



AGM

September 25, 2023



TABLE OF CONTENTS 2023

TABLE OF CONTENTS	
MISSION / PHILOSOPHY / VALUES / STATEMENT	
BOARD OF DIRECTORS.....	
MINUTES OF AGM 2022.....	
TREASURER'S REPORT	
EXECUTIVE DIRECTOR'S REPORT	
<u>PROGRAMS AND SERVICES</u>	
➤ ADOPTION RESOURCE AND SUPPORT PROGRAM	
➤ LEGAL ADVOCATE PROGRAM.....	
➤ CHILD & YOUTH MENTAL HEALTH OUTREACH	
➤ GRANDPARENT'S RAISING GRANDCHILDREN PROGRAM.....	
➤ INTENSIVE FAMILY PRESERVATION PROGRAM (IFP)	
➤ FAMILY DEVELOPMENT PROGRAM (FDP)	
➤ NOBODY'S PERFECT PROGRAM.....	
➤ PREGNANCY OUTREACH PROGRAM	
➤ YOUNG PARENT SUPPORT PROGRAM	
➤ COMMUNITY SUPPORT COUNSELLING PROGRAM.....	
➤ SAIP.....	
➤ ADMIN/FRONT DESK REPORT.....	
➤ STRATEGIC PLAN.....	



Mission Statement:

The Shuswap Family Resource and Referral Society supports children and youth, individuals and families and provides referrals and connections for services in our community and area.

Philosophy Statement:

We work with individual and family strengths to encourage personal growth and change towards wellbeing and a healthy community.

Values:

We are inclusive and respectful of individuals and their choices.

We honour our employees and their contributions.

We are responsive to the changing needs of the community.

WE provide an honest, friendly and non-judgemental service based on 'best-practice'. We use our resources efficiently and effectively.

ORGANIZATIONAL CHART

VOLUNTEERS BOARD

EXECUTIVE DIRECTOR

OFFICE MANAGER
& FINANCE

ASSOCIATE
DIRECTOR

ADMIN ASSISTANT to E.D.

EVENTS COORDINATOR

ADMIN

PROGRAMS

- Family Development Program (FDP)
- Intensive Family Preservation Program (IFP)
- Community Counselling Program (CCP)
- Child and Youth Mental Health Outreach (CYMHO)
- Sexual Abuse Intervention Program (SAIP)
- Food Security
 - Community Garden
 - Gleaning
 - Community Kitchen
 - Youth Community Kitchen
- Adoption Support Program
- Grandparents Raising Grandchildren (GRG)
- Pregnancy Outreach Program Coordinator
 - Pregnancy Outreach Program (POP)
 - Moms For Recovery
- Stop Now And Plan (SNAP)
- Advocate (BC Law Foundation)
- Private Supervised Visits - Fee For Service



Board of Directors 2023

- President – Stefanie Yadernuk
- Treasurer – Kyle Schumacher
- Secretary/Director – Kory Unruh
- Secretary/Director – Joanna Johnson
- Secretary/Director – Jillian Higgins
- Staff Representative – Vlad Polyakh

The Shuswap Family Centre

Annual General Meeting

November 21, 2022

Minutes

9:30 am

681 Marine Park Drive NE

Salmon Arm, BC V1E 2W7

Present:

Staff:

Patti Thurston	Vlad Polyakh	Maree Cowell	Alma Hamilton
Devon Shumacher	Kathi Fischer	Amber Woods	Gudrun Malmqvist
Kenna Mayes	Sherry Kirchner	Colleen Bunbury	Angel St. Denis
Judy Breitreutz	Kessa Schroeder	Caleb Giesbrecht	

Board:

Stefanie Yadernuk	Jillian Higgins	Joanna Johnson
Kyle Schumacher	Kory Unruh	

Non-Voting Members:

June Stewart

Meeting called to order – 9:36 am

- 1. Opening Remarks** – Stefanie welcomes everyone and reads acknowledgement.
 - a. We acknowledge and give honour to the Secwepemc – the ancestral peoples who have lived here for thousands of years upon who's traditional and unceded land the Shuswap Family Centre is located.

2. Approval of the 2021 Annual General Meeting Minutes –

- a. June Stewart requested another copy of the minutes. They were printed and provided. June Stewart notes that Monica Kreis declined her nomination in 2021. Noted.
- b. Motion to move to accept 2021 minutes – first Kyle, seconded Joanna.

3. Accountants Report

- a. Kyle Shumacher read the notes provided by Trent Sismey Inc., CPA, for our fiscal year end;
 - i. Balance Sheet - No major changes this year, cash has decreased but this will fluctuate year to year. Will go through cash change later on with Statement of Cash Flows. Just over \$25,000 in capital purchases were made, consisting mainly of building improvements (~\$20,000). This also allowed the Society to utilize the remaining capital gaming grant that was received back in 2019. The details of this grant are summarized in Note 6, basically the grant is amortized at 4% (the same as the building) so will slowly be brought into income over time. Deferred income refers to amounts received for projects, etc. that hadn't been completed by March 31, 2022. See Note 4 for details.
 - ii. Income Statement - ~\$50,000 decrease in revenue from the prior year. While there were some fluctuations in other income sources, the main change was in contract receipts. The prior year was abnormally high due to Covid/pandemic funding received. Note that 2020 Contract receipts totalled ~\$650,000 so we're up significantly from pre-pandemic levels. Disbursements were quite consistent year over year. Both salaries and wages and subcontract expenses decreased making up approx. half of the ~\$70,000 decrease in overall expenses. There was also ~\$14,000 decrease in program expenses and ~\$11,000 decrease in operating and administration costs related to lower legal fees this year and fewer supply expenses, likely related to Covid. Overall, the statement of receipts and disbursements shows a net deficiency of about \$43,000, but if you add back amortization, you end up with a surplus of about \$535 which we see on statement of cash flows.
 - iii. Statement of changes in net assets - This summarizes the change for the year in the capital versus general fund. It reallocates amounts relating to capital property out of the general fund.
 - iv. Statement of cash flows - This statement explains the cash coming and going for the year. Ideally, cash flow from operating activities would be positive, but

depending on timing of receivables and payables this can fluctuate. In addition to operations, cash was paid out for debt and capital purchases. Overall, cash decreased about \$52,000 from the prior year.

4. **Society Transition – Election of Officers** – all officers positions on the board are released. All former officers agreed to stand for election of their positions in the new term.
 - a. Stefanie Yadernuk – elected to the board for the upcoming term.
 - i. All votes in favour. (5 votes)
 - b. Joanna Johnson – elected to the board for the upcoming term.
 - i. All votes in favour. (5 votes)
 - c. Jillian Higgins - elected to the board for the upcoming term.
 - i. All votes in favour. (5 votes)
 - d. Kyle Shumacher - elected to the board for the upcoming term.
 - i. All votes in favour. (5 votes)
 - e. Kory Unruh - elected to the board for the upcoming term.
 - i. All votes in favour. (5 votes)
5. **Executive Directors Report** - copy attached.
6. **Questions –**
 - a. June Stewart poses questions on last year’s AGM and membership list and methods of maintaining that list. Suggests that we update our website to advise of upcoming AGM and make further steps to advise our members of upcoming events and special meetings.
 - b. June Stewart also notes financial information should be disseminated within six months of fiscal year end. As noted during the meeting, a change in accounting services resulted in a 52-day delay.
 - c. Joanna Johnson – questions June on her concerns with our organizations – June says she works with many organizations on Board issues and governance. She feels we have gaps in our qualifications, experience, knowledge of board governance.
 - d. Gunrun Malmqvist – asks June if she supports our purpose as a society or questions what issues she has with SFC. June answers that she volunteers with the community garden. She answers that received information is the prime motive for her concerns.
7. **Meeting adjourned** - 10:32 am

SHUSWAP FAMILY RESOURCE AND REFERRAL SOCIETY

Financial Statements

Year Ended March 31, 2023

SHUSWAP FAMILY RESOURCE AND REFERRAL SOCIETY
Index to Financial Statements
Year Ended March 31, 2023

	Page
INDEPENDENT PRACTITIONER'S REVIEW ENGAGEMENT REPORT	1 - 2
FINANCIAL STATEMENTS	
Statement of Financial Position	3
Statement of Receipts and Disbursements	4
Statement of Changes in Net Assets	5
Statement of Cash Flows	6
Notes to Financial Statements	7 - 12



CHARTERED PROFESSIONAL ACCOUNTANTS

Trent Sismey Inc.

751 Marine Park Drive NE

PO Box 457

Salmon Arm, BC V1E 4N6

Ph: 250.832.6015

Email: office@trentsismeyinc.com

INDEPENDENT PRACTITIONER'S REVIEW ENGAGEMENT REPORT

To the Members of Shuswap Family Resource and Referral Society

We have reviewed the accompanying financial statements of Shuswap Family Resource and Referral Society (the Society) that comprise the statement of financial position as at March 31, 2023, and the statements of receipts and disbursements, changes in net assets and cash flows for the year then ended, and a summary of significant accounting policies and other explanatory information.

Management's Responsibility for the Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with Canadian accounting standards for not-for-profit organizations (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.

