



INTERIOR COMMUNITY SERVICES

...ENRICHING LIVES



2010 ANNUAL REPORT

AT INTERIOR COMMUNITY SERVICES WE VALUE:
INITIATIVE, STRENGTH, SELF DETERMINATION, COMMUNITY RESPECT, DIVERSITY, STEWARDSHIP

PROVIDING SERVICES TO THE COMMUNITY

A MESSAGE FROM THE CEO

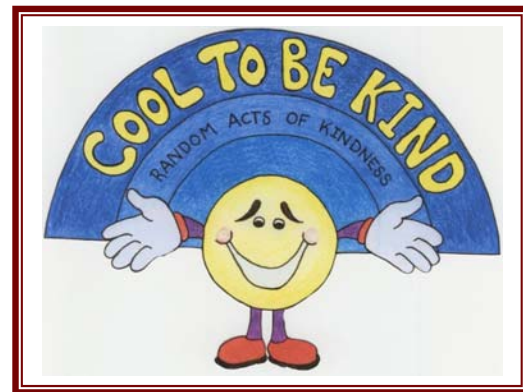
Kelly Kelland, Chief Executive Officer

2010 was a year where we saw the Social Service Sector become seriously eroded with fewer services available for people in need, but the demand for services greater than ever. Despite the uncertain environment, our amazing staff continued to deliver quality services, conducting themselves to the highest professional standards.

While 2010 was challenging in some areas of the organization there were definite highlights in our Youth Services Programs. Interior Community Services (ICS) now has a Youth Outreach Center in the downtown core that provides services to youth age 13 – 24 years. We received 18 months funding from Human Resource Skill Development Canada (HRSDC) for a fulltime Youth Outreach position, as well as, Capital Funding of \$49,000 to complete a renovation at the Safe House.

A group of dedicated community volunteers formed the “Ending Youth at Risk Committee” with a goal of raising \$100,000 to support youth programming at ICS. I would like to thank Arjun Singh, committee chair, and his dedicated volunteers for their amazing work in 2010.

My deepest thanks to our staff, board and volunteers for the phenomenal commitment and professionalism they continue to display. We continue to be inspired and look forward to continuing to “enrich the lives of individuals and families” in our community.



REFLECTING ON 2010

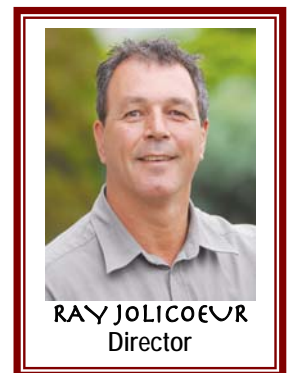
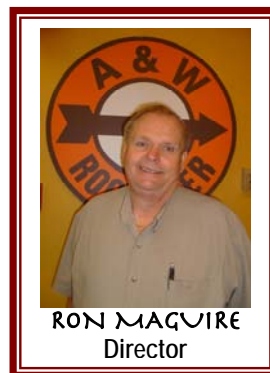
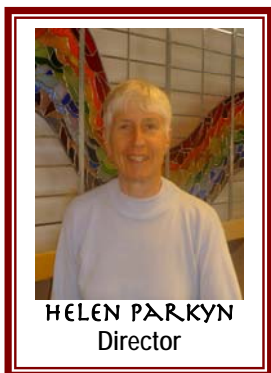
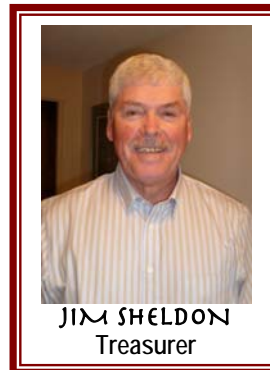
BY OUR BOARD PRESIDENT

Tracy Hoot, President of the Board

Interior Community Services (ICS) continues to strive to meet community needs through diverse program offerings, such as Youth Mentorship, Safe Spaces, Skill Development, Babies Head Start, and Community Kitchens. This year, new initiatives and much needed funding were allocated towards at-risk youth. Programs offered to this population will make a significant difference in improving the opportunities for these vulnerable youth.

The Board experienced some change in membership in 2010. Two new community members, Ray Jolicoeur and Vern Frudd, joined the Board while long standing Board member, Pat Tait, resigned and relocated to the coast to be closer to her family. Pat was an active Board member who was fully committed to serving ICS and the clients served. The Board will miss her invaluable input and wish her all the best.

Once again, the Board would like to note all of our successes and accomplishments this past year could not have been done without the help and support of staff, volunteers, funders, and donors. Thank you all so much.



INVOLVING THE COMMUNITY...

Thank you to our volunteers, staff team, suppliers, funders, citizens of Kamloops & area and our many partners for helping us inENRICHING LIVES!

A few highlights from 2010!

