

Annual Report

2013-2014



Creating a Caring Community

Sunshine Coast Community Services Society offers residents from Earls Cove to Port Mellon a wide range of programs and services. Founded in 1974, we have developed a legacy of identifying community issues and needs, and providing professional, innovative and effective solutions, while working within our resources.

Our Vision:

To create a caring community.

Our Mission:

Strengthening individuals, families and our community through leadership, innovation and support.

Our Values:

Collaboration: We communicate with the community, and value its voices. We foster positive relationships with partners and stakeholders.

Accountability: We evaluate our activities considering the well-being of the persons we serve and our employees and volunteers, and adhere to a code of ethics. We are fiscally responsible, and report on our operations with transparency.

Respect: We are honest, and welcome honest feedback. We respect the right to self-determination and choice.

Equity: We honour diversity. We advocate for social justice and equal access to opportunity.



2013 - 2014 Board Members



Karen Archer
President



Helen Carkner
Vice President



Tracy Wiseman
Director



Deb Schmitz
Director



Susan Hendricks
Director



Tom Sinclair
Director



Kathie Burega
Director



Ann Skelcher
Director



Lori Pickering
Director



Jason Hall
Director

Past Presidents

1974-1975 Alice McSweeney

1975-1976 Bernice Tyson

1976-1977 Agnes Labonte

1977-1978 Agnes Labonte

1978-1979 Doug Roy

1979-1980 Doug Roy

1980-1981 Tom Nishimura

1981-1982 Tom Nishimura

1982-1983 Nancy Denham

1983-1984 Nancy Denham

1984-1985 Jane Sorko

1985-1986 Jane Sorko, Val Silver

1986-1987 Val Silver

1987-1988 David Short/Lynda Olsen

1988-1989 Hilary Estergaard

1989-1990 Hilary Estergaard

1990-1991 Hilary Estergaard

1991-1992 Dianne Evans /
Francis Konopasek

1992-1993 Holly Lehman/Bula Hess

1993-1994 Holly Lehman

1994-1995 Holly Lehman

1995-1996 Sue Lehman

1996-1997 Tony Hoare

1997-1998 Tony Hoare

1998-1999 Sue Lehman

1999-2000 Karen Archer

2000-2001 Karen Archer

2001-2002 Karen Archer

2002-2003 Christine Chandler

2003-2004 Christine Chandler

2004-2005 Christine Chandler

2005-2006 Ellen Smith

2006-2007 Gillian Smith

2007-2008 Fred Taylor

2008-2009 Fred Taylor

2009-2010 Gloria Lifton

2010-2011 Gloria Lifton

2011-2012 Gloria Lifton

2012-2013 Karen Archer

2013-2014 Karen Archer

From the President



2014 was a re-accreditation year for our organization. While we don't yet have the final report, several Board members joined a number of employees to hear the survey team's closing remarks on August 22, 2014. What an honour to hear what these experienced non-profit leaders said about Sunshine Coast Community Services. The Board was pleased that there were no recommendations in the area of governance, an optional area that we again chose to include. We can all be proud that our programs and services meet CARF International's high quality standards.

This year, the Board focused on enhancing community collaboration and partnerships. We have formal Memoranda of Understanding (MOU) with School District #46, Arrowhead Clubhouse Society and Sunshine Coast Resource Centre Society (CRC). Discussing and re-working the MOU with the School District created improved understanding of how we as partners can best service the same children and families.

A year ago we had a joint Board planning day with the CRC and recently met to celebrate our joint successes. Launching the BC211 Information and Referral line, in collaboration with the United Way of the Lower Mainland, was one of those successes.

Last fall we hosted a joint meeting with the directors of the Arrowhead Clubhouse Society. Representatives from Arrowhead had just returned from an International Clubhouse conference; hence the discussion was very topical. It was terrific to see Teddy Presley receive an Award of Excellence this year. He is a member and a director of Arrowhead Society and an active daily contributor.

Our partnership with the Sunshine Coast Homelessness Advisory Committee contributed to the first time that a cold weather shelter operated throughout the winter season on the Sunshine Coast.

Our Board takes our development as a team very seriously. Our Board evaluation last year indicated room for improvement in only 7 of 35 factors. The Board Development committee has helped us to address these areas through discussion, further evaluation and training. The Nominations and Board Development committees worked together on the Board member's position description, Board nominee package and the Board composition tool.