Practitioner's Responsibility

Our responsibility is to express a conclusion on the accompanying financial statements based on our review. We conducted our review in accordance with Canadian generally accepted standards for review engagements, which require us to comply with relevant ethical requirements.

A review of financial statements in accordance with Canadian generally accepted standards for review engagements is a limited assurance engagement. The practitioner performs procedures, primarily consisting of making inquiries of management and others within the entity, as appropriate, and applying analytical procedures, and evaluates the evidence obtained.

The procedures performed in a review are substantially less in extent than, and vary in nature from, those performed in an audit conducted in accordance with Canadian generally accepted auditing standards. Accordingly, we do not express an audit opinion on these financial statements.

Basis for Qualified Conclusion

In common with similar charitable organizations, Shuswap Family Resource and Referral Society derives its income from the general public in the form of donations over which there are limited controls to the entry of the donations in the accounting records. Accordingly, our review of these accounts were limited to the amounts recorded in these accounts. We are unable to assure these accounts are recorded correctly, unless further review was completed to assure and determine if necessary adjustments are required to correct entries.

Qualified Conclusion

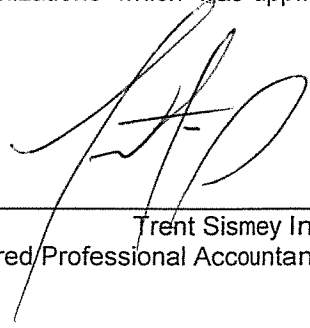
Based on our review, except for the possible effects of the matter described in the *Basis for Qualified Conclusion* paragraph, nothing has come to our attention that causes us to believe that the financial statements do not present fairly, in all material respects, the financial position of Shuswap Family Resource and Referral Society as at March 31, 2023, 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 (ASNPO).

Independent Practitioner's Review Engagement Report to the Members of Shuswap Family Resource and Referral Society *(continued)*

Report on other legal and regulatory requirements

As required by the Societies Act of British Columbia, we report nothing has come to our attention which causes us to believe these financial statements were not prepared on a basis consistent with the Canadian generally accepted accounting standards for not-for-profit organizations which was applied when preparing the financial statements of the preceding year.

Salmon Arm, British Columbia
July 27, 2023



Trent Sismey Inc.
Chartered Professional Accountants


SHUSWAP FAMILY RESOURCE AND REFERRAL SOCIETY


Statement of Financial Position

March 31, 2023

	2023	2022
ASSETS		
CURRENT		
Cash	\$ 99,192	\$ 66,534
Accounts receivable	14,120	12,086
GST recoverable	944	1,007
Prepaid expenses	2,266	2,308
	<u>116,522</u>	<u>81,935</u>
TANGIBLE CAPITAL ASSETS (Note 3)	1,557,097	1,593,780
LONG TERM INVESTMENTS	<u>10</u>	<u>10</u>
	<u>\$ 1,673,629</u>	<u>\$ 1,675,725</u>
LIABILITIES AND NET ASSETS		
CURRENT		
Accounts payable	\$ 70,276	\$ 72,814
Due to government agencies	28,909	25,556
Deferred income (Note 4)	65,259	42,728
Current portion of long term debt (Note 5)	-	31,349
Current liabilities before callable debt	<u>164,444</u>	<u>172,447</u>
Callable debt	<u>1,035,611</u>	<u>-</u>
	<u>1,200,055</u>	<u>172,447</u>
LONG TERM DEBT (Note 5)	-	1,035,601
DEFERRED CAPITAL CONTRIBUTIONS (Note 6)	<u>207,254</u>	<u>215,889</u>
	<u>1,407,309</u>	<u>1,423,937</u>
NET ASSETS		
General fund	(47,910)	(59,152)
Invested in tangible capital assets	<u>314,230</u>	<u>310,940</u>
	<u>266,320</u>	<u>251,788</u>
	<u>\$ 1,673,629</u>	<u>\$ 1,675,725</u>

APPROVED BY

 President

 Executive Director

SHUSWAP FAMILY RESOURCE AND REFERRAL SOCIETY
Statement of Receipts and Disbursements
Year Ended March 31, 2023

	2023	2022
RECEIPTS		
Contracts	\$ 754,200	\$ 735,517
Other income <i>(Note 9)</i>	76,737	71,593
BC gaming grants	57,900	53,900
Lease revenue	31,693	29,328
Amortization of deferral capital contributions <i>(Note 6)</i>	8,636	8,995
Other grants	8,511	10,679
	<u>937,677</u>	<u>910,012</u>
DISBURSEMENTS		
Salaries and wages	715,938	722,891
Amortization	48,740	52,259
Interest on long term debt	47,393	48,591
Building and operating expense	45,611	46,592
Program expenses	39,592	34,014
Operating and administration	18,789	26,118
Travel	3,032	2,161
Society resources and supplies	2,760	4,684
Sub-contracts	1,290	15,028
Bad debts	-	403
	<u>923,145</u>	<u>952,741</u>
EXCESS (DEFICIENCY) OF RECEIPTS OVER DISBURSEMENTS	<u>\$ 14,532</u>	<u>\$ (42,729)</u>

SHUSWAP FAMILY RESOURCE AND REFERRAL SOCIETY

Statement of Changes in Net Assets

Year Ended March 31, 2023

	General Fund	Capital Asset Fund	2023	2022
NET ASSETS - BEGINNING OF YEAR	\$ (59,152)	\$ 310,940	\$ 251,788	\$ 294,517
Additions to tangible capital assets	(12,056)	12,056	-	-
Debt repayment	(31,338)	31,338	-	-
Deficiency of receipts over disbursements	54,636	(40,104)	14,532	(42,729)
NET ASSETS - END OF YEAR	\$ (47,910)	\$ 314,230	\$ 266,320	\$ 251,788

SHUSWAP FAMILY RESOURCE AND REFERRAL SOCIETY**Statement of Cash Flows****Year Ended March 31, 2023**

	2023	2022
OPERATING ACTIVITIES		
Excess (deficiency) of receipts over disbursements	\$ 14,532	\$ (42,729)
Items not affecting cash:		
Amortization of tangible capital assets	48,740	52,259
Amortization of deferral capital contributions	(8,636)	(8,995)
	<u>54,636</u>	<u>535</u>
Changes in non-cash working capital:		
Accounts receivable	(2,034)	8,400
Prepaid expenses	42	722
Accounts payable	(2,538)	(17,458)
Due to government agencies	3,416	6,255
Deferred income	22,531	(15,477)
	<u>21,417</u>	<u>(17,558)</u>
Cash flow from (used by) operating activities	<u>76,053</u>	<u>(17,023)</u>
FINANCING ACTIVITIES		
Repayment of long-term/callable debt	(31,338)	(29,962)
Deferred capital contributions	-	20,369
Cash flow used by financing activities	<u>(31,338)</u>	<u>(9,593)</u>
INVESTING ACTIVITY		
Purchase of tangible capital assets	<u>(12,058)</u>	<u>(25,303)</u>
INCREASE (DECREASE) IN CASH FLOW	32,657	(51,919)
Cash - beginning of year	<u>66,534</u>	<u>118,453</u>
CASH - END OF YEAR	<u>\$ 99,192</u>	<u>\$ 66,534</u>

SHUSWAP FAMILY RESOURCE AND REFERRAL SOCIETY

Notes to Financial Statements

Year Ended March 31, 2023

(Unaudited)

1. PURPOSE OF THE ASSOCIATION

Shuswap Family Resource and Referral Society (the "Society") is a not-for-profit organization incorporated provincially under the Society Act of British Columbia. As a registered charity the Association is exempt from the payment of income tax under Section 149(1) of the Income Tax Act.

The Society operates to provide a healthy community by supporting the needs of individuals and families.

2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

Basis of presentation

The financial statements were prepared in accordance with Canadian accounting standards for not-for-profit organizations (ASNPO).

Revenue recognition

The Shuswap Family Resource and Referral Society follows the deferral method of accounting for contributions which consist primarily of grants, contract revenue, donations and fundraising proceeds.

Externally restricted contributions are recognized as revenue in the year in which the related expenses are incurred. Unrestricted contributions are recognized as revenue when received or receivable if the amount to be received can be reasonably estimated and collection is reasonably assured. Lease revenues are recognized according to the lease terms.

Deferred revenue reflects the excess contributions received for expenses or services not delivered or funded in the current year. This amount is expected to be recognized as revenue in the following year.

Donated materials and services

Donated capital and investments are recorded in the financial statements at fair value on the date of the donation. Donated materials and services are not recorded because the fair market value is not readily determinable.

(continues)

SHUSWAP FAMILY RESOURCE AND REFERRAL SOCIETY

Notes to Financial Statements

Year Ended March 31, 2023

(Unaudited)

2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES *(continued)*

Financial instruments policy

Financial instruments are recorded at fair value when acquired or issued. For financial instruments subsequently measured at cost or amortized cost, fair value is adjusted by the amount of the related financing fees and transaction costs.

At each reporting date, the Society measures its financial assets and liabilities at cost or amortized cost (less impairment in the case of financial assets). The financial instruments measured at amortized cost are cash, accounts receivable, and accounts payable and accrued liabilities.

