

Heart on the Hill



LADYSMITH RESOURCES CENTRE ASSOCIATION

2020 Annual Report

Executive Director's Message

Directing operations at the LRCA during Covid-19 is demanding, unpredictable, and at points stressful and I love it. If it was not apparent before, Covid -19 has made it clear just how important a role the LRCA plays in serving our Community's most vulnerable. As we have seen across the country and around the world, Covid-19 has laid bare the disproportionate suffering vulnerable people endure. At the same time, the scope and context of vulnerability has expanded. Covid has made socio-economics, age, and both physical and mental health status even more profound drivers of community wellness - folks never before affected by emotional and/or economic anxiety are suffering. Through it all the LRCA's Staff and programs have reacted and adapted. They will continue to do so. In the initial stages of the pandemic, programs reacted, doing what they needed to do to deliver as much as they could, to as many as they could. Over time, reaction turned into adaptation

Administratively, we instituted changes in how we meet and greet our clients and community partners - through cleaning and distancing protocols, online meetings, reconfiguring reception, and adapting hours of operation (and a whole lot of plexiglass). Fundraising that brings together large groups is not possible. However, events like the Cinnamon Bun Fun Run and Coldest Night of the Year will be run virtually. In addition to traditional funding sources such a Gaming Grants, Covid has brought about new sources of grant funding which are being applied for. And the Ladysmith and surrounding area community has stepped up, with both online and walk-in donations.

- optimizing initial reactive solutions and adding new

methods of delivering programming and services.

The pandemic has been humbling for an organization that prides itself on doing its very best for every person who comes in its doors. Operationally, there had to be an acknowledgement, and then an acceptance, that 'we can only do what we can do'.



However, Covid has also created an opportunity (a silver-lining of sorts) to look at everything that we do, how we do it, and then plan to do it better. In this report you will read about how the programs in the LRCA's three core areas - Housing, Food Security, and Community Wellness have adapted to Covid. Beyond present circumstances, a move away from a traditional charity-based model of delivering programs and toward a community capacity building model is coming. The Temporary Weather Shelter is what the LRCA does in terms of housing right now, but soon enough the Buller Street project will be under construction AND Covid has shown that Ladysmith also desperately needs supported housing. The Food Security Program is a core function of the LRCA. With the help of the Hall/Kitchen at the Buller Project, Community Kitchens, Food Preparation classes and value-added social enterprises are in the works. Post Covid, the Fruit Gleaning program will return. Expanding the gleaning program, as well as playing part in the actual growing of food in Ladysmith - food that feeds (pun intended) into the other food security programs - is an exciting area for potential growth in our food security. The Covid silver-lining (time) allows every Community Wellness program of the LRCA to be introspective - to achieve aspirations that there just never seemed to be time for. Sometimes 'only being able to do what we can do' has advantages. In short, you will not only continue to see excellence from the Volunteers and Staff of the LRCA throughout the pandemic, you will see an organization that emerges from it stronger, better and a force that builds up the capacity of our Community to feed, house and foster wellness.

Marsh Stevens Executive Director



President's Message

This year has been a whirlwind for our community and the world. I began my tenure as the LRCA president shortly after the pandemic had been announced worldwide. Over the course of the last several months I've been learning what it means to be flexible: balancing my LRCA work with parenting and teaching my kids at home, quickly learning to use virtual tools to safely meet with board members and teachers, and most of all, letting go of my expectations.

Since I joined the LRCA board a little over two years ago, there has been a high level of board turnover - only two original members remain since the time I joined. Despite this turnover, I am happy to say that our board has been able to accomplish much together in terms of work and policy. One of the highlights of the board's work has been the enthusiastic development of a strategic plan for the Ladysmith Resources Centre Association and this plan will be shared with our members. It's essential that we know the direction our association is heading in the next 5 years and we establish the steps to achieve our goals. The board has spent a lot of time discussing our vision and mission, defining the heart of the LRCA. The main priorities that we've identified so far are meeting the needs of our local homeless population; continuing to build our affordable housing project; addressing the needs of our volunteers; and successfully addressing our existing programs in the midst of COVID-19.

Looking forward to seeing the many faces of our members when we meet virtually at our AGM on November 4th.

Sincerely,

Jennica Graham President



Meet Our Board Members



Jennica Graham

President

What do you love most about being an LRCA board member?

