

Organizational and Financial Strengths

Tracy Zhang, CPA, Treasurer



My name is Tracy Zhang, and I am the Treasurer for Chimo Community Services. I would like to provide an overview on the organization's performance and accomplishments in the past fiscal year.

The financial performance of Chimo was very healthy for the fiscal year ending March 31, 2018. Our revenue came in at approximately \$2.04 million, about \$200,000 higher than the year prior. This was mainly due to contract revenue gained from our new Settlement & Integration Program. Our expenses for the year were approximately \$2.01 million, about \$190,000 higher than the year prior. The majority of this increase was due to the expenses related to the above mentioned program. As a result, the organization ended the fiscal year with a net surplus of approximately \$30,000 prior to amortization.

It is an honor to serve on the Board of such a meaningful and life-changing organization. I am looking forward to meeting all of the wonderful members, management, staff, and volunteers of the organization. I am also excited to witness Chimo's future growth, and the continued positive impact it will be creating for the Richmond community. Thank you!

ACCOMPLISHMENTS IN 2017/18 INCLUDED:

- Worked with over 900 clients in the Outreach and Advocacy program, with services in 12 different languages; providing clients with free guidance, support, and legal services
- Provided rent supplement to 135 clients
- Took an increased number of calls on the Crisis Line: 2017/2018 saw 15,059 calls, compared to 12,520 calls in the year prior.
- The new Settlement Program served 358 clients and delivered 72 workshops
- Increased utilization of our facilities at Nova House, serving 134 women and 90 children
- Delivered 132 workshops to high school students in Richmond
- Gained new office space for our Counselling Programs
- Operated the Extreme Weather Response Shelter for a second season
- Retained high client satisfaction levels
- Continued to develop our relationship with stakeholders in the various communities and levels of government



Chimo Summer BBQ



Coldest Night of the Year 2018

CONTRIBUTORS & SUPPORTERS

MAJOR FUNDERS

Province of British Columbia
 Ministry of Finance (Community Gaming Grant)
 Ministry of Justice
 British Columbia Housing Management Commission
 City of Richmond

Immigration, Refugees and Citizenship Canada
 Public Interest Work Placement Program
 The Law Foundation of BC
 United Way of the Lower Mainland
 Vancouver Coastal Health

BUSINESSES, FOUNDATIONS AND COMMUNITY GROUPS

Apex Martial Arts
 Bluesea Philanthropy
 Boston Pizza Foundation
 Brighthouse United Church
 Broadmour Baptist Church
 Cadillac Fairview Corporation Limited
 Canadian Federation of University Women
 Cornerstone Evangelical Baptist Church
 Fairmont Vancouver Airport
 Flying Beaver
 Gilmore Park United Church
 Great Canadian Casino
 Immanuel Christian Church
 Jeremy's Memorial Foundation
 Kiwanis Club of Richmond
 Law Society of BC
 London Drugs

Mayfair Commercial Real Estate
 RC Palmer Secondary School
 Residence of River Green
 Richmond Caring Place
 Richmond Chapter #73
 Richmond Cowboys Hockey Club
 Richmond Firefighters' Society
 Richmond Orchestra and Chorus
 Richmond Pentecostal Church
 Richmond Presbyterian Church
 Richmond Public Library
 Richmond Secondary School
 Richmond Sunrise Rotary Club
 Shafik Ladha - REMAX Westcoast
 South Arm Community Association
 South Arm United Church
 St. Alban Anglican Church

St. Joseph the Worker School
 St. Vincent De Paul
 Steveston Ladies Auxiliary 284
 Steveston United Church
 Syscon Justice Systems Canada Ltd.
 The Girls of Laureate Alpha Zeta
 The Tapestry Church
 Thrive Church
 Urban Jamaica Restaurant
 Vancity Credit Union
 Vancouver Church of Christ
 Westcost Knitters Guild



Our Voices Against Violence Conference 2018

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ANNUAL REPORT 2017 / 2018



Message from the President

Joyce Alisharan, Board President



Today is time to celebrate Chimo's accomplishments, and is a day to pay tribute to the incredible contributions of Chimo's gifted practitioners - the staff, the volunteers, the managers and Diane Sugars - our former Executive Director.

Sometimes one hears about the one-stop-shop of support services that we offer, or one hears about the number of clients that we help: 16,600 clients last year, in 12 languages, from 200 highly trained, professional volunteers.

Over the past year, we have enhanced our analysis of the performance of our programs. We found that 100% of clients in our counselling programs reported that counselling made a difference in their lives, and that our Crisis Lines (available from 8:00 AM to midnight, 365 days a year) were covered 99% of the time.

But statistics are only part of the picture. They don't capture the life-changing impact that the volunteers and staff have. It is our stories that resonate, it is the stories that highlight the deep compassion and empathy that are our hallmark, and it is our stories that show the intense, passionate, never-give-up approach that characterizes everything that we do.

For example, there is the story of the widowed mother trying to find suitable housing for her disabled son, and her heartbreaking journey of responding to his doctor's medical advice that not doing so was endangering his survival. It took 8 months, but the staff at Chimo found suitable housing, and a little boy's life expectancy is on firmer ground.

