



# KCR

COMMUNITY RESOURCES

Enhancing Lives - Connecting Communities



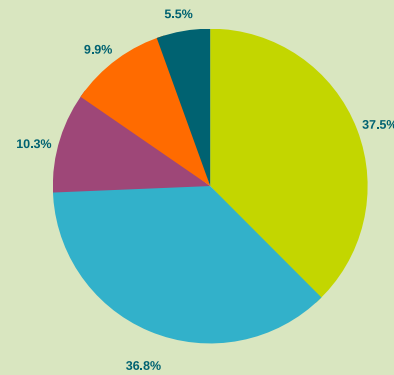
Meet Javier inside!

## Annual Impact Report 2022-2023

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.*

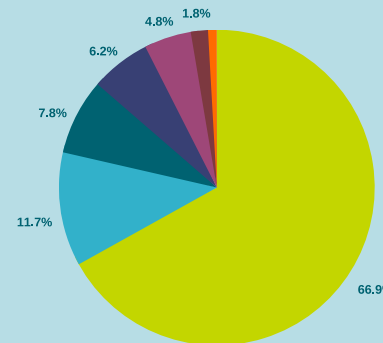


### Budget - Revenue

March 31, 2023

- Provincial Employment Contracts - \$2,445,369
- Federal Government - \$2,400,965
- Sponsorships and Grants - \$668,412
- Fee for Service/Other - \$644,628
- Sub-Contracted Agreements - \$359,491

Total: \$6,518,865



### Budget - Expense

March 31, 2023

- Wages & Benefits - \$4,271,346
- Contracted Services - \$744,557
- Program Supplies & Supports - \$496,116
- Other Operating Costs - \$393,300
- Training, Mileage & Support - \$308,333
- Facility Costs - \$112,093
- Supply, Repair & Maintenance - \$56,941

Total: \$6,382,686

### Thank you!

To our Funders, Sponsors and Donors: Thank you for your financial commitment and your certitude that KCR will deliver programs that make the 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. 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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## In Their Own Words: First-Hand Stories of KCR's Impact

Lyubov Horbulenko only arrived in Canada in March 2023 under the CUAET (Canada-Ukraine Authorization of Emergency Travel) but she has already found the connections she needs to make her way in Kelowna.

*"For every person moving to another country, it is stressful, especially if the move is forced. Ukrainians are fleeing the war and looking for a safe place to live. Canada supported us in this and hospitably received many of my compatriots, for which we are infinitely grateful."*

*My story of integration into the Kelowna community was when I learned about KCR from a Kelowna Stands with Ukraine volunteer. My first meeting took place in a relaxed, friendly atmosphere. The employee was attentive, asked if I felt safe, and what I needed. A Ukrainian-speaking employee of the organization worked with me, which made it possible to feel confident.*

*KCR helped me through all the stages necessary for adaptation and living in Canada. The programs and services included legal support, language courses, access to medical help, job search and even bus tickets.*

*KCR helped me create a resume and find a job. The Job Club helped me to improve my communication skills in English, and gave practical advice and connections to useful acquaintances. KCR conducts many thematic seminars where you can gain knowledge and skills that will help in everyday life during adaptation to new living conditions.*

*KCR helped me adapt quickly to my new living conditions. I felt confident because I had enough useful and important information. I know that if I need help or any additional information, I can always turn to KCR. Therefore, I definitely recommend everyone who needs support and help to contact KCR."*



Lyubov & Tetiana, her interpreter

Valeriia, at nine months pregnant, arrived in Kelowna on New Years' Eve in 2022 with her 2-year old daughter Jannat and gave birth only 6 days later to her daughter Ayat.

She fled Ukraine with her husband and daughter to a refugee camp in Germany where the family applied for a visa. In December, Valeriia and Jannat received their visas and the family made the difficult decision to come to Canada without Valeriia's husband.