I originally joined the board 2 years ago because I needed a meaningful project to get me out of the house. I can see that work I get to be a part of on the LRCA board is making a difference in our community and that's enough for me. I also get to work with some pretty brilliant and likable people too.

What's your favourite way to get active?

I love a good morning walk to wake up my brain and to get my blood pumping. Walking is where I do my best thinking.

What's your biggest kitchen fail?

In college I once put some food, covered with tinfoil, in the microwave and boom! I started a little fire in the microwave.

What's your favourite children's book?

I loved the story of the BFG (Big Friendly Giant) and I especially loved hearing my grade 2 teacher read the story aloud to our class.



Vicky Stickwood-Hislop

Vice President

What do you love most about being an LRCA board member?

My biggest concern when asked to join the Board was if I could bring any value to the Board not having no-profit experience at a Board level. I now recognize that each Board member comes with his or her own unique skills and experience. The true bonus for me is continuing to learn. My teachers are the staff, the volunteers, and the Board members.

Volunteering with like-minded people who care about our community, who want to put their life skills to good use rather than on a shelf makes this one of my most fulfilling experiences.

What's your favourite way to get active?

I have a pilates reformer machine at home and Yoga Luna Studio just up the hill. But my favourite activity is walking our dog Baillie, or as my neighbours like to point out, being walked by Baillie!

What's your biggest kitchen fail?

My kitchen failures are guaranteed to be brought up at every family gathering! The family favourite is when I tried to make Rice Krispy squares one July 1st morning. I didn't have Rice Krispies but I did have Special K. Then when I added the marshmallows out there were a few left in the bag, so... and then I literally followed my sister's recipe by stirring 'by hand'. Sadly, not one of the kids ate a whole square, and my sister spent all of Canada Day sharing my morning in the kitchen.

What's your favourite children's book?

The Tortoise and The Hare. Miss Tucker my grade one teacher had us act it out as she read it to the class. I didn't want to play the tortoise but by the end of the race I was so excited. After all these years I can't believe I can remember it so clearly. The moral has stuck with me, slow and steady wins the race!



Stewart Johnson

Treasurer

What do you love most about being an LRCA board member?

Throughout my career I have participated in numerous organizations and societies and have always enjoyed working with others to address challenges and issues of national and international interest. When I joined the board in 2018 my desire was to apply the skills and abilities that I have developed to address challenges/issues faced by our community. I enjoy interacting and working with the diverse and dedicated staff, volunteers and board members of the LRCA and the friendships that have developed.

What's your favourite way to get active?

Gardening followed by Yoga to undo the aches and pains.

What's your biggest kitchen fail?

I honestly cannot think of one and it's not because I don't cook.

What's your favourite children's book?

Stone Soup which is a story in which hungry strangers convince the people of a town to each share a small amount of their food in order to make a meal that everyone enjoys. It is a book that emphasizes the value of sharing and community.



Christy Wood

Director

What do you love most about being an LRCA board member?

I love knowing that work on the board can support those we serve and supports those doing the important work on the front line. The work being done at the LRCA is challenging, complicated and it's beautiful, amazing and so important. I love supporting all the staff and volunteers as they are the LRCA's greatest assets!

What's your favourite way to get active?

My favourite activity is to hop on my road bike early in the morning. Cycling at dawn along the country sea side roads really reminds me each day how blessed I am to live in such a beautiful place.

What's your biggest kitchen fail?

I like trying new recipes and experimenting in the kitchen so I often fail but it's how I learn how to improve the recipe next time. Luckily, I have many members of the family who have no problems giving me pointers for improvement!

What's your favourite children's book?

I have been reading "Good Night Moon" by Margaret Wise Brown for almost 17 years. I received the book from a family friend for my first son in 2003, who's now entering Grade 12. I still read it a few times a week to my youngest son who is entering grade 1. I pretty much have it memorized!



Roger Kimmerly

Director

What do you love most about being an LRCA board member?

I love being among sensitive people who care for and respect persons of disadvantage or minority.

What's your favourite way to get active?

I walk in wild places every day and kayak most calm days as well.

What's your biggest kitchen fail?

Failure, I have always thought, is when you give up trying. I haven't given up.

What's your favourite children's book?