For financial instruments measured at cost or amortized cost, the Society regularly assesses whether there are any indications of impairment. If there is an indication of impairment, and the Society determines that there is a significant adverse change in the expected timing or amount of future cash flows from the financial asset, it recognizes an impairment loss in the statement of operations. Any reversals of previously recognized impairment losses are recognized in operations in the year the reversal occurs.

Cash

Cash and cash equivalents consist primarily of cash, cash deposits and cheques outstanding. The Society's bank accounts are held by one financial institution. The Society has available an operating line of credit in the amount of \$1,500, bearing interest at 6.7%. As of March 31, 2023, the Society had undrawn capacity under the facility of \$1,500.

Tangible capital assets

Tangible capital assets are amortized over their estimated useful lives at the following rates and methods:

Buildings	4%	declining balance method
Furniture and equipment	20%	declining balance method
Computer equipment	30%	declining balance method
Signs	20%	declining balance method
Library	3 years	straight-line method

No amortization is accounted for in the year of disposal. Gains and losses on the disposal of individual assets are recognized as income, or a reduction in income, in the year of disposal.

Deferred capital contributions

Contributions restricted for capital purposes are recorded as deferred capital contributions when the amount is invested in tangible capital assets and are amortized to revenue on the same basis as the related tangible capital assets are amortized to expense.

(continues)

SHUSWAP FAMILY RESOURCE AND REFERRAL SOCIETY

Notes to Financial Statements

Year Ended March 31, 2023

(Unaudited)

2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

Impairment of tangible capital assets

When a tangible capital asset no longer has any long-term service potential to the Society, the excess of its net carrying amount over any residual value is recognized as an expense in the statement of operations. Any write-downs recognized are not reversed.

The society tests for impairment whenever events or changes in circumstances indicate that the carrying amount of the assets may not be recoverable. Recoverability is assessed by comparing the carrying amount to the projected future net cash flows the long-lived assets are expected to generate through their direct use and eventual disposition. When a test for impairment indicates that the carrying amount of an asset is not recoverable, an impairment loss is recognized to the extent the carrying value exceeds its fair value or replacement cost.

Use of estimates

Management reviews the carrying amounts of items in the financial statements at each balance sheet date to assess the need for revision or any possibility of impairment. Estimates are based on a number of factors including historical experience, current events and actions that the society may undertake in the future, and other assumptions that management believes are reasonable under the circumstances. In particular, estimates are used in accounting for certain items such as revenues, allowance for doubtful accounts, useful lives of capital assets, and accrued liabilities.

Measurement uncertainty

The preparation of financial statements in conformity with Canadian accounting standards for not-for-profit organizations requires management to make estimates and assumptions that affect the reported amount of assets and liabilities, disclosure of contingent assets and liabilities at the date of the financial statements and the reported amounts of revenues and expenses during the period. Such estimates are periodically reviewed and any adjustments necessary are reported in earnings in the period in which they become known. Actual results could differ from these estimates. Items subject to significant management estimates include the allowance for doubtful accounts, asset useful lives and related amortization, and accrued liabilities.

3. TANGIBLE CAPITAL ASSETS

	Cost	Accumulated amortization	2023 Net book value	2022 Net book value
Land	\$ 476,009	\$ -	\$ 476,009	\$ 476,009
Buildings	1,246,688	198,762	1,047,926	1,089,895
Furniture and equipment	137,294	121,684	15,610	17,029
Computer equipment	90,841	81,991	8,850	8,802
Fence	7,278	212	7,066	-
Library	4,838	4,838	-	-
Signs	4,076	2,440	1,636	2,045
	<u>\$ 1,967,024</u>	<u>\$ 409,927</u>	<u>\$ 1,557,097</u>	<u>\$ 1,593,780</u>

SHUSWAP FAMILY RESOURCE AND REFERRAL SOCIETY

Notes to Financial Statements

Year Ended March 31, 2023

(Unaudited)

4. DEFERRED REVENUE

	2023	2022
Unearned revenue	\$ 64,239	\$ 41,708
Security deposit	1,020	1,020
	<u>\$ 65,259</u>	<u>\$ 42,728</u>

Unearned revenues relate to unspent program revenues which are expected to be recognized in the next fiscal year.

5. LONG TERM DEBT

	2023	2022
SASCU Mortgage payable, repayable in blended monthly instalments of \$6,560.00 including interest at 4.5%	\$ -	\$ 1,066,950
Callable SASCU Mortgage payable, repayable in blended monthly instalments of \$6,560.00 including interest at 4.5%	<u>1,035,611</u>	-
	1,035,611	1,066,950
Amounts payable within one year	-	(31,349)
	<u>\$ 1,035,611</u>	<u>\$ 1,035,601</u>

Management does not believe that the demand features of the callable debt will be exercised in the current period. Assuming payment of the callable debt is not demanded, regular principal payments required on all long-term debt for the next five years are due as follows:

2024	\$ 32,788
2025	34,295
2026	35,870
2027	37,518
2028	39,241
Thereafter	<u>855,899</u>
	<u>\$ 1,035,611</u>

These amounts are estimates only and calculated using 4.5% interest. The loan is up for renewal in June of 2023 and the interest rate is expected to increase.

SHUSWAP FAMILY RESOURCE AND REFERRAL SOCIETY

Notes to Financial Statements

Year Ended March 31, 2023

(Unaudited)

6. DEFERRED CAPITAL CONTRIBUTIONS

The deferred capital contribution represents the unamortized amount of the Capital Gaming Grant received for the capital renovations to the building purchased in 2019. The amortization of deferred capital contributions are recorded as revenue in the statement of operations, which offset the related amortization in the period. The current year changes in the deferred capital contributions balance are noted below:

	2023	2022
Balance, beginning of the year	\$ 215,889	\$ 204,706
Contributions received	-	20,178
Less amounts amortized to revenue in the year	(8,636)	(8,995)
	<u>\$ 207,253</u>	<u>\$ 215,889</u>

The total of the Capital Gaming Grant received was \$250,000, of which the full amount has been applied. The deferred capital contributions will continue to be amortized at 4% for the remaining useful life.

7. FINANCIAL INSTRUMENTS

Credit Risk

The organization has credit risk in accounts receivable \$14,120 (2022 - \$12,086). Credit risk is the risk that one party to a transaction will fail to discharge an obligation and cause the other party to incur a financial loss. The accounts receivable arise primarily from contracts or agreements from government and other funding agencies. The organization reduces its credit risk by maintaining strict controls with counterparties, and deals primarily with government and other funding agencies.

Liquidity Risk

The organization has liquidity risk in the accounts payable and accrued liabilities of \$70,275 (2022 - \$72,813). Liquidity risk is the possibility the organization cannot repay its obligations when they become due to its creditors. The organization reduces its exposure to liquidity risk by ensuring they authorize documents when payments become due; manage cash on hand, and repay long-term debt principal and interest when they come due.

8. MINISTRY OF CHILDREN AND FAMILY DEVELOPMENT PROGRAMS SURPLUS AND DEFICIT

	Revenues	Expenses	Surplus/Deficit
Intensive family preservation	\$ 145,010	\$ 140,322	\$ 4,688
Family development program	120,317	119,534	783
Mental health outreach	68,473	67,006	1,467
Supervised visitation	33,439	32,456	983
Sexual abuse intervention program	24,074	23,808	266
Adoption support services	23,169	22,898	271
Teen pop	20,886	20,613	273
Connect parenting	1,642	1,610	32
Enhancement	7,972	7,972	-
Grandparents raising grandchildren	5,719	5,811	(92)
	<u>\$ 450,701</u>	<u>\$ 442,030</u>	<u>\$ 8,671</u>

SHUSWAP FAMILY RESOURCE AND REFERRAL SOCIETY

Notes to Financial Statements

Year Ended March 31, 2023

(Unaudited)

9. OTHER INCOME

	2023	2022
<u>Other income consists of:</u>		
Donations	\$ 48,438	\$ 38,999
General	14,268	10,633
Fundraising	7,937	17,991
Parking	3,163	2,523
Projects	2,645	720
Interest	287	23
Mastercard Cash Back	-	684
Membership	-	20
	<u>\$ 76,738</u>	<u>\$ 71,593</u>

10. SUBSEQUENT EVENTS

Subsequent to March 31, 2023, a funding agreement totaling \$203,441 was secured for the Building Safer Communities Initiative. The total amount will be received quarterly over the period of June 1, 2023 until March 31, 2026.

11. ECONOMIC DEPENDENCE

The Society receives most of its revenue from government sources. These amounts comprise 76% (2022 - 77%) of the total revenues of the organization for the year. The Society is, therefore, economically dependant on the continuation of this funding in order to sustain its operations.

12. BRITISH COLUMBIA SOCIETIES ACT

British Columbia Societies Act requires disclosure of the amounts of remuneration, if any, paid to the directors and to employees or contractors who receive over \$75,000 per annum. The Society has two (2022 - two) individuals that fall within this requirement. Total remuneration for these individuals in 2023 was \$169,686 (2022 - \$166,872).



