

ANNUAL REPORT 2015



**North Shore
Community Resources**

Connecting You to Community Services!



Messages from the President and Executive Director



MURRAY MOLLARD and KENT WIEBE

Welcome to our annual report for 2014/2015. It tells our story – what we do, what beneficial impact we have in the community and how our clients inspire our work.

2014/15 was a good year for North Shore

Community Resources Society. We received the North Vancouver Chamber of Commerce Business Excellence Award for Community Contribution recognizing our significant contribution and commitment to the North Vancouver community. We ramped up new programs and initiatives like Better at Home (services to keep seniors living in their homes) and Family Play Day. Our Community Housing Action Committee hosted an all-candidates meeting of municipal mayoral candidates on affordable housing. We also forged new ties with the North Shore's corporate community who, with the support of other funders and donors, help to sustain our programs and maintain a financially healthy organization.

For 2015/16, our new strategic planning process will help us identify new directions while maintaining critically important programs. We look forward to connecting with many of you for your insights about what we do well and what we need to change to enhance our impact and meet community needs. In closing, many thanks to our Board members, staff, volunteers and funders who make our work possible.

— Kent Wiebe, President and Murray Mollard, Executive Director

Li Boesen recently retired after leading NSCR for fifteen years. I had the pleasure of working with Li as a member of the Board for a number of years.

Li was beloved by all the staff and respected by our donors. With years of experience in non-profits, Li brought her own personal brand of creativity and intuition. Li was instrumental in establishing us as one of the most stable and respected non-profit North Shore organizations.

Li had great respect for staff and colleagues and a unique way of giving everyone around her a sense of accomplishment and team spirit. Her artistic and adventurous nature brought a unique dynamic to our agency which I have not witnessed in any of the many non-profits I have served on.



LI BOESEN

As I write this, Li is hiking the El Camino de Santiago pilgrimage in Spain. Li was and remains a force of nature who will not be forgotten at our organization or on the North Shore.

On behalf of the Board, staff, and volunteers of NSCR, I thank Li for her years of service and the legacy she leaves. Our best wishes for good health and every happiness in her new adventure of retirement.

— Kent Wiebe

Thank you

Donors and Funders

NSCR gratefully acknowledges the investment of donors and funders who provide vital financial support for our programs and services.

Canada

Government of Canada



Government of BC

west vancouver

District of West Vancouver



District of North Vancouver

city of north vancouver

City of North Vancouver



United Way
Lower Mainland



THE LAW FOUNDATION OF BRITISH COLUMBIA



Charros Foundation

PATRONS



Living Well Home Care



Neptune Bulk Terminals



PARC Retirement Communities



North Shore News

PRESTIGE

Royalty Home Care Services

Bentall Kennedy

PARTNERS

A&W Food Services of Canada British Pacific Properties

Royal Canadian Legion 114



Volunteering contributes to the social fabric of the community as well as providing economic support to the non-profit sector.

Volunteers

NSCR volunteers provide critical enthusiasm, energy and expertise to help us achieve our mandate. The contributions of time, knowledge and experience of over 125 volunteers add up to 5,301 hours over the year. Without them, the impact of our programs would be considerably diminished. Thank you to our volunteers!



125
volunteers



5,301
volunteer hours

Parent and Child Programs

NSCR programs enhance child care and quality of life for North Shore children and their families.

Child Care Resource and Referral

NSCR hosts the regional Child Care Resource and Referral (CCRR) Coordinator and is home to the North



Shore CCRR program. The local CCRR recruits and trains qualified child care providers, assists parents with referrals to child care and child care subsidies, provides information/resources via our newsletter, workshops and our library (open to the public), hosts drop-in programs (Mother Goose, Circle of Care) and consults with community partners.



INSPIRATION

- “I just wanted to thank you for your help with this. We have managed to secure a spot for our daughter, and it was entirely due to your pointing us in the right direction. It has saved us a lot of work and time.”
- “I am really grateful to receive your email providing all the information about the child care in our area. It is more than just a favour. It makes me feel that we are not alone in this new country.”

