



Meet Rie & Sara on the next page!



**KCR**

COMMUNITY RESOURCES

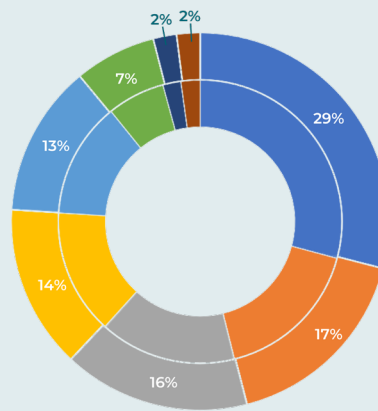
Enhancing Lives - Connecting Communities

## Annual Impact Report 2021-2022

A not for profit agency fostering diversity, collaboration and resourcefulness by tailoring services to meet community, family and individual needs.

Our vision is a community where individuals and families are supported in leading healthy, productive and fulfilling lives.

*We acknowledge that KCR works within the ancestral, traditional, and unceded territories of the Syilx, Kwikwetlem, Coast Salish, Kwantlen, Katzie and Tsawwassen Peoples. We are grateful for the opportunity to be here.*

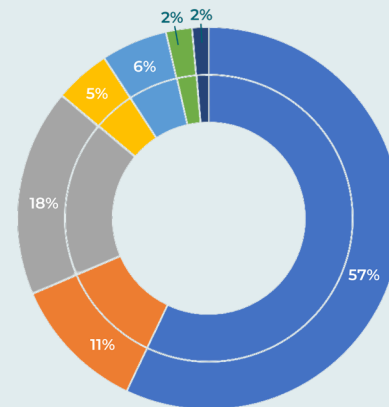


### Budget - Revenue

March 31, 2022

- Provincial Employment Contracts - \$1,840,664
- Federal Government - \$1,067,277
- MCFD - \$984,557
- Sub-Contracted Agreements - \$898,627
- Fee for Service/Other - \$832,949
- Sponsorship & Grants - \$415,340
- Province Settlement - \$129,582
- Other Provincial Ministry Contracts - \$137,462

Total: \$6,306,408



### Budget - Expense

March 31, 2022

- Wages & Benefits - \$3,582,524
- Contracted Services - \$721,283
- Program Supplies - \$1,105,253
- Facility Costs - \$293,196
- Supply, Repair & Maintenance - \$353,866
- Training, Milage & Support - \$138,102
- Other Operating Costs - \$85,227

Total: \$6,279,451

### Thank you!

To our Funders, Sponsors and Donors: Thank you for your financial commitment and your certitude that KCR will deliver programs that make such a difference in our community. You are our partners in bringing about change.

To our Participants: Thank you for trusting KCR, for engaging in our programs, and for your dedication to being stronger, empowered and more resilient. And thank you for sharing your strengths and talents to enrich the community.

To our Community Collaborators: KCR is committed to working alongside other non-profit organizations, the public and private sector, and the community overall to ensure our programs are authentic, people-centred and effective. We are always open to working with our community members to achieve more.

### Stay Connected to KCR

Website: [www.kcr.ca](http://www.kcr.ca)  
Phone: 250-763-8008  
Email: [info@kcr.ca](mailto:info@kcr.ca)  
Follow us: @kcrcommunity



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## Connection to Community is Key



Sara came to Kelowna from Mexico with three children in July 2021, wanting to reunite the family with her husband who had arrived a year earlier to work on a construction contract. Initially it was difficult. She was very lonely, with her husband at work all day. She felt that she had lost her life. In February 2022, she learned about the Family Hub and now she loves it so much that she is on a mission to tell everyone about it.

*"This place is the best for me. It is a great opportunity for all people with different situations. For me, my daughter can learn to play with other kids and practice English. I can talk with other moms, which is very important. And I also get connected to the community and other resources."*

*The Food Support program is a great help for me because only my husband has a job and I look after our three kids. The Hub is a great opportunity for everyone. In my case, I can practice my English and I can connect to the community – this is the best for me.*

*The Hub is for all people. Don't worry about your situation – the most important thing is when you are here, you can find different options."*

Rie moved from Japan with her young daughter, still a toddler, and her two sons so that they could study here. With her sons in middle and high school, Rie and her daughter felt very isolated and alone.

They would go to the park to try and meet people, but it was hard to make a real and lasting connection.

*"I was able to talk but I couldn't build a regular connection. Every time it would be new people and no relationship. Once I started to come to the Family Hub, I would speak with Ruba (the Hub Coordinator) and she was such a good listener. She would share resources and help connect me. When I shared my concerns, she always encouraged me."*

Since coming to the Family Hub, Rie has connected with so many other supports in the community and she has even decided to go to school herself to become an Early Childhood Educator starting in September.



## Janelle: A Grateful Mother's Story

Janelle shares, in her own words, how KCR impacted her and her family:

*"My son is 21 now. After high school he went to university but, after the second year, he decided to stop going. It had been overwhelming and too much pressure. When COVID hit, he lost his job and for a year, he did nothing. He became more and more depressed. We found him counselling and had psychological evaluations done which indicated that he had autism and ADHD. Rather than empower him, this diagnosis seemed to give him the excuse to not try anymore."*



It is really hard as a mother, and as a person who teaches life skills, to sit by and watch someone that you care about so much just coast by. I came across the Jobs4All program and thought it would be great for the participants I work with.

I realized, this program wouldn't just help the people I work with at work, but it would really help my brother and my son, so I connected both of them to KCR.

I am so grateful for this program. I was really concerned about my son's mental health and then we saw him smile again, to see his posture change, to have him start talking to us again about what he had accomplished and what he was going to be doing the next day.

Now my son is feeling confident with himself. He put the effort in and made changes. He is happy with where he is at, working full-time and saving for a house.

