



Message from the Board Chair

This is our second virtual AGM. All our board meetings this past year have been via Zoom. Thank you to the board members for being open and flexible. We have been able to conduct efficient board meetings and do our work effectively.

In the past year we had two organizations join our Co-op family. We welcome Robson Valley Community Services and the Family Action Network. This brings our total membership to 19.

In addition to the standing committees – Finance, HR and Policy – board members participated on two Ad Hoc Committees established by the Council: the Leadership Development Committee and the Social Sector Video Committee. The Leadership Development Committee has completed its task and the Social Media Video Committee has entered its second phase. Details of all these projects can be found in the AGM report.

Janice Murphy and her staff team have done an admirable job working within the numerous constraints of COVID. In addition to hosting 24 virtual COVID-19 meetings with member EDs; a series of eight Microsoft 365 workshops and 3 IT network meetings for member IT reps; 5 virtual HR workshops; and Quality Improvement and Financial Automation meetings; the Co-op hosted a virtual West Kootenay Early Years Conference on April 10, 2021 for over 175 participants. I would like to extend my sincere gratitude and thanks to Janice, Kate, Krysta and Debra for their hard work and commitment to the Co-operative. I admire their ability to cope with the ever-changing workplace and the many demands that come their way.

We had to say farewell to two long standing Executive Directors, Jim Fisher and Rona Park, who retired last year. We would like to wish Jim and Rona the very best as they embark on a new phase in their life journey. Thank you Jim for also serving on the KBCSC Board. Thank you also to retiring Board members: Marta Abel, NCS, and Margaret Nickle, CDCSS. We miss your wisdom at the board table.

Moving forward we hope to be able to have an in person Council retreat and strategic planning session in the Spring of 2022.

Lena Horswill
 Chair, KBCSC



The Kootenay Boundary Community Services Co-operative believes that we are stronger when we work together to serve the residents and communities of the region.

Fully engaged members benefit from each other in terms of shared resources, contacts and networks, opportunities, skills and experiences.

In This Report

Finance, Policy, & HR Committee Reports pg. 2

KBCSC - Trust Partnership Report..... pg. 3

Member Services Report pg. 4

SKY Coordinated Response Report pg. 5

Our Members, Board & Staff pg. 6

KBCSC Strategic Plan 2021-2023

Priority 1: Nurturing and Sustaining the Co-operative

Improve communication and information sharing with members; and strengthen the operational capacity of the Co-operative.

Council of Members

- ✓ Met 4 times in 2020-21: all meetings were virtual.

Policy Committee

Members: Phyllis Nash (Nelson CARES), Rona Park, (NCS), Jim Fisher (KFP), Margaret Nickle (CDCS), Janice Murphy (KBCSC)

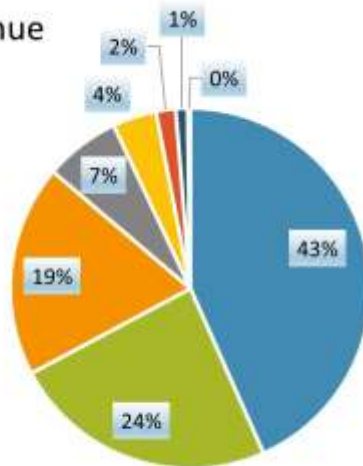
- ✓ Met 3 times in 2020-21
- ✓ Farewell & thanks to retiring committee members: Rona, Jim and Margaret.
- ✓ Welcomed new member Tina Tew (FQ)
- ✓ Reviewed *Membership, Community Relations, Information Management* and *HR policies*.

HR Committee

Members: Lena Horswill (member-at-large), Joanna Temple (NKLCSS), Marta Abel & Tracey Fellowes (NCS), Janice Murphy (KBCSC).

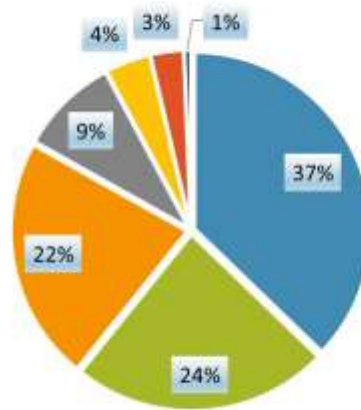
- ✓ Met 4 times in 2020-21
- ✓ Farewell & thanks to Marta Abel & welcome to Tracey Fellowes
- ✓ Developed new ED Performance Measurement Indicators based on strategic plan.
- ✓ Reviewed *HR Policies: Sick Time, Other Leave*

Revenue



KBCSC 2020-2021 Revenue (Total \$399,732)

Expenses



KBCSC 2020-2021 Expenses (Total \$379,522)

Finance Committee

Members: Phyllis Nash, KBCSC Treasurer (Nelson CARES); Maureen Berk (SCRS), Debra Potter (KBCSC Finance Administrator), Janice Murphy (KBCSC).

