

# ANNUAL GENERAL REPORT

April 1, 2021 - March 31, 2022



CommunityLinks

[MYCOMMUNITYLINKS.CA](https://mycommunitylinks.ca)

# 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 ~ Integrity ~ Respect ~ Quality ~ Diversity & Inclusion

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## Board Members (2021–2022)



**Brett Mark**  
Chair



**Monica Guzzwell**  
Vice Chair



**Michelle Wagner**  
Treasurer



**Dirk Bannister**  
Secretary



**Mary Rawson**  
Director



**Julia Arndt**  
Director



**Heather Leslie**  
Director



**Stuart Clark**  
Director



## CommunityLinks

As we moved through another year of the pandemic, we continued to be so grateful for the support, dedication, and expertise from our amazing staff, volunteers, and Board. We are also very thankful for the continued assistance from our funders, donors, and community partners. Together, we were able to connect 6,908 community members with relevant resources to increase their resiliency and knowledge of where to go for help and support.

We are proud to share our 2021-2022 Annual Report that highlights our work towards 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 continued goals have included:

- Strengthening our Board engagement and involvement

- Enhancing our organizational effectiveness, efficiency, and accountability

- Strengthening our teams, including the Board, leadership, staff, and volunteers

- Improving our communication and engagement

- Creating opportunities for sustained organizational funding

- Ensuring our programs are:

  - Delivered by competent and knowledgeable staff

  - Reflective of interests, abilities, and support to meet developmental needs

  - Supporting growth, curiosity, critical thinking skills, life skills, the development of identity, as well as building self-confidence, self-awareness, and self-esteem

  - Consistently available, aligned, effective and accountable

  - Culturally safe and inclusive

  - Integrated with evidence-based programming

  - Evaluated and measured with quality assurance

As a non-profit registered charity providing services and programs across the lifespan for North Rocky View Region (including Airdrie, Beiseker, Crossfield, Irricana, and North Rocky View County), we are determined and committed to continue to make a positive difference for the residents we serve.

We look forward to future connections and links within the various communities we serve.

A huge thank you to everyone who helps to strengthen individuals, families, and communities – we are stronger together!

*Brett Mark*  
Board Chair



*Brenda Hume*  
Executive Director





CommunityLinks

## Treasurer's Report

Based on the Audited Financial Statements for the year ending March 31, 2022

At the end of the last fiscal year, March 31, 2021, Community Links had a Bank Balance of \$589,483 including \$128,710 in restricted funds in the Casino Bank Account.

The targeted Board approved budget amount of 3.7M was met, and we ended up with a net deficit amount of -\$57,186, 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 21-22 fiscal year varied between a ratio of 1.94 and 13.83, averaging 3.91 over the full year.

Staffing costs remain our largest expenditure year to year.

Government Funding decreased slightly by 4.6% this fiscal year, primarily due to additional COVID supports that were received last fiscal and not this fiscal, but User Fees were up by 28% due to COVID restrictions being lifted and things getting back to normal for Family Day Homes and in person Counselling. For Day Homes, as of January 2022, the Government increased the Subsidy support available by lowering income thresholds for qualification as well as instituting the Affordability Grant for most children between the ages of 0 to Kindergarten. Combined, these supports are targeted to get childcare down to \$10/day within the next 5 years.

Our fund development goals were back on track this fiscal, with COVID restrictions being lifted and events resuming. Our donations and fundraising were up 81% compared with last year.

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 21-22 and that it was another successful year financially.

# Family Resource Services

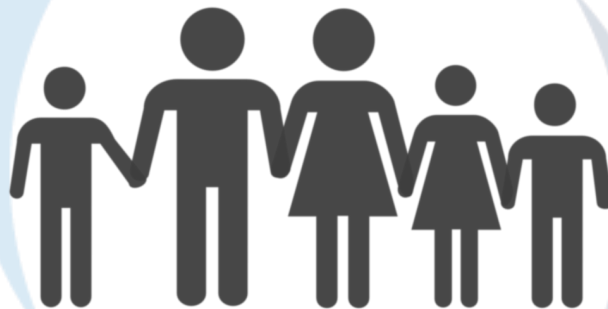
Providing parents, caregivers, and professionals with  
knowledge, confidence and resources

## Program Highlights

- \* Approximately 14 early childhood groups were offered every week
- \* 34 Family Day Homes provided child care opportunities for families in our area

## Program Highlights

- \* 1322 unique individuals supported
- \* 927 referrals provided



### Knowledge of

#### Child Development

**97%** of program participants reported an increased awareness of how their child's needs change as they grow and develop

