



Cariboo Family Enrichment Centre

“Strengthening the quality of personal, family, and community life”

Management Annual Report April 2012 to March 2013

In 2012/2013 we have turned challenges into opportunities and have increased the number of children and families that we serve, developed new programs, provided educational opportunities and improved our financial stability.

We continue to have a committed and caring team of staff. Our work has focused on providing the highest quality, evidence-based care to our clients and the community. We have worked hard to enhance collaboration and working relationships with our community partners.

We are very proud of the achievements of our staff, Board and management team. It is wonderful to see our children and families in the South Cariboo recognize their strengths and become stronger and healthier.

Respectfully submitted,

Lisa De Paoli
Executive Director

Lloyd Garner
Program Manager, Family Services

Sheila Glen
Program Manager, Early Years

Chris Pettman
Program Manager, Community Engagement





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CFEC ACHEIVEMENTS 2012/2013

Strategic Goal #1 – BE A CENTRE OF EXCELLENCE

Early Years Screening Day – The Early Years Screening Day brought together over twenty Early Years community providers including Pubic Health, Speech and Language, Dental Health, Infant Development, Autism, FASD, Home Visiting, Counseling, Car Seat Technician, Post-Partum Depression and Hearing Screening. Child Support was provided from 10:00 to 1:30.

Parents were able to tour the centre and visit with each of these professionals to have their children screened, ask questions and get information. Flu shots were also provided. A survey was handed out to all participants to get feedback on CFEC services and input on gaps in care. At the end of the day a debrief meeting was held with all professionals discussing the logistics of the day, areas of concern regarding child health and development and opportunities for improvement. The day was a great success and a wonderful way to provide prevention services which is the most cost effective model to address challenges and help children to succeed. Based on the overwhelming success, the Early Years Screening Day will be held annually in conjunction with the Thursday Pregnancy Outreach Program.

CFEC Child Care Centre - On July 24, 2012 CFEC celebrated the one year anniversary of the opening of the CFEC Child Care Centre. Child Care is a critical necessity for parents with young children who work or are enrolled in school. In the South Cariboo more than one third of the children entering kindergarten are vulnerable on more than one of the indicators of child development. This translates to over 70 vulnerable kindergarten children in 100 Mile House and 108 Mile and is significantly greater than the Provincial average. CFEC saw an opportunity to make a significant positive lifelong impact on early childhood development in the Cariboo through the provision of licensed Child Care services. Since opening we have employed seven staff with qualifications in ECE/IT/Special Needs and have positively impacted the lives of over 60 infant toddlers, pre-school age children and their parents.

Community Action Initiative - CFEC continued to be active in the Community Action Initiative. In July we sent seven vulnerable youth (12 – 18) to Educo Adventure School for an overnight camp trip. We also hosted Job Fest, an opportunity for youth to learn about career possibilities. This year we hosted TBIO/TMIO (Turning Beauty/Masculinity Inside Out), a one week familiarization for all grade sevens in the district to engage and prepare them for the next phase in their lives.

CFEC also was successful in receiving a convening grant to work on the social inclusion of adults with mental health, substance use and/or experience in the criminal justice system. We hosted a community café “Opening the Door to Inclusion” and piloted a mindfulness/yoga





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session for vulnerable adults. This work was consolidated into a proposal submitted by the Canadian Mental Health Association, South Cariboo Branch. In addition, CFEC was chosen as one of the four pilot sites for providing youth mental health and well-being training to professionals in a proposal submitted by the BC Federation of Community and Social Services. Community providers were interviewed and asked about their training needs as well as the training needs of parents. This information was compiled into the proposal to CAI. Unfortunately both proposals were not accepted for funding but a great deal of value was achieved in bringing community providers together to discuss these important issues.

New Programs - CFEC continues to assess community needs. In 2012/2013, CFEC launched a pilot project to provide Autism Services to the community. The pilot included a partnership with David Loyst and Associates to provide service plans and clinical support to Erin Johnson who is qualified in Autism Services. Three children were provided support through the pilot. The evaluation deemed the pilot an overwhelming success and in April 2013 CFEC began offering Autism Services as one of our core services. Other new programs offered in 2012/2013 include Self Esteem Workshop, Girls Friendship Group, Pre/Post Natal Fitness and Wellness Program and the Breastfeeding Support Group.