Our financial situation in 2020-2021 was stable and the Co-op continued to be in a position to develop its contingency fund.

The largest expense in 2020-2021 was wages & benefits (\$141,202). Payments to Members and Subcontractors for regional programs was down \$40,000, primarily because the Nobody's Perfect series were not delivered due to COVID, but also due to vacancies in the local SKY Coordinator positions. Overall revenue (\$399,732) was down compared to 2019-2020 (\$428,717), again due to undelivered NP series. Similarly, overall expenses (\$379,522) were down as a result of reduced subcontractor payments, registration fees, office & meeting expenses and staff travel (2019-2020 total expenses were \$420,457). We ended the year with an excess of \$20,210 revenue over expenditures.

KBCSC - Trust Partnership

The Partnership agreement with the Columbia Basin Trust was extended to March 31, 2021 and continued to support our strategic priority of *Strengthening Members' Capacity & Resilience*.



Partnership Committee: The Partnership Committee met 4 times in 2020-2021 to provide guidance for the project. Members: Lena Horswill, KBCSC Board Chair; Janice Murphy, KBCSC; Tim Payne, ASLCS; Maureen Berk, SCRS; Aimee Ambrosone, CBT; and Mark Brunton, CBT.

Quality Improvement Project – ongoing: Due to the COVID-19 pandemic, the project proceeded more slowly than planned, but we had significant engagement from 6 members who developed performance measurement plans for their organizations. The Co-op also developed a performance measurement plan and indicators, which were used Jan/21 to obtain members' feedback on the Co-op's performance.

Shared IT Knowledge / IT Network – ongoing: The Co-op's IT network of members' in-house IT reps met 3 times in 2020-2021 and 16 IT reps from 12 member organizations participated in an 8-week *MS Office 365 Administration* training program (Oct 16-Dec 14, 2020). The IT Network is currently engaged in a review of *Digital Back-up Procedures* and *Records Management* training.

HR Network – ongoing: EDs, program managers and staff from 15 member agencies participated in 7 virtual HR Meeting/Workshops organized by KBCSC: Apr/20, *Managing and Supporting Employees During COVID-19* (13 participants); Sept/20, *Designing a Sector-Wide HR Strategy*, with Marta Abel, KBCSC Board member and NCS Director (7 participants); Oct/20 *Virtual Therapy: "Providing Support Remotely – Strategies for Helping"* webinar with John Hooper, CTRI (49 participants); Nov/20 *Defusing Conflict in Emergencies* workshop with Carolyn Sinclair (19 participants); Nov/20, *Guidelines for Electronic Practices in Art Therapy*, developed and presented by KATI staff (16 participants); Dec/20 *Stress & Resilience and "Sticky" HR Situations* webinar with Crowflight Consulting (13 participants); Jan/21, *"Building & Maintaining Psychological Resilience During Difficult Times"* workshop facilitated by Carolyn Sinclair (12 participants).

ED Network – ongoing: Following the successful implementation of regular ED COVID-19 meetings over the past year, EDs requested regular networking / peer mentoring opportunities: a space to connect, talk openly and confidentially with colleagues and share perspectives, struggles, and laughter. ED Network meetings were held Jan /21 and Mar/21 and continue bi-monthly.

Shared Financial Service Project – underway: Financial consultant, Growth Factor International, conducted a shared financial services readiness assessment and inventory of practices with participating members (KFP, KKS, and NCS), and identified priority financial processes to harmonize and automate (e.g., payroll, expense reports). Arrowmaker Advisory & Accounting was contracted to support members with implementation. A Co-op *Finance Network* was formed and 8 members discussed financial automation needs and opportunities at the first meeting in Feb/21.

Shared Policies & Best Practices Project – ongoing: the *KBCSC Members' Hub* is up and running and members are using it! A presentation was made to EDs during the Sep 23/20 HR workshop and to the IT network during the MS 365 training. A new portal for sharing COVID-19 project resources was created on the hub.

KBCSC Strategic Plan 2021-2023

Priority 2: Strengthening Members' Capacity & Resilience

Support members in building skills, capacity and resilience by providing access to peer networks, training, resources, and shared operational improvements; and support co-operative ways of working together.