### Positive Parenting

#### Skills

**93%** of program participants reported knowing more about how to positively discipline their child

### Positive Parenting/ Child Relationships

**87%** of program participants reported that the program they attended helped them to have a better relationship with their child

# Counselling Services/ Journey of Healing Program

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

## Program Highlights

### Family Violence Prevention / Journey of Change Program

- \* 105 unique individuals supported
- \* 152 referrals provided



## Program Highlights

### Regular Counselling

- \* 550 unique individuals supported
- \* 448 referrals provided

## Coping Skills

**80%** 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

**76%** 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

- \* 306 unique individuals supported
- \* 603 referrals provided



### Program Highlights

#### Intake Services

- \* 4625 unique individuals supported
- \* 7328 referrals provided

### Active Participation in Community

**87%** of program participants reported they know more about how to access the community resources they need

### Knowledge of Community Resources

**89%** 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

- 66 agency partnerships/ collaborations
- Over 2276 connections were made through community events
- Over 187 individuals impacted by community presentations

## Program Highlights

### Volunteer Services

- \* 143 volunteers
- \* 3712 volunteer hours
- \* Over 395 taxes completed by volunteers

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

**83%** of volunteers reported that they have met/formed new relationships with people in the community

**95%** 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, 2021—March 31, 2022

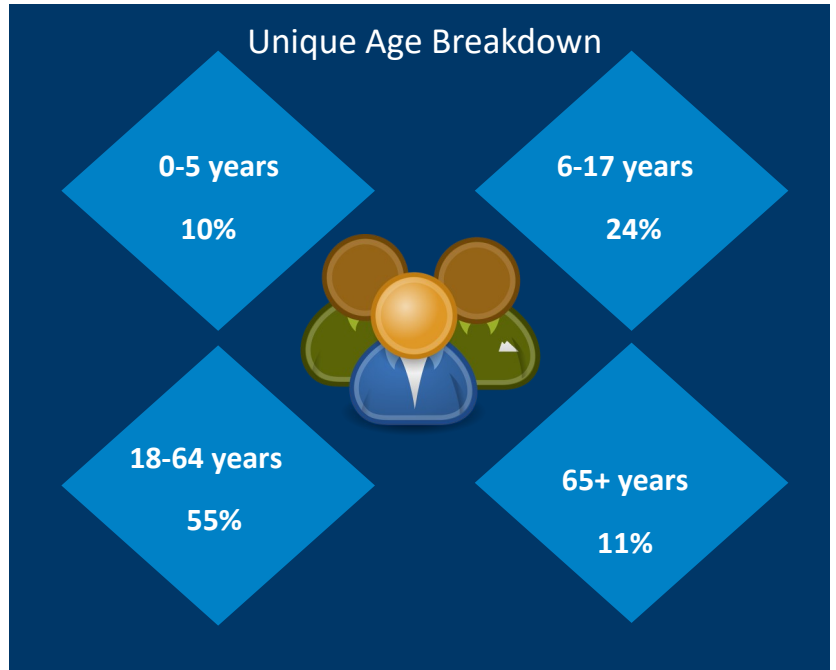
We supported **6908** individuals

We worked with **4629** families

We provided **9821** referrals to individuals for additional support

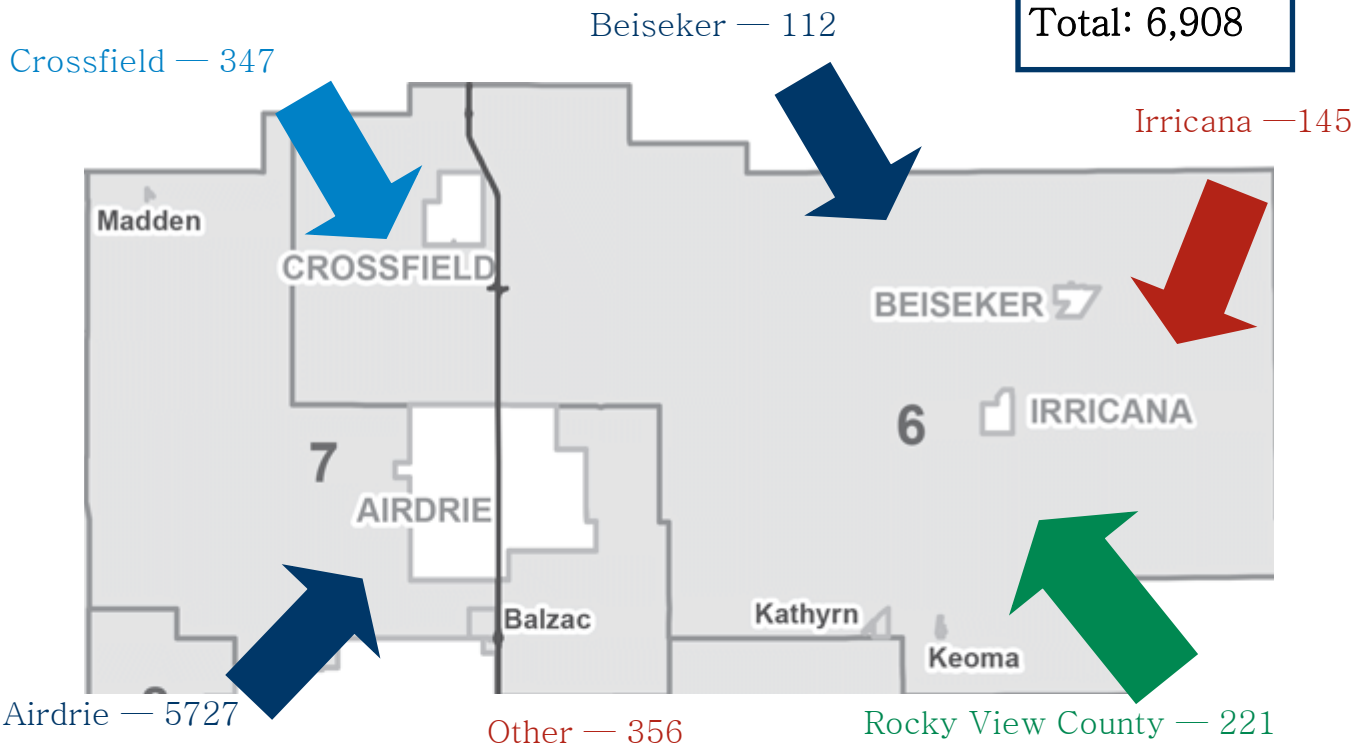
We connected over **6329** times with community residents

We have provided support to:  
**42** New to Canada  
**146** Indigenous



## Communities Served

Total: 6,908



# Impact

"Community Links is so great! I think it's so rare to find free programming that's also so valuable!"



"Community Links is a wonderful resource for families, where you feel welcomed and encouraged"

"What a perfect place to come to for information."



"Thank you to Community Links!! They help me a lot. They help to stand on my feet. Thank you for all your support and resources."

"I greatly enjoyed my volunteer experience with Community Links. I met very kind, interesting and respectful people."



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.mycommunitylinks.ca](http://www.mycommunitylinks.ca)

Beiseker Office: #401 5th Street

Crossfield Location: Crossfield Library, 1210 Railway Street

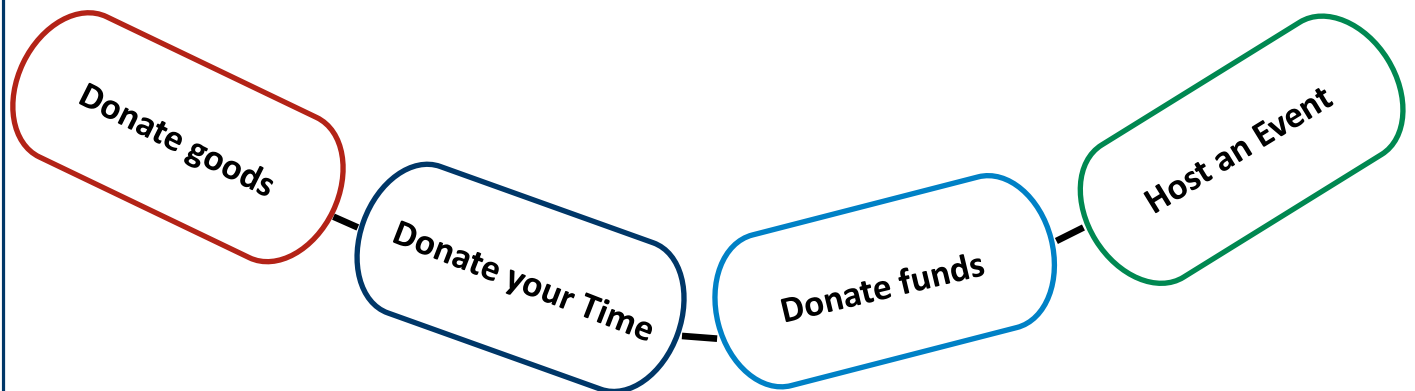
Phone: 403.947.2841 Fax: 403.947.2839

# Thank you to our funders



\*A complete list of all of our donors is available at [www.mycommunitylinks.ca/get-involved/donors/](http://www.mycommunitylinks.ca/get-involved/donors/)

## Ways to Link to Us



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