

annual report

nelson community services | 2016—2017



Supporting families, youth & individuals

Message from Board Chair & Executive Director

At last year's AGM, we launched our new website and branding and we have been living into that this year. We have received a lot of positive feedback from the community on how our slightly altered name better reflects our present-day, multi-site operations and how our new logo is fresh, modern, soft, and understated, reflecting the way we choose to work in supporting families, youth, and individuals in the community.

We have had an amazing year of growth and change in our programs and have supported a record number of clients this year (1,750 families, youth, and individuals – a 40% increase over last year!). We could not do the work we do without the confidence and financial support of our funders and our many generous community donors, our dedicated staff team and program volunteers, and our committed Board of Directors.

We hope you enjoy this snapshot of our work this past year. Thank you for your support.

Jenna Skidmore

Rona Park

The Mission and Philosophy of Nelson Community Services

At Nelson Community Services, we recognize that all individuals, at some time in their lives, experience difficulties and may benefit from support. We are here to assist people to define their own issues and to determine their own resolutions.

Our work is based in the belief that everyone has an inherent ability, responsibility, and right to be heard, to be safe, to have information, to make choices, and to take control their own lives.

It has been our privilege this past year to be part of people's change...

We believe every woman and child deserves the right to live free from family violence. Through our Aimee Beaulieu Transition House Program, Women's Counseling and Outreach Programs, Children Who Witness Abuse Counseling, and Sexual Abuse Intervention Programs, we offered **592 women and their children** services and supports such as a secure temporary refuge, information, referrals, practical assistance in rebuilding their lives, and the opportunity to make sense of their experiences and to begin to heal the trauma. Children learned how to express their feelings in positive, healthy ways.

We also believe that children have a better chance of growing up healthy when their whole family is healthy. This year, our Children and Families Programs supported over **471 families** through our Family Counseling, Parent-Teen Conflict Resolution, Parenting Support, in-home and in-community Family Support, and Child/Youth Community Mental Health programs. We also supported **13 children (5 families)** who live temporarily outside of their parents' homes to have safe, positive family time with their parents through our Supervised Visitation Program.

We believe that youth have the right to support and educational opportunities that will help them prepare for adulthood while still having a chance to have a childhood. Through our Independence for Youth Housing Program at Cicada Place, we offered **22 youth** (between the ages of 16 and 22) the opportunity to live in a secure, safe housing program where they learned life skills while finishing school or working. They were supported to transition beyond the program into the community and into adult living. And through our Youth Outreach Program we reached out to over **250 at-risk youth** offering to connect them to school, family, Ministry supports if needed, health supports, and other community resources that would help support their immediate needs.

Poverty and homelessness are at an all-time high in our community and country. We were pleased to provide support to just over **400 individuals** this year through our Homelessness Prevention, Homeless Outreach, and Street Outreach Programs. Our focus was on providing compassionate, caring support, assistance with finding housing, rental supplements, assistance to prevent housing breakdown, and information and referrals to support leaving street-entrenched lifestyles for more healthy lifestyles, where possible.

We believe in everyone's right and choice to work, if they are able. To support successful entry into today's labour market, we were pleased to support **7 men** through our Transitions for Men Pre-Employment Group Program to address the many barriers (primarily earlier trauma experiences) that have kept them from being gainfully employed or otherwise actively involved in their community and family lives. Women INC (Imagining New Careers) is a similar program for women, which we did not run this past year but will in upcoming years.

**OUR CLIENTS
SAY IT BEST**

“The support provided has been a lifeline for our family”

“Thank you for helping me regain my life.”

Helping to Build a Stronger Community...

Our staff participated in:

- Integrated Case Assessment Team (ICAT)
- "Nelson at its Best" Poverty Reduction Project
- Nelson Housing Committee
- Nelson Committee on Homelessness
- Nelson Outreach Services Consultation Group
- Safe Kids and Youth (SKY) Protocols
- Youth Interagency Committee
- Selkirk College Advisory Committee
- Street Culture Collaborative
- Social Planning Action Network (SPAN)
- Violence Against Women in Relationships (VAWIR)



What's New This Year...

Supervised Visitation Program

The program started in February 2017. This program, funded by MCFD, helps ensure safe, positive family time when children are not able live in their parental home for temporary periods.

Street Outreach Pilot Project

This project started in October 2016 as a project of the Street Culture Collaborative. Street Outreach workers assist individuals, who are ready, to make the transition to an improved quality of life.

Transition House Renovation

Our Transition House for women and children leaving violence was thoughtfully renovated this year to include quiet, comfortable, beautiful places of refuge within the home and yard for women to regain life balance and begin healing and for their children to play in safety. We are so grateful to BC Housing for funding this beautiful renovation.

"Building Rewarding Relationships": Men's

Group This new group opportunity for men helps them explore ways of developing relationships with their partners that are more satisfying and free from abuse.

"Every person I've come into contact with at NCS has been exceptionally empathetic, hard-working and professional. Your support has helped me and my child through a really terrible time."

Financials

	2017	2016
Operations		
Revenue	1,942,000	1,918,000
Expense	1,865,000	1,841,000
Net	77,000	77,000
Balance Sheet		
Current Assets	589,000	583,000
Reserve Funds	153,000	151,000
Investments	728,000	714,000
Capital Assets	1,290,000	1,349,000
Total Assets	2,760,000	2,797,000
Current Liabilities	284,000	332,000
Other Liabilities	2,476,000	2,465,000
Total Liabilities	2,760,000	2,797,000

Taken from the Audited Financial Statements, for the year ending March 31st, 2017

Thank you to our many funders

Ministry of Children and Family Development, Ministry of Public Safety & Solicitor General, BC Housing, Kootenay Lake School District #8, Kootenay Career Development Society, Various Grants, and our many generous community donors.



To support our programs and services,
please visit our website for information
on volunteering or making a donation.