Less visible to the public eye, but of life-changing benefit to many clients, is the way that our staff and volunteers, have handled the increased vulnerability and complexity of those that we serve. Problems with housing, and the danger of imminent homelessness, has intensified as the stock of affordable housing has shrunk.

Message from the Executive Director

Diane Sugars, MBA



Wow, what a remarkable year it's been! Chimo has achieved many accomplishments and much of why we've been so successful is because of our culture. Chimo's strong volunteer base and deeply committed staff completely understand that the way to improving the lives of our clients is through recognizing that operational excellence is crucial to what we want to accomplish.

By focusing on our vision, by being flexible, by embracing the spirit of teamwork, and by continually and quickly adapting to change, the Chimo team was able to advance forward and achieve or exceed goals we set for the year. Congratulations Chimo Team!

Some Chimo accomplishments this year include:

- Becoming CARF accredited
- Obtaining new office space, and moving our counselling programs
- Reinstating our Settlement Program
- A new transition house was started in Delta through a collaboration with the Canadian Federation of University Women, the Delta RCMP, the Corporation of Delta.

Despite these challenges, Chimo continues to be committed to improving and expanding our support. We celebrated the successful first year of the re-launch of our Newcomer Settlement Service Program which has served almost 400 clients. We expanded our counselling office space, and successfully completed the rigorous CARF accreditation. With an additional technology grant from the Law Foundation, we upgraded our IT services; and with additional funding from BC Housing, we have begun renovations at Nova Transition House.

Our current Strategic Plan outlines three goals that will take Chimo into the year 2020. The first is to assist those experiencing crisis to lead more productive and autonomous lives, and to promote well-being through quality services, housing, advocacy, and education. Our second goal is to maintain the finances necessary to continue to provide quality services. Our final goal is to develop our people, systems, and operating methods to ensure that they effectively support Chimo's activities, growth, and development.

Chimo remains committed to embracing the opportunities that lie ahead. The possible enhancement of legal support for families is just one of the innovative and exciting opportunities that we are pursuing.

Before closing I would like to thank Diane Sugars, our passionate and committed Executive Director. Her unflinching focus on finding ways to improve the quality of life for those in most desperate need, is unmatched as is her deeply felt compassion. Diane has decided to leave Chimo and move on to new opportunities. We appreciate her contribution and leadership, and wish her every success as she leaves to take on new challenges.

In closing, I would like all members of our community to celebrate and savour our accomplishments. Please join me in honouring the people that make up our Chimo family. And a special thank you to all who are here for your continuing support and commitment to Chimo.

Chimo's Vision Statement

"Empowered communities free from injustice, violence and crisis."

Throughout Chimo's history, the organization has been a source of advancement and originality, always with an eye towards meeting emerging needs of the communities where we work, live and play. To that end, I am proud to say that Chimo plans to continue its heritage of leadership by rolling out a Legal Services Program over the next year. Stay tuned for some exciting updates as Chimo's amazingly talented team continues to develop the program.

Finally, I'd like to say that, after much soul searching, I have decided to leave Chimo and start a new chapter in my life. I take with me so many warm memories and new life-long friendships. I'm proud of what Chimo has accomplished - we have grown so much over the past few years and I believe wholeheartedly that the Chimo Team is one of the best and will continue to meet and exceed the goals we've set for the coming years. The integrity and the resiliency of this organization and those who serve it are hard to put into words. I'm honoured to have played a part in its 44 year history.

Warmest Wishes,
Diane Sugars



Independent Auditor's Report

Avisar Chartered Professional Accountants / June 4, 2018

We have audited the accompanying financial statements of Chimo Community Services Society, which comprise the statement of financial position as at March 31, 2018 and the statements of revenues and expenditures, changes in net assets 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 accounting standards for not-for-profit organizations, 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 from material misstatement.

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

OPINION

In our opinion, the financial statements present fairly, in all material respects, the financial position of Chimo Community Services Society as at March 31, 2018 and the results of its operation and its cash flows for the year then ended in accordance with Canadian accounting standards for not-for-profit organizations.

OTHER MATTER

As required by the Society Act of British Columbia, we report that, in our opinion, the accounting policies applied in preparing and presenting the financial statements in accordance with Canadian accounting standards for not-for-profit organizations have been applied on a basis consistent with that of the preceding year.



Summary of Fund Operations

Year Ended March 31, 2018

REVENUE

Contracts	\$ 1,650,258
Grants	275,806
Donations and Fund Events	74,613
Fees/Misc	40,289
Total Revenues	\$ 2,040,966

EXPENSES

Salaries/Benefits	\$ 1,469,861
Program Costs	264,820
Facilities and overhead	275,854
Total Expenses	\$ 2,010,535

EXCESS (DEFICIENCY) OF REVENUE OVER EXPENSES

Before amortization	\$ 30,431
After amortization and fund transfers	8,390

FUND BALANCES AS OF MARCH 31, 2018

Net Capital Assets	\$ 110,166
Capital Replacement Fund	76,370
Contingency Reserve	171,423
Innovation & Development Fund	94,336
Unrestricted Net Assets	44,590

*Note: The full set of the Auditor's Report is available upon request.