

CHIMO COMMUNITY SERVICES

# 2022-23 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

2022-23 was a year filled with challenges but also it was a year that presented wonderful opportunities to connect and harvest the good will and caring support of many. Yes, there was the gradual lifting of strict COVID lockdown protocols that left many to deal with the emotional uncertainty around how to keep themselves and their families safe. But relaxed restrictions have also meant that we have reconnected with family and friends.

At Chimo, we have been at the forefront of supporting those who are struggling. We have expanded our Crisis and Chat lines and have opened a third venue to house expanding services. In addition, we have expanded our program that supports seniors. The number of seniors needing help has increased significantly.

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.

Tabitha Geraghty, Chimo's Executive Director has guided Chimo through the difficult COVID lockdown and expanded much needed services to so many who were struggling. It is therefore with sadness that the Board has accepted Tabitha's resignation. We wish her every future success and offer our gratitude for her exceptional commitment to Chimo and to the Richmond community that she has served.

As we look forward, 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.

### 2022-23 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



# ORGANIZATIONAL AND FINANCIAL STRENGTHS

**JOAN MAR, TREASURER**

At fiscal year ending March 31, 2023, Chimo was in a strong financial position with current assets at \$1,307k. Revenues came in at \$3,006k, an increase of \$498k from prior year. Core funding has been stable with additional funds to enhance the Crisis Line program. Furthermore, one time grant funding was received to support our Seniors, Women and Counselling Programs. Expenses for the year were \$2,982k, an increase of \$555k from prior year. The increase in expenses was primarily due to the increased resources for the Crisis Line, Seniors and Women’s Programs. In addition, there were salary increases as per the Collective Agreement. In summary, the organization ended the fiscal year with a net surplus of \$9k, which is \$55k lower when compared to the previous fiscal year. This is an amazing yearend outcome and my thanks goes out to the hard working Chimo Community Services Team that includes staff, volunteers and leadership for making this happen.

## FINANCIAL SUMMARY APRIL 1, 2022 - MARCH 31, 2023

<b>Summary of Fund Operations</b>			
<b>Revenue</b>	<b>FY22/23</b>	<b>FY21/22</b>	<b>Variance</b>
Contracts	2,054,965	1,906,868	
Grants	808,078	478,692	
Donations and Fundraising	66,662	71,083	
Fees/Miscellaneous	75,878	51,016	
<b>Total Revenues</b>	<b>3,005,583</b>	<b>2,507,659</b>	<b>497,924</b>
<b>Expenses</b>			
Salaries/Benefits	2,299,264	1,847,363	
Program Costs	267,822	264,676	
Facilities/Overhead	415,342	315,651	
<b>Total Expenses</b>	<b>2,982,428</b>	<b>2,427,690</b>	<b>554,738</b>
<b>Excess (deficiency) of Revenue over Expenses</b>			
Before amortization	23,155	79,969	
After Amortization and fund transfers	<b>9,196</b>	<b>63,747</b>	<b>(54,551)</b>
<b>Fund Balances</b>			
Net Capital Assets	132,587	130,290	
Capital Replacement Fund	76,370	76,370	
Contingency Reserve	251,902	205,920	
Innovation & Development Fund	139,336	139,336	
Unrestricted Net Assets	190,614	229,697	

# EXECUTIVE DIRECTOR'S REPORT SLINDER BHATTI, EXECUTIVE DIRECTOR

Greetings,

I had the distinct pleasure of joining Chimo Community Services as its Executive Director in March of 2023. Having been a Richmond resident for over 35 years, I consider it a true privilege to be a part of such an impactful organization that has touched the lives of so many community members during its almost 50 years of service. Yes, 2023 will officially mark 50 years of service for Chimo. What an amazing accomplishment!

Richmond has changed and grown immensely in these past 50 years, yet Chimo has remained steadfast in its commitment to supporting people through their times of crisis. We are not a large organization by any means, but we are mighty. Our might is grounded in an approach which leverages and celebrates the strengths of the community around us. The pride and purpose of Chimo’s 40 plus staff and over 150 volunteers to do better, to do more is immeasurable and I am humbled to witness this in action every day.

Our 2022-2023 year was no exception. The Chimo team provided services to over 15,000 individuals. We answered almost 10,000 calls to our crisis line, provided safe shelter and support to over 250 women and their children fleeing domestic violence, assisted more than 240 seniors to access much needed crisis support and had almost 3,500 students attend our Peace of Mind Workshops. Year over year, the number of individuals walking through our doors in need of assistance continues to increase. Our growth has been steady, thoughtful and with purpose. To support future initiatives and to ensure that we can continue to support our people, we have expanded our Executive Team to include Rune Mikkelsen as Director of Services and Vanessa Waechtler as Director of Counselling Services. Both Rune and Vanessa bring a wealth of knowledge and experience to their respective positions. While the past year has been very impactful, the 50 year legacy of Chimo is grounded in our community, in our people- staff, volunteers, service users, supporters and donors. Those who are with us today, those who have been a part of our history and those who will be a part of our future.

Thank you to our Board of Directors who continue to selflessly share of their time, expertise and wisdom. Thank you to our staff and volunteers for the valuable work you do, for the care you provide and for the difference you make.

## CONTRIBUTORS & SUPPORTERS

### BUSINESSES, FOUNDATIONS, AND COMMUNITY GROUPS

- Aqueduct Foundation
- Army and Navy
- Cadillac Fairview
- Canadian Federation of University Women Richmond
- Compass Church
- Costco
- Dynamix Agitators Inc.
- Global Federation of Chinese Businesswomen Association
- Laureate Gamma
- M&M Food
- Preceptor Gamma Theta
- Provincial Employees Community Services Fund
- Richmond Secondary School
- Shoppers Drug Mart
- Steveston Ladies Auxiliary
- The Bank of Nova Scotia
- Vancity Credit Union
- Westcoast Knitters Guild

### 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



## ACCOMPLISHMENTS IN 2022-23

- We received grants from Women’s Shelters Canada, Canadian Women’s Foundation, Public Health Services Agency, and TELUS Friendly Future Foundation to fund and expand our Counselling, Crisis Line, and Community Engagement programs.
- We expanded our Executive Team with the additions of a Director of Services and a Director of Counselling Services.
- 115 children, youth, and adults received counselling support for issues related to gender-based violence and suicide risk.
- We started providing Stopping the Violence Women’s Support Groups. As a result, we eliminated the waitlist for this program.
- Our Outreach & Advocacy Program served 495 clients in six different languages. Based on client surveys, 82% of clients achieved their objective either partly or completely.
- Our Family Law Advocacy Program completed 201 intakes and client satisfaction increased by 17%, compared to the previous year.
- Since relaunching the Seniors Program in November 2022, we served more than 240 seniors. As part of our Seniors Helping Seniors initiative, we created an online chat forum for seniors to seek advice from other seniors. The chat forum sees an average of 14 users per day.
- Our Settlement Program assisted 39% more newcomers than is required by our contract.
- 3,478 secondary students attended a Peace of Mind workshop.
- 100% of secondary school teachers rated the quality of our Peace of Mind workshops as excellent.
- We created new workshops for older adults on suicide awareness and stress management in partnership with our Seniors Program.