681 Marine Park Drive NE
Salmon Arm, BC V1E 2W7
Phone: 250-832-2170
Fax: 250-833-0137
email: info@familyresource.bc.ca
Website: www.familyresource.bc.ca

Shuswap Family Centre Annual Report - April 2022 to March 2023

Executive Director's Report

BUILDING COMMUNITY CONNECTIONS AND STRENGTHENING COLLABORATIONS

Good morning and welcome to our 34th AGM, marking the commencement of our 35th year of dedicated service to our community and the Shuswap. I'm honored to be part of this remarkable journey and appreciate your presence this morning.

Our unwavering commitment remains centered on providing a secure and nurturing environment for families. After all, every individual is a part of a family, and our focus is on enriching our children and youth programs. To this end, we've initiated a youth peer-to-peer support program, fostering an environment where young minds can connect and thrive.

A Year of Triumphs Over Challenges

The past year has been nothing short of exceptional. As we navigated through various challenges, our community, in collaboration with the Shuswap Family Centre team and our dedicated Board, displayed remarkable innovation and creativity in serving our community as we come together and reconnect.

Our local community has demonstrated incredible resilience and a collaborative spirit. I am profoundly grateful for the privilege of being part of this community, and the pandemic has strengthened our bonds, leading to deeper connections and partnerships.

Over 16,000 individuals, both from our local community and area, accessed our services through physical visits and virtual platforms in the last fiscal year. I have learned to appreciate and use the hybrid model. The Shuswap Family Centre continued to be a beacon of support in assisting our community adapting to reconnecting.

My heartfelt gratitude extends to the entire SFC team for their unwavering dedication and remarkable work ethic. They are not just professionals; they are passionate advocates for the Shuswap Family Centre. Together, we confronted and overcame numerous challenges while staying true to our mission of serving the community.

Community Unity and Expansion

Our SFC team experienced changes, welcoming new members while bidding farewell to colleagues who embarked on new journeys. I want to acknowledge and appreciate each team member for their professional contributions and the extra effort they put in, from cleaning to snow removal, showcasing their unwavering commitment to SFC's success. Our, loyal donors, sponsors, and funders have once again displayed their steadfast support. The Shuswap community consistently steps up with donations of food, time, skills, services, and financial contributions. These collective efforts have not only increased our capacity to serve but also allowed us to address the growing needs of our community.

We are delighted to report an increase volunteer engagement, including enthusiastic younger individuals who bring a fresh and positive energy to our center. During the past fiscal year, we successfully met the challenges we faced, including issues related to our outdoor space, thanks to the full funding provided by the Shuswap Rotary for the fence and the Shuswap Children's Association for the rubber matting. Our commitment to responsible property management and upkeep remains a priority.

Financial Resilience and Sustainability

Our fiscal responsibility and innovative thinking have enabled us to expand our services, resources, and community connections. Moving forward, our priorities include exploring potential social enterprises and ensuring fiscal sustainability.

As the Executive Director, I have actively pursued alternative avenues to fund our programs beyond traditional fundraising and local business support. Philanthropic funding has become a vital component of our financial strategy, with grant writing remaining a primary focus as we continuously seek new income sources.

Our innovative "coin box" initiative, where families collect change for our unfunded children and youth groups, has gained significant traction in our community. Salmon Arm Downtown has

also joined in, placing coin jars in various locations to support this initiative. Small Change = Big Change.

Our Christmas campaign remains a heartwarming success, thanks to the collaboration between SFC, Canadian Tire, and the Salmon Arm Fire Department. We hope to see more families in our community adopt those in need during the holiday season.

Supporting Students and Connecting Community

The Shuswap Family Centre continues to serve as a field site across Canada, offering valuable supervision for practicum student placements. This initiative has not only been financially successful but has also been a crucial source of mental health support for our community. We collaborate with various institutions, including Okanagan College, TRU, UBC, Yorkville, U of Vic, UBCO, and Lethbridge College, to provide placement opportunities for their students. These students, in turn, contribute significantly to our team and offer free mental health services to our community.

Our partnership with The Shuswap Food Action Co-op over the last seven years has contributed to food education, sustainable food security, and community awareness. We are working hard to continue to support the Community Teaching Garden. We always need garden volunteers, we also support the Salvation Army in their food security projects, which are centrally located in our community.

We are actively working on creating a recognition wall to honor those who generously donate much-needed funds to our Society.

A Strong and Adaptive Society

The Shuswap Family Centre is evolving to meet the changing needs of our community. Our strength lies in our ability to face challenges head-on, responding professionally and positively. This strength is derived from our united team of professionals who are deeply committed to giving back to our community.

In conclusion, words cannot adequately express my gratitude for the commitment, time, and dedication that each of you has contributed to the Society and for your respect for my leadership. Your support for our community and your dedication to the Society's mission have been fundamental to our success.

Thank you all for your steadfast support.

Goals for the Coming Year

Based on the report presented today, here are my goals for the next year:

1. Strengthen community connections for in-person services.
2. Enhance and expand all SFC programs.
3. Address administrative needs and navigate financial challenges.
4. Continue supporting the community with limited resources.
5. Seek innovative approaches to address growing mental health challenges in our community.
6. Secure philanthropic support.
7. Reinvigorate and expand our member/volunteer roster.
8. Update our by-laws, policies, and procedures to ensure open governance.

In closing, I'd like to remind you that small changes can lead to significant transformations. At SFC, we strive to create and share positive change in our community. We serve as a bridge to food, people, community services, news, resources, and fun. It's a privilege to be part of and work in this wonderful place.

Once again, my heartfelt appreciation goes out to our Board of Directors, members, employees, and the dedicated volunteers in our community who consistently go above and beyond, contributing to another successful year of serving our community.

Respectfully submitted,



Patricia Thurston

Executive Director

Attachments to the AGM Package:

****Attached to the AGM package are the 5-year strategic plan; which establishes our direction with decolonization, food education, supporting the environment and other continued well established programs and services.

If you wish a hardcopy of the AGM package, there is a \$25.00 fee. The digital copy is free and supports being green.



ANNUAL/QUARTERLY REPORTS

2022-2023



681 Marine Park Drive NE
Salmon Arm, BC V1E 2W7
Phone: 250-832-2170
Fax: 250-833-0137
email: info@familyresource.bc.ca
Website: www.familyresource.bc.ca

ADOPTION RESOURCE & SUPPORT

Annual Report

April 1, 2022 – March 31, 2023

PROGRAM DESCRIPTION

Adoption Resource & Support (ARS) is contracted by the Ministry for Children and Family Development to deliver 10.5 hours of services per week for children and families who are at any point in the adoption journey. The program priority since 2011 has been to assist in the transition from foster care to adoption. As well, the program is the community point of contact for adoptive families to receive brief support in the long term. ARS offers them access to a wide range of adoption resources, makes referrals and provides for drop-in consultations. In addition, ARS facilitates two to three adoption community events each year and works to raise community awareness about adoption.

THE YEAR IN REVIEW

- 1. Ministry for Children and Families (MCFD) Adoption Planning Team:** This year ARS participated in the transitioning of one child and two sibling groups from foster to adoption status; and for two other children awaiting an adoptive family.
ARS assisted two sets of perspective adoptive parents complete the 'Adoption Education Program'.
- 2. Annual Events for Adoptive families and friends:**
 - All funding for the provision of 'Adoption Events' by SFC's Adoption Resource & Support Program has been suspended by MCFD, should the ARS Program wish to continue providing these events it would be through the efforts of fundraising initiatives.
 - With November being 'Adoption Awareness Month' the ARS Program, in conjunction with the local Salmar Theatre, developed an awareness campaign to promote this initiative.
- 3. Brief contact:** Drop-ins, emails, phone calls, and occasional visits. These contacts are generally post-adoption, in some cases years after placement. Along with the annual events, the brief contact results in the creation of an adoption community.
- 4. Educational Resources/Informational Podcasts/Newsletters:** Program relevant information and resources are regularly disseminated to program participants as it becomes available.

STATISTICS

Cases carried forward	3	Cases opened	3	Cases closed	1
Total hours	549	Direct Service hours	486.5	Indirect Service hours	59.5
Adoptive families served					77
Percent of hours in Direct Service			89.2%	Total # brief contacts	173

PROGRAM CHALLENGES

1. A focus of ARS is working on the MCFD Adoption Planning Team and providing resources and support to both active and potential adoptive families. The cases referred to ARS tend to be more complicated than most transition plans. It would be helpful if additional time was allocated to the ARS contract so that more cases of transition work could be undertaken.
2. Families report the ongoing support is a very important and valuable service. Without this ARS service, it's likely the annual events, newsletters, and resources would not happen. It can be challenging at times to provide this support, including the networking aspect, as MCFD Adoption Planning Team work increases, MCFD staff changes and absences, along with the limited number of contract hours during the restrictive nature of the Covid-19 pandemic.
3. It would be highly beneficial to access increased hours for future contracts to be able to meet the needs of a growing community of adoptive families within an already expanding catchment area.
4. Another challenge for the ARS Program, as well as both prospective and adoptive parents, is the lack of local MCFD Adoption Social Workers. Due to staff shortages at the local MCFD office, the MCFD Adoption Social Workers are currently located in Kamloops.