River Street Community Garden – Grand Opening:

The City of Kamloops and Interior Community Services formed a partnership to increase the number of community garden plots from 134 to 268 within the City of Kamloops by 2011. To date there are 248 Community Garden plots located in various areas of Kamloops. The new River Street Community Garden has 42 plots and has a wonderful community feel whereby everyone supports each other.



New Van for Barriere House: Thank you to the United Way for the generous contribution toward a much needed wheel-chair accessible van.

Volunteer & Staff Appreciation: On June 17th the wonderful volunteers and staff from Interior Community Services were honoured for their ongoing support of the people we serve.



Desert Gardens Country Fair: On September 16th Interior Community Services partnered with Vista Community Services and Desert Gardens Community Centre to host a community fair.

A&W Charity Golf & Curling Funspiel: This fun event raised over \$7,000 with proceeds being donated to the Meals on Wheels program and the North Shore Beautification projects.

Canadian Tire Jumpstart Program: Interior Community Services was proud to partner with the Canadian Tire Jumpstart Program, helping financially disadvantaged kids get involved in organized sport and recreation activities.

Kamloops & Barriere “Cool to be Kind” Week (October 3-10th): Random acts of kindness occurred throughout Kamloops and Barriere in celebration of “Cool to be Kind” Week.



OUR PROGRAMS & SERVICES

MISSION STATEMENT: Interior Community Services enriches the lives of individuals and families by providing integrated family support, individual life skills development and safe nurturing home environments designed to assist people to live to their potential in the community.

Child, Youth and Family Support Programs

Early Childhood

- Baby's Head Start
- Courtyard Child Care
- Early Connections
- Families First / Mother Goose
- First Steps
- Healthy Beginnings



Youth & Family Support

- Adolescent Day Program
- Family Development Response
- Families in Transition
- Family Service Program
- In-Office Family Counseling
- Conflict Resolution
- Parenting Awareness & Individual Development
- Parenting After Separation
- Residential Youth Mentorship
- Safe Spaces
- Street Services
- Supervised Access
- Support to Family Care Network
- Transitional Support to Children
- Youth Coaching Partnership
- Youth Street Outreach
- Youth Transitional Housing



ICS is the Host Agency for:

- Make Children First
- Kamloops Early Language & Literacy Initiative
- Understanding the Early Years



OUR PROGRAMS & SERVICES

Community Living Services

ICS offers a range of services to children, youth and adults who have emotional, physical and developmental disabilities. These services include residential, life skills and day program opportunities in a variety of settings.

Community Living Programs

- Skill Development
- Options and Opportunities

Community Living Residential Services

- Barriere House
- Centennial House
- Desmond House

Community Support Services

- Meals on Wheels
- Community Kitchens
- Community Gardens
- Home Support

Affordable Housing

- Spencer Court
- Stokstad Place
- Seymour Apartments
- 5 Plex
- Brock Duplexes
- Glenfair Seniors Housing
- Chase Seniors Housing

Fee for Service

- Family Therapy Centre
- Home Support
- Supervised Access
- Critical Incident Response
- Non-Violent Crisis Prevention
- Courtyard Child Care



CELEBRATING OUR DIVERSITY

Interior Community Services would like to introduce you to some of the diverse programs and populations we support in this community and surrounding communities that assist us in.....ENRICHING LIVES!

Babies Head Start: Babies Head Start is a pregnancy outreach service incorporating free nutrition/vitamin supplements, individual and family support, group work and community referrals. Services are provided free to women who are pregnant through to 6 months postnatal. The Babies Head Start team is comprised of Outreach Workers, a Registered Nurse and a Registered Dietician. Babies Head Start is a self-referral program, although community referrals are welcomed with the permission of the client. Being a part of the Babies Head Start program allows clients to:

- Learn about good prenatal care
- Learn about their developing baby
- Learn how to choose the best foods for themselves and their baby
- Learn about the effects of tobacco, alcohol and drugs on their unborn baby
- Meet new friends



Youth Street Outreach: On May 27th Interior Community Services celebrated the grand opening of the Youth Center. This facility is in the downtown core and is a hub for youth programming. One of the many programs operating out of this facility is Youth Street Outreach.

The communities concern for youth lead to the formation of a volunteer committee known as the Youth at Risk Team (Kaizan). The team is a committed group of individuals who represent students, businesses and entrepreneurs. The committee has chosen Interior Community Services as the charity of choice to raise much needed funds for street level youth at risk programs. Many exciting fundraising events are planned for 2011!



CELEBRATING OUR DIVERSITY

Community Kitchens: Community Kitchens is a community support program where people come together to cook nutritious and economical meals for themselves and their families. Anyone can join the program and everyone is welcome. *Why join a Community Kitchen?*

- Learn how to make informed, healthy food choices
- Practice, learn and share skills in the kitchen
- Learn safe food handling practices
- Receive practical tips to assist you in planning appetizing & economical meals
- A fun and supportive environment to meet new people and try new things, save money on groceries and increase the nutrition of your diet

For the last 5 years Interior Community Services has been the fortunate recipient of funding from RBC Foundation to help support the Community Kitchens program.