*"We had just a miracle story. Some things in your life you feel like are pre-arranged. My host family – although I wish we could meet under different circumstances than a war – we perfectly match. We feel like we are family."*

*I came without money. We were not able to work while in the refugee camp. I came with two suitcases and my one daughter – and the one in my tummy – and that's it.*

*Elaine, my host, wasn't sure what to do with me but her friend who works for KCR was able to connect her with the coordinators of the Family Hub. Even though it was the holidays, they helped connect Elaine to the right resources for us. They knew exactly what to do.*

*After three months being here, I was ready to leave. My husband has still not been able to get a visa and it is very hard to be here alone. Then I went to the Family Hub and they showed me the many opportunities that were here and they opened for me many doors. My Settlement Worker has helped so much and I am in the Gateway program for employment. I am full of hope and I know what to do now. I have a direction. You don't feel alone when you have an organization like KCR at your back. Now I have so much. I have friends, connections and opportunities. All because of KCR."*



Valeriia & her children

## KCR Volunteer Wins Nation-Wide Award



Crisis Line Responders make a human connection with someone each and every day. They respond to texts and calls for those facing crises in their lives and make a difference on a daily basis. The service is anonymous for the safety and protection of both the caller and the responder but by listening and supporting, they make all the difference. KCR has been providing these services for almost 40 years and we are incredibly proud of all of the responders who have served in all of those years. This year we have the honor of sharing that one of our responders has won national recognition with the Jason Chare Excellence "Volunteer of the Year" award. This person was recognized for "being the most caring and gentle responder whose compassion is beyond what is expected. They astonish with the thoughtfulness, consideration and attention they bring to each and every conversation, both with service users and responders." What keeps this responder motivated? "The role can be intense and challenging at times and knowing I have the skills and strengths to support the person at the other end of the line motivates me. Also, knowing it's an opportunity to be there for somebody and hear their stories to make a difference and get them to a place of safety."

### Thank You for Sharing your Light

KCR's first-ever "Share your Light" campaign was an incredible success, raising over \$34,000 thanks to the unwavering support of our generous community. These funds allow us to make a difference on a daily basis, addressing emergent needs and providing vital assistance to our participants.

Thanks to donors like you, the KCR Sponsor Family Holiday program expanded its reach. Not only did it support families, but it also helped individuals and couples in immediate need. Everyone's generosity has truly brightened the lives of those experiencing difficult times.



### It's our 40th Anniversary!

KCR's story officially began in October 1983 when the Kelowna Community Resources Society was incorporated to meet the needs of individuals, families and the community. Check back on our website as we mark our milestone anniversary starting October 2023 and through 2024. There will be memories, stories and opportunities. We invite you to celebrate with us!

