

2020-21 Annual Report



Main Office

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Message from the President

Joyce Alisharan, Board President

Board of Directors

President

Joyce Alisharan

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Chimo Staff

Advocacy

Theresa Harding

Housing

Tamara Smith

Crisis Line

Vanessa Tsang

Counselling

Vanessa Waechtler

Community Engagement

Anna Marie Parayno

Message from the Executive Director

Tabitha Geraghty, M.Ed., Executive Director

Throughout 2020 and into 2021 we faced the unprecedented times and the challenges that came with it. Chimo staff remained dedicated to the clients who needed us the most. We forged ahead and continued the support the Richmond community in all their crisis needs.

Even with COVID-19, we were able to maintain high level of service, implementing new partnerships and new modes of service delivery.

We were also successful in implementing our new strategic plan, embedding Operational Excellence, Integrated Case Management and Diversified Funding as the foundation of the work ahead for Chimo.

Our staff have been dedicated and unrelenting when it comes to taking care of those in our community in need. Throughout this pandemic, our staff were onsite, in our transition house, our second stage housing; they were here, as people in the community

needed us to access benefits and maintain their housing during these difficult times.

They were here answering phones and supporting clients to navigate the complexities of benefits and services that had diminished within our community as more and more places closed during the Crisis.

I raise my hands to all the frontline workers and management who maintained the highest level of services for our clients: "You are my Heroes" During this year, we met increasing demands for services and were able to pivot to meet emerging needs of our community.

We added a live chat line to our crisis hotline, and we recognized the increasing needs of seniors in Richmond. As we all exhale and see hope in the future, our goals to expand will continue to be in our sights, we are almost 50!

Our Mission

To promote justice and address violence by fostering and providing quality, integrated services, education and housing programs designed to inspire well-being and healing for people in crisis.

What is Chimo?

Chimo is a friendly way of greeting someone in Inuktitut.

The word 'Chimo' is believed to mean a special friend for people in need of someone to talk to.

It is said that when the Inuit people would greet each other with the word 'Chimo' they would simultaneously circle their hearts with their left hands.

Created in Richmond, British Columbia in 1973, Chimo Community Services now serves over 10,000 individuals and families each year from different cultural backgrounds, age groups, family lifestyles, and economic situations.

Chimo provides diverse services from community building to prevention, from individual crisis support to advocacy, and from peer support to education.

Chimo engages in collaborative community planning and develops innovative resources to address emerging needs.



Chimo Programs

Chimo has a three prong approach to affecting social change in our community.

Through crisis programs, we serve people in immediate need. Through transition programs, people make meaningful, lasting changes in their lives, or establish themselves in their new country. Education encourages prevention and positively influences views and behaviours.

Crisis: Crisis Lines, Nova Transition House, Crisis Counselling

Transition: Counselling, Outreach and Advocacy, Newcomer Settlement Service, Homeless Prevention Program, Vacant House Program / Rental Connect

Education: Community Engagement



Chimo's new office location at the Salvation Army Community Church

Accomplishments in 2020-2021



Worked with 678 clients in the Outreach and Advocacy program, in addition to 206 clients in our Family Law program.



We had 123 new clients enter the counselling program from April 1, 2020 - March 31, 2021.



Provided rent supplements to 259 clients for the total of \$ 109,661. Nova House facilities served 40 women and 30 children.



In addition to our Crisis Line, we started a Live Chat program that runs on Thursday, Friday and Saturday evenings for members of our community in distress.



Our Crisis Line Volunteers fielded 7,322 calls.



Retained high client satisfaction levels and continued to develop our relationship with stakeholders.

Our Vision

Empowered communities free from injustice, violence and crisis.

Our Values

Partnerships and teamwork and commitment to working collaboratively both within our organization and in our community.

Respect and commitment to show consideration for our community and one another, and to recognize each other's differences.

Integrity and commitment to high standards of honesty, reliability, confidentiality, and accountability for our actions and words.

Diversity and equity, and to provide inclusive, culturally-responsive services delivered with compassion and respect.

Empowerment and commitment to positive actions and decisions that promote and strengthen the well-being of each and every individual we serve, our community, and our organization.



Coldest Night of the Year 2021

Independent Auditor's Report Avisar Chartered Professional Accountants, 2021

Organizational and Financial Strengths Joan Mar, CPA, CMA, Treasurer

Summary of Fund Operations

Revenue

Contracts	\$
Grants	\$
Donations and Fundraising	\$
Fees/Miscellaneous	\$
Total Revenues	\$

Expenses

Salaries / Benefits	\$
Program Costs	\$
Facilities and Overhead	\$
Total Expenses	\$

Excess (deficiency) of Revenue over Expenses

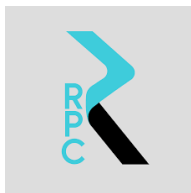
Before amortization	\$
After amortization and fund transfers	\$

Fund Balances

Net Capital Assets	\$
Capital Replacement Fund	\$
Contingency Reserve	\$
Innovation & Development Fund	\$
Unrestricted Net Assets	\$



Major Contributors



Main Office

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Hours: Mon-Fri / 9:00 am to 4:30 pm

Phone: 604-279-7077

