

ANNUAL GENERAL REPORT

April 1, 2020 - March 31, 2021



CommunityLinks

*Strong Individuals
Strong Families
Strong Communities*

Vision

Strong Individuals Strong Families Strong Communities

Mission

To inspire hope, support healthy development, strengthen wellbeing and resiliency by connecting individuals and families to services, supports, and resources in our communities.

Values

Collaboration ~ Diversity & Inclusion ~ Integrity ~ Quality ~ Respect

Board Members (2020–2021)



Brett Mark
Chair



Monica Simpson
Vice Chair



Kelly Ross
Treasurer



Dirk Bannister
Secretary



James Sakeah
Director



Julia Arndt
Director



Michelle Wagner
Director



Stuart Clark
Director



CommunityLinks

On behalf of Community Links, it is our pleasure to share the 2020-2021 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 is a testament of our continuing work towards our Vision of *Strong Individuals Strong Families Strong Communities.*

2020 2021 was definitely a year none of us expected! Although the number of residents served was lower than expected last year due to the COVID-19 pandemic, we have worked with an average of 10,990 individuals annually since 2009.

Our COVID experience brought forward a new way of serving the community and supporting one another. We quickly adapted our programs and services by providing digital support through Zoom, phone support, creative programming that brought activities to individual and families' homes as well as maintaining face to face intake services throughout the year. Our dedicated and committed staff were split in two cohort teams with each team alternating between home and in the office every 2 weeks to mitigate the risk of possible COVID.

Two major achievements completed by Community Links this past year included:

1. A new two-year 2021 – 2023 Strategic Plan was adopted Community Links that included a revision to our Mission: To inspire hope, support healthy development, strengthen wellbeing and resiliency by connecting individuals and families to services, supports and resources in our communities. Our values of collaboration, integrity, respect, quality, diversity and inclusion remain as pillars as our way of delivering programs and services.
2. A revised By-laws to reflect current practice and service delivery was filed.

We are very thankful for all the hard work of the staff, Board and volunteers who endeared many changes throughout the year. Our resiliency as an agency and one that we promote with all of our programming kept us strong and healthy.

We are also forever grateful for the continued support from the staff, volunteers, the Leadership Team, Board members, donors and community partners who are building on the success of 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

