



# Cariboo Family Enrichment Centre

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

## Management Annual Report April 2013 to March 2014

In 2013/2014 we have continued to increase the number of children and families that we serve, developed new programs, provided educational opportunities and improved our financial stability. 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 and the support we have received from the community. It is heartwarming 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

Sheila Glen  
Program Manager, Early Years

Chris Pettman  
Program Manager, Youth Services

Lloyd Garner  
Program Manager, Family Services





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## CFEC ACHEIVEMENTS 2013/2014

### **Strategic Goal #1 – BE A CENTRE OF EXCELLENCE**

#### *Youth Services*

In 2013/2014 CFEC built a strong core of youth programming. This focus was facilitated through Year 2 of the Community Action Initiative grant “Involve our Youth—Meaningful Youth Engagement in the South Cariboo”. Achievements and enhancement in youth services include:

- Consolidating services (Youth Zone, Youth Outreach, Youth Employment Services) within the portfolio of a Program Manager of Youth Services
- Development of a Youth Outreach program to provide 1:1 support for youth at risk in the community
- Establishing a Youth Counselling Service
- Restructuring Youth Employment Services to focus on the needs of youth and employers within the community
- Promoting the establishment of a Youth Mentoring Program
- Active participation in the Turning Beauty / Turning Masculinity Inside Out
- Integrating with the PSO, Alternate and Storefront teachers, support workers and students
- Creating awareness and supporting youth issues including LGBTQ
- Development of partnerships with the RCMP and the Wranglers Hockey Team

#### *CFEC Early Care and Learning Centre*

During 2013/2014 the CFEC Child Care Centre was renamed the CFEC Early Care and Learning Centre to reflect provincial standards and the focus of the centre in early care and learning to prepare children to be successful as they enter kindergarten. Improvements to the CFEC Early Care and Learning Centre included;

- Implementation of a Preschool Program
- Development of a Summer Program
- Dedicated programming for Before and After School
- Addition of yoga for children
- Streamlining billing systems including prebilling and credit card payment
- Business Review – CFEC Child Care Centre
- Reduction in fee for before and after school care to promote all siblings staying together
- Implementation of a Quarterly Newsletter for Parents
- Christmas Concert and Graduation Events





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## ***Early Years Programs***

Early Years Programs were pleased to participate in the enhanced focus on early years through the Provincial Government. Programs and services in 2013/2014 included:

- Provision of Pre-Natal in a Day (best practice)
- Certification and provision of Food Skills for Families Program developed by the Canadian Diabetes Association
- Participation of 20 families in the BC Farmers Market Coupon Program
- Regular schedule of education for Child Care Providers
- Centralized, standard intake for home visiting clients
- Utilization of best practice including Trauma Informed Care
- Redevelopment of monthly Daddy and Me program
- Infant Focus of Welcome Baby Party
- Awareness and Utilization of Screening Tools

## **Strategic Goal #2 – BE AN EMPLOYER OF CHOICE**

### ***Training and Education***

CFEC continued to have a strong commitment to supporting staff education and training.

Opportunities included:

- Non Violent Crisis Intervention – all staff trained through certified staff member
- Respectful Relationships
- Strategies for Resolving the impact of Post Traumatic Stress
- Motivational Interviewing
- Nobody’s Perfect
- Understanding and Parenting Challenging Children
- Safe Babies
- Non Profit Management
- First Nations 101
- On line Addictions Training Pilot

### ***Clinical Practice***

CFEC Management and staff continued to work on improvements to clinical practice. In 2013/2014 these improvements included:

- development of CAMS documentation standards (48 hours progress notes, 120 no contact discharge)
- revision of the Confidentiality and Rights and Responsibility Forms
- Implementation of Interior Health Suicide Assessment Form and Safety Plan
- Use of External Referral form by community providers
- Enhanced clinical supervision process
- Monthly Clinical Staff meeting





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## ***Benefit and Wage Grid Review***

In 2013/2014 both a benefit and wage grid review was completed. The benefit review found that CFEC benefits were amongst the highest percentile of benefits when compared against fifty like organizations in the province. The following recommendations of the wage grid review were approved by the Board:

- Wage Grid and Benefit review be conducted in January of each fiscal year
- Admin Support, CRR Consultant, ECE and ECE Assistant Wage Grid be increased to meet CCSBA wage level for equivalent positions
- CFEC implement the Living Wage
- The CFEC Wage Grid (April 1, 2014) be implemented.

