

2019 ANNUAL REPORT



P.O. Box 1334, Deep River, ON, K0J 1P0

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<http://bright-ideas-software.com/NRFS>

OFFICE HOURS:

Monday-Friday 9am - 4pm

Walk-in Clinic: Wednesday 1 - 6pm

STAFF

Jeff Juby - Executive Director / Counsellor

Kelly Hawley - Counsellor

Susan Patterson - Office Manager

Report from the Co-Chair

Julie Laderoute

North Renfrew Family Services (NRFS) has been faithfully serving our community for fifty two years. This small but mighty agency is a vital part to the health and stability of our communities in North Renfrew. NRFS continues to be a non-profit, community based agency providing counselling, advocacy, education and support for individuals and families of North Renfrew (Deux Rivières through to Chalk River). In times of funding cuts and rising costs, we rely on your continued and increased support to NRFS into the future.

The NRFS office is a busy hub for those in need. It is a safe, comfortable and helpful place, where members of our community are met with dignity and respect. I would like to acknowledge the hard work and dedication of our staff members, Jeff Juby (Counsellor and Executive Director), Kelly Hawley (Counsellor) and Susan Patterson (Office Manager). Thank you for your tireless efforts in supporting our community members. I especially would like to thank Susan for organizing a very successful AGM in April 2019 attended by over 75 people! Unfortunately, we are unable to hold an in-person AGM this year, however we will keep you informed by distributing this condensed annual report via e-mail and our website.

Dr. Len Gignac continues to provide our organization with psychological consultation services on a monthly basis by

supporting NRFS staff and our clients' needs. Our Walk-In Counselling Clinic continues to serve clients in crisis, reducing pressure on hospital emergency rooms and local physicians.

2019 was a challenging financial year for NRFS. As shown in the attached financial statement, our deficit of \$28,442 reduced our contingency fund significantly. We are grateful for the strong support received from our generous donors, local clubs, churches, businesses and individuals; all of which make up approximately 40% of our funding. Without donations we would not be able to serve our community. We acknowledge and thank the municipalities of Deep River and Laurentian Hills and for their ongoing and continuous support; this year providing \$15,000 worth of grants to the Agency. We also received \$19,060 from United Way East Ontario and \$49,064 from the Ministry of Children, Community and Social Services and \$21,899 from the WICC (LHIN) program.

North Renfrew Family Services (NRFS) Board of Directors met 12 times and had a number of associated committee meetings in 2019. During regular board meetings, we discuss how to manage and run NRFS programs, methods by which the Agency can continue to receive sustainable funding, and how we can grow to meet the ever-changing needs of the community. In late fall, we welcomed Nichole DeSerres as Co-Chair. Her contributions are greatly appreciated.

Are you interested in contributing to the success of NRFS? If you feel you would like to volunteer and would like to talk to someone about where your talents and skills would fit, please contact the office at nrfs@drdh.org. Thank you to the citizens of North Renfrew for your continued support of our agency. We look forward to another successful year!

Report from the Executive Director:

Jeff Juby

NRFS has experienced another successful year serving our community, recognizing its ever-changing needs while delivering a supportive and caring service to residents from Deux Rivières to Chalk River.

Over the last year, we have been fortunate to receive grants or funding from the Ministry of Community Social Services, the Champlain LHIN, United Way, Laurentian Hills, and Deep River. Churches, clubs, and organizations continue to target NRFS as a local charity to support through collections and fundraisers. As well, Jan's Valu-Mart, has contributed to NRFS through their Save-A-Tape program, and in 2019 initiated the first annual "May is NRFS Month"; collecting donations for our agency at each check out. Also, NRFS benefitted greatly from Tim Horton's "Smile Cookie" Campaign. Current and past residents of our catchment area have made significant donations both on-line, by cash or cheque. I remain overwhelmed with the generosity of our community.

In 2019, NRFS experienced a rise in the number of individuals in financial crisis who required support. Financial requests included housing, utilities, and basic needs support such as food and personal supplies and requests are on the rise.

We have worked closely in partnership with the Deep River Food Bank to ensure that, as an agency, we access available food supplies and food vouchers from the Food Bank before expending our own resources, especially to our community's working poor. The number of requests for medical transportation was also significantly higher in 2019, with client appointments primarily in Pembroke and Ottawa. Dental support remains a consistent area of demand on NRFS resources.

NRFS witnessed a dramatic increase of foot traffic through our main office in 2019. Our drop-ins included not only those seeking resources, those who may be in emotional or financial crisis, therefore seeking assistance, but also included donors and community members checking in to see how they can help our small but mighty agency. Also on the rise was the increased financial need for children and youth in organized sports.

Due to administrative demand of the Furniture Bank program, (designed to link clients to used appliances and furniture), we creatively re-invented the program, with a "Community Sharing Tree" in our waiting room. Community members can post on the tree, items they have to donate, or, are in need of. Individuals can then view the posts and connect directly, eliminating the need for the agency to liaise between donor and recipient.

The help of volunteers in the office is greatly appreciated. I especially would like to thank Anne Davies who continues to assist one day a week with minor administrative tasks in the office, answering phones, maintaining the Community Sharing Tree and both categorizing and organizing our extensive resource library. I would also like to recognize Wendy Dolan for hosting the 9th Annual Old Fashioned Christmas dinner. Through Wendy and her volunteer team, families and individuals have the opportunity to enjoy a hot turkey dinner at Real Hope Christian Assembly. 2019 included another tradition for NRFS, a successful year of the annual Christmas Basket sponsored by the Deep River Sorority, which provides donated gifts and food for families during the festive season.