IMPACT



617

participants
in CCRR training
and workshops



2,572

adults and children
attended CCRR
drop-ins



6,982

consultations with
parents, providers,
and the community



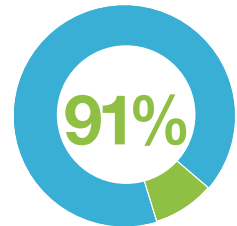
1,371

child care
referrals for
parents



637

families assisted
with child care
subsidies



91% of participants
said workshops
have a practical
application to
their needs

Municipal Child Care Consultant

The Municipal Child Care Consultant supports group child care as a resource expert for child care managers, provides information on the development of child care spaces, hosts group child care administrator meetings and helps plan the annual North Shore Early Childhood Conference.



Community Action Program

NSCR is the coordinating agency for the North Shore Community Action Program for Children (CAPC) coalition, which develops programs that promote the healthy development of young children ages 0–6 and families facing challenging life circumstances.

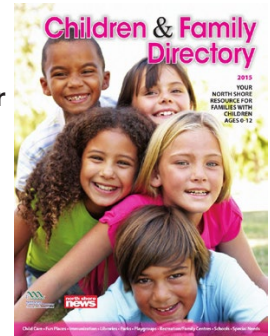
INSPIRATION

- “Many many thanks for all that you do, including both the seen and all the unseen thankless tasks that make your office amazing! North Shore resource and referral has been SO helpful to me over the last few years, and it is so appreciated!”



300+
families attended our
Family Play Day

10,000 copies
of the **Children and Family**
Directory distributed.



Connect for Kids Planning Tables

NSCR is the host agency for Connect for Kids, the umbrella for the Early Years and Middle Childhood Matters Planning Tables, with membership from agencies across the North Shore. The Tables provide coordination, planning support and community awareness for the distribution of programs and services to meet the needs of families and their children 0–12.

Wheels

The Wheels mobile support program connects families to community resources and services via outreach to programs, events, parks and child care centres across the North Shore.



1,820
Wheels
connections



Seniors Programs

North Shore Community Resources delivers three programs that enhance the health and well-being of seniors.

Caregiver Support Program

The Caregiver Support Program assists people who are caring for an adult friend or family member by providing supportive networks, activities and workshops for caregivers.

IMPACT



24 caregiver
network meetings with
126 participants



2,920
publications sent
to caregivers



35
caregiver education
events with **435**
participants



Caregiver Support Program participants receive support while caring for an adult friend or family member.

INSPIRATION

- “I’m most myself when I come to Caregivers. I feel freedom and deep connection. I feel inspired.”
- “Every time I come here, I get stronger. I get new perspectives, and I realize I’m not the only one struggling.”
- “I don’t know what I would do without this group.”



Seniors One Stop

Seniors One Stop (SOS) has been providing information, resources, and referral services for seniors' programs since 1992.

This program produces the annual Seniors Directory for the North Shore, a vital resource used by people and professionals.



IMPACT

- **5,541** SOS program contacts
- **16** events/presentations to **537** participants

In a random survey of SOS users, **87%** expressed satisfaction with information received and **89%** felt accessing SOS made them feel more secure and independent.

INSPIRATION

- “Prompt, kind service. Felt good to be listened to, [the] SOS volunteer was a good listener.”
- “They better not cut this service [SOS].”



Better at Home volunteer Jan Basford helps Rose to remain in her home by providing transportation services.

Better at Home

North Shore Better at Home supports seniors' independence by providing them with basic non-medical services to help them remain in their homes.

IMPACT

- **147** clients with **1,177** service visits
- **145%** increase in clients over prior year
- **349%** increase in service visits

INSPIRATION

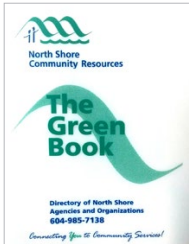
- “[Better at Home] is a dream come true... an absolute lifesaver.”