## **Strategic Goal #3 – ENHANCE ORGANIZATIONAL SUSTAINABILITY**

### ***Review of Tools and Systems***

Throughout the year many tools and systems were reviewed to continue to improve the efficiency and cost effectiveness of the organization. These included:

- computer replacement (resulting in almost every computer in CFEC being updated over the past two years)
- review of telephone system and change to Shaw resulting in over \$4000 of annual savings
- implementation of a postage machine to improve billing efficiency
- renovations of the Couch Room to create a larger more functional space for programming and education
- replacement of the flooring in the Couch Room and Program Room to improve safety and cleanliness

### ***Grants***

CFEC management applied for many grants in 2013/2014. A number were successful and have supported core operations and enhancements in services. Grants and Community Organizational Donations have included:

- Service Canada (two intakes of 12 participants each)
- BC Community Gaming Grant -- \$104,000 recognizing CFEC as a regional organization (Youth Zone, CFEC Early Care and Learning Centre, Family Nutrition Program, Family Transportation Program, Moms Self Care, Daddy and Men's Night)
- Community Action Initiative #4 – Convening Grant – Social Inclusion
- MCFD One time grant for Aboriginal resources
- Canadian Diabetes Association -- Food Skills For Families
- BC Farmers Market Coupon Program
- CIBC – Youth Zone
- WLDCU – TBIO/TMIO
- 100 Mile District and CRD – Grant in Aid – Youth Bike Helmets
- Board Voice – Community Boards in Action Grant





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## ***Fund Development***

In 2013/2014 CFEC formally established a Fund Development Program with the recruitment of a Fund Development Coordinator. Through partnerships and community involvement, the Fund Development Program had many successes in 2013/2014 including:

- Establishment of a fund development plan
- Focus on Increasing Memberships
- Increasing in kind donations of fresh fruit and vegetables and resources for families
- Creating awareness on the need for funding support
- Establishing an annual fundraising campaign in the “Touch of Christmas”
- Developing an annual community partner with A & W

## **Strategic Goal #4 – INCREASE COMMUNITY AWARENESS**

### ***25<sup>th</sup> Anniversary***

On August 8, 2013 CFEC achieved 25 years of service to the South Cariboo community. A celebration was held in September. We were pleased to have Carol Myers join the celebration as our special guest. Carol spoke about the beginnings of CFEC with herself and a couple of other women in the community who saw a need. She said how proud that she was to see the organization of today and the wonderful staff and Board who were dedicated to helping families in the community.

### ***Public Awareness***

CFEC is very fortunate to have the wonderful support of the Free Press in supporting awareness of services and issues facing families in the South Cariboo. Some of the activities and articles in the Free Press have included:

- publication of the 2<sup>nd</sup> South Cariboo Children’s Directory
- semi annual publication of CFEC one pager of services and programs (in colour on a prominent page)
- regular ad (at no cost)featuring the activities at the Youth Zone
- pictures of events at CFEC including a number on the front page
- articles on many topics including early child hood development, FASD, Prenatal in a Day, Food Skills for Families, Daddy and Me, Men’s Night, Non Profit Board Development, Food Security to name a few.

### ***Food Security***

Through the South Cariboo Food Security Committee (chaired by the Executive Director) CFEC has become well known for our support of families and their healthy nutrition. The Food Security committee has met monthly at CFEC and has supported many events including summer surplus produce distribution, gleaning event, sharing of bread and bakery products, and the Food





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Security Brochure. Many community members have come to know and become members of CFEC through their donations of surplus produce in the summer. The Food Security Committee has also established a reporting relationship with the 100 Mile District/CRD Joint Committee further profiling the work that CFEC does to support the health of our community.