Strategic Goal #2 – BE AN EMPLOYER OF CHOICE

Staff Education - CFEC has provided staff opportunities to attend educational events as well as supporting their lifelong learning. Some of these educational events include:

- Dr. Gabor Mate
- Aboriginal Maternal Health
- Autism Best Practice
- Respectful Relationships
- BC Alternate Education Conference
- Non Violent Crisis Intervention

CFEC staff enrolled in continuing education include:

Shannon Loynachan	-completed Bachelor of Psychology, Enrolled in Masters of Counseling Program
Erin Johnston	-completed Bachelor in Counseling and Psychology and enrolled in Masters of Counseling and Psychology
Erica Henderson	-completed Behavior Interventionist Certificate, Enrolled in BCIT Leadership Program, enrolled in mini Leadership 2020
Lloyd Garner	-enrolled in Leadership 2020
Bithia Harris	-completed certification in Non-Violent Crisis Intervention, completed certification in Respectful Relationships
Bree Odd	-enrolled in Leadership 2020
Nicole Arnold	-enrolled in Nutritional Education





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Elianne Van Osch -Prenatal Instructor Certification – Douglas College

Employment and Family Assistance Program - CFEC engaged Personal Performance Consultants to provide an Employment and Family Assistance Program for staff and their immediate family. This comprehensive service is available to staff and their families 24/7 at no cost to them. This is an excellent employee wellness initiative which has been demonstrated to improve employee wellbeing, productivity and resilience, increase employee engagement, reduce likelihood of mistakes on the job and reduce absenteeism.

Revised Employee Satisfaction Questionnaire – Based on feedback from staff, the Safety and Wellness Committee revised the employee satisfaction questionnaire. Revisions were made to the questions to be more relevant. The format was changed to improve confidentiality and ease of use which included the use of on line Technology (survey monkey). Feedback from the staff was very positive on both the new format and the use of technology. The questionnaire will be further revised in 2013/2014 using feedback from staff. Overall the survey results were very positive showing a high level of staff satisfaction.

Clinical Staff Meeting - In 2012/2013 CFEC started a second monthly staff meeting dedicated to clinical issues. This meeting held the third Tuesday of every month allows staff to come together both for clinical education and to undertake interagency case conferencing. Feedback from the staff has been very positive in both their learnings as well as the increase in teamwork and professional collaboration. In addition, the case conferencing component has resulted in new approaches for client care in very complex cases.

Strategic Goal #3 – ENHANCE ORGANIZATIONAL SUSTAINABILITY

Youth Employment Services - CFEC was awarded funding by Service Canada to provide two intakes of the Youth Employment Services Program (YES) in 2012/2013. CFEC has now provided eight YES programs over the past five years. In 2012/2013, 23 youth graduated from the program with over 80% obtaining employment or enrolling in higher education upon graduation. CFEC has been profiled as providing best practice both by the students, the community and Service Canada. CFEC receives tremendous support from the business community in supporting student placements.

Fundraising – CFEC raised over \$14,000 in 2012/2013 just shy of the goal of \$15,000. Funders included the community through the Touch of Christmas campaign, Cariboo Regional District, Ford U Drive Event, BMO, RBC, CIBC, WLDCU, 100 Mile House District, Embrace BC. CFEC also received over \$4000 in in-kind support from the community providing food, clothing, supplies, and client support.



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Financial Status – Following the financial challenges of 2011/2012 with the expenses of renovating and startup of the Child Care Centre, CFEC Management implemented a number of

cost savings initiatives aimed to achieve a balanced budget for 2012/2013. Through the commitment and hard work of management and staff, we were successful in ending the year with only a small deficit. The changes made in 2012/2013 have also set up CFEC to put in place a plan for 2013/2014 with the goals of both a balanced budget and recovery of the accumulated deficit. These financial goals are also set within the environment of delivering core services, no waiting list, responding to client and community needs and being an active community partner.

Financial Audit – In 2012/2013 CFEC is entering the 3rd year of employing Deloitte and Touche Financial Consultants to conduct the external financial audit. Each year CFEC asks Deloitte and Touche to identify opportunities for improvement in our financial structure and processes. We are pleased to report that for 2012/2013, the auditors have not found any areas requiring improvement. These audit results are validation of the tremendous work of Ann Granger, Granger Bookkeeping Services and Cindy Steven, By the Numbers Bookkeeping who have provided CFEC contracted bookkeeping services since December 2010. They have worked together with the management team to significantly improve our financial systems to respond effectively to CFEC, an organization which now receives over \$2,000,000 in funding and employs 32 staff.

Strategic Goal #4 – INCREASE COMMUNITY AWARENESS

Faces and Voices of CFEC – In 2012/2013 CFEC and the Free Press started the regular Faces of CFEC Ad. This initiative profiled both our staff and programs provided by CFEC. It put “faces” to CFEC. Staff also participated in the weekly on site radio spots giving the community “voices” of CFEC while talking about CFEC events. CFEC management utilized the media to increase awareness of CFEC services as well as Early Childhood Development issues, parenting information and social service advocacy. The CFEC one pager of programs and services that is produced twice a year in the Free Press was further enhanced through the in kind support of the Free Press in producing the ad in colour and on a prominent well-read page within the newspaper.