This change has had a huge impact on my life too. I don't have the knot in my stomach and I no longer feel like I have to worry about him.

## Some words from our Crisis Line Responders

*"It's a really intense thing to do with your free time, but it's very rewarding. I didn't think that I would still be doing this five years later. There's nothing like that feeling of knowing you have helped somebody be safe for the next little while at least."*

*"Active listening and validation empowers the caller to take the next step. For some, it might be something to look after themselves like have a drink of water and sometimes it may be more."*

*"The callers feel gratitude but honestly, there is a lot of gratitude both ways in this position. If you can see it, it's there."*

## You Can Make a Difference!

A donation will immediately support so many local families and individuals, so they are connected, healthy and empowered.



**Donate Today!**

## Strengthening Families

*Providing family-centred, preventative supports and program referrals to parents with young children to increase knowledge, skills and community connections. Facilitating the legal and emotional process for adoptive parents building their family through intercountry and domestic adoption, for birthparents who want to make adoption plans, and children in need of permanent homes.*

The Central Okanagan Family Hub Assisted 4826 adults and 6274 children with 16 590 meals, 396 group programs, 658+ referrals to health, food, housing, child development supports & more.

Crisis Line: 12 360 interactions & introduced Crisis TEXT Line

Sponsor a Family: Served 138 Families & 438 Individuals.

Family Friend Program: 16 single parents connected with a family friend.

Kids Count: 38 families supported with home visits by Family Outreach.

SNAPP: 30 Children found their forever home.

Adoption Centre of BC: made dreams of a family come true for 11 families.

## Helping non-profits & volunteers achieve their potential

*Promoting community information, supporting volunteer management and hosting learning opportunities.*

23 Workshops delivered to 378 participants, including:

- Diversity, Equity & Inclusion
- Nourishing Volunteer Managers
- Board Boot Camp 101,102
- Overview of Volunteer Management
- Re-engaging Volunteers in 2021 and Beyond
- Grant Writing Essentials

Volunteer Connector Local & Regional Organizations posted 227 positions connecting with more than 630 volunteers

Community Volunteer Income Tax Program: 13 volunteers filed 327 returns for people

Publications:

- Get Involved Magazine
- Holiday Activities Guide
- Suicide Prevention Handbook
- Street Survival Guide

Hosted Okanagan Volunteer Fair: connected 54 Organizations with more than 800 attendees

Respect - Value everyone

## Inclusiveness - Embrace and celebrate diversity

### Preparing people for the workforce

*Helping unemployed and under-employed individuals identify career and educational goals, navigate the job search and develop essential job skills. Collaborating with employers in the Central Okanagan to more easily recruit quality applicants.*

- 11 Employment Programs
- 333 Vulnerable participants received support
- 114 vulnerable participants secured meaningful employment positively impacting the employer community and local labour market

*"I knew re-entering the workforce during the height of the pandemic wasn't going to be an easy task as an older worker. I was lucky enough to be paired with the most amazing case worker. She came with a wealth of knowledge about community resources, along with kindness, compassion, encouragement and unending support. She believed in me when I couldn't do it for myself. To me she has been more than just a case worker, she has been my light during a very difficult time. I am now gainfully employed with the assistance of KCR, couldn't have done it without all the help." -Tami*

Family & Adoption

Community

Employment

Immigrant

Integrity - Do the right thing

## Empowering - Strengthen lives

### Integrating Newcomers

*Assisting Immigrants to Canada to feel welcome by providing information and connecting them to the community. Promoting the benefits of cultural diversity in our community by coordinating cultural awareness activities.*

- 844 newcomers accessed settlement and integration services, connecting them to the community.
- 900 migrant workers received one-on-one outreach.
- Settlement & Employment mentorships 54 matches
- 22 team members, speaking 25 languages, are able to offer diverse culturally and language specific services to participants facing multiple barriers

*"I want to express my heartfelt gratitude for your assistance in my pursuit of a job in my area of interest. I am happy to report that I have been offered a position. Although an Entry Level position, I see great potential for growth opportunities with the company. I want to congratulate you on the efforts you make to assist newcomers like myself. As you know it is a very difficult process to get a job and before KCR, I was searching for over 10 months with no success." - Vindira*

**This year, 446 volunteers generously donated 13,869 hours to assist KCR's participants.**

*"I just want to thank you again for your recommendation to try the VolunteerConnector. I've found two great young women for social media and research/writing... both very capable, degreed in the fields for which they're volunteering, and passionate about giving back and communicating about mental health. I'm just connecting with another, who wants to be a board member! So excited!" - Jo*

*"The Sponsor a Family program has helped me give my children a beautiful Christmas without going into debt. I can't express how much stress this program has lifted from me during the holidays. Not having to worry about gifts and extra Christmas groceries allows me to relax and enjoy quality time with my children. It makes all the difference for us."*

*"As a Board, we volunteer because of the participants KCR serves. This year in our annual report we asked a few people to share how the services we provide impact their lives. We are grateful to each and every one of them for sharing their stories."*  
*Laura Thurnheer, Board President*

*"It has been a long two years navigating the pandemic, and we know the impacts will still be felt for many years. I am incredibly proud to be a part of the KCR team and grateful to the Board and all of our staff, contractors and volunteers for their commitment to achieving our Mission in this tumultuous time."*  
*Ellen Boelcke, Executive Director*

### BOARD OF DIRECTORS

Laura Thurnheer, President  
David Brown, Vice President  
Bill Thompson, Treasurer/Secretary  
Rob Peter, Past President  
Eric Li, Director  
Peter Boyd, Director  
Gillianne Richards, Director  
Brendon Rothwell, Director

### EXECUTIVE DIRECTOR

Ellen Boelcke