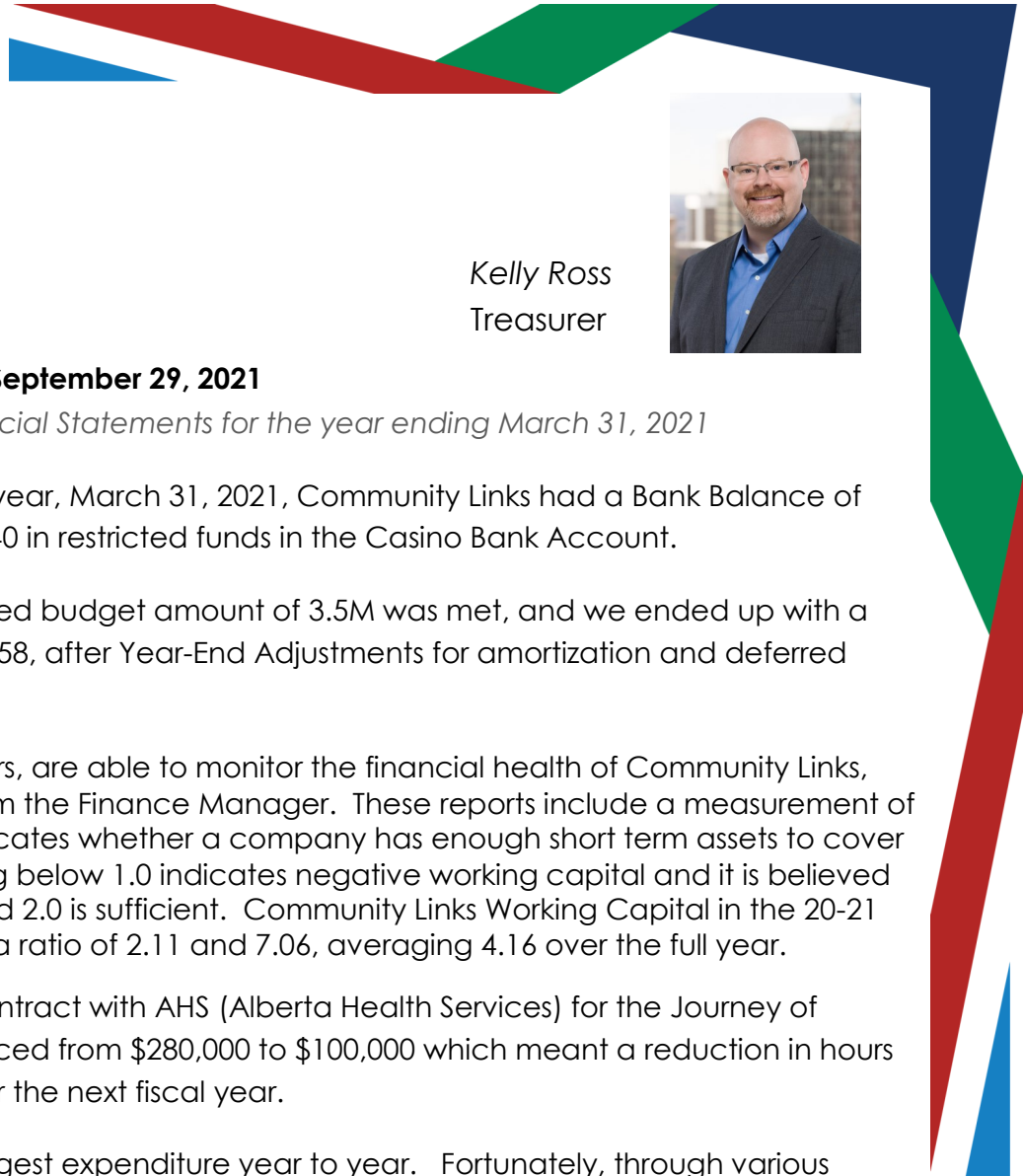


Brenda Hume
Executive Director





CommunityLinks



Kelly Ross
Treasurer

Treasurer's Report for AGM September 29, 2021

Based on the Audited Financial Statements for the year ending March 31, 2021

At the end of the last fiscal year, March 31, 2021, Community Links had a Bank Balance of \$1,006,689 including \$127,240 in restricted funds in the Casino Bank Account.

The targeted Board approved budget amount of 3.5M was met, and we ended up with a net deficit amount of -\$18,358, after Year-End Adjustments for amortization and deferred contributions.

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 20-21 fiscal year varied between a ratio of 2.11 and 7.06, averaging 4.16 over the full year.

As of March 31, 2021 our contract with AHS (Alberta Health Services) for the Journey of Change program was reduced from \$280,000 to \$100,000 which meant a reduction in hours for several staff members for the next fiscal year.

Staffing costs remain our largest expenditure year to year. Fortunately, through various Government sources and Foundations we were the recipient of over \$200,450 to provide additional supports for the Community during the Pandemic. These were short-term contracts that were above and beyond our Board approved budget for the fiscal year.

Government Funding increased by 7.6% this fiscal year, primarily due to additional COVID supports, but User fees were down by 10% due to COVID restrictions with community members not being able to be 'in-person' and the suspension of Family Day Homes at the beginning of the pandemic.

Our fund development goals fell short this fiscal year due to the cancellation of all of our fundraising events, both within the Agency and through 3rd party events as well. Donor numbers fell by 59% and Donations fell by 22% as compared with last Fiscal.

Overall, we were able to remain on Budget for most expense line items. The Auditors were satisfied that we met our obligations to funders in 2020-2021 and that it was another successful year financially.

Family Resource Services

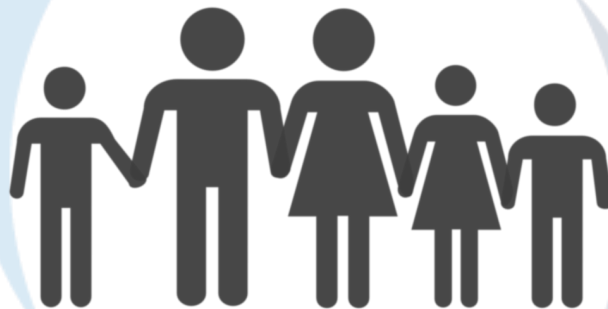
Providing parents, caregivers, and professionals with
knowledge, confidence and resources

