

CHIMO COMMUNITY SERVICES

2021-22 ANNUAL REPORT



MAIN OFFICE ADDRESS:

120 - 7000 MINORU BLVD
RICHMOND, BC V6Y 3Z5

PHONE:

604-279-7077

FAX:

604-279-7075

EMAIL:

CHIMO@CHIMOSERVICES.COM

OFFICE HOURS:

MONDAY - FRIDAY 9:00 AM - 4:30 PM



MESSAGE FROM THE PRESIDENT

JOYCE ALISHARAN, BOARD PRESIDENT

It has been an emotional roller coaster of a year with many deeply affected by the unintended consequences of COVID lockdowns, COVID anxiety, uneven vaccination rates and the uncertainty of keeping one's family safe while maintaining sustainable housing, income and childcare. Through all of this, Chimo has been front and center in supporting clients in overcoming the many difficulties.

The challenges have been many as have the new ways that Chimo has adapted to meet these new challenges. During lockdown, women in abusive situations could not phone for help but they could text. In response Chimo added the text/chat line service. The number of seniors needing help increased significantly. Chimo added a Seniors Services Navigator.

But adding additional services does not tell the whole story of what Chimo has accomplished this year nor does it shed light on the positive impact that Chimo has had on individual lives. In the midst of COVID, Chimo completed 600 tax returns. Completed tax returns are essential if one is to continue to access a number of government support programs which are critical for so many.

Over the last few years, Chimo has expanded services, but was unable to expand office space despite the increased client and staff load. This year Chimo was able to open a second location and in doing so expanded the number of clients that we can help.

Yes there has been much success this year but none of this would be possible without the exceptional heartfelt commitment of the dedicated Chimo staff, volunteers and leadership. 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 much to be grateful for and much to celebrate as we look forward to shared new possibilities and opportunities.

Thank you to all for your continued support.

2021-22 BOARD OF DIRECTORS

PRESIDENT

JOYCE ALISHARAN

VICE PRESIDENT

JENNIFER JONES

TREASURER

JOAN MAR

SECRETARY

MIKE BISHOP

DIRECTORS-AT-LARGE

CHARLES BOIS

STEPHANIE LI

GEOFF COWMAN

DIANA LEUNG

DEBORAH TRACK



Chimo staff participate in the December 6 Vigil organized by the Canadian Federation of University Women to honour the women slain in the 1989 École Polytechnique massacre.

CONTRIBUTORS & SUPPORTERS

BUSINESSES, FOUNDATIONS, AND COMMUNITY GROUPS

- Army and Navy
- Bluesea Foundation
- Digital Kapital Ltd
- Great Canadian Casino
- Mylora Sidaway Golf Club
- Richmond Caring Place
- Richmond Chinatown Lions Club Society
- Richmond Chinese Evangelical Free Church
- Richmond Emmanuel Church
- Richmond Family Place
- Richmond Firefighters' Society
- Richmond Rotary Foundation
- Steveston Ladies Auxiliary 284
- The Teal Jones Group
- The Tapestry Church
- Vancity Credit Union
- Westcoast Knitters Guild
- WestPointe Christian Centre Association

MAJOR FUNDERS

- Province of British Columbia
 - BC Community Gaming Grant
 - Ministry of Public Safety and Solicitor General
- British Columbia Housing Management Commission
- City of Richmond
- Immigration, Refugees and Citizenship Canada
- The Law Foundation of BC
- Vancouver Coastal Health



Chimo receives a generous donation from River Rock Casino Resort.

ACCOMPLISHMENTS IN 2021-22

- We expanded our Management Team with the addition of a Manager of Crisis Lines and Volunteer Programs.
- 100% of counselling clients reported that counselling at Chimo made a difference in their lives.
- Staff attended a 2-day in-person retreat that allowed colleagues to reconnect with one another and address feelings of compassion fatigue and burnout.
- A virtual translator tool with 15 languages was added to the Chimo website.

ORGANIZATIONAL AND FINANCIAL STRENGTHS

JOAN MAR, TREASURER

At fiscal year ending March 31, 2022, Chimo was in a strong financial position with current assets at \$1,255k. Revenues came in at \$2,508k, an increase of \$91k from prior year. Core funding has been stable coupled with a few additional one-time grants for our Seniors and Women’s Programs, partially offset with a reduction in general donations.

Expenses for the year were \$2,428k, an increase of \$98k from prior year. The increase in expenses was primarily due to the rollout of the Seniors Program coupled with the rejuvenation of the Community Engagement Program with the return to in person school. In addition, there were salary increases as per the Collective Agreement.

In summary, the organization ended the fiscal year with a net surplus of \$64k, which is \$8k lower when compared to the previous fiscal year. This was an anticipated surplus due to recruitment challenges faced with a very competitive labour market and the continued impacts resulting from the pandemic with a shift to more face to face in the back half of fiscal year 2022.

FINANCIAL SUMMARY APRIL 1, 2021 - MARCH 31, 2022

| Revenue | FY21/22 | FY20/21 | Variance |
|---|------------------|------------------|----------------|
| Contracts | 1,906,868 | 1,799,065 | |
| Grants | 478,692 | 445,910 | |
| Donations and Fundraising | 71,083 | 97,275 | |
| Fees/Miscellaneous | 51,016 | 74,428 | |
| Total Revenues | 2,507,659 | 2,416,678 | |
| Expenses | | | |
| Salaries/Benefits | 1,847,363 | 1,823,962 | |
| Program Costs | 264,676 | 238,893 | |
| Facilities/Overhead | 315,651 | 266,531 | |
| Total Expenses | 2,427,690 | 2,329,386 | |
| Excess (deficiency) of Revenue over Expenses | | | |
| Before amortization | 79,969 | 87,292 | |
| After Amortization and fund transfers | 63,747 | 71,686 | (7,939) |
| Fund Balances | | | |
| Net Capital Assets | 130,290 | 103,125 | |
| Capital Replacement Fund | 76,370 | 76,370 | |
| Contingency Reserve | 205,920 | 197,726 | |
| Innovation & Development Fund | 139,336 | 114,336 | |
| Unrestricted Net Assets | 229,697 | 226,309 | |

INDEPENDENT AUDITOR'S REPORT AVISAR CHARTERED PROFESSIONAL ACCOUNTANTS, 2022

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, 2022, and the statements of operations, changes in net assets and cash flows for the year then ended, and notes and schedules 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, 2022, 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

Our opinion on the financial statements does not cover the other information and we do 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 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.