SUMMARY

The Adoption Resource and Support Program is a much needed link to supports for children and families at all points of their adoption journey. The collaborative efforts of birth/foster/adoptive parents, Guardianship and Adoptive Social Workers, Adoption Support Worker, and the efforts of children themselves all lead to a powerful end result. We help to create and support a family for the child that has a chance to last forever.

It has been a pleasure to work with an organization focused on providing quality programs and services to the community, with such a high level of competency, understanding, and compassion.

A sincere appreciation to all Staff, Board Members, and Volunteers for their continued and ongoing support and encouragement of the Adoption Resource & Support Program.

Submitted by:

Kathí Fischer

Adoption Resource Support Program Coordinator

Funding provided by: MCFD

PLA Annual Report: **1 Apr 2022 - 31 Mar 2023**

Program: Poverty law Advocacy

Law Foundation Advocates: Gudrun Malmqvist,

Legal Issue	Information, Referral		Summary advice		Full Rep Opened		Files Closed		Hearings	
Income security	9,7,7,1	24	6,7,7,8	28	7,9,13,10	39	13,9,13,9	44	-	
Housing	9,10,7,8	34	17,19,9,11	56	14,11,11,17	53	10,13,11,14	48	0,0,1,2	3
Debt	1,0,3,1	5	0,0,0,	0	1,0,0,0	1	2,1,0,1	4	-	
Family	18,22,14,21	75	-		-		-		-	
Other	21,26,19,22	88	7,19,15,13	54	4,6,3,3	16	4,4,4,2	14	-	
Total	226		138		109		110		3	

(the numbers recorded in the columns Information/Referral, Summary Advice and Full Representation reflect only the first visit by a client on a particular matter)

Program Description

The Legal Advocacy Program is funded by the Law Foundation of BC. We offer free confidential assistance and representation for low-income residents of Salmon Arm and surrounding communities who are facing legal issues in the areas of income security, provincial and federal disability benefits, employment standards, consumer debt and residential tenancy.

QUARTERLY REPORT

January – March 2023

STAFF: VLAD POLYAKH

PROGRAM: CHILD & YOUTH MENTAL HEALTH OUTREACH (CYMHO)

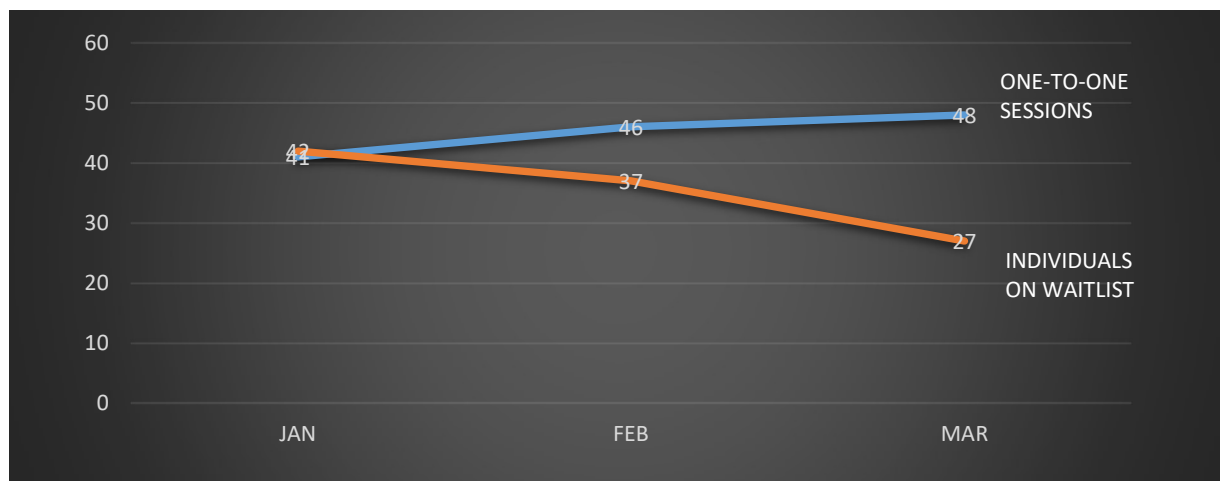
PROGRAM DESCRIPTION

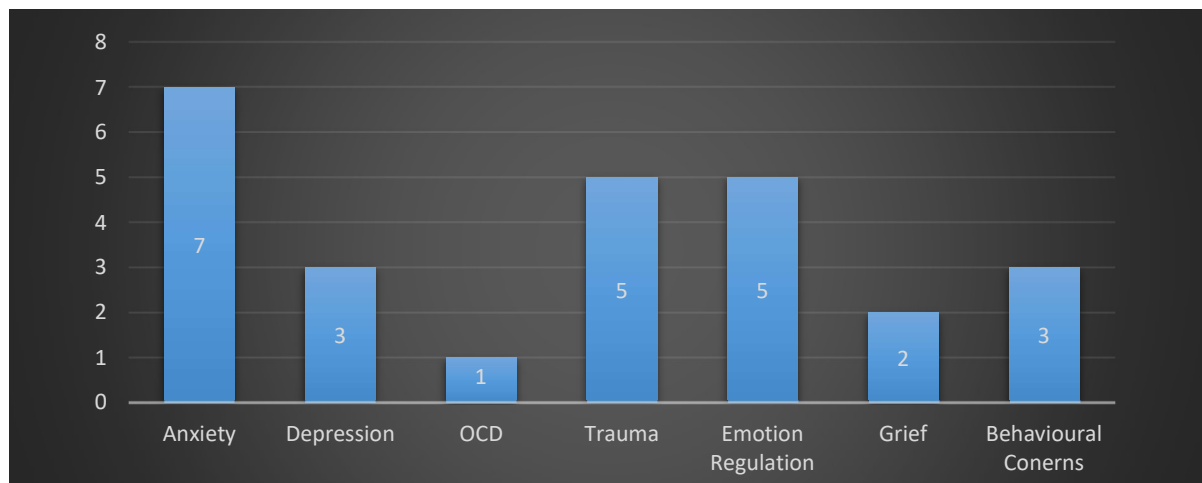
The Child and Youth Mental Health Outreach Program (CYMHO) is contracted to the Shuswap Family Centre through the Ministry of Child and Family Development (MCFD). The geographic area that is encompassed by CYMHO is Salmon Arm, Malakwa, Sicamous, and Enderby. The MCFD contract is a 24 hour per week program. In a 24 hour per week contract, full capacity is considered 10 families.

The desired outcomes of service delivery of CYMHO are:

- To reduce the risk and enhance the resiliency of each child/youth to minimize the influence and manage the symptoms of their mental health issue.
- To strengthen the capacity of the family to address the child/youth's needs.
- To see an increase in family cohesion.
- To strengthen natural community supports available to the family.

STATS





| PROGRAM UPDATES

The CYMHO program continues to function over-capacity, as the number of requests for services is notably higher, when compared to the same quarter the year prior. It would also be important to note that the complexity of cases has also increased, often requiring additional time (e.g., meetings with other agencies, et cetera), beyond regular counselling sessions.

Respectfully submitted,

Vlad Polyakh, MA, RCC



681 Marine Park Drive NE
Salmon Arm, BC V1E 2W7
Phone: 250-832-2170
Fax: 250-833-0137
email: info@familyresource.bc.ca
Website: www.familyresource.bc.ca

Grandparents Raising Grandchildren (GRG) Support Network

Annual Report

April 1, 2022 – March 31, 2023

Grandparents Raising Grandchildren (GRG) provides support for grandparents who are raising or are contemplating raising a family member's child. The most frequent reason for contact is the need for support in their struggle with emotional and financial issues. The program also makes referrals to community resources and can offer assistance navigating complex legal and government systems.

Rationale: Grandchildren being raised by their grandparents have a chance to maintain attachments, roots and identity. A 2012 Ontario study and other recent kinship-care studies throughout North America have shown that these children experience fewer traumas, move less frequently, and are more likely to grow up with their siblings, than children in foster care. Advocates such as Parent Support Services BC point out that, in the long term, children and teens cared for by kin likely experience less youth homelessness, less addiction, less abuse-related mental illness, less incarceration, and have a higher probability of attaining a higher level of education. Therefore GRG makes sense, for these and numerous other reasons.

Program Goal: GRG aims to provide a safe place to obtain support, resources, and guidance for Salmon Arm and surrounding area grandparents, who find themselves parenting a second time around.

Program Description: GRG is contracted to the Shuswap Family Resource Centre by the Ministry for Children and Family Development (MCFD) for a total of 78 hours/year. It serves grandparents currently raising grandchildren as well as those who are contemplating taking on the role.

It offers:

- Phone and drop-in consultations for individuals and families each Tuesday; other days/times available as necessary.
- Guest Speakers on topics of interest. Occasional small group 'Meet & Greet' sessions for GRGs with similar interests/concerns.

Activities:

A main function of the program is to connect families with the Ministry for Children and Family Development Extended Family Program, Restrictive Foster Care, Adoption and Child Protection Programs. It also helps grandparents sort through custody and access issues.