NRFS has been fortunate to occupy a seat at Renfrew County's Moving on Mental Health and Addictions Planning Table where we represent the Violence Against Women sector. MOMH is a strong team with sectors including mental health, addictions, law, medical, police and education, sexual assault services and gender diversity, all facilitated by the lead mental health agency for Renfrew County, The Phoenix Centre for Families and Children.

2019 is a year to be proud of at NRFS. With a small staff team of 3, a dedicated Board of Directors, and a community with heart, I will finish by stating that I believe we live in a community that demonstrates community. We care for and look after one another. I thank you most of all for this gift.

2019 ANNUAL FINANCIAL REPORT

VIOLENCE AGAINST WOMEN – COUNSELLING/SUPPORT

Revenue	
Local Grants	\$ 7,404
Local Government Grants	15,000
DR & District Community Foundation Interest	2,010
United Way	19,060
Ont. Government MCCSS - Counselling	49,064
8773 Counselling Service	44,134
8777 Performance Mgm't Framework VAW	1,925
8783 BPS –Other – Adult Social Services	3,005
Other Income	7,589
User Donations & EAP Program	780
Walk-In-Clinic (LHIN funded project)	21,899
Total Revenue	\$ 122,806

Expenditures	
Rent	\$ 7,404
Counselling & Support Salaries	173,719
8773 Counselling Service	44,134
8777 Performance Management	1,925
8783 BPS – Other – Adult Social Services	3,005
Other sources – Counselling & Support Services	124,655
Mandatory Benefits (CPP, EI)	11,250
WSIB	1,181
Staff Training	1,385
Advertising	791
Memberships	1,489
Insurance	3,498
Office & Computer Supplies & Expenses	8,477
Psychological Consulting	2,752
Transportation and Travel	6,798
Total Expenditures	\$ 218,744
Balance before donations and fundraising	\$(95,938)

DONATIONS AND FUNDRAISING

Donations Churches	\$ 9,643
Donations Where Most Needed	46,475
Fund Raising: Revenue	11,378
Total Donations and Fundraising	\$ 67,496
Balance after Fundraising and Donations	\$ (28,442)

PROGRAM BALANCES transferred to balance sheet

BASIC NEEDS PROGRAM

Revenue	
Where Most Needed Donations allocated to Program	\$ 13,794
Transfer from HeLP Program	9,760
Donations to Basic Needs Program	1,308
Jan's Save-A-Tape	3,544
Donations for Dental	6,260

Loan Repayments	1,159
Transfers from Christmas Dinner	494
Total Revenue	\$ 36,319

Expenditures

Housing and Utilities support	\$ 9,410
Groceries	2,716
Transportation	8,898
Personal Needs	8,268
Prescription Needs	1,428
Dental	5,294
Bank Charges	305
Total Expenditures	\$36,319
Program Balance carried to 2020	\$ 0

OLD FASHIONED CHRISTMAS DINNER

Revenue: Ticket Sales and Donations	\$ 736
Expenditures: Groceries etc.	\$ 242
Net Revenue	\$ 494
Transferred to Basic Needs Program	(494)

YOUTH PROGRAM

Revenue	
Balance from 2018	\$4,304
Camp and Other Donations	4,090
Stephenson/Rochon Hockey Fund	2,830
Total Revenue	\$ 11,224

Expenditures	
Registrations paid from Stephenson/Rochon Fund	1,902
Camp Fees	3,418
Total Expenditures	\$ 5,320
Program Balance carried to 2020	\$ 5,904
(Balance of Stephenson/Rochon Fund \$3,114)	

XMAS BASKET PROGRAM

Revenue:	
Balance from 2018	\$ 19,587
Donations	13,670
Total Revenue	\$ 33,257

Expenditures: Gift cards	\$10,718
Program balance carried to 2020	\$22,539

KIDS'nCANOES PROGRAM

Revenue	
Balance from 2018	\$ 2,590
Donations	3,310
Total Revenue	\$ 5,900
Expenditures: Expenses	\$ 1,531
Program Balance carried to 2020	\$ 4,369

Total Program Balances carried to 2020	\$ 32,812
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BALANCE SHEET AS OF DECEMBER 31, 2019

Assets

Cash on Hand	\$ 20,864
Bank Operating Balance, Dec 31, 2019	45,392
Emergency Account	530
Investments	115,269
DRCF Endowment fund	13,028
Total Assets	\$ 195,083

Liabilities and Contingency

Accounts Payable	\$ 4,726
Contingency Fund as of January 1, 2019	185,987
2019 Contingency Increase (Decrease)	(28,442)
Program Balances carried over from 2019	32,812

Liabilities & Contingency Fund

as of December 31, 2019	\$ 195,083
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STATISTICS (2019)

CLIENT APPOINTMENTS	1528
CHRISTMAS BASKET PROGRAM	230
FURNITURE EXCHANGE BANK	50
BASIC NEEDS ASSISTANCE PROVIDED (FOOD / GAS VOUCHERS, EYE GLASSES, PRESCRIPTIONS, SHELTER ETC.)	189
WALK-IN CLINIC	92
VOLUNTEER HOURS DONATED	1200

HOW TO DONATE TO NRFS

- **By Mail:** NRFS, Box 1334, Deep River
- **On Line:** <http://bright-ideas-software.com/NRFS> and use **DONATE NOW** button
- **Donate monthly/quarterly using Pre-Authorized Chequing**
- **Make NRFS a beneficiary in your will e.g. by making the following addition to your existing will: "My trustees shall pay (specify amount) of my estate to North Renfrew Family Services Inc."**
- **A Legacy Gift is a highly effective way to reduce your estate taxes**