I have difficulty with favorites – I love variety.



Marsh Stevens

Executive Director

What do you love most about being an LRCA board member?

I love being the LRCA's Executive Director because I get to be the champion for a group of folks who are so committed to social change.

What's your favourite way to get active?

My favourite way to be active is also my obsession – bicycles.

What's your biggest kitchen fail?

There are no kitchen fails, only kitchen learning moments.

What's your favourite children's book?

Honesty (I had very progressive parents and read it young) Catcher In the Rye.

Core Beliefs



Poverty

The LRCA believes that all people, at all times, have the right to have access to the resources, capabilities, choices, security and power necessary for the enjoyment of an adequate standard of living.

Shelter

The LRCA believes that all people, at all times, have a fundamental human right to safe shelter and secure and affordable housing.

Food Security

The LRCA believes that all people, at all times, have a fundamental right to physical and economic access to sufficient, safe and nutritious food to meet their dietary needs for an active and healthy life.

Community Wellness

The LRCA believes that all people thrive best when they are connected. Connection creates a sense of belonging and builds strong community.

Values

Sustainability

We believe in providing learning opportunities for staff and volunteers. We are advocates of strategic planning for the future in alignment with our vision.

Our Community

Our staff, volunteers, clients and supporters are the heart of our organization. We actively recognize their contributions and celebrate our individual and shared successes.

Leadership

We strive to be the corner stone of the community where people come together to collaborate, take collective action and generate solutions to common problems.

Integrity

We act consistently with our values of being honest and transparent in what we do and say, and accept responsibility for our collective and individual actions.

Diversity

We celebrate, respect, and include all communities, people, cultures, and religions. Our programs offer services through all stages of life. We strive for equitable access to resources.

Heart

Everything we do, we do with a passion for making the connections that strengthen our community - connection that make the whole greater than the sum of its parts.



Our Programs

Food Security

The LRCA believes that all people, at all times, have a fundamental right to physical and economic access to sufficient, safe and nutritious food to meet their dietary needs for an active and healthy Life.

LRCA Food Bank

Food Security Coordinator: Paula Masyk

The focus of the Food Bank is to decrease food insecurity through the distribution of healthy and nourishing food We provide emergency and supplemental food to members of the Ladysmith Community in a welcoming and dignified atmosphere. In addition to weekly distribution of food, the Food Bank supplies daily bread and snacks, and supports the food needs of other LRCA programs.

The Food Bank is open every Monday from 4:30 pm to 5:30 pm and Tuesday 9:00 am to 11:45 am for distribution.

In 2019, the LRCA Food Bank provided 10,205 individual visits. 40% of these were for children. This accounted for 4,693 household visits.

Gather Around Fruit Project

Food Security Coordinator: Paula Masyk

The aim of the Gather Around Fruit Skills Recovery Project was to build food supply and capacity for individuals and families facing the impacts of poverty by providing opportunities for them to get hands on experience through food harvesting, food preservation, food preparation, and distribution to promote healthy eating for themselves and other community members facing barriers to accessing healthy food.

During COVID-19 adjustments have been made to address safety for clients and Volunteers - including distancing, sanitizing and plexiglass screening. The Food Bank thanks Kiwi Cove for providing fresh locally grown organic produce to the LRCA Food Bank.

Shelter

The LRCA believes that all people at all times have a fundamental human right to safe shelter and secure and affordable housing.

Cold Weather Shelter

Program Coordinator: Karla Vandermaden

We have served 35 unique individual guests since the Ladysmith Cold Weather Shelter opened on November 1,2019. Of these quests 13 are new to the program for the month of December. We offer services such as meals, Laundry, showers, transportation (bus and taxi), warm clothing and of course food is given out.

We feed on average 7-10 quests for dinner, on average 4-5 people spend the night in our dorm room and we have 5 -7 guests for breakfast daily.

We create a home environment for our guests where they can watch movies, talk amongst each other, read, do their artwork, are nourished, and most importantly are not judged. They feel comfortable in our shelter walls, this is evident when they open up to us and allow us into their personal Lives.

Working together as a shelter team we feel we are gaining trust in our guests in our community. For some of our quests this means baby steps, for example one of our guests was really nervous about being at the shelter in the past (only staying at the shelter for half an hour). Now he is way more comfortable, he is opening up, expressing his feelings to the staff and often on many occasions he has spent the night. Another example, one of our guests felt comfortable enough to have a shower (his Last known shower was in 2018). It is this trust that opens doors for quest referrals.