Ad Hoc Leadership Development Committee

Members: Phyllis Nash (NCARES), Jim Fisher (KFP), Tina Tew (FQ), Janice Murphy (KBCSC).

- ✓ Met 7 times in 2020-21
- ✓ Developed Co-op *Mentor Guide*, approved by Council Feb/21
- ✓ Recommended formation of ED Network

Ad Hoc Social Sector Video Committee

Members: Lena Horswill (member-at-large), Jim Fisher (KFP), Cathy Leugner (NCS), Janice Murphy (KBCSC).

- ✓ Met 4 times in 2020-21
- ✓ Farewell & thanks to Jim Fisher & welcome to Rebecca Vassilakakis (KFP Board Chair)
- ✓ Oversaw development, production, and promotion of 6 Board Recruitment videos
- ✓ Many thanks to CBT communication staff for their support developing the promotion plan!



Member Services

The Co-op believes that we are all stronger when we work together to serve the residents and communities of the region. Member service is a vital part of the Co-operative. Members have access to preferred rates on training, RELIAS, Grant Advance, FCSSBC events, and to other Co-op services as available.



Co-op members have access to Relias Online Training seats at member rates (20% off regular rates). In 2020-2021, 5 member agencies purchased a total of 50 seats. Members subscribe so that their staff members can easily access professional development and maintain training required for accreditation. Users have access to thousands of courses.



The Co-op maintained its master subscription for Grant Advance: member agencies were able to access individual licenses for only \$120 each.

COVID-19 Pandemic Support



KBCSC pivoted to virtual services to support members, hosting 24 zoom ED COVID-19 Meetings, researching and sharing information, including FCSSBC and Ministry updates. Clear SKY Consulting was engaged to support members with developing closing and re-opening plans, communication templates, and service delivery best practices. The virtual delivery of member services saw a marked increase in member participation in Co-op meetings and activities.

KBCSC Network

KBCSC strategically partners with regional and provincial organizations and community social service allies, including Board Voice, the FCSSBC, UCCC, and the Healthy Aging CORE. Phyllis Nash (NCARES) is the Co-op's Board Voice rep. Janice Murphy represents the Co-op at UCCC and FCSSBC meetings, and on the Health Aging CORE Leadership Council.



Truth & Reconciliation Learning Circle

The T&R Learning Circle gathered July 13/20 at COINS and received information about the Aboriginal Health & Wellness Environmental Scan and Needs Assessment, and the Kootenay Boundary Aboriginal Services Collaborative, which is comprised of representatives of, and endorsed by, the Syilx, Ktunaxa, Métis Nations, along with the Circle of Indigenous Nations Society.

Because of the pandemic, the T&R Learning Circle did not gather again until July 2021, when 20 members' EDs and Directors met outdoors in person at COINS and participated in a smudging ceremony with Elder Gerry Rempel, and in a Tipi Ceremony with COINS staff.

KBCSC Strategic Plan 2021-2023

Priority 3:

A Forum for Community Social Service Members' Innovation and Development

Foster members' engagement and collaboration to identify strategies to address client and community challenges.

Incorporate and expand Indigenous ways of knowing into our work and services.

Engage in partnerships with regional, basin, provincial and federal organizations and CSS allies for the collective benefit of members.



Due to pandemic restrictions on in-person services, in 2020-

2021 only 2 Nobody's Perfect (NP) series funded by the Interior Health Authority, were delivered. KBCSC funded training of 3 new NP facilitators.

Our managing partners for delivering the NP series are: ASLCS, BFS, KFP, KKS, NKCLSS, SCRS, and TFS. (See back page for definitions of acronyms).

West Kootenay Early Years Conference

- ✓ 175 early years professionals from across the Basin participated in the *Virtual 2021 WKEY Conference*, financially supported by CBT, SD8, and KFP.
- ✓ This conference marked the 8th WKEY conference coordinated by KBCSC since 2007.
- ✓ Many thanks to KKS, KFP, TFS and BFS staff participation on the conference planning committee; to Kate Billingsley for her awesome administrative & technical support; and to the conference co-chairs, Angela Morris (KKS), Glenda Newsted (KKS), and Selkirk College instructor Alison Salo for support chairing the conference.

SKY 2020-2021

The *Sustainable Implementation* phase of the Safe Kids & Youth (SKY) Coordinated Response was the sixth in a series of development steps of a coordinated response model in our region. The SKY model provides the same services and supports to children and youth in our region as a Child & Youth Advocacy Centre (CYAC), but without a physical building.