A second function is to provide GRGs with support and connections to resources. This year several Grandparents took advantage of many of SFC and other community programs as a result of their contact with the program.

They made good use of:

Shuswap Family Centre Programs: Legal Advocacy Program, Parenting programs (Connect, Nobody's Perfect Parenting, and Parents In The Know), Christmas Gift Campaign, Christmas 'Adopt a Family', our Community Counselling Program, Good Food Box, Farmers Market Coupons, and various other SFC programs and services.

Community resources: Provincial GRG Support Line and Legal Guide, Family Justice Counselling program, Office of the Representative for Children and Youth, Rent Subsidy Program, Goshen Consultants, Canada Pension Plan-Disability benefits for Dependent Child, BC Persons With Disability, Interior Health Children's

Assessment Network (IHCAN), Child Care Resource and Referral (CCRR) Child Care subsidy forms, FASD Key Worker, JumpStart, Kidsport, Pro bono Dentistry, free Children's Sunglasses through Shuswap Optometric, Enderby Santa's Workshop, North Okanagan Youth & Family Services-Vernon, Enderby & District Community Resources, links to current ADD or ADHD research, "Strengthening your Family" Webinar through Centre for Adoption Support and Education (C.A.S.E.).

GRGs were contacted about new or seasonal programs along with relevant program information; it is a great time to check in, catch up and maintain connection to the program.

Additional Activities

- Connecting Grandparents with each other resulted in independent playdates and mutually supportive phone contact.
- Met with MCFD Team Leader, establishing a communication link and exchanging information about programs and services.
- Program meetings with SFC Executive Director.
- Participated in the Parent Support Society of BC's support line for Grandparents Raising Grandchildren and kinship care providers.

Statistics:

Number of Grandparent-led families served	38
Total number individuals served (children & grandparents)	92
Number of individual support contacts	72
Number of hours in group	0
Recipients of group hours	0
Direct Service hours	85.7
Indirect Service hours	18.3
Total hours*	104
Percent of hours in Direct Service	82.4%

*Hours in excess partially funded from unallocated GRG transportation and supply budgets.

Challenges:

- Typically the Grandparents coming to this program are confused about their options and the pathways open to them. Those who do have an open case with MCFD may have been given some options, but often they report they have not received the help they need to pursue those options.
- Specific to this contract, there needs to be adequate funding and additional hours, to develop and maintain a network, promote the program, and support Grandparents as they deal with financial stresses, isolation and navigating legal and other systems.
- More time is needed in the contract to facilitate and maintain both GRGs formal and informal supports. A bi-monthly coffee group would be beneficial and work well for GRG, if only a few more hours were available for staff to organize it. SFC offers a venue that could accommodate children and childminders, which would offer a much needed break and informal support for these grandparents.

Submitted by:

Kathí Fischer

It has been a pleasure to work with an organization focused on providing quality programs and services to the community, with such a high level of competency, understanding, and compassion.

A sincere appreciation to all Staff, Board Members, and Volunteers, for their continued and ongoing support and encouragement, of the Grandparents Raising Grandchildren Program.

Funding provided by: MCFD

Intensive Family Preservation Program

Quarterly Report January – March, 2023

IFP Staff:

Kenna Mayes

Kessa Schroeder

Program Description:

The purpose of the Intensive Family Preservation Program is to preserve the family and prevent children from entering, or remaining in, the care of the Director. This is achieved by assessing families that are in crisis, determining a course of interventions that will reduce risk to children while enhancing the capacity of parents to manage problem areas through skill acquisition & ability and willingness to access community support.

IFP staff shall be available to client families in imminent crisis for a period of six to eight weeks of intensive service delivery. This may be followed by an additional twelve weeks of family support to assist in the maintenance of fundamental family change when deemed appropriate by the Social Worker in consultation with the IFP counsellor and family.

IFP Statistics: January - March 2023

The maximum number of total cases is: 7

	January	February	March
Active Cases	4	6	4
Paused Cases Or Pending Cases	1 family of 3 1 family of 4		1 family of 2

Closed Cases	0	0	3
---------------------	---	---	---

The Intensive Family Development Program now has two workers as of January 2023. IFP worker's continue to engage with families in their home and utilize community resources. There have been three files closed in this quarter and three new intakes completed with one still pending.

The Intensive Family Development Program is currently working on finding programs for fathers that is engaging and focused on concerns or problems that they are facing. During this quarter it was also a priority to update a lot of the resources so that families were getting the most current and useful information.

In addition, the Intensive Family Development Program has been engaging in post therapeutic care for a previous participant in order to provide the ethical and necessary support.

FAMILY DEVELOPMENT PROGRAM

Quarterly Report

January – March 31, 2023

FAMILY SUPPORT WORKERS:

- Sherry Kirchner
- Caleb Giesbrecht

PROGRAM DESCRIPTION:

The Family Development Program offers services to support families in the Salmon Arm and surrounding areas. This program aims to enhance parenting skills and build a secure healthy parent-child attachment. Participants accessing services are referred by the Ministry for Children and Family Development.

Family Development Services:

The FDP offers services in three areas:

1. Supervised Visitation Program; This program offers parents with limited access to their children, an opportunity to meet them in a safe, friendly and neutral environment. This service follows a set of guidelines.

2. Supported Supervised Visitation Program; This program meets with parents for a weekly parent education session. These sessions focus on the following:

- fostering secure attachment
- learning effective positive discipline strategies
- child development
- health, safety and nutrition

Parents are provided an opportunity to demonstrate their learning.

3. One to One Support; Parents and caregivers are offered the opportunity to access parenting support and build their skills through one to one meetings with a family support worker. Connecting caregivers to community resources to foster a healthy home environment.

PROGRAM STATISTICAL OVERVIEW:

New files opened: 3

Files closed: 4

One to one Support Services: 15

Supported Supervised Visitations: 3

Supervised Visitation: 1

Total families served: 18

Challenges:

Communications continued through e-mail, and phone to support clients. Face to face meetings were a weekly occurrence. We have been meeting with clients at SFC in the family room, and education room. MCFD has requested in-home visits, with some clients. SFC staff confirms visits with 24 hours' notice to ensure health and safety before driving to the family home. As the housing crisis rises, we have sent referrals to the SFC Legal Advocate to assist clients with poverty reduction and B.C. Housing application forms.

Highlights:

- The family development program has provided support to families navigating them with resource services in the community. Resources services in the community such as the Good food box, Farmers Market Coupons, Second Harvest, and Neighbor Link. Funding through KidSport for after school activities.
- During the last year, the Family Development Program supported thirty-four families in total.

The Family Development Team worked together on the following projects:

- Connected families and individuals with community resources
- Completion of the Nobody's Perfect Parenting Group in person

Moving Forward:

The Family Development Program is currently working on the following projects:

- Sourcing online resources and parenting programs to meet client needs
- Sourcing funding to help with cost of engagement activities
- Sourcing community nutritional support

Sherry Kirchner: Family Development Worker

Caleb Giesbrecht: Family Development Worker



681 Marine Park Drive NE
Salmon Arm, BC V1E 2W7
Phone: 250-832-2170
Fax: 250-833-0137
email: info@familyresource.bc.ca
Website: www.familyresource.bc.ca

Nobody's Perfect Program Annual Report April 2022 – March 2023

'Nobody's Perfect Parenting' is a preventive and pro-active parenting education program which intends to improve parents' capacities to maintain and promote the health and wellbeing of their preschool children. Within the parameters of the British Columbia Council of Families, ideal candidates for the program include parents who are:

- single
- young
- low income
- lacking in formal education/parenting skills
- have difficulty finding resources
- isolated socially, geographically or culturally

During the 4 - six week set of sessions that occurred in 2022-2023 fiscal year, 14 parents from the community of Salmon Arm and surrounding areas participated in the program, which were held at the Shuswap Family Centre. The first set of 6-sessions was held on a virtual platform, and included 1-on-1 individual support. Due to Covid-19 restrictions being lifted, the second and consecutive sets of 6-sessions, was able to be held in an in-person classroom setting. There is no cost to attend this program.

Our greatest successes as facilitators leading this program included:

- Being able to provide a safe environment for the program participants to share honestly and openly about their experiences as parents.
- To witness the empowerment and increased confidence that developed with the participants and in their parenting strategies.

It was very evident from their comments that the participants found the program very valuable and had a positive experience. They expressed that it would have been beneficial if the program was of longer duration or of an ongoing drop-in nature.

Our most challenging aspect presented itself to be working within the time constraints allotted in the contract and creating an effective and meaningful virtual impact for the participants. We required more time for session planning, as well as lead time for participant attraction. We held four programs of 6-sessions each within the 2022-2023 fiscal year. We had a total of 20 parent/caregivers register for the programs, with 14 of them completing the program; which constitutes a 70.0% success rate. The implementation and completion of the Nobody's Perfect Parenting Programs had been impacted by the government mandated Covid-19 pandemic health and safety protocols. The next NPP group is scheduled for April 2023.