Each year, the Board establishes task forces (TF) to address specific issues. Over the past year, the Information System Management TF contributed to overall enhanced technology capacity. The Asset Management TF analyzed our property investments which resulted in the purchase of an additional property on Cowrie Street providing much needed additional space for our programs. The Community Treasures TF assumed the overall responsibility for the Community Treasures Thrift Store, thereby freeing staff time to enhance service delivery.

As active members of Board Voice, we supported an initiative to call on the province of BC to design a Social Policy Framework as has been done in Alberta. We made presentations to the SCRd, District of Sechelt and Town of Gibsons to garner their support, and to date, we have received confirmation of unanimous support from Sechelt and Gibsons. The proposal will come before the UBCM this fall.

In closing, how exciting it was for our Food Bank team to receive an Award of Excellence; how rewarding it was to see the first Vicki Dobbyn Bursary awarded to a deserving graduate; and what an honour it is to be the Board that celebrates 40 years of caring for our community.

Karen Archer, Board President

Financial Report Summary

SUNSHINE COAST COMMUNITY SERVICES SOCIETY

Statement of Revenues and Expenditures

for the year ended March 31, 2014

	2014	2013
REVENUES		
Provincial Grants	\$ 2,446,622	\$ 2,447,550
Federal Grants	40,000	49,118
Donations	319,736	326,952
Federal & Provincial Housing Grants	804,378	776,090
Local Government	212,028	214,583
Grants from Other Charities & Societies	417,304	308,792
Fundraising and Sales	168,465	207,663
Other Income	221,476	230,155
TOTAL REVENUES	4,630,009	4,559,903
EXPENDITURES		
Administrative expenses	215,033	197,312
Salaries and Wages	3,147,197	2,967,184
Programs and Services	924,015	937,220
Facilities Expenses	205,823	154,854
Fundraising Expenses	47,775	58,654
Interest on long term debt	52,926	60,766
Amortization	71,710	72,796
TOTAL EXPENDITURES	4,664,479	4,448,786
Net addition to fund balances	\$ (34,470)	\$ 111,117

SUNSHINE COAST COMMUNITY SERVICES SOCIETY

Statement of Financial Position

for the year ended March 31, 2014

	2014	2013
ASSETS		
Current:		
Cash and Cash equivalents	\$ 939,589	\$ 969,634
Accounts Receivable and GST/HST receivable	195,805	147,593
Prepaid Expenses and Deposits	30,013	38,262
	1,165,407	1,155,489
Property, Equipment and Capital Lease	2,204,985	2,262,882
	\$ 3,370,392	\$ 3,418,371
LIABILITIES AND NET ASSETS		
Current:		
Accounts payable and accrued liabilities	104,371	125,407
Accrued Payroll Liabilities	316,486	264,997
Unearned Revenue	109,219	100,207
Current portion of long-term debt	469,369	462,693
	999,445	953,304
Long-term debt and capital lease payable	716,361	776,011
	1,715,806	1,729,315
Net Assets		
Externally restricted	109,971	97,447
Internally restricted	549,072	474,816
Invested in property and equipment	1,017,762	1,022,685
Unrestricted	(22,219)	94,108
	1,654,586	1,689,056
	\$ 3,370,392	\$ 3,418,371

The Early Days

Sunshine Coast Community Services began when a group of citizens met in 1973 to plan a new society (incorporated in 1974). The pressing needs of the Sunshine Coast were clearly in the area of services for seniors and transportation for the elderly and disabled. By the end of 1975, SCCSS provided a host of seniors' services including a telephone tree, audio books for the blind, SPICE (a forerunner to Meals on Wheels), Homemakers, and a crafts program.

As the needs of the community changed, Sunshine Coast Community Services expanded to offer Children's Programs, Women's Transition Houses, Family and Youth counselling, and Community Outreach programs such as the Food Bank and the Volunteer Centre.

Women's Shelter



The first Women's Shelter on the Sunshine Coast officially opened its doors to the public on December 18, 1981. Its beginning, however, dates back to March 1979 when Continuing Education conducted a survey of women on the Coast to determine educational needs. The Needs Assessment survey was funded by a grant applied for by Karen Holmberg—Coordinator of Continuing Education. The findings were surprising. The top four services requested were:

1. Emergency shelter for women in temporary distress
2. Crisis telephone line
3. Counselling
4. Crisis intervention



Following this survey, several public meetings were held that underscored the need for crisis services. In 1981, the Ministry of Social Services allocated \$50,000 per year to the Sunshine Coast to provide these services. A Management Committee of volunteers was formed that came under the auspices of Sunshine Coast Community Services Society. Donnie Wilson headed up the committee which successfully submitted a proposal for these funds.