Community Use of CFEC Facilities – CFEC has enhanced its role as a community partner by providing community groups and individuals the use of CFEC Facilities. Groups using CFEC Facilities including Group Tutoring (weekly support group for moms pursuing continuing education – Cariboo Chilcotin Partners for Literacy), Healing Touch, Thad Allen (Psychologist and Registered Clinical Counselor) and Joanne Warren of Askom Counseling, Tracy Cleaver Family Justice Services (Ministry of Justice), Foster Parent Liaison and Cedar Crest staff one-on-one support of clients every Tuesday and Thursday (at Youth Zone). In this partnership CFEC is both supporting the organization in providing in kind space and supporting the community in





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facilitating the provision of the service at a local, central location. In addition, this partnership increases the community knowledge of CFEC services.

External Community Signage – In 2012/2013 CFEC utilized the in kind support of the 100 Mile House District Community Signage Program to profile both the FASD Awareness Week and CFEC. The Community Signage Program provides community groups the opportunity to

profile events and services through highly visible signage at the north and south end of town on Highway 97 at no cost beyond the cost of producing the sign. CFEC has created a sign “Family is what we are all about” which is being posted regularly. Other signs will be produced for annual events which can be posted and used annually. This is a great awareness strategy with thousands of people who see the sign daily and now have a mental image of CFEC.

Posters and Brochures – In the spring of 2012/2013 CFEC initiated a community and business campaign to update CFEC material. We visited businesses and community agencies throughout the South Cariboo to update material and talk about our services. A binder with all CFEC services by category (Women, Men, Youth, Children, Education) has been produced and is being circulated to doctors’ offices, MCFD, Childcares, Community agencies and other areas where community members interested or needing our services might be located. A directory is being kept of all locations with signage, brochures and binders so that we can regularly update the material.

Strategic Goal #5 – BUILD COMMUNITY PARTNERSHIPS

Joint MCFD/CFEC/Interior Health Staff Meeting - We have now held 4 MCFD/CFEC staff potlucks. These are great events with good food, wonderful networking and conversations as well as providing an opportunity to meet new staff and get updates on programs and services. The staff potluck in January included staff from Interior Health. They were very pleased to be involved and will now be coming regularly to the potluck which happens twice a year.

South Cariboo Food Security Committee - In December CFEC took the lead to bring together all organizations involved in Food Security in the South Cariboo. At the meeting each organization shared information on their services and their challenges. The goal of the group is to ensure everyone in the South Cariboo has access each day to a nutritious source of food. The group has decided to meet monthly to discuss gaps in services and work towards the long term goal of food security.

Agri-Culture Enterprise Centre Society Community Garden and Community Kitchen – In reviewing all of the services and programs provided by CFEC, the management team identified that the community garden and community kitchen program would be better situated with a group in the community which has the mandate for food security. Discussions ensued with the Agri-Culture Enterprise Centre Society asking them to consider taking over responsibility for





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these two programs. These discussions concluded successfully with the Society assuming responsibility for these services for 2013/2014. We look forward to supporting the Society in their provision of a sustainable community garden and community kitchen which meets food security and community needs.

Collaboration – CFEC was active in supporting collaboration through many activities and events including meetings with community groups and agencies (MCFD, Interior Health, Canim

Lake Band, School District 27, Big Brothers/Big Sisters Kamloops and Region, Interior Community Services, Cariboo Chilcotin Child Development Centre, CMHA – 100 Mile Branch, 100 Mile and Area Women’s Centre, Service Canada, TRU 100 Mile House Community University).

In addition, CFEC management regularly attended community planning meetings including the South Cariboo Community Planning Council, Child and Youth Mental Health, Violence in Relationships, Community Perinatal Committee, and South Cariboo Early Childhood Development Committee and Gathering Place (Friendship Centre).

We also collaborated with organizations in providing events such as EYP Screening Day, Mental Health Week, FASD Awareness Day, Aboriginal Day and CAI #4 Social Inclusion Community Café.