SKY faced many challenges this year due to the **COVID-19 pandemic**. Coordinators faced a reduction in referrals due to many children and their families sheltering in place. However, **SKY Coordinators quickly adapted** to working from home and were able to continue providing services. They also developed innovative ways of coordinating their MDTs to ensure services were collaborative during a time of physical distancing.



SKY Child-Friendly Interview Room

SKY 2020-2021 Major Funders

Department of Justice: \$75,000
Department of Justice One-time Grant: \$45,000
Ministry of Public Safety & Solicitor General Civil Forfeiture: \$105,000

SKY Managing Partners

KBCSC members:

1. Arrow & Slocan Lakes CS
2. Boundary Family Services
3. Castlegar & District CS
4. Nelson CARES
5. North Kootenay Lake CS
6. Salmo CS

Non-member partner:

7. Regional District Kootenay Boundary (Trail contract)

SKY Community Partners

- Circle of Indigenous Nations
- Nelson Community Services
- Ministry of Children & Family Development
- RCMP & Nelson Police
- School Districts No. 8 & No. 20
- Interior Health
- Provincial & National CYAC Networks

2020-2021 Regional Updates

- ✓ SKY had **54 new SKY cases**. This is comparable to previous years (N=60 in 2019-2020). This indicates that SKY would have likely seen growth this year if not affected by the pandemic.
- ✓ **45 service providers** participated on SKY MDTs.
- ✓ **11 local MDT meetings** were held.
- ✓ **32 referrals** were made to counseling services.
- ✓ **The SKY Coordinator was called** in for the initial joint interview in 91% of SKY files.
- ✓ **99 local service providers** were made aware of SKY through coordinator outreach.
- ✓ We were sad to say **goodbye to Jeanine Beck** the Castlegar Coordinator. We **welcomed Savana Roy** to the role of SKY Coordinator in Nakusp.

2021-2022 New Initiatives

- ✓ **Annual Regional Advisory Committee:** The Regional Advisory Committee has opted to hire a facilitator to assist with determining future goals for SKY. This will occur in the fall of 2021.
- ✓ **Provincial Network of CYACs:** SKY is an active participant on the BC Network of CYACs. This year they embarked on a 12-week strategic planning process. SKY attended every meeting and provided a strong voice for rural and remote communities.
- ✓ **Provincial Evaluation:** The BC Provincial Network rolled out their evaluation project. All CYACs were encouraged to use the tools that were developed. January 1, 2021, SKY implemented new aggregate data tracking procedures, as well as surveys for SKY client feedback.

Current Board of Directors

- * Lena Horswill, Board Chair (Member-at-Large)
- * Joanna Temple, Vice Chair (NKLCSS)
- * Phyllis Nash, Treasurer (NCARES)
- * Cindy Strukoff, Secretary (BFS)
- * Lisa Heisler, Director (KATI)
- * Tracey Fellowes, Director (NCS)

We would like to thank the following Directors for their contributions in 2020-2021:

- * Jim Fisher, Director (KFP)
- * Margaret Nickle, Director (CDCSS)
- * Marta Abel, Director (NCS)



Our Members:

1. Arrow & Slovan Lakes Community Services Society (ASLCS)
2. Boundary Family Services Society (BFS)
3. Castlegar & District Community Services Society (CDCSS)
4. Circle of Indigenous Nations Society (COINS)
5. Columbia Basin Family Resource Society (CBFRS)
6. Family Action Network (FAN)
7. Freedom Quest Youth Services Society (FQ)
8. Kootenay Career Development Society (KCDS)
9. Kootenay Family Place (KFP)
10. Kootenay Kids Society (KKS)
11. Kutenai Art Therapy Institute (KATI)
12. Nelson CARES Society (NCARES)
13. Nelson Community Services (NCS)
14. North Kootenay Lake Community Services Society (NKLCSS)
15. Robson Valley Community Services (RVCS)
16. Salmo Community Resource Society (SCRS)
17. Trail FAIR Society (TFS)
18. W.E. Graham Community Service Society (WEG)
19. West Kootenay Women's Association & Nelson Women's Centre (WKWA)



Contact Us

**Kootenay Boundary
Community Services
Co-operative**

PH: 250-352-6786

FAX: 250-352-6712

info@thekoop.ca

Visit us on the web at
www.thekoop.ca

Current Staff

Janice Murphy,
Executive Director

Krysta Aronson,
Regional SKY
Coordinator

Kate Billingsley,
Administrative Assistant

Debra Potter,
Finance Administrator

Welcome to Our New Members

Robson Valley Community
Services

Family Action Network