Family Therapy Centre: The Family Therapy Centre provides individual, couples and family therapy, and provides assistance to those who are experiencing marital/relationship problems, violence toward family members, trauma, anxiety, depression, chemical dependency, and distress in life transitions or sexuality difficulties. We also provide mediation services and coaching for businesses and families who wish to negotiate equitable settlements. Any member of the public can access the Family Therapy Centre. An hourly rate applies.

We are committed to the training and skill development of professionals in the Human Services field. The Family Therapy Centre Diploma Program offers high quality, student-centered, results-oriented educational opportunities that are accessible, affordable, and relevant. We work together to enrich lives, while serving the needs and aspirations of our students.



The Team

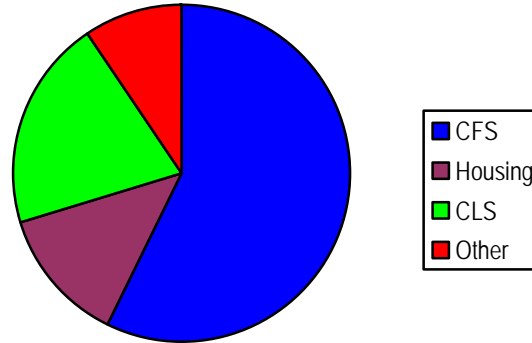
Sherry Burris
BSW, RSW #09517

Shelly Bonnah
R.P.C. #1992

OUR FINANCIAL PICTURE

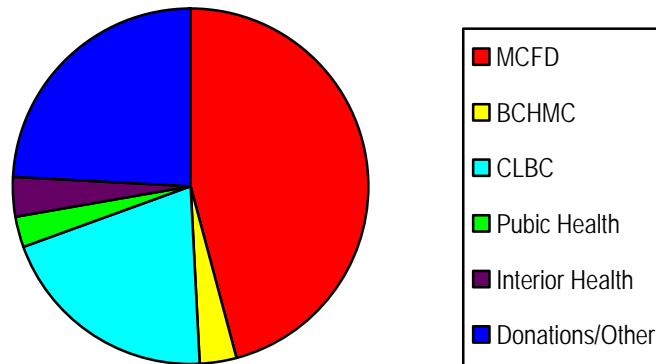
Revenue By Area of Service Delivered

Financial Support for Interior Community Services stems from a number of long term partnerships that continue to grow.



Revenue By Source

Where the financial support goes:
 Direct Program Costs 76.5%
 Housing and Facility Costs 16%
 Community Development and Administration 7.5%



Statement of Operations

	2010
CLC – Community Living Services	Revenue 9,079,992
CFS – Child & Family Services	Expenditures
BCHMC – BC Housing Management Corporation	Direct Program Expenses 6,779,410
MCFD – Ministry of Children and Family Development	Facilities Expenses 1,404,555
	General and Administration Expenses <u>672,180</u>
	<u>8,856,145</u>
	<u>Surplus (deficit) for this year 223,847</u>

HONOURING OUR PARTNERSHIPS

INTERIOR COMMUNITY SERVICES IS PROUD TO ACKNOWLEDGE OUR MANY PARTNERS

Funding Partners:

Ministry of Children and Family Development	Community Living British Columbia
B.C. Housing Management Corporation	Interior Health Authority
Ministry of the Attorney General	Public Health Agency of Canada
Human Resources and Skill Development Canada	City of Kamloops
The Citizens of Kamloops	

Service Delivery Partners:

ARC Programs Ltd. (Kelowna)
ASK Wellness Centre (AIDS Society of Kamloops)
Canadian Mental Health Association
Thompson Rivers University
Kamloops Boys and Girls Club
School District #73
Kamloops Food Bank
Interior Indian Friendship Society
Vista Community Services

Professional Associations:

Federation of Child and Family Services of British Columbia
Community Social Service Employer's Association
Private Career Training Institutions Agency of British Columbia
B.C. Federation of Foster Parents Association
Federation of Aboriginal Foster Parents
Kamloops Chamber of Commerce
North Shore Business Improvement Association
Commission on Accreditation of Rehabilitation Facilities

THANK YOU TO ALL BUSINESSES, FOUNDATIONS, SERVICE ORGANIZATIONS AND THE COMMUNITY AT LARGE THAT CONTINUE TO SUPPORT US THROUGH THEIR MANY DONATIONS EITHER BY FUNDS OR GIFTS IN KIND!

Interior Community Services was successful in achieving another 3 year accreditation until October 2012 through the Commission on Accreditation of Rehabilitation Facilities (CARF). Accreditation means the community can be assured ICS is committed to offering quality service to individuals and families we serve and the programs offered meet or exceed international guidelines focused on service excellence.