During the onset of the pandemic, the shelter staff and management worked collaboratively to enhance cleaning of the shelter space, limiting access to the inside space to those staying overnight, and offering take-out meals to those who were sheltering elsewhere. Staff also implemented a drop-off laundry service, with pick-up the following day.

We are and will continue to offer change in those who become dear to our hearts through our compassionate work as the Heart on the Hill.



Housing Support Services

Program Coordinator: Wendy Radcliffe

The housing support services office provides core housing needs by building capacity and providing support for individuals and families to secure and sustain healthy and appropriate housing.

The Housing Support Services gives individuals and families a hand up when they most need it to help get folks back on their feet. It is known as a hub where those who are under served can come and receive help with accessing social services programs and get necessities like gas cards, warm clothing from the Thrift Shop, and food vouchers.

The program also has assisted people furnish their homes with basic needs like fridges and means to cook meals.

One person was assisted to find housing in the community that is affordable and sustainable, and continues to access other services provided by the LRCA as wrap-around supports.

Housing Project (coming soon)

As rents and house prices increase, more people in Ladysmith are experiencing unattainable housing, especially those most vulnerable. The LRCA plans to work to begin to address this by building a 36 unit affordable housing complex for the community of Ladysmith, BC.

This housing project will create a mix of affordable rental housing units for low income seniors, families and persons with developmental disabilities. The site will feature an integrated community space to be used by residents and, when available, can be accessed by the broader community. The building site at 314 Buller Street is centrally located near to the LRCA and the downtown area.

Community Wellness

The LRCA believes that all people thrive best when they are connected. Connection creates a sense of belonging and builds strong community.

Adventures in Early Literacy (AEL)

Program Coordinator: Tanya Reid

She came to us as a newcomer. Her friends and family left behind in the big city, she was eager for her and her daughter to make new friends. She was a professional. Educated. She had a great job. She was smart, funny and personable. She was a great mom to her often-shy daughter. Always gently urging her to take part but never forceful, always supportive. Always loving. They'd often curl up together and read a book before the program started. She wasn't someone you'd think needed a program like ours. She was clearly capable and high functioning.

In truth, she was painfully introverted. Her postpartum depression and exhaustion were exacerbated by her rural isolation. Going back to work seemed like a good option except that it wasn't and so she stayed home. It got lonely. And dark. And money became tight. Things were feeling bleak.

Unbeknownst to us, that's when we enrolled her in our programs. Despite her often-debilitating anxiety, she made a concerted effort to get the two of them out of the house. It was a huge challenge, but she felt the class was worth it. It brought them joy and happiness. Light in the darkness. They were surrounded by other families with struggles too and in that, they found the support they needed. They found a community they could love and trust and turn to when things were low. Or great or messy or complicated or whatever they happened to be that day. They found acceptance. They were no longer alone. Hope and optimism reentered her life. She said we saved her.

Mother Goose

Program Coordinator: Kristin Avis

In Mother Goose we ask parents to complete both a pre and post program survey. On a scale of 1-10 we ask them to circle a number indicating how confident they feel singing with their child, how much time they spend singing with their child, if they know other parents in their community and if they know what services are available in their community. Looking at the pre-program survey assists us in getting to know the clients and understand what needs they may have.

In September 2019, Mother Goose expanded to provide "Goose on the Loose" in partnership with FJCC. This offers a similar Mother Goose program at a different location and time to make it available to more people in the community. Our first session was a success with 15 families signed up.

We had a lot of positive feedback from parents and caregivers after completing Mother Goose. Caregivers feel more confident singing with their children, sing more often with their children, know more parents in the community and are more aware of services in the community.

We have been able to connect families with other LRCA programs (Born Healthy, AEL, Dad's program, financial support), and helped to create a community of friendships and supports for parents.

Born Healthy

Program Coordinator: Maike Lammel

Born Healthy aims to increase maternal health, healthy birth-weights, promotion and support for breastfeeding, build connections amongst parents, and strengthen community partnerships to support pregnant persons.