### You Make the Difference!

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



**Donate Today!**



<div> <div> <h2>Family &amp; Adoption Services</h2> <p><i>Strengthening Families</i></p> <p><i>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.</i></p> <div> <div> <p>The Central Okanagan Family Hub Provided 5,314 adults &amp; 6,965 children with 22,137 meals, 480 group programs &amp; events, 975+ referrals to health, food, housing, child development support, etc.</p> </div> <div> <p>Family Friend Program: 33 single parents connected with a Family Friend.</p> </div> </div> <div> <div> <p>Crisis Line: 9,880 calls and 2,024 texting interactions.</p> </div> <div> <p>Kids Count: 47 families supported with home visits by Family Outreach.</p> </div> </div> <div> <div> <p>Sponsor a Family: 165 Families (560 individuals) received support from 109 community members.</p> </div> <div> <p>SNAPP: 127 children were served, 24 children found their forever home.</p> </div> </div> <div> <div> <p>Adoption Centre of BC: 27 children went home to 24 adoptive families.</p> </div> </div> </div> </div>	<div> <div> <h2>Community Services</h2> <p><i>Helping non-profits &amp; volunteers acheive their potential</i></p> <p><i>Promoting community information, supporting volunteer management and hosting learning opportunities.</i></p> <div> <div> <p>24 Workshops delivered to 500+ participants, including:</p> <ul style="list-style-type: none"> <li>Board Boot Camp 101 &amp; 102</li> <li>Disruptive Leadership</li> <li>Diversity, Equity &amp; Inclusion</li> <li>Grant Writing Essentials</li> <li>Nourishing Volunteer Managers</li> <li>Overview of Volunteer Management</li> <li>Suicide Awareness &amp; Crisis Response Training</li> </ul> </div> <div> <p>Volunteer Connector</p> <p>183 Local &amp; Regional Organizations connected with more than 684 volunteers.</p> <p>Community Volunteer Income Tax Program: 10 volunteers filed 400 tax returns in 6 different languages for participants.</p> <p>Publications:</p> <ul style="list-style-type: none"> <li>Get Involved Magazine</li> <li>Holiday Activities Guide</li> <li>Suicide Prevention Handbook</li> <li>Street Survival Guide</li> </ul> </div> </div> <div> <p>Hosted Okanagan Volunteer Fair: Connected 70 Organizations with over 900 attendees.</p> </div> </div> </div>
<div> <div> <h2>Employment Services</h2> <p><i>Preparing people for the workforce</i></p> <p><i>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.</i></p> <ul style="list-style-type: none"> <li>300 vulnerable participants received Employment Services supports.</li> <li>8 employment programs supported individuals including those experiencing: diverse abilities, displacement/unhoused, newcomers to Canada, newcomer youth, and mature workers.</li> <li>195 vulnerable participants obtained successful outcomes.</li> <li>Over 200 employer connections made resulting in a high volume of employment opportunities for our participants, while establishing KCR as a reliable source for local employers seeking skilled job seekers in a challenging labour market.</li> </ul> </div> </div>	<div> <div> <h2>Immigrant Services</h2> <p><i>Integrating Newcomers</i></p> <p><i>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.</i></p> <ul style="list-style-type: none"> <li>1121 newcomers accessed settlement and integration services.</li> <li>1968 migrant workers received one-on-one outreach.</li> <li>59 participants were matched with settlement &amp; employment mentors</li> <li>The Refugee Resettlement program welcomed 195 refugees from 13 countries.</li> <li>662 participants received translation services.</li> <li>33 team members speaking 30 languages, offered diverse culturally and language-specific services to participants facing multiple barriers.</li> </ul> </div> </div>
<div> <h1>This year, 358 volunteers generously donated 14,236 hours to assist KCR’s participants.</h1> </div>	
<div> <p>“I had a lot of expectations, dreams, and fears when I moved to Canada. Moving from Mexico, a country with a different culture and language was difficult, and there were many obstacles I faced. Looking for employment was a big challenge. I didn’t know how to make a resume or cover letter and everything else needed to succeed in searching for a job. I worked very hard to learn these new ways of finding a job in Canada.</p> <p>KCR gave me the last push, and the opportunity to enroll in a Building Services Worker course through Okanagan College. I completed the course and received my certificate, and put to practice the skills that I learned through KCR. The staff at KCR stayed by my side until I found a full-time position. I’m blessed with a beautiful family, and I will never regret the decision to take the big step to move to Canada and make this country our home. Providing a better future for our two daughters always keeps my spirits high. I will always be grateful for the help, empowerment, resources and skills that the KCR staff provided me with to be successful in my professional life and family life. Gracias.”</p> <p><i>Javier Flores-Ochoa, Employment Services Participant</i></p> <p>See Javier and his family on the front cover!</p> </div>	<div> <p>“I am inspired by the humility of our team and our community. At KCR we value and support our partners, funders, participants, colleagues, and other charities in our community. At every level, the relationship is collaborative, not competitive, and we are ultimately pursuing the needs and best interests of our community.”</p> <p><i>David Brown, Board President</i></p> <p>“Change seems constant these days, yet the commitment of KCR’s staff team, our hearty volunteers and our generous donors and funders is ever present. I am deeply grateful to see the continued dedication of these three pillars to help meet our community needs. It is a privilege to come alongside our participants, to truly see and hear them, and to see the impact of empowerment.”</p> <p><i>Ellen Boelcke, Executive Director</i></p> <div> <div> <h3>BOARD OF DIRECTORS</h3> <p>David Brown, <i>President</i></p> <p>Laura Thurnheer, <i>Past President and Interim Treasurer/Secretary</i></p> <p>Bill Thompson, <i>Vice President</i></p> <p>Peter Boyd, <i>Director</i></p> <p>Eric Li, <i>Director</i></p> <p>Rob Peter, <i>Director</i></p> <p>Brendon Rothwell, <i>Director</i></p> <p>Jasmine Somal, <i>Director</i></p> </div> <div> <h3>SENIOR LEADERSHIP</h3> <p>Ellen Boelcke, <i>Executive Director</i></p> <p>Katelin Mitchell, <i>Director of Services</i></p> <p>Lindsay Longstaffe, <i>Director of Finance</i></p> </div> </div> </div>