## **Strategic Goal #5 – BUILD COMMUNITY PARTNERSHIPS**

### ***Joint Events***

CFEC has partnered with many organizations in sponsoring and hosting community events: Some of these events have included:

- Rock fest (Anti bullying)
- Mental Health Awareness Week at PSO (with Interior Health and MCFD)
- Welcome Baby Party (with Interior Health, Infant Development, Welcome Wagon)
- Theatre in the Park (Water Park Society and Success by Six)
- Suicide Awareness Day (with MH and SU Interior Health)
- Breastfeeding Support Group (La Leche League monthly meeting at CFEC)
- Rainbow Club (regular meeting at CFEC)

### ***Community Boards in Action – BC Board Voice***

CFEC was successful in securing \$2000 to hold educational / networking meetings with Non Profit Board Members in the South Cariboo. A workshop sponsored by CFEC, BC Board Voice, Agri-Culture Enterprise Centre, CIRAC and the South Cariboo Chamber of Commerce was held on March 29th. Over 40 Board members attended the meeting representing over 20 different nonprofit organizations. The workshop included presentations on the roles of Board members, how to structure meetings and how to deal with the challenges regularly faced by nonprofit Boards. The workshop was also an opportunity to discuss ways that we could work together better and how that we can advocate for the development of a Social Policy Framework in BC. The evaluations from the meeting were excellent with everyone asking to have another session in the fall of 2014.

### ***Joint Meetings/Programming***

CFEC has taken leadership in promoting and supporting joint meetings and programming by multiple organizations in the community. Some of these opportunities include:

- MCFD/Interior Health/CFEC Semiannual Staff Potluck
- MCFD/CFEC Management Quarterly Meeting
- Living Life to the Full with CMHA
- Soupe de Tour partnership
- South Cariboo Food Security Committee
- Cariboo Chilcotin ECE Conference with CCRR and Sb6 in Williams Lake
- Justice Worker – Kamloops
- Safe Babies Training with Foster Parents and MCFD
- C and Y MH/MH and SU/ CFEC Quarterly Meeting





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## CLIENTS SERVED

### Early Years Programs

- 58 Parents in Home Visiting Program
- 76 Education / Drop in Sessions (average of 19 mothers and 15 children attending each session)
- 98 mothers in Pregnancy Outreach Program
- 5 Daddy and Me Events
- 225 families used the Emergency Food Cupboard
- 340 Prenatal Food Coupons distributed
- 760 Good Food Box Coupons distributed
- 10 Prenatal Supplements were supplied
- 122 Transportation Vouchers
- 20 families participated in the Farmers Market Nutrition Coupon Program

### Family Services Programs

- 190 Counseling Clients ( 12 average client visits per year)
- 70 Family Service Clients (27 average client visits per year)
- 34 Fetal Alcohol Syndrome/Complex Developmental Conditions Clients (18 average client visits per year)
- 14 Men’s Support Group/ Men’s Night (average of 8 men at each group)
- 3 Parent to Parent Support Groups (average of 3 clients at each group)

### CFEC Child Care Centre

- 20 Children enrolled 0 – 3 years of age
- 41 Children enrolled 3 – 5 years of age
- 6 Children before school after school (as of March 31)





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## Child Care Resource and Referral

- 13 Licensed Facilities
- 3 registered License Not Required Facilities
- 100 Members of CCRR Lending Library
- 200 Visits to Lending Library
- 210 Clients received assistance with Child Care Subsidy
- 80 Visits were made to Licensed Facilities
- 20 Visits were made to Registered License Not Required
- 90 Early Childhood educators attended the Early Childhood Conference
- 10 Professional development opportunities were offered (average 15ppl)
- 800 Consultations were done by CCRR Consultants
- 60 Child Care referrals were given to parents
- 15 FCCT Level #1 courses were delivered by distance education
- 4 FCCT Level #2 courses were delivered by distance education
- 6 Responsible Adult courses were offered

## Youth Services

### Youth Zone

- **8900 Visits per year**
- Average age 15
- 42 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

### 76 % success rate – finding employment/returning to school

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

## Accounting

### Accounting

- 7249 payroll, accounts payable and other accounting transactions processed of which 1124 are child care invoices (2013/2014)







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## Community Support

**Total 281 people/businesses/organizations in the South Cariboo actively supporting CFEC**

- 52 Life Time Memberships
- 27 Two Year Memberships
- 192 Donations
- 12 Volunteers