Program Highlights

- * Approximately 47 early childhood groups were offered every week
- * 33 Family Day Homes provided child care opportunities for families in our area

Program Highlights

- * 1081 unique individuals supported
- * 543 referrals provided



Knowledge of

Child Development

98% of program participants reported an increased awareness of how their child's needs change as he/she grows and develops

Positive Parenting Skills

91% of program participants reported knowing more about how to positively discipline their child(ren)

Positive Parenting/ Child Relationships

92% of program participants reported that the program they attended helped them to have a better relationship with their child

Counselling Services

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

Program Highlights

Family Violence Prevention

- * 206 unique individuals supported
- * 612 referrals provided

Program Highlights

Regular Counselling

- * 365 unique individuals supported
- * 443 referrals provided

Coping Skills

79% 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

79% 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

- * 168 unique individuals supported
- * 488 referrals provided



Program Highlights

Intake Services

- * 3830 unique individuals supported
- * 6761 referrals provided

Active Participation in Community

86% of program participants reported they know more about how to access the community resources they need

Knowledge of Community Resources

83% 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

Program Highlights

Volunteer Services

- * 133 volunteers
- * 5228 volunteer hours
- * Over 384 taxes completed by volunteers

93% 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, 2020—March 31, 2021

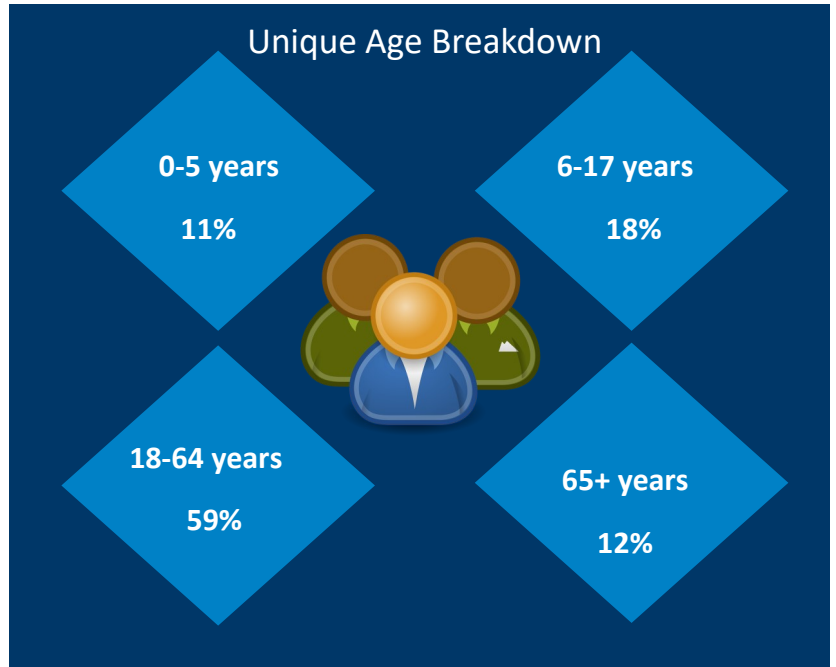
We supported **5650** individuals

We worked with **3750** families

We provided **3417** referrals to individuals for additional support

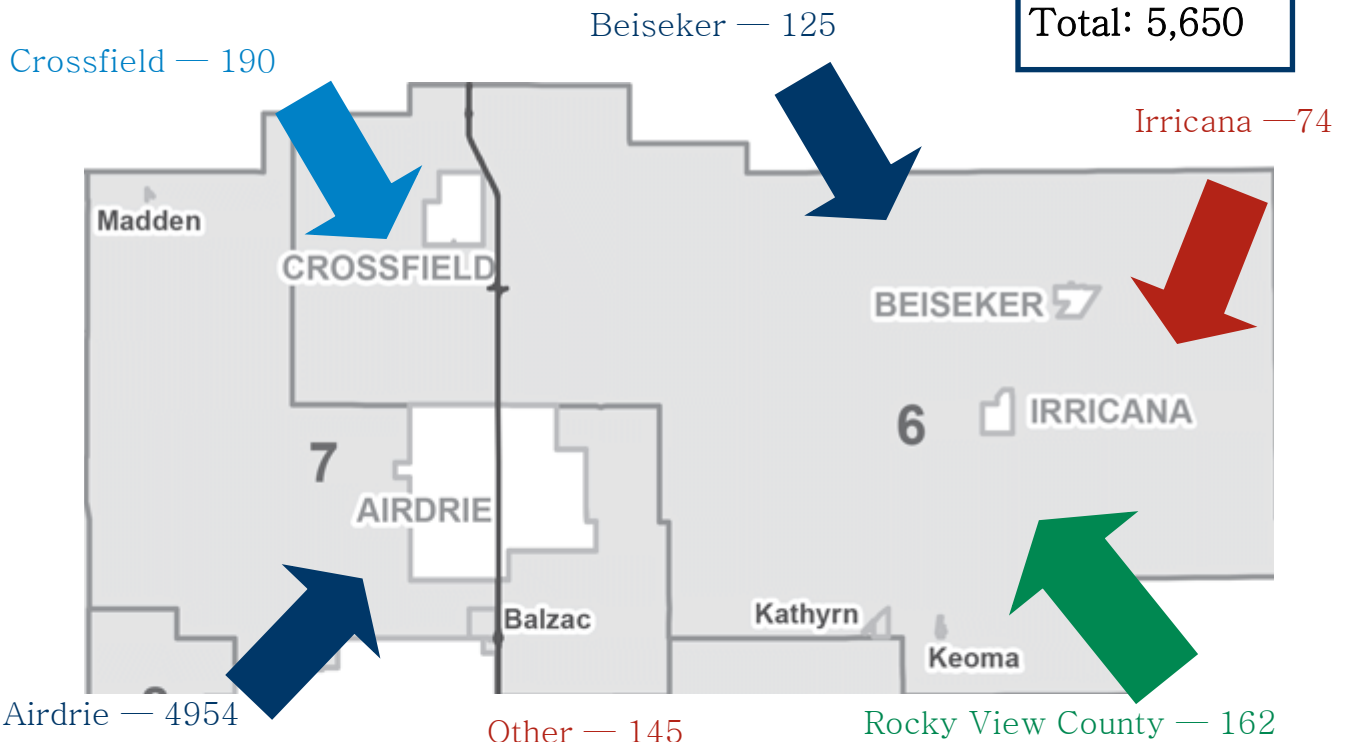
We connected over **7381** times with community residents

We have provided support to:
46 New to Canada
49 Indigenous



Communities Served

Total: 5,650

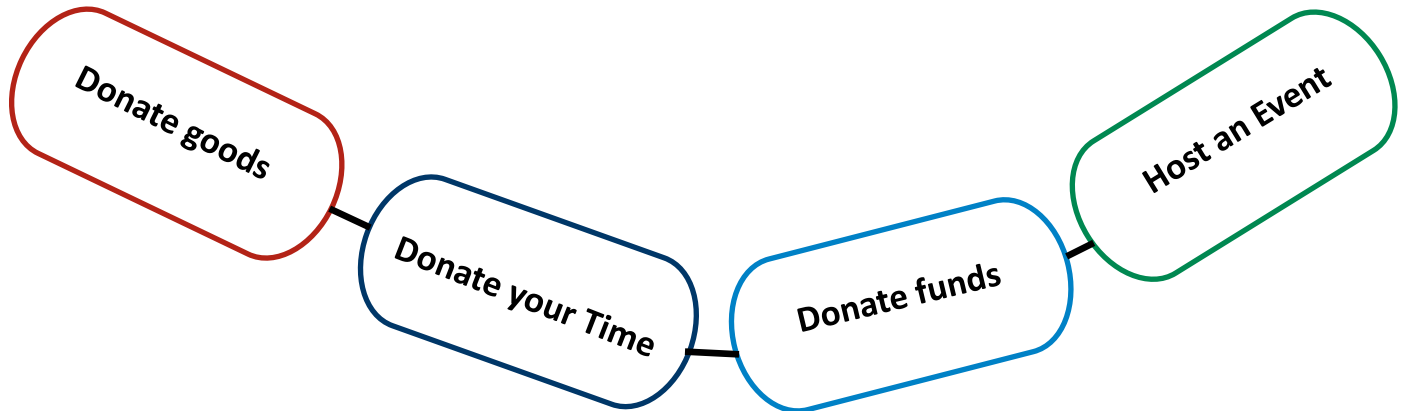


Thank you to our funders



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

Ways to Link to Us



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