Number of Participants registered for program			20
Number of Participants completed program			14
Percent of Participants completed program	70.0%		
Number of Children requiring childminding	4	Number of Male parents/caregivers attended	2

This program is typically staffed with two trained facilitators, who both work approximately 6 hours/week for 8 –10 weeks per session. The contract requirements are to hold 5 groups within a two year period. The program currently has three trained & certified facilitator; two additional facilitators are scheduled to receive training in April 2023.

The Shuswap Family Centre has received a contract to continue the Nobody's Perfect Parenting program for the Shuswap catchment area for 2022-2024; plus an additional funding grant has been applied for.

Respectfully Submitted,

Kathi Fischer

It has been a pleasure to work with an organization focused on providing quality programs and services to the community, with such a high level of competency, understanding, and compassion.

A sincere appreciation to all Staff, Board Members, and Volunteers, for their continued and ongoing support and encouragement of the 'Nobody's Perfect Parenting' Program.

Funding provided by: IHA

PREGANANCY OUTREACH PROGRAM (POP)

Quarterly Report

January 1st 2023 - March 31st 2023

POP WORKERS: Angel St. Denis RPN, Colleen Bunbury IBCLC, Judy Breitzkreutz BSW

The Pregnancy Outreach Program (POP) is designed to support moms and caregivers from prenatal and postnatal until baby is 6 months of age. Program length can be extended on an individual basis upon assessment. We provide outreach services, one on one support, referrals to other professionals/programs, drop in groups for exercise, information as well as supplements and food/dairy vouchers. Our focus is on helping moms and caregivers be the best and healthiest parents they can be so they can raise happy and healthy babies.

We have a few updates to our program:

- Our Tummies 2 Tots drop-in play group transitioned to our winter indoors program held at Shuswap Family Resource Center in the group room. We had a prize basket which included two stuffed bears and an item of clothing that was drawn for return group attendance. It was won by one of our regular attendees, her children were thrilled with the prizes! We continue to serve healthy snacks and juice during group sessions. Despite diligent efforts, we have observed a continued lack of group engagement with regards to attendance being low. Upon further research, however, we have discovered that this is the case with similar programs throughout the region. We continue to keep our Tummies 2 Tots Facebook page up to date so clients will have current group information and continue to invite our POP clients to this group.
- Our Wednesday Walking Group transitioned to an indoor location at the SHAW Community Recreation Center. This location is well suited for this activity as we can continue to keep this program running even if the weather is poor.
- We continue to provide our POP clients with 1:1 support, education on pregnancy, nutrition, postnatal support and parental guidance either here at SFC or in their own home. Our POP caseload is currently seeing an increasing number of clients in "crisis." This can be due to mental health issues, substance use and addiction, domestic violence, poverty, isolation, lack of affordable housing, lack of resources, and/or transportation issues leading to challenges to attend groups and other appointments. This in turn, places a higher demand on POP workers case loads, increasing time spent supporting and following up with clients, ensuring appropriate referrals are in place and also increases time spent collaborating with other service providers in our community. Our POP team continues to debrief and collaborate on a regular basis, to promote positive outcomes.
- We offer our clients nutrition vouchers every month, which include fruit and vegetables, dairy/eggs, and have now expanded this project to include meat and whole grains for purchase up to \$30 per month. We have had a very positive response to these especially now with food prices and inflation on the rise.

Active files: x 42

Family members supported: x 138

Closed cases: x 16

Wait list – N\A

**YOUNG PARENT SUPPORT PROGRAM
QUARTERLY PROGRAM REPORT
January to March 2023**

SUPPORT WORKER: Amber Woods

PROGRAM DESCRIPTION:

The Young Parent Support Program receives all referrals from the Ministry of Children and Family Development (MCFD) office in Salmon Arm. The program is a preventative service to strengthen families by supporting young parents in obtaining knowledge and skills to prepare for the birth of and care for their children, protect them from adverse lifestyle risks and achieve long-term family success by also participating in educational or employment ventures. Through a therapeutic relationship, guidance is provided to young parents to support personal growth and development, and ongoing healthy lifestyle changes to enhance positive parenting skills.

PROGRAM STATISTICAL OVERVIEW:

New files opened:	0
Files closed:	1
TOTAL FAMILIES SERVED:	3

One file was closed due to custody transfer and lack of contact with social worker. Two files remained open with YPSP from previous quarter and continue to receive support.

Some of the topics we cover through the YPS program include:

- Life Balance & Self Care
- Self-Esteem & Self Awareness
- Relationships & Boundaries
- Healthy Communication Styles
- Building Structure & Routines
- Finances, Budgeting & Income Assistance
- Child Subsidy Applications
- Ages & Stages of Child Development
- Safety Parenting Plan
- Education & Career Goals

SUMMARY

The Young Parent Support Program continues to work with young parents to increase their awareness and knowledge in raising their young children. The Young Parent Support Program works closely to improve service to these families and identify new ways to meet their needs and goals. The program will continue to adapt to the current participants needs and goals. I look forward to the upcoming quarter.

Sincerely,
Amber Woods
Young Parent Support Program

Community Counselling

Annual Summary 2022--2023

Summary

The Community Counselling program provides counselling and emotional support services to children, youth, and adults seeking our services with a variety of presenting concerns. This program was designed to fill a gap in service that has been identified in our community.

Ten workers provided services under this program.

Statistics

The Community Counselling program provided services to approximately 95 individuals during this fiscal quarter. This breaks down to approximately 77 adults and 18 youths. Services were provided primarily through individual counselling.

Services were provided to clients for a number of presenting concerns, including anxiety, depression, grief and loss, marital conflict, childhood trauma, and anger management.

Individuals that participated in this program were referred to it through friends, family, MCFD, SD83, Physicians and through other Shuswap Family Centre programs.

The total number of hours provided to this program were approximately 987 hours. This was divided between direct counselling services, staff meetings, clinical supervision, research, and prep time.

Program Challenges

Although the program has recently seen a surge in workers providing service, it continues to be underfunded and relies on unpaid practicum students and volunteers to provide most of the service. As restrictions from the pandemic lift our community is seeing an extreme increase in service needs. The program continues to see a very high volume of intakes coming in. During this quarter the waitlist has increased by almost double.

Program Strengths and Goals

The Community Counselling program and its workers continue to provide service to many individuals in our community. The post pandemic is unveiling an incredible increase in substance use, domestic violence, sexual abuse, and neglect for children. SFC is unable to meet

the needs of our community's children and youth with the increased demand for services. The waitlists are extensive, and children and youth are subjected to months on waitlists.

The process of standardizing reporting has been underway and has had positive engagement with both the workers that are already in the program and new workers and practicum students that are entering into the program. These numbers provide a better scope of the immense need our community has for affordable support services.

As this program continues to serve the Shuswap, we hope to gain further funding opportunities and to have access to enough workers to meet the growing mental health needs of this community.

Conclusion

This quarter seen yet another sizeable increase in the number of individuals served, and the number of individuals on the waitlist to access services. Although a mental health crisis is occurring within our community and across the country, our community counselling program, and its workers, keep striving to provide the highest quality of services possible and to see as many people as they can.

This was the final quarter for the practicum students that were providing services under this program. We have four new students coming in to provide counselling services for the next quarter.

Respectfully Submitted,

A handwritten signature in black ink, appearing to read "Patricia Thurston", enclosed within a thin black rectangular border.

Patricia Thurston
Executive Director



681 Marine Park Drive NE
Salmon Arm, BC V1E 2W7
Phone: 250-833-2170
Fax: 250-833-0137
Email: info@familyresource.bc.ca
Website: www.familyresource.bc.ca

**Sexual Abuse Intervention (SAIP) Program
Quarter Report
January – March 2023**

Staff: Kenna Mayes

Email: Kenna_mayes@familyresource.bc.ca

Program Description: SAIP is committed to provide a range of appropriate, timely, and accessible assessment, treatment, and support to children or youth who have been sexually abused. The most common strategies and models of intervention utilized are trauma informed and include: expressive therapy (art, play), psychological education and information on human development. Additionally, SAIP will work with families, provide consultation, and make referrals to other agencies and supports as needed.

SAIP Stats:

	January	February	March
# of clients supported	13	10	10
# on waitlist	5	5	6

There were a few files closed during this quarter and two that were put on pause in the middle of march. The SAIP program right now has a variety of ages that are receiving support either

weekly, biweekly or monthly. SAIP worker has reached out to some of the clients on the waitlist in the month of March and is waiting for replies to see if they would still like the service.

SUMMARY:

The Sexual Abuse Intervention Program continues to meet with and support children and youth who have been sexually abused in the past and/or present. The program will continue to use expressive therapy as a tool to help children and youth understand their emotions. It will also provide resources to parents and/or caregivers who wish to learn about the topic and how it can impact one's life.

Sincerely,
Kenna Mayes
Sexual Abuse Intervention Program

ADMIN/FRONT DESK

AGM REPORT

April 1st 2022 - March 31st 2023

Facebook-- We have a following on Facebook of approximately 1450.

People. It's a great tool for telling the community about upcoming Events.

Instagram— We created an Instagram account last year to reach out to Our younger clients. We had 90 followers in 2021 we now have 410 followers in 2023.