Better at Home is funded by the Government of British Columbia.

Information North Shore

NSCR is the best source for information and referral about services, resources and agencies on the North Shore. NSCR produces the **Green Book**, with more than 30 categories and over 600 community resources listed, a rich resource that is the essential guide to services on the North Shore. Call, email, drop-in or visit nscr.bc.ca for information and referral assistance.



The **North Shore Inter-Agency Network** is a non-partisan planning table comprised of social service and public sector organizations that deliver services to North Shore residents. The network provides a forum to discuss improvements to North Shore community services, identify emerging needs, and reduce program duplication.

NSCR's **Housing North Shore** assists people looking for affordable, accessible and appropriate housing. The **Community Housing Action Committee** provides a forum for citizens and organizations to work together to advocate for affordable housing on the North Shore.

INSPIRATION

- “Wanted to let you know we had a great turnout for our Forum! ...I know that some came because of the [effort of Information NS to promote our event].”



IMPACT



responded to **669** information requests for affordable housing and seniors housing + participated in **48** events advocating for affordable housing



hosted **6** Inter-Agency meetings



responded to **4,590** general information and referral requests



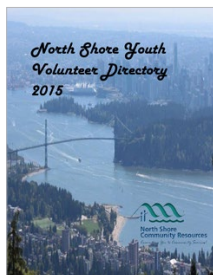
3,561 Green Book web searches

Volunteer North Shore

Through **Volunteer North Shore**, NSCR helps connect people wishing to volunteer with organizations needing volunteer assistance. We also promote volunteering as an important civic engagement contribution to creating a healthy, connected community. Volunteer North Shore has operated as the volunteer centre for the North Shore since 1976.

The **Community Volunteer Income Tax Program** offers income tax preparation assistance to low-income seniors and people with disabilities.

Volunteer North Shore produces the annual **North Shore Youth Volunteer Directory** (on-line and print versions), a key resource for youth to find volunteer opportunities on the North Shore.



The **Community Volunteer Spirit Awards** recognize six individuals or groups annually who embody the essence of giving back to their community.

INSPIRATION

- “As a volunteer I am involved in meaningful ways that reflect my skills, needs, interests, and background.”
- “Thank you once again for coming to our student orientation meeting. ... I believe you have motivated our students to pursue volunteer work.”



NSCR volunteers Jill (SOS) and Dave (income tax) take a moment away from their volunteering to pose for a photo.

IMPACT



connected **5,493**
requests for volunteering to volunteer opportunities on the North Shore



helped **672**
low income seniors and people with disabilities complete their tax returns



posted **250**
new volunteer positions on our volunteer database

Legal Services

NSCR assists North Shore residents with legal problems through our Legal Advocacy program and our Legal Information and Assistance program. For clients who have limited income and whose legal problem will impact their financial well-being, our Legal Advocates assist with housing, employment, benefits, income security, debt, and related issues. Our Legal Information and Assistance program also offers basic information regarding other legal issues including family law. We provide educational workshops about the law to the public on various topics.

INSPIRATION

- “The level of service that I received, in conjunction with [the legal advocates’] caring and compassionate demeanour, was enormously helpful.”
- “I want to express how thankful I have been to have both of you and your expertise supporting my work issue. I appreciated all your advice and patience in obtaining a reasonable severance package.”
- “Words can neither thank [our Legal Advocate] enough nor praise your organization for the level of service that I experienced.”



NSCR LEGAL ADVOCATES Benjamin Low-Beer and Tannis Boxer provide legal advocacy services at no cost.

