

2019-2020 Annual Report



Main Office

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Message from the President

Joyce Alisharan, Board President

Hello everyone. Today it is time to not only acknowledge the challenges that our community is experiencing but also to celebrate our collective response to supporting all who are struggling. We are in a new reality.

So much has happened in this last year with the October to January time being a time of renewal, as we rolled out our Strategic Plan, and focused on providing exceptional service. And then Covid hit and with it the intense need to react quickly to maintain services despite the uncharted waters that engulfed everyone.

It is a testimony to Chimo leadership that so much was accomplished in such a short time.

- Chimo did not suspend services and has remained open from the very beginning
- Rapid transition of our crisis line to out of office Chimo volunteer support ensured continuous service
- An IT upgrade facilitated all programs to continue the vital services that a shaken community needed

and continues to need.

- Chimo implemented text capabilities for the crisis line in response to the increase in women in abusive situations who were not safe to make a phone call.
- In the first few months of the pandemic, Chimo staff and volunteers completed just under 500 income tax returns thereby ensuring that all would continue to receive government financial assistance and support.
- In response to the dramatic increase in seniors in need, Chimo has increased seniors support services and will be launching the Seniors Service Navigator support in late October.

It is a testimony to all - the leadership, staff, and volunteers that in these challenging times, Chimo continues to be a calm oasis - a life raft that rekindles hope and opens doors.

There is so much to be proud of and yet so much still to do. Thank you everyone for your continued support.

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.

Board of Directors

President

Joyce Alisharan

Vice-President

Jennifer Jones

Treasurer

Billy Lee

Secretary

Mike Bishop

Directors At-Large

Geoff Cowman
Charles Bois
Kate Bouchard
Brandon Hastings
Stephanie Li



Chimo Staff

Advocacy

Luke Lin

Housing

Neena Randhawa

Crisis Line

Vanessa Tsang

Counselling

Vanessa Waechtler

Community Engagement

Anna Marie Parayno

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

Message from the Executive Director

Tabitha Geraghty, M.Ed., Executive Director

It's nice to step back and reflect on the all Chimo's accomplishments and good work from the past year. Partnerships and relationships have been the theme as we strived to increase awareness for the good work we do in the community. We worked hard to develop and forge strong relationships that have raised our profile in the community and increased awareness of all the services we provide at Chimo.

We were recognized for this hard work in 2019, with The Association of the Year

Award, through the Richmond Chamber of Commerce.

The Board of Directors and Chimo Team created a strong Strategic Plan to focus the way Chimo works, embedding operational excellence and even higher sector standards.

These steps will enable Chimo to grow and increase our services for another 50 years. We are looking forward to next year, when we will hopefully be able to gather and celebrate the last 50 years of Chimo and all its accomplishments.



Coldest Night of the Year 2020

Accomplishments in 2019-2020



Worked with 992 clients in the Outreach and Advocacy program, with services in 12 different languages; providing clients with free guidance, support, and legal services.



The Settlement Program served 391 clients and delivered 85 workshops to a total of 651 participants.



Provided rent supplements to 309 clients. Increased utilization of our facilities at Nova House, serving 150 women and 68 children.



Delivered 50 workshops to 947 Grade 6 & 7 students in Richmond.



Our Crisis Line Volunteers fielded 10,423 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.



Independent Auditor's Report

Avisar Chartered Professional Accountants, July 8, 2020

We have audited the financial statements of Chimo Community Services Society (the Society), which comprise the statement of financial position as at March 31, 2020, 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, 2020, and the results of its operations and cash flows for the year then ended in accordance with Canadian Accounting Standards for Not-for-profit Organizations (ASNPO).

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 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 these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Other Information

Management is responsible for the other information. The other information comprises the annual report, but does not include the financial statements and our auditors' report thereon. The annual report is expected to be made available to us after the date of this auditors' report.

Organizational and Financial Strengths

Billy Lee, CPA, Treasurer

Hello members! My name is Billy Lee and I am the Treasurer for Chimo Community Services ("Chimo"). It is an honor to be part of such an amazing organization.

Please see below for an overview of Chimo's financial position as at March 31, 2020. Overall, the auditor has expressed an unqualified audit opinion over the March 31, 2020 financial statements.

As at March 31, 2020, Chimo was in a strong financial position with current assets in excess of \$880K. When compared to the previous fiscal year, total revenue has in-

creased by approximately \$80K and has resulted in an annual surplus of approximately \$58K. This is approximately \$30K less when compared to the previous fiscal year.

The majority of the difference is attributed to the timing of when additional staff members were hired to Chimo.

From a financial perspective, things have remained fairly consistent, with the exception of the disruption caused by the global pandemic as explained in further details per the March 31, 2020 audited financial statement.

Summary of Fund Operations

Revenue

Contracts	\$1,709,659
Grants	\$352,425
Donations and Fundraising	\$82,431
Fees/Miscellaneous	\$51,668
Total Revenues	\$2,196,183

Expenses

Salaries / Benefits	\$1,609,356
Program Costs	\$273,204
Facilities and Overhead	\$241,365
Total Expenses	\$2,123,925

Excess (deficiency) of Revenue over Expenses

Before amortization	\$72,258
After amortization and fund transfers	\$58,437

Fund Balances

Net Capital Assets	\$104,805
Capital Replacement Fund	\$76,370
Contingency Reserve	\$180,421
Innovation & Development Fund	\$94,336
Unrestricted Net Assets	\$190,248

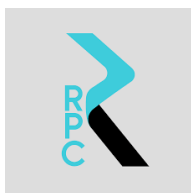
Our opinion on the financial statements does not cover the other information and we will not express any form of assurance conclusion thereon. In connection with our audit of the financial statements, our responsibility is to read the other information identified above when it becomes available and, 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. When we read the annual report, if we conclude that there is a material misstatement therein, we are required to communicate the matter to those charged with governance.

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 ASNPO, 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 related 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.



Major Contributors



Main Office

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