## Funders/Grants/Donations -- April 1 2013 to March 31 2014

**Ministry of Children and Family Development**

**Interior Health Authority**

**Service Canada**

**BC Gaming Commission – Community Grant**

**United Way (Success by Six, Youth Grant, Transportation Grant)**

**Community Action Initiative**

108 Lions Club

B & B Tree Topping

BC Board Voice

BC Farmers Market Program

BMO Financial Services

Canadian Diabetes Association – Food Skills for Families

Canim Lake Community Club

Cariboo Regional District

Catholic Women’s League

Centennial Law

Central Interior Fire Restoration

CIBC

District of 100 Mile House

Embrace BC

Farrier Pub Community Fundraising Group

Horton Ventures, Community Employment Services

RBC Financial Services

Rotary Club of 100 Mile House

School District 27

Sears

Sunrise Ford Ltd

Team Telus Charitable Giving Program

Williams Lake and District Credit Union

Community Members – Touch of Christmas Campaign and Individual Donations



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## **In Kind Donations**

100 Mile Food Bank  
100 Mile Free Press  
108 Mile Ranch Community Association  
70 Mile General Store  
Cariboo Consignment and Gifts  
Central Cariboo Disposal  
Central Cariboo Disposal Services  
CMHA – 100 Mile House Branch (Soupe de Tour)  
Community Members  
Donex Department Store  
Family Farm Natural Meats  
Fung Loy Taoist Taichi  
Higher Ground Natural Foods  
Lac La Hache Bakery  
New Wine Deliverance and Healing Centre  
RBC Staff  
RE/MAX  
Royal Lepage  
Save on Foods  
South Cariboo Dental  
South Green Lake Fire Department  
The Source  
Tim Hortons 100 Mile House  
Wolf Radio  
Wranglers Hockey Team  
Yummers EnRoute

## **CFEC Continuous/Performance Quality Improvement 2013 – 2014**

### ***Strategic Plan 2014/2015 to 2017/2018***

The current strategic plan was extended for 2013/2014. At the October Board Workshop the Board reviewed the achievements of the organization, discussed gaps in services and opportunities for program development and reviewed the organizations’ financial status. Through this review the Board set the new Strategic Plan for 2014/2015 to 2017/2018. The management team and staff were involved throughout the strategic planning and goal and objective setting process regularly giving feedback to the Board through the Executive Director.



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## Strategic Plan 2014/2015 to 2017/2018

### Goal #1

#### **Positively Impact on the lives of children, youth and families in the South Cariboo**

##### *Objectives for 2014/2015*

- Outreach/Program Delivery to rural communities within the South Cariboo
- Youth Outreach, Youth Counselling and Youth Mentorship Program
- Men’s Services including Men’s Night and Daddy and Me
- Autism Services
- Annual review of program outcomes

### Goal #2

#### **Secure the resources and infrastructure needed to support children, youth and families**

##### *Objectives for 2014/2015*

- Implement the Workplace Wellness Plan (Step Up BC)
- Succession Planning (Supervisors/Managers/ED/Board)
- 3 year Financial and IT Plans
- Fund Development Plan
- Accreditation 2015 Preparation
- Staff and Leadership Development and Training

### Goal #3

#### **Advocate and mobilize community to support children, youth and families**

##### *Objectives for 2014/2015*

- Board Voice/CFEC Joint South Cariboo Board event and action plan
- LGTBQ Education
- Living Wage Campaign
- South Cariboo Food Security
- Volunteer Program
- Annual research project

### **Program Review**

During the year the management team and staff have reviewed a number of programs ensuring that they meet best practice evidence based standards and have measurable outcome objectives.

Some of the programs that were changed in 2013/2014 after this review include:

- Daddy and Me – Led by male staff member and male Dad volunteer, held on Saturday morning – focus on play, attachment and networking
- Men’s Night – Change to monthly meeting format, focused on a topic and discussion, led by male staff members, encouraging drop in
- Prenatal in a Day – one day education promotes both parents to be in attendance, implemented Douglas College Prenatal Program curriculum





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- Youth Employment Services – change in schedule to 8 hour days Monday to Friday and enhanced work experience promoting job security
- Welcome Baby Party – targeted event and promotion to new mothers and parents resulting in 20 babies in attendance and focus specific to new moms

## ***Collaboration***

CFEC greatly values collaboration and partnerships recognizing that the quality of services and the enhancement of relationships between care providers is promoted through working together. Some examples of collaborations and partnerships in 2013/2014 include:

- Cariboo Chilcotin ECE Conference
- Living Life to the Full
- CAI #4 (Social Inclusion) and CAI #5 Grant (Supporting Families) proposals
- South Cariboo Food Security Committee
- Non Profit Board Workshop
- “Men and Boys in our Society” – David Hatfield event