IMPACT



2,131

**legal information
resources distributed**



654

**legal advocacy
files**



372

**legal information/
assistance files**



230

**participants in
six workshops**

Financials

STATEMENT OF REVENUES AND EXPENDITURES for the year ended March 31, 2015

| Revenue | 2015 | 2014 |
|--|-----------------|----------------|
| Service contracts and grants | | |
| Government funding | | |
| Federal | \$ 268,008 | \$ 269,486 |
| Provincial | 478,900 | 479,235 |
| Municipal | 82,255 | 106,195 |
| United Way of the Lower Mainland | 380,026 | 400,422 |
| Law Foundation and other | 96,550 | 95,830 |
| Net transfer from/to deferred revenue | 102,156 | 7,351 |
| Other income: | | |
| Gaming, fundraising, donations | 66,563 | 76,512 |
| Interest and other income | 53,679 | 47,307 |
| Conferences and subscriptions | <u>40,639</u> | <u>34,217</u> |
| | 1,568,776 | 1,516,555 |
| Expenditures | | |
| Computer | 6,377 | 11,553 |
| Contract services | 61,813 | 54,416 |
| Inter-agency transfers | 236,587 | 196,037 |
| Insurance | 7,565 | 5,353 |
| Office and miscellaneous | 18,014 | 19,548 |
| Office equipment lease | 3,480 | 3,764 |
| Professional fees | 6,417 | 6,432 |
| Program expenses and equipment | 169,869 | 226,874 |
| Rent | 32,068 | 36,380 |
| Repairs and maintenance | 3,081 | 2,943 |
| Telephone | 14,685 | 14,184 |
| Transportation | 9,938 | 25,809 |
| Wages, benefits and training | <u>943,314</u> | <u>904,663</u> |
| | 1,513,208 | 1,507,956 |
| Income from Operations | <u>55,568</u> | <u>8,599</u> |
| Amortization of deferred capital contributions | - | 7,698 |
| Amortization of capital assets | (15,627) | (16,297) |
| Transfer to Internally restricted fund | <u>(39,941)</u> | - |
| | <u>(55,568)</u> | <u>(8,599)</u> |
| Excess of revenue over expenditures | \$ - | \$ - |

Manager of Finance and
Administration Alnoor Kara

**Complete audited
financial statements from
Shannon and Company,
Chartered Professional
Accountants, are available
on the NSCR website.**

BOARD 2014/2015

Kent Wiebe, President

Leigh Taylor,
Immediate Past President

Violet Jessen, Vice President

Mary Atkins, Secretary

Belinda Lyons, Treasurer

Ariel Creighton

Basheer Dewji

Rick Dickson

Patrick O'Flaherty

Terri Rear

Sue Roppel

David Sinnott

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STAFF 2014/2015

Li Boesen • Executive Director

Parent and Child Programs: Fariba Aghdassi • Brenda-Lee Antone • Patricia Asbun • Diane Atkinson • Tunde Getaneh • Sue Irwin • Fran Jones • Christine Mann • June Maynard, Manager • Sara Montazemi • Jill Nutter • Virginia Pateman • Gabriela Pietrantonio.



Seniors Programs: Josh Cook • Karyn Davies • Jennifer Dibnah • Nancy Hollstedt, Manager • Josie Padro • Elaine Smith • Cassandra Van Dyck.

Information North Shore: Bryce Letham • Catherine Janusz • Barbara May • Don Peters • Nancy Hollstedt, Manager.

Volunteer North Shore: Bryce Letham • Elaine Smith • Nancy Hollstedt, Manager.

Legal Services: Fariba Aghdassi • Li Boesen, Manager • Anthony Mattila • Tannis Boxer • Benjamin Low-Beer • Shahla Missaghian.

Finance and Administration: Hossein Ebrahimi • Alnoor Kara, Manager • Halina Kucia.



**North Shore
Community Resources**

Connecting You to Community Services!

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www.nscr.bc.ca

Founded in 1976, North Shore Community Resources Society promotes a healthy, strong and connected community. We pursue these goals by providing a broad spectrum of resources and services to residents of North Shore municipalities with programming for families and children, seniors, information and referral, volunteer connections, legal information and advocacy, and more.