After being awarded the funding, the challenge was to create a new program (that provided 24-hours service) from the ground up in less than 4 months with a budget of \$4,166/month. The Committee had to find an appropriate house and furnish it, prepare the budget, develop policies, hire staff, liaise with press, and conduct community information sessions. The amazing team of women successfully opened the shelter on time.



Many other programs for women emerged over the next ten years including Women's Counselling and Support Services, and Legal Information Program.

The Sunshine Coast Food Bank

The Sunshine Coast Food Bank was established in Gibsons in 1983 when a group of volunteers came together to provide food for a growing number of people who were struggling with poverty. It was meant as a temporary emergency service. The Food Bank was relocated to Sechelt in 1986 with humble beginnings. One of the early Volunteer Program Coordinators, Joan Pratt, recalls providing food donations from the back of a truck until the building was later established.



Children's Programs

The Society first began providing services for young children in 1981 with Rainbow Preschool which was founded by a group of parents in response to the need for more preschools on the Sunshine Coast. Over the next ten years, new programs emerged to meet the growing needs of families. Special Services to Children was established in 1982. Parent-Tot Drop-In began in 1985 followed by the Infant Development program in 1987 and Children's Physiotherapy program in 1992.



Family and Youth Programs

The need for free confidential family counselling led to the establishment of Project Parent in 1989, one of the first Family and Youth programs. Sue Lehman led the volunteer Project Parent Advisory Committee, and Joyce Rigaux and Debbie Mealia were the coordinators in the early years. The program expanded to include additional support, education and counselling services. New programs have emerged over the past 25 years, including Youth Outreach, Youth in Transition, Aboriginal Families Pulling Together, Family Preservation and other services that support families, youth and children in our community.



2013 - 2014: A Year In Review

Strategic Plan: A guideline for growth

The organization has a three year (2012-2015) Strategic Plan comprising five pillars:

- Financial Sustainability – goals include diversification of funding and increasing our revenues
- Responsive, Quality Service for Clients – goals include improving client satisfaction
- Engaged, Knowledgeable Talent – goals include increasing employee engagement
- Engaged, Responsive Volunteers – goals include increasing our volunteer base
- Public Advocacy and Collaboration – goals include increasing public awareness of our services

This plan guides our operations and we are happy to report some highlights from a successful and busy year:

Technology

The need for technology was identified as a requirement across all the strategic pillars. The November 2013 implementation of the Electronic Client Records (ECR) system for the Family and Youth Services Programs has made it possible to easily and securely collect data regarding client demographics, referral dates, wait times, caseload, client service summary, daily and group statistics for individual service providers and programs, secure and confidential communication between internal service providers, accurate contract deliverable reporting, statistics for direct/indirect client service and time spent in administrative and supervisory duties.

A new PaySavvy payroll software system was implemented in January 2014. Timesheets were redesigned for ease of use and accuracy of time tracking. Our goal was to reduce the time for processing timesheets and payroll. We estimate that the time taken for a supervisor to verify and approve timesheets for 3-10 direct reports has been reduced by half. The decrease in time taken for staff to complete their timesheets has resulted in increased staff availability for client service delivery hours.



Cowrie Street Facility

Feedback from employee surveys indicated that staff needed better tools and space in which to work. With Board support the Society purchased a property on Cowrie Street in Sechelt and our Family and Youth Services programs were relocated. This professional space has provided more confidentiality for clients accessing these services and the move allowed more effective use of the space at Inlet Avenue, which had been overcrowded.

We believe that improved technology and this reallocation and enhancement of work spaces were factors in employees' reporting of increased job satisfaction.

Highlights of Outcomes from Accredited Programs

A satisfaction survey conducted with clients receiving services in 2013 indicated the following; 100% felt that services were provided in convenient locations and they were treated with respect by employees and other clients. 93% indicated information was provided in an understandable manner. 95% of clients surveyed reported services were provided in a safe and comfortable manner. Also, clients surveyed indicated 98% overall satisfaction with services received from Sunshine Coast Community Services. Clients surveyed reported an overall high level of satisfaction with locations, respect, communication, safety and service delivery.

Outcomes for program areas funded through the Ministry of Children and Family Development and Community Living BC are reported in the areas of effectiveness, efficiency, access and satisfaction. The following are a sample of some of the outcomes attained in the 2013/2014 fiscal year:

Effectiveness:

- 100% of families surveyed indicated the Occupational and Physical Therapy Early Intervention Services (Bridges) program helped support positive family relationships and increased knowledge about networking and support.
- 100% of parents surveyed reported increased knowledge of their child(s) unique differences after receiving services through Circle of Support FASD/CDBC
- 75% of adults with developmental disabilities served through Special Services Home Share attained their self-identified goals.