CLIENTS SERVED

Early Years Programs

4696 services provided

- 55 Parents in Home Visiting Program (600 home visits)
- 92 Education / Drop in Sessions (average of 19 mothers and 15 children attending each session (annually 1758 mothers and 1169 children visits)
- 96 mothers in Pregnancy Outreach Program
- 189 families used the Emergency Food Cupboard
- 322 Prenatal Food Coupons distributed
- 443 Good Food Box Coupons distributed
- 19 Prenatal Supplements were supplied
- 105 Transportation Vouchers





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Family Services Programs

428 Clients, 6484 Services

- 181 Counseling Clients (12 average client visits per year)
- 96 Family Service Clients (27 average client visits per year)
- 51 Fetal Alcohol Syndrome/Complex Developmental Conditions Clients (18 average client visits per year)
- 208 Supported/Supervised Visits
- 45 Men’s Support Groups (average of 8 men at each group)
- 28 Communications/Conflict Resolution/Anger Management Workshops (average of 10 clients at each workshop)
- 22 Parent to Parent Support Groups (average of 3 clients at each group)
- 12 Grandparent Support Groups (average of 8 grandparents at each group)

CFEC Child Care Centre

- 16 Children enrolled 0 – 3 years of age
- 36 Children enrolled 3 – 5 years of age
- 6 Children before school after school (as of March 31)
- **6729 days of care** (August 2012 – March 31 2013)

Child Care Resource and Referral

- 14 Licensed Facilities
- 3 registered License Not Required Facilities
- 109 Members of CCRR Lending Library
- 360 Visits to Lending Library
- 110 Clients received assistance with Child Care Subsidy
- 84 Visits were made to Licensed Facilities
- 25 Visits were made to Registered License not Required
- 70 Early Childhood educators attended the Early Childhood Conference
- 60 CCRR members attended the Early Childhood Awards Ceremony
- 8 Professional development opportunities were offered (average 15ppl)
- 24 Drop in playgroups were available for the community & CCRR members
- 850 Consultations were done by CCRR Consultants
- 65 Child Care referrals were given to parents



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- 10 Community events/groups were attended and supported by CCRR Staff
- 25 FCCT Level #1 courses were delivered by distance education
- 3 FCCT Level #2 courses were delivered by distance education

Youth Services

Youth Zone

- **9200 Visits per year**
- Average age 14,
- 36 referrals to CFEC programs
- Average visits per day -- Mon – 32, Tues – 26, Wed -- 24, Thurs -- 30, Fri -- 50,
- 180 Volunteer Hours, 120 Student Hours

Youth Employment Services

80 % success rate – finding employment/returning to school

- 24 Students (age 15 to 30)
- 1200 student days of instruction

Accounting

Accounting

- 6577 payroll, accounts payable and other accounting transactions processed of which 1136 are child care invoices (2012/2013)

Community Support

Total 172 people/businesses/organizations in the South Cariboo actively supporting CFEC

- 42 Life Time Memberships
- 19 Two Year Memberships
- 94 Donors
- 6 Sponsors/Supporters
- 11 Volunteers





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Funders/Grants

Ministry of Children and Family Development
Interior Health Authority
Service Canada
BC Gaming Commission – Community Grant
United Way – Success by Six
Community Action Initiative

Horton Ventures
Embrace BC
Canadian Mental Health Association– 100 Mile House Branch
Williams Lake and District Credit Union
Cariboo Regional District
District of 100 Mile House
Telus Employee Community Investment Fund
BMO Financial Services
RBC Financial Services
TimBr-Mart
Ford Drive One 4 UR Community Event
Community Members – Touch of Christmas Campaign
CIBC

In kind Support – Royal LePage, RE/MAX, 100 Mile Food Bank, Save on Foods, 100 Mile Free Press, Wolf Radio, Higher Ground Natural Foods, Yummers En Route.



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CFEC Continuous/Performance Quality Improvement 2012 – 2013

- **Accreditation** – In 2012/2013 CFEC started the accreditation process for three new programs/standards (CFEC Child Care Centre, Youth Services, Youth Employment Services). This process is being used as a CQI initiative to ensure the programs meet standards and best practice. The accreditation process also enhances teambuilding, staff involvement and addresses gaps in services. These programs will be part of the Accreditation review in 2015.
- **Financial and Performance Tools** - CFEC management and accounting have significantly streamlined financial systems and have developed financial tools to assist the organization to effectively manage our financial resources. These financial tools include use of Simply Accounting for all financial transactions and budget analysis, financial procedures and forms, budget tools (administrative cost allocation, full budget sheet, budget template (with projected actual costs), budget payroll analysis by project and monthly and quarterly financial reports.
- **Balanced Scorecard / Strategic Plan** – In 2012/2013 the CFEC Strategic Plan was aligned with the CFEC Balanced Scorecard. The CFEC Strategic Plan was revised to include both action plans and performance indicators to enhance accountability and to objectively measure achievement of the goals and objectives. The Balanced Scorecard shows organizational indicators (actual and budgeted) for each of the seven dimensions of quality according to COA PQI standards. Together these indicators provide a good assessment of organizational performance and also clearly identify areas for improvement.

