within our community. Our crisis line is an access centre for many people, often those with a mental illness. Nova House is an access centre for women and children fleeing violence. Our Newcomer Assistance Centres are access points for immigrants and refugees.

Our second challenge is to stretch ourselves, to imagine how we can become a truly open door to both our services and to other resources. The accompanying box on the adjacent page highlighting our growing justice work suggests some possibilities.

The Board and Joan are committed to seeing the next two years as a time of change for CHIMO, discovering the next road for all of us, as friends, supporters, volunteers, students, staff, and Board. We invite you to join in dreaming and imagining, in investing and risking, in continuing to build CHIMO and serve the Richmond community.



Joan Cowderoy

Joan Cowderoy

EXECUTIVE DIRECTOR

Organizational & Financial Strengths



Candy Chiu

Candy Chiu

BOARD TREASURER

CHIMO continued to grow and thrive in 2009/10: year end results show a positive bottom line, and overall operating revenues rose by 5%. Contracts and grants are secure for the present, most being midway through multi-year cycles. Despite the recession, CHIMO exceeded its fundraising goal and accessed new project grants. These successes reflect the credibility of our organization built over years, and the generous support of loyal donors and funders deeply committed to our work.

In light of the uncertain financial climate, we focused on ensuring that the organizational infrastructure remains sound and robust: strong financial management and oversight, sufficient operating and capital reserves, and innovation funds invested for the future. Our staff retention rate was above average for our sector. Volunteer numbers climbed as did student practicum placements, and satisfaction rates for clients, volunteers, and staff remained high,

well above the threshold set by the Board.

In 2009/10 CHIMO further enhanced services and infrastructure:

- Increased utilization of all direct services to individuals and families
- Marked a milestone of 10,000 calls annually on the crisis lines
- Engaged community members to evaluate the Richmond White Ribbon Campaign and the Piece of Mind program in Richmond high schools
- Explored community needs of homeless and LGBT populations
- Doubled practicum placements through successful marketing to post secondary institutions
- Added professional development opportunities for volunteers
- Implemented our Go Green Team plan to reduce CHIMO's environmental footprint

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, 2010 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, 2010, 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
CHARTERED ACCOUNTANT
May 12, 2010 | Langley, BC

Statement of Fund Operations

YEAR ENDED MARCH 31, 2010

REVENUES

| | |
|-----------------------|---------------------|
| Contracts | \$ 1,504,069 |
| Grants | 308,083 |
| Donations | 84,326 |
| Fees/Misc. | 19,535 |
| Total Revenues | \$ 1,916,013 |

EXPENSES

| | |
|-----------------------|---------------------|
| Salaries/Benefits | \$ 1,450,438 |
| Program Costs | 270,936 |
| Facilities | 177,657 |
| Total Expenses | \$ 1,899,031 |

Excess (Deficiency) of Revenue over Expenses

| | |
|---------------------------------------|-------------|
| Before amortization | 16,982 |
| After amortization and fund transfers | (\$ 12,755) |

Fund Balances

AS OF MARCH 31, 2010

| | |
|---------------------------------|-------------|
| Net Capital Assets | \$ 44,564 |
| Contingency Reserve | 244,026 |
| Innovation and Development Fund | 223,336 |
| Unrestricted Net Assets | (\$ 23,580) |

- Used performance indicators to measure organizational success for the second year
- Upgraded Board policy on finances and fundraising & initiated production of a new financial procedures manual

Like many organizations affected by reduced government revenues, CHIMO faces fiscal challenges. We are well governed and managed and our people are diverse and entrepreneurial. We will navigate the fiscal challenges successfully, ensuring that CHIMO continues to make a difference in Richmond.

We have set in motion an organizational visioning process for 2010/11 to identify opportunities and directions for future development. This is critical if we are to further diversify our work and revenues, and find the right leadership for moving forward after Joan Cowderoy leaves in 2012.

DID YOU KNOW?

CHIMO assists with legal matters related to:

- bankruptcy
- civil suits
- employment
- family matters
- housing & tenancy
- immigration
- income supports
- taxation



For more information, visit www.chimocrisis.com

Board of Directors

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VICE PRESIDENT

Jon Lee-Son

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Bhupinder Shergill

TREASURER

Candy Chiu

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DIRECTORS-AT-LARGE

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Emery Biggar

Johnny Cheung

Derek Lee

Suzanne Lightfoot

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Contributors & Supporters

MAJOR FUNDERS

Government of Canada
Province of British Columbia
Welcome BC
Public Safety and Solicitor General
BC Housing Management Corporation
Vancouver Coastal Health
City of Richmond
Law Foundation of British Columbia
United Way of the Lower Mainland

SPECIAL PROJECT CONTRIBUTORS

Human Resources and Skills Development
Canada
Green Shield Canada Foundation
Jeremy's Memorial Foundation Against
Domestic Violence
Ministry of Public Safety and Solicitor General
Public Interest Work Placement Program
(UVIC/Law Foundation)
United Way of the Lower Mainland

BUSINESSES, FOUNDATIONS AND COMMUNITY GROUPS

Arson & Orb Clothing
BC Masonic Foundation
Best Buy, Lansdowne Centre
Beta Sigma Phi Sorority
Blockbuster
Boston Pizza
Canadian Maple Wings Association
Canadian Tire Foundation for Families
Canadian Women's Foundation
Cineplex Entertainment
CLS Catering Services Ltd
Dermagraphic Osmosis Tattoo & Piercing
Earls, Lansdowne Centre
Fairmont Vancouver Airport
Fitness World
Gilmore Park United Church
Girl Guides of Canada Legends Trefoil
Golf Fore Gals
Hawaiian Hut
HBC The Bay, Richmond Centre
Heart and Stroke Foundation
Hugh McRoberts Secondary School
Hydrecs Fund
IODE Richmond

JN Burnett Secondary School
KAO Brands
Kiwanis Club of Richmond
Lansdowne Centre
London Drugs
Magicuts
Matthew McNair Secondary School
Memory Lane Thrift Store
National Bank of Canada
Northern Reflections, Richmond Centre
Old Spaghetti Factory
Our Saviour Lutheran Church
Pacific Woodworkers Guild
PACU Richmond Hospital
QCA Systems Ltd
Quilchena Golf & Country Club
Raising Stock Investments Club
Rich City Idol
Richmond Aquatics
Richmond Business and Professional
Women's Club
Richmond Centre Customer Care
Richmond Christian Fellowship
Richmond Review
Richmond Secondary School
River Club
Safeway
Seafair Gourmet Meats
South Arm United Church (Laurie Prack Society)
Starbucks
Steveston ANAF Ladies Auxiliary
Steveston ANAF Rod & Gun Club
Steveston United Church
Sunrise Yoga
Team TELUS Cares
The Keg
The Tapestry Church
Tickle Me Pickle Improv Group
Trimor Sales
United Commercial Travellers
United Way of Greater Toronto
United Way of the Alberta Capital Region
Variety the Children's Charity of BC
We Care 4 Your Community
Westcoast Knitters Guild
White Spot, Richmond Centre
WorkSafe BC Employees

THANK YOU

Our special thanks
also to the hundreds
of volunteers and
individual donors who
supported CHIMO in
2009/10

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