Efficiency

- Family Support and Family Preservation programs provided over 3000 hours of direct intervention to families and parents living on the Sunshine Coast.
- Children's counselling services is highly efficient with counsellors spending 89% of their time directly related to servicing children and families on the Sunshine Coast.
- Parents accessing the Child Care Resource and Referral services increased over 100% through enhanced website access and hours of operations.

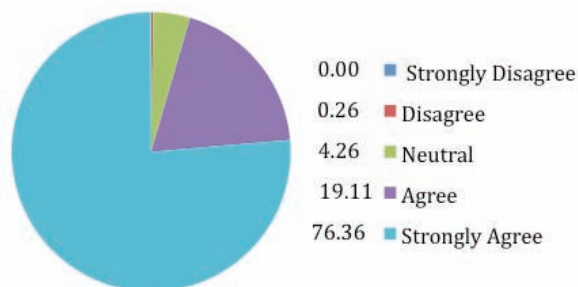
Access

- Youth served through the Youth in Transition program did not experience any wait time for services.
- There was a 30% increase in referrals to the Circle of Support FASD/CDBC program.
- Parent Tot Drop-In experienced a significant increase in the number of fathers attending the Saturday programming.

Satisfaction

- 80% of families indicated Special Services to Children was meeting the needs of their family.
- 100% of families surveyed having received services through Early Intervention (Occupational and Physical Therapy, Infant Development Program and Supported Child Development) indicated they were satisfied with the way the services had helped and supported their child and family.
- 89% of families served through Family Support and Family Preservation stated they would use the services again in the future, if needed.

Totals for all Questions
(expressed as percentages)



Priority Areas:

Family and Youth Services

Family and Youth Services contributes to a caring community by providing counselling, peer support, and parent training programs for families, youth and children.

Programs

Aboriginal Families Pulling Together

Providing cultural “building blocks” for First Nations families; incorporating indigenous crafts, arts, and creativity; and creating learning opportunities for caregivers to support cultural practice at home.

Children’s Counselling Service

Individual counselling for children who have experienced sexual abuse or trauma, helping them deal with its effects and supporting their healing.

Family Preservation

Providing counselling and parent training to maintain family stability and give children a safe, nurturing environment.

Family Support Services

Assisting parents in their role as caregivers, with the goal of developing parenting skills and strengthening family life.

Circle of Support, FASD/CDBC

Supporting parents and caregivers in building upon their strengths to care for children and youth living with Fetal Alcohol Syndrome (FASD) and Complex Behavioural Conditions (CDBC); and helping to develop a support network for children and youth living with FASD/CDBC.



Special Services to Children

Providing support to children with developmental or physical challenges to optimize their potential and quality of life. The support is provided individually and in small groups in the community.

Youth in Transition

Supporting youth to develop skills for transitioning to adulthood and independent living with confidence and success.

Youth Outreach

Increasing youth safety by connecting and referring youth to local resources, focusing on risk reduction and providing the community with a broader understanding of youth issues.

Together Against Violence Services

Together Against Violence programs contribute to a caring community by providing a safety net and support system for people whose lives are impacted by violence and trauma. Services range from crisis intervention to supporting survivors of violence and trauma to seek safety and information, rebuild their lives, and establish positive connections to the community. Services are free and confidential.

Programs:

Yew Transition House

Providing shelter, support, advocacy, and referrals to women and their children seeking safety from violence. Staff support residents and respond to Yew's 24 hour access line.

Thyme Second Stage Program

Providing short-term housing, support, and advocacy for women and children who have experienced violence and who can benefit from additional support to rebuild their lives and connect to community.

Women's Outreach Services

Increasing the safety and well-being of women and their children who have experienced, or are at risk of violence. Services include advocacy, support navigating the family justice system, and connecting with community resources.

Police-Based Victim Services

Support, assistance, information, and referral for individuals who are victims of crime and other traumas. Crisis support workers are called upon by the RCMP to assist victims 24 hours per day.

Community-Based Victim Services

Support, assistance, information, and referrals for individuals who are survivors of intimate relationship violence, child abuse, sexual assault, criminal harassment, and historical physical or sexual abuse.

Children Who Witness Abuse

Supporting children and youth who have been exposed to violence in their family through free counselling and help developing skills to break the cycle of abuse.