Thrift Shop Vouchers—The vouchers for the Thrift Shop are a very important to Many of our clients. We get 24 vouchers a month the vouchers were 10 dollars a month but now have been raised to 15 dollars a month. In this last quarter we handed out 72.

Good Food Box—The Good Food Boxes have continued to be sold at \$20 each this year. The total for the quarter were 20 boxes sold. January 5th, February 3rd, March 12th. Each month the Shuswap Family Center purchases 20 boxes to donate to individuals who are most in need.

Volunteers—The Family Centre has Volunteers that assist with many of the day To day activities of the Centre. We had Parents come to our youth kitchen and Help cook and clean with their children. We have volunteers who are covering the front desk when needed. Organizing and building maintenance of the exterior of the building. The outside lot and surrounding area are also cleaned up by volunteers.

Family Centre Coin Box Fundraiser—We have four donation containers set up at various locations in our community. Downtown Askews, DeMille's Farm Market, Co-op Gas Bar, Pedro's. We collect the change from the boxes at the end of every month.

Bus Tickets—We gave out 22 bus tickets for this quarterly. We give two tickets to each person that comes in the centre. They appreciate this on cold days and hot days.

Snacks for Individuals in need—The Family Centre is giving out food to individuals in need we have frozen food ready to warm up for the person that comes in. We have been giving out sliced meat, cheese, and crackers this summer that was donated by the Grad Class of 2022 and now we are giving out hamburgers and pizza and muffins. The pizza and muffins will be made by our volunteers. The hamburgers were left from our fun day and the muffins will be made from zucchini from the community garden. We also gave out water this summer in the hot days we had individuals stop in for water daily.

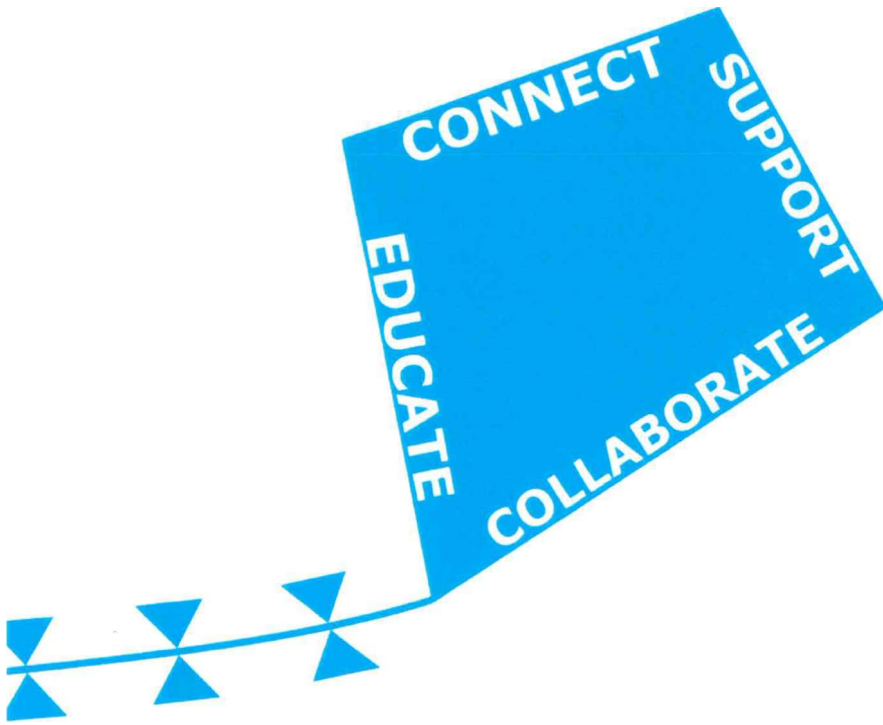
Popcorn Fundraiser—We are still making popcorn daily at the Centre to raise Funds. We are asking donations of a loonie our bags are smaller from the toonie donation.

Askews/Co-op Gift Cards—The Shuswap Family Centre gave out 19 Askews gift cards and 7 Co-op Gift Cards. We are no longer giving out Grocery gift cards to the living rough clientele, that is why we started the frozen food alternative it is less expensive. We give out the Gift Cards to the families that are in dire needs and also Seniors who come in for help.

Online Auction—Our online auction was a great success this year due to our amazing support from our community. We had 101 items donated to us and we raised a total of approximately 7000 dollars.

Second Harvest—We are picking up 6 boxes of food from Second Harvest each Wednesday. clients have no way of going to stand in line or had no childcare or health problems we pick up and bring them back to the centre and they make arrangement for pick-up.

Month	Phone Calls	Walk-Ins	Appointments	Intakes
January	54	9	119	8
February	57	18	79	5
March	45	11	129	4



MISSION STATEMENT

The Shuswap Family Resource and Referral Society supports children and youth, individuals and families and provides referrals and connections for services in our community and area.

"Everyone comes from a family"

PHILOSOPHY STATEMENT

We work with individual and family strengths to encourage personal growth and change towards wellbeing and a healthy community.

VALUES

We are inclusive and respectful of individuals and their choices.

We honour our employees and their contributions.

We are responsive to the changing needs of the community.

We provide an honest, friendly and non-judgemental service based on "best-practice".

We use our resources efficiently and effectively.



681 Marine Park Drive NE
Salmon Arm, BC V1E 2W7
Phone: 250-832-2170
Fax: 250-833-0137
email: info@familyresource.bc.ca
Website: www.familyresource.bc.ca

Shuswap Family Centre - Five-Year Strategic Plan (2023-2028)

Vision: To be the heart of our community, providing essential services and support to meet the evolving needs of families in the Shuswap region.

Mission: The Shuswap Family Centre is committed to fostering healthy, resilient, and connected families by offering a comprehensive range of services and rental spaces that promote well-being, education, and social engagement.

Objective 1: Enhancing Core Services

Expand and improve existing family support programs, such as parenting workshops, counselling, and early childhood education, to meet the growing demand and provide high-quality services.

Collaborate with community partners and stakeholders to identify emerging needs and develop new initiatives that address the challenges faced by families in the region.

Implement decolonization into the practises of the Shuswap Family Centre.

Objective 2: Rental Space Optimization

Capitalize on the increased demand for rental spaces post-pandemic by offering flexible packages and adapting space layouts to accommodate various event sizes and requirements.

Invest in technology and infrastructure to provide state-of-the-art facilities, audio-visual equipment, and enhanced connectivity for corporate events, conferences, and workshops.

Develop strategic partnerships with local businesses, event planners, and organizations to promote the Shuswap Family Centre as a premier venue for various functions, thus increasing rental revenue.

Objective 3: Marketing and Community Engagement

Implement a robust marketing and communication strategy to raise awareness of the Shuswap Family Centre's services and rental offerings within the community and surrounding areas.

Utilize social media platforms, email newsletters, and local media outlets to reach a broader audience and engage with potential clients.

Organize community events, open houses, and workshops to foster connections with our community and surrounding area in the Shuswap and demonstrate the value of the Family Centre's services.

Objective 4: Financial Sustainability

Regularly review and adjust the pricing structure for rental spaces to ensure competitiveness while maximizing revenue generation.

Diversify funding sources by actively seeking grants, sponsorships, and donations to support core services and special programs.

Implement cost-saving measures and efficiencies in operations to optimize resources and maintain financial stability.

Objective 5: Facility Improvement and Safety

Conduct regular assessments of the facility to identify necessary upgrades, repairs, and safety improvements to create a welcoming and secure environment for all users.

Allocate resources to enhance the aesthetics and functionality of the Family Centre, providing an inviting and modern space for community gatherings and events.

Objective 6: Staff Development and Engagement

Prioritize staff training and professional development to ensure that the team remains skilled and knowledgeable in delivering high-quality services.

Foster a positive and inclusive work culture that encourages teamwork, creativity, and a passion for supporting families in the community.

Objective 7: Data driven Decision Making

Establish a data collection and analysis system to track the impact and outcomes of the Family Centre's programs and services.

Utilize data insights to make informed decisions, identify areas for improvement, and demonstrate the effectiveness of services to funders and stakeholders.

Objective 8: Sustainability and Green Initiatives

Continue to integrate sustainability practices in the operations of the Family Centre, aiming to reduce environmental impact and promote eco-friendly initiatives.

Educate staff, clients, and the community on eco-conscious practices and encourage their participation in green initiatives.

Objective 9: Collaboration and Partnerships

Strengthen partnerships with local government agencies, schools, nonprofits, and businesses to create a unified support network for families in need.

Participate in collaborative initiatives and forums to advocate for policies that benefit families and improve the overall well-being of the community.

Objective 10: Measuring Success and Impact

Regularly evaluate the progress of the strategic plan against predefined milestones and Key Performance Indicators (KPIs).

Solicit feedback from clients, partners, and staff to continually improve services and adapt to changing community needs.

By pursuing these strategic objectives, the Shuswap Family Centre can continue to provide essential services to the community while effectively leveraging the increased revenue from rental spaces post-pandemic to support its mission and achieve long-term sustainability. The plan should be continually reviewed and adapted based on ongoing feedback, community needs, and changing circumstances to ensure its effectiveness and relevance over the five-year period.