

Message from the Executive Director

Tabitha Geraghty, M.Ed., Executive Director

I joined Chimo in August and have done a deep dive into what it means to be Chimo – the rich 45 years of history, the legacy, all the tireless volunteers and staff who dedicate so much of themselves.

My primary focus has been ensuring we honoured that legacy and Chimo’s origin in crisis work as we forged ahead, deepening relationships with our community partners and funders. We also continued our work with the City of Richmond to address homelessness and the affordable housing issues facing Richmond residents.

This year saw Chimo receive three-year CARF accreditation. We continue to assess and evolve our best practices to ensure compliance and the best service for our clients. Launching our new Family Law Advocate Program has allowed us to expand our suite of legal advocacy services. We are grateful for the generous funding from the Law Foundation, which has provided this opportunity to expand both our Outreach and Advocacy Program as well as our Legal Advocacy Program.

Our year ahead will focus on implementing a strong strategic way forward as we continue to focus on our 5th.

Contributors and 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
 Blusea 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

Board of Directors

President

Joyce Alisharan

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Tracy Zhang

Vice-President

Ian Johnson

Secretary

Jennifer Jones

Accomplishments in 2018-2019

- Worked with over 948 clients in the Outreach and Advocacy program, with services in 12 different languages;
- provided clients with free guidance, support, and legal service
- HPP and HOP served 112 clients and provided 265 rent supplements during 2018/2019
- The number of calls taken at Crisis Line 11,849
- The new Settlement Program served 369 clients and delivered 100 workshops
- Increased utilization of our facilities at Nova House serving 153 women and 70 children
- Delivered 139 workshops to high school students in Richmond-Retained high client satisfaction levels
- Continued to develop our relationship with stakeholders in the various communities and levels



Thompson Community Picnic



Richmond Champions of SUCCESS



SFU Lumohacks 2018

Message from the President

Joyce Alisharan, Board President

Hello everyone. Today it is time to celebrate Chimo's accomplishments. And it is a day to pay tribute to the incredible contributions of Chimo's gifted practitioners - the staff, volunteers and leadership that make it all happen. In these times of ever increasing difficulty, as affordable housing options shrink and the increasing intensity and complexity of the challenges that so many of our neighbours, face Chimo continues to be a calm oasis - a life raft that rekindles hope and opens doors. But how, - with so many needs and so few resources are staff, volunteers and the leadership able to lift people up day after day, month after month, year after year. One quality unites all - a passionate, unwavering commitment to helping others. So today, really, is about celebrating and honoring the staff, volunteers and leadership that never gives up. There are many accomplishments that I can draw your attention to:

Receiving a 3 year CARF ACCREDITATION. This is a very big deal. The external examiners that came from the US commented on the

Organizational and Financial Strengths

Tracy Zhang, CPA, Treasurer

I am the Treasurer for Chimo Community Services ("Chimo"). I would like to provide an overview on the organization's performance and accomplishments in the past fiscal year. The financial performance of Chimo has further improved for the fiscal year ended March 31, 2019. Our revenue came in at approximately \$2.12 million, about \$75 thousand higher than prior year. This is mainly due to additional grants received for our Law Foundation program. Our expenses for the year was approximately \$2.01 million, consistent with prior year. As a result, the organization ended the fiscal year with a net surplus of approximately \$107 thousand, prior to amortization.

Accomplishments in 2018/2019 include:

Worked with over 948 clients in the Outreach and Advocacy program, with services in 12 different

extraordinary commitment and excellence of our volunteer program. As one examiner noted, she has never seen anything like it and she spends her time evaluating a wide range of not-for-profit organizations throughout North America.

We successfully launched the Family Law Advocate program which allowed us to hire a dedicated Family Law Advocate. This greatly enhances our suite of legal support services. We expanded our Income tax services and competed over 500 Income Tax returns this year.

We developed and implemented another new program - the Richmond Rent Bank.

Our Coldest Night of the Year Fundraiser exceeded our expectations raising \$29,000 this year.

There is so much to be proud of and yet so much still to do. 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. Thank you all.

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HPP and HOP served 112 clients and provided 265 rent supplements during 2018/2019.

The number of calls taken at Crisis Line 11,849.

The new Settlement Program served 369 clients and delivered 100 workshops.

Increased utilization of our facilities at Nova House serving 153 women and 70 children.

Delivered 139 workshops to high school students in Richmond.

Retained high client satisfaction levels.

Continued to develop our relationship with stakeholders in the various communities and levels.

Chimo has continued to make a positive impact on the Richmond Community this year, and I am looking forward to many, many more years to come.

Thank you!

Independent Auditor's Report

Avisar Chartered Professional Accountants, March 31, 2019

Report on the Financial Statements: Opinion

We have audited the financial statements of Chimo Community Services Society (the Society), which comprise the statement of financial position as at March 31, 2019, and the statements of changes in net assets, revenues and expenditures and cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies.

In our opinion, the accompanying financial statements present fairly, in all material respects, the financial position of the Society as at March 31, 2019, and the results of its operations and its cash flows for the year then ended in accordance with Canadian accounting standards for not-for-profit organizations.

Basis for Opinion

We conducted our audit in accordance with Canadian generally accepted auditing standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Statements section of our report. We are independent of the Society in accordance with the ethical requirements that are relevant to our audit of the financial statements in Canada, and we have fulfilled our other ethical responsibilities in accordance with those requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Annual Report

Our opinion on the financial statements does not cover the annual report and we do not express any form of assurance conclusion thereon.

Summary of Fund Operations

Revenue

Contracts	\$1,643,141
Grants	\$342,167
Donations and Fundraising	\$85,197
Fees/Miscellaneous	\$45,003
Total Revenues	\$2,115,508

Expenses

Salaries / Benefits	\$1,489,574
Program Costs	\$225,384
Facilities and Overhead	\$293,236
Total Expenses	\$2,008,194

In connection with our audit of the financial statements, our responsibility is to read the annual report and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If, based on the work we have performed, we conclude that there is a material misstatement of the annual report, we are required to report that fact. We have nothing to report in this regard.

Other Legal and Regulatory Requirements

As required by the British Columbia Societies Act, we report that, in our opinion, the Society's financial statements have been prepared following Canadian accounting standards for not-for-profit organizations.

Responsibilities of Management and Those Charged with Governance for the Financial Statements Management is responsible for the preparation and fair presentation of the 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.

In preparing the financial statements, management is responsible for assessing the Society's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless management either intends to liquidate the Society or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Society's financial reporting process.

Excess (deficiency) of Revenue over Expenses

Before amortization	\$107,314
After amortization and fund transfers	\$90,858

Fund Balances

Net Capital Assets	\$109,072
Capital Replacement Fund	\$76,370
Contingency Reserve	\$170,975
Innovation & Development Fund	\$94,336
Unrestricted Net Assets	\$136,990