Women's Counselling Services

Assisting women who have been subjected to violence to recover from the harm they have experienced and reclaim healthy satisfying lives. Services are offered part time in both Gibsons and Sechelt.

Legal Information Program

In partnership with the Sunshine Coast Community Resource Society, providing support and information about connecting to legal resources in BC. Staff will assist with legal aid applications.



Child Development Services

Child Development Services support parents, parents-to-be and care givers in giving children the best possible environment and interaction to promote their healthy development.

Programs:

Parent-Tot Drop-In

Providing activities for children and opportunities for parents to meet and connect with trained and certified staff around parenting or child development concerns.

Bellies and Babies

Providing individual and peer support to improve the nutrition of pregnant and postnatal mothers, and providing resources and support to new parents.

Success by Six

A partnership between the Ministry of Children and Family Development, Credit Unions of BC and the United Way of the Lower Mainland, the program supports families with children from birth to age six.

Child Care Resource and Referral (CCRR)

Supporting childcare providers with referrals, networking and professional development opportunities, toy and resource libraries, visits and information. Parents can access lending libraries, childcare referrals, and subsidy assistance.

Child Minding Service

Providing trained experienced child care providers for School District 46, Capilano University and the Sunshine Coast Regional District to support parents who are participating on site.

Kids in Motion

Providing the opportunity for children with special needs to participate in active living with the assistance of subsidized fees, special adaptive equipment or specialized teaching to learn new skills.

Parent-Child Mother Goose

An early years language development program that supports parents in interacting with their children through learning stories, songs and rhymes.



Nobody's Perfect Parenting Program

For parents with children from birth to age five, the program is targeted to parents who are young, single, low literacy, socially or geographically isolated or struggling with financial challenges or limited parenting skills.

Supported Child Development Program

Working with parents, child care providers, and professionals such as occupational, physical and speech therapists to provide the extra support a child with special needs requires to be fully included and thriving in a child care setting.

Infant Development Program

Supporting families with children from birth to 3 years who are at risk for developmental delay or have a diagnosed disability.

Sunshine Coast Early Years Council

This group works to fill gaps in services for children and their families. The Planning Table also distributes the *Success by Six* funding.

Bridges

Providing early intervention occupational and physical therapy to children from birth to Kindergarten that have a developmental delay or disability. Occupational and physical therapy for school age children is available on a limited basis.

Community in Action

Community in Action provides many support programs to help people in our community access information, resources, food, volunteer support, and housing.

Programs:

Better at Home

In partnership with United Way of the Lower Mainland, supporting seniors to age with dignity by providing community-based non-medical home support services.

Sunshine Coast Food Bank

A dedicated team of volunteers and staff gathers, stores and distributes food to community members in need on a weekly basis.

Welcoming Communities

In partnership with Capilano University. Building on past foundations to welcome new immigrants and provide settlement and outreach services.

Community Resource Centre

In partnership with the Sunshine Coast Resource Centre Society, the Community Resource Centre is open to all residents seeking information about local resources and services or needing support.



Seven-year old Rebecca Taylor sold her own paintings at an art exhibit and raised \$139.05 for the Sunshine Coast Food Bank.

Sechelt Visitor Centre and Sunshine Coast Volunteer Centre

Providing assistance to visitors about our wonderful community, and providing volunteer referrals and community information.

Cold Weather Shelter

In partnership with the Sunshine Coast Homelessness Advisory Committee, providing emergency shelter.

Arrowhead Clubhouse

In partnership with Arrowhead Clubhouse Society, promoting a community of healing and recovery, integrated with work and life skills for members.

Legacy Housing

Eight supportive housing units for persons with mental illness, located adjacent to Arrowhead Clubhouse.

Community Gardens

Garden plots available for people to use for a minimal fee to grow vegetables, herbs and berries.

Community Treasures Thift Shop

A social enterprise that supports SCCSS community programs. The store sells quality used clothing, household items and furniture.

The Progress Plan

In partnership with the Sunshine Coast Resource Centre Society and Status of Women Canada, this is a three year community planning process to improve women's economic well-being on the Sunshine Coast.

Community Response Network

Reaching adults that are vulnerable to abuse, such as the elderly or those with a developmental disability or mental illness.

Home Share

A residential option for adults with developmental disability to share a home environment.

2013-2014 Events



CARF Accreditation Survey Team and Staff



Children's Festival
and Duck Pluck



Summer Picnic for Early Childhood
Intervention Programs



Easter Egg Hunt
at Community Treasures



211 Launch at Seaside Centre



40 Years of Caring

1974 - 2014

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