On Wednesdays Born Healthy hosts a group from 10am-1:00pm which includes a discussion topic or activity, and a free healthy Lunch with opportunities for participants to increase their food preparation skills. Participants are invited to access prenatal vitamins, Vitamin D drops, dental hygiene and other supplies, clothing swap for maternity/infant clothing, and a community cupboard to help supplement family food systems. Volunteer childminders are available to assist with infants as well as older children.

Guest speakers cover topics such as: dental hygiene, nutrition and Lactation, sleep consultation, early Literacy skills, child development, movement, brain development, Doula support, Infant Choking/CPR, and we have regular field trips to other Local supports (Strong Start, LaFF, FJCC Pool, Transfer Beach, etc.).

When the pandemic started, the program was immediately moved to a Zoom format with outreach being available by appointment. This move has been quite beneficial as it allows people without transportation to access services.



Triple P

Program Coordinator: Maike Lammel

Through collaboration between Stz'uminus, Island Health, and LRCA, Beverly and Maike ran an eight-week Triple P - Positive Parenting Program Group at Stz'uminus Health Centre this fall. Triple P is particularly helpful in improving child behaviour concerns. Its emphasis is on developing positive attitudes, skills and behaviours which helps prevent problems arising.

As one participant commented: "This program is a great resource for all parents; it helps define how well you are doing, areas of opportunity and additional tools and tactics to further your parenting skills"

Another recent participant said: "I absolutely Loved this program; I have taken in so much from this group".

This particular group had the highest retention rate (100%) since LRCA started running Triple P groups over ten years ago, and average client satisfaction rate was at over 83%.

Dad's Drop-in

Program Coordinators: Tyler Talau and Dale Gisborne

The Dad's Drop In (DDI) offers new Dads a chance to Learn and practice new ways of relating to their children, to meet other new Dads, and to share information about fathering and parenting in a very Low-pressure environment.

The DDI Program started in the belief that skilled father involvement improves outcomes for children, and provides valuable support for mothers, whatever the relationship between mother and father currently is. We believe that fathers can Learn the skills needed to nurture their children effectively, and that a father's interaction with a child often has a different style that is complementary to the style of care a mother gives.

An amazing aspect of the Dad's Drop-in program is the friendships that develop between the fathers. The friendships that have developed with participants in the program are truly wonderful and will cherish them throughout my Life. It is a normal occurrence to see dads making plans with other dads to get the whole family together for dinner, trips to the park or even going for hikes.

There are some friendships at Dad's Dropin that are truly wonderful and those are the friendships amongst the children. The incredibly exciting greetings that they give each other when they first walk in is truly a treat to see.

When the pandemic began, the program was moved to an online Zoom format. In addition, Tyler made phone calls to individual dads to offer personalized support.



Family Support Services

Family and Youth Support Workers: Kortney Ashcroft, Lindsey Paauwe Lindsey Leavitt, Lacey Redding

In 2019/2020, the Family Support Program worked diligently to fulfill their mission in helping the children and youth of Ladysmith and Area achieve success by improving mental, social, and physical health. Over the 6 month period, the program worked hand in hand with 43 young people.

A common theme seen in the needs of our clients are supporting the growth of emotional impulse regulation, grief and loss, and varied social skills. The overall needs of all clients that access services can vary and the response to services will vary to fit the needs. This is also caused by the different avenues of referrals the program receives, as we accept referrals from a variety of outside agencies and organizations.

The team was very integrated with the community, attending IEP meetings in schools, connecting with social workers and the Nanaimo CDC.

When the pandemic began, supports changed in nature due to needing to limit in-person contact. With clients 6 years to 12 years, sessions moved to Zoom or in-person meetings outside of homes or in parks. Workers were able to include bike rides and DBT techniques in new ways. We were truly able to meet clients where they were at.

For our teen clients, they felt very comfortable texting or using Facetime, and opened up even more using this medium of communication.

While the downside of the pandemic was not being able to drive clients to appointments, more time opened up to do some extras. All of the workers delivered special packages to their clients to help with feelings of lock-down isolation. As well, Lindsey Paauwe was able to reach out to some past clients with a history of struggles with anxiety and help them deal with the new pandemic environment.

Senior Support Services

Program Coordinator: Shirley Sloan

The Seniors Office of the LRCA provides advocacy, information, education, support and a willing ear. We had contact with 835 seniors or their family or friends in the past year.

