



ANNUAL GENERAL REPORT

April 1, 2019 - March 31, 2020



CommunityLinks

*Strong Individuals
Strong Families
Strong Communities*

Vision

Strong Individuals Strong Families Strong Communities

Mission

Community Links strengthens individuals, families, and communities of North Rocky View by providing them with and connecting them to services, supports and resources.

Values

Collaboration ~ Diversity ~ Inclusivity ~ Integrity ~ Quality ~ Respect

Board Members (2019–2020)



Brett Mark
Chair



Monica Simpson
Acting Vice Chair



Thelma Cameron
Treasurer



Dirk Bannister
Secretary



Ashley Jellema
Past Chair



Lisa Elmore
Past Vice Chair



Matthew Pawlow
Director



Kelly Ross
Director



Glenn Smaha
Director



CommunityLinks

On behalf of Community Links, it is our pleasure to share the 2019-2020 Annual Report. We are proud of the various programs and services provided by our amazing staff and volunteers in collaboration with our community partners. This report highlights statistics and testimonials which are a testament of our continuing work towards our Vision of *Strong Individuals Strong Families Strong Communities.*

Every year, Community Links strives to provide support to residents by: increasing their awareness of resources available and how to access those resources; increasing their self-esteem; improving their problem solving skills and building their self-confidence. Our Volunteer Program has helped our volunteers feel recognized for what they do in addition to making a positive difference in the community.

Community Links was successful in becoming a Family Resource Network providing both Hub and Spoke Services in partnership with Closer to Home and Big Brothers Big Sisters. We remain committed to continuing to enhance the well-being and social needs of individuals, children, youth, families and the communities we serve, through our prevention and early intervention programs and services.

The agency was also a resource and support for 13.5% of Airdrie's growing population. In addition, 57% of staff have been with the agency over 5 years which speaks to the dedication that staff have towards the agency.

Although our service delivery will look somewhat different in the coming year due to COVID-19, our dedication to serving the community remains strong and resilient.

We are forever grateful for the continued support from the staff, volunteers, the leadership team, board members, donors and community partners who are invested in Community Links. Their commitment, time, expertise and sense of caring in supporting the communities of Airdrie, Beiseker, Irricana, Crossfield and surrounding North Rocky View County is commendable and so appreciated!

Brett Mark
Board Chair



Brenda Hume
Executive Director



"... We are forever grateful for the continued support from the staff, volunteers, the leadership team, board members, donors and community partners who are invested in Community Links..."



CommunityLinks

Thelma Cameron
Treasurer



Treasurer's Report for AGM September 21, 2020

Based on the Audited Financial Statements for the year ending March 31, 2020

At the end of the last fiscal year, March 31, 2020, Community Links had a bank balance of \$667,097 including \$130,745 in restricted funds in the Casino Bank Account.

The targeted approved budget amount of 3.6M was met, and we ended up with a small net surplus amount of \$6,903.

We, as the Board of Directors, are able to monitor the financial health of Community Links, through monthly reports from the Finance Manager. These reports include a measurement of working capital, which indicates whether a company has enough short term assets to cover its short term debt. Anything below 1.0 indicates negative working capital and it is believed that a ratio between 1.2 and 2.0 is sufficient. Community Links working capital in the 19-20 fiscal year varied between a ratio of 1.98 and 17.77, averaging 5.0 over the full year.

As of March 31, 2020 our former PLC (Parent Link Centre) and Children's Services Block funded programs, including Community Coordination, Early Childhood Development, Neighborhood Networks and Respite ended, which meant a loss of over \$826,000 in funding. We were however, successful in recouping \$685,047 (82%) of these funds through the new FRN (Family Resource Network) HUB and Spoke framework with Children's Services, for the 20-21 Fiscal year.

Staffing costs remain our largest expenditure year to year. While we did have to lay-off several staff with the termination of the Children's Services funding, we are restructuring within the Agency to better serve our community members going forward.

Government Funding and User fees were both very consistent compared with last year (less than 1% change). We reached 93% of our fund development goal for 19/20, with a large 67% increase in Donor numbers and a 10.16% increase in donation and fundraising dollars from last year. This is partially due to the fact that we had our Casino this fiscal, which brought in close to \$52,000. Our next casino date will be in Spring 2022.

Overall, we remained on budget for most line items. The auditors were completely satisfied that we met our obligations to funders and donors in 19/20 and that it was another successful year financially.

Family Resource Services

Providing parents, caregivers, and professionals with
knowledge, confidence and resources

Program Highlights

- * Approximately 22 early childhood groups were offered every week
- * 22 Family Day Homes provided child care opportunities for families in our area

"Community Links is a fantastic resource – all of the staff are so kind and welcoming. It's a huge support for our family. It's great to have support and advice right here in Airdrie. My kids love coming to Community Links."

Kate, Feb 11, 2020

Program Highlights

- * 2975 unique individuals supported
- * 286 referrals provided

Knowledge of Child Development

96% of program participants reported an increased awareness of how their child's needs change as he/she grows and develops

Positive Parenting Skills

94% of program participants reported knowing more about how to positively discipline their child(ren)

Positive Parenting/ Child Relationships

86% of program participants reported that the program they attended helped them to have a better relationship with their child

Support Services—Counselling

Providing support, resources, strategies and community connections while increasing self-esteem for community residents

Program Highlights

Family Violence Prevention

- * 268 unique individuals supported
- * 304 referrals provided

"Community Links has been the only place I felt I was being heard. The staff show compassion, listen and help without judgement. Counsellors are helping me see myself and they empower me to keep taking one step at a time and working with myself and to not give up! I trust and feel welcome, they help me grow and be the person I am supposed to be, I learn so much."

Anonymous, Oct 17, 2019

Program Highlights

Regular Counselling

- * 981 unique individuals supported
- * 627 referrals provided

Coping Skills

83% of program participants reported that as a result of their involvement with Community Links, they take action towards improving their life

Confidence and Self Esteem

77% of program participants reported that as a result of their involvement with Community Links, they feel good about themselves

Support Services

Intake and Seniors Supports

Helping community residents get connected
to their community

Program Highlights

Seniors Services

* 741 unique individuals supported

* 3322 referrals provided

"Community Links has been so helpful to me. I could not have managed to figure it all out without them! The staff are truly amazing, I am so grateful for the assistance given to me."

Lorraine W, April 19, 2019

Program Highlights

Intake Services

* 5970 unique individuals supported

* 14,252 referrals provided

Active Participation in Community

82% of program participants reported they know more about how to access the community resources they need

Knowledge of Community Resources

84% of program participants reported knowing more people they can rely on for help

Community Engagement Services

Providing opportunities for community residents of all ages to become engaged and connected to their community

Program Highlights

- * Over 100 agency partnerships/ collaborations
- * Over 7350 connections made through community events attended
- * Over 1620 individuals impacted by community presentations

"Volunteering helps me to feel connected to my community. It has introduced me to new friends and has given me a feeling of purpose."

Anonymous, Sep 1, 2019

Program Highlights

Volunteer Services

- * 250 volunteers
- * 9047 volunteer hours
- * Over 475 taxes completed by volunteers

97% of volunteers reported that as a result for their volunteer experience, they believe they are making a difference

89% of volunteers reported that they feel like they help out more in their community by volunteering

97% of volunteers reported that as a result of their volunteer experience, they feel that they are making their community a better place

Community Links

April 1, 2019—March 31, 2020

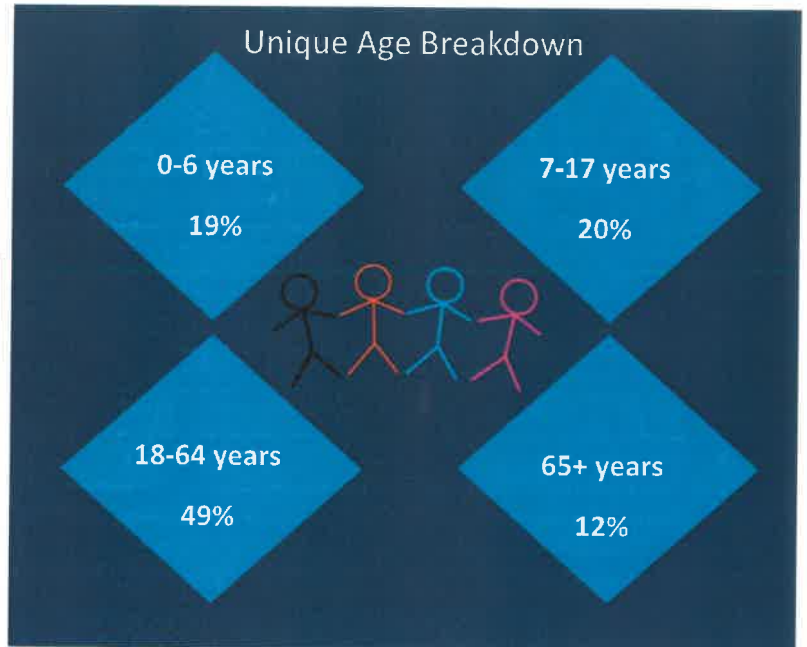
We supported **10,935** individuals

We worked with **6792** families

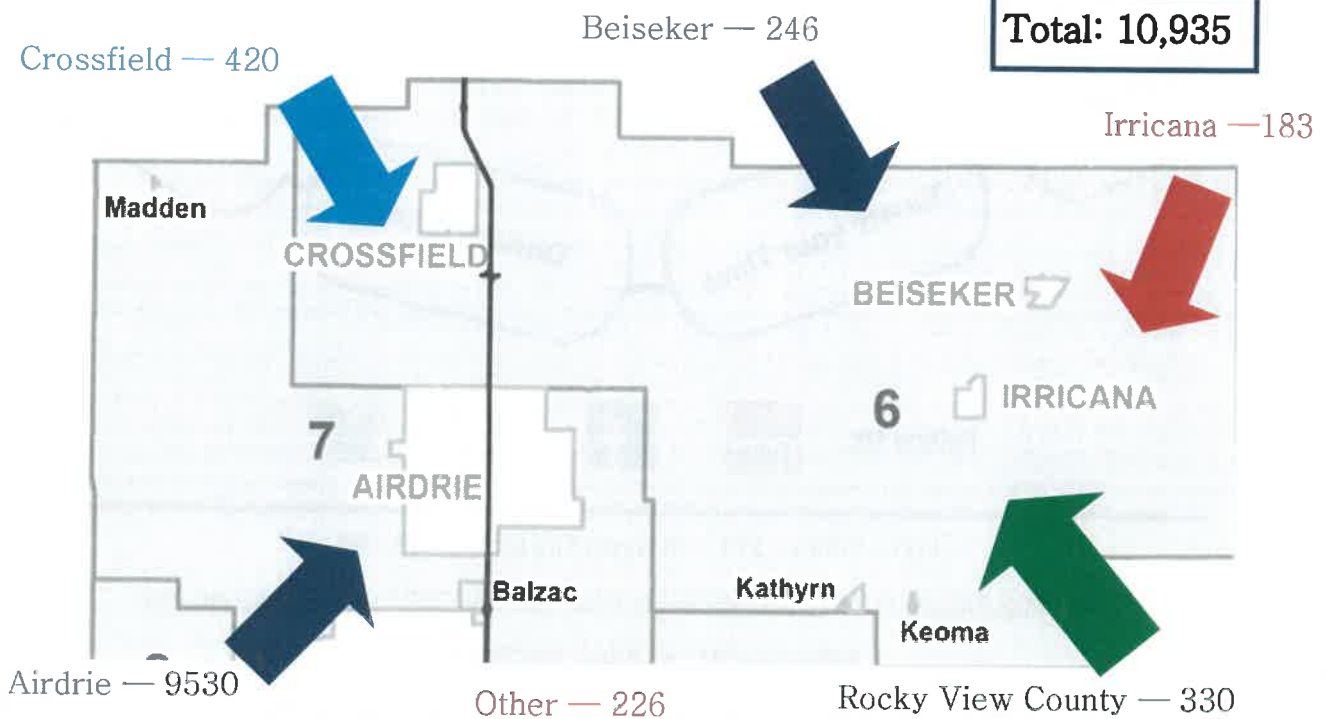
We provided **18,791** referrals to individuals for additional support

We connected over **11,005** times with community residents

We have provided support to:
93 New to Canada
125 Indigenous



Communities Served



Thank you to our funders



*A complete list of all of our donors is available at www.nrvcl.ab.ca/get-involved/investors/

Ways to Link to Us

Donate goods

Donate your Time

Donate funds

Host an Event

Follow Us:



Airdrie Office: 211-125 Main Street NW T4B 0P7

Phone: 403.945.3900 or 1.866.945.3905 Fax: 403.945.3901 www.nrvcl.ab.ca

Beiseker Office: #401 5th Street

Phone: 403.947.2841 or 1.866.912.7272 Fax: 403.947.2839