The Seniors' Office provides help with government documents concerning benefits, housing problems, information about referrals, and supports available in the community.

The LRCA seniors' office provides transportation support for seniors to medical appointments in Nanaimo and Duncan, grocery shopping, educational sessions and a weekly social hour to meet others in the community and make friends. Through our transportation service, 238 seniors received a ride to medical appointments to Nanaimo and Duncan over the past year. We have two vehicles and 12 volunteer drivers who have donated 952 hours to this program. Our clients are very grateful for this service as transportation is a huge barrier for seniors, who no Longer drive.

Some of the success stories we have coming out of the Seniors Office includes supporting a senior female client who suddenly found herself single after many years. Support and a "shoulder to cry on" helped her get through the shock and grief caused by the separation. She is very grateful for the help and support she received.

Along with other community programs, we provided support services on a weekly basis to a senior mentally handicapped man that enables him to continue to reside in the community.

Without these programs many of our seniors would find accessing housing and income supports challenging.

Once the pandemic started, the coffee Drop-Ins were canceled and the Info Sessions stopped. But where one door closes (2 in this case), another opens, and Shirley brought together a great group of volunteers who made hundreds of "house calls" by phone to clients that we have been working with to ensure they had access to groceries and medications. The calls brought the outside world to isolated seniors and helped relieve fears and concerns.

Volunteer Counselling

Program Coordinator: John Parker

The Volunteer Counselling Program offers individuals the opportunity to engage in a process to develop the skills necessary to face Life's challenges, as well as supports individuals in their goal of positive mental health.

This is a free program designed for those who cannot afford to pay for private counselling or do not qualify for (or have) extended health services. ALL counseling services are provided by trained volunteers under the supervision of our Program Coordinator, who is a Registered Clinical Counselor with a Master's degree in counseling psychology.

Currently the program has four very experienced retired professional counsellors and three Masters of Counselling Psychology students who have supported 92 clients in 2019 and donated 900 counselling hours.

It is without doubt the most gifted, knowledgeable and experienced team that Ladysmith has the good fortune to be supported by. The quality of service this team has provided the community has been truly exceptional.

When the pandemic started, all services were moved to a virtual service using Zoom and telephone quite seamlessly.

Victim Support Services

Program Coordinator: Eva Morgan

With 1 staff member and 1 volunteer, and the assistance of Duncan Community Service, Victim Services was very busy, and provided on-call hours 24/7 every day of the year to best support our community.

The goal is to continue to grow the Victim Service Program to best fit the evolving needs of our community. We are excited to continue expanding on the relationships the program has with community partners and agencies.

The Victim Service Program works hard to provide victims of crime or trauma in our region (Ladysmith, Saltair, Portions of Cowichan Valley Regional District, Portions of Nanaimo Regional District, Stz'uminus First Nation, Kulleet Bay Penelakut First Nation, Thetis Island, Secretary Islands, Reid Island) with emotional and practical support.

With 24/7 crisis response available the program spends most of its time providing clients with direct support either at the scene of trauma, over the phone, in the courtroom, or in our office. Although there is no "typical" file in the Victim Services Program some of the events our clients are often faced with include things such as sudden death, intimate partner violence, assault, and break and enter. Like with other programs, when the pandemic started, services were moved to Zoom and telephone service with staff and volunteers working largely from home.



Restorative Justice

The Restorative Justice Program (RJ) works to restore and strengthen relationships within the community that have been damaged by crime and conflict. To do this, we provide opportunity for the harmed and those responsible for the harm to come together and talk, enabling everyone affected by a particular incident to play a part in repairing the harm and finding a positive way to move forward.

The LRCA engaged in a research project, funded by the Community Safety and Crime Prevention Branch of BC, to build more capacity, partnerships and awareness of RJ in the Ladysmith community. Results of the project and recommendations will be revealed in the spring of 2020.

OCTOBER 2019 - MARCH 2020

Program Highlights



The LRCA has **319** members, of those **28** are voting members.

Reception fielded a total of **4488 intakes**, of those **1785 were phone calls** and **2703 were drop-ins**.

49th Paralell Phoners

466 orders filled by 49th phoners for a total of **785** volunteer hours.

Housing Support Services

1 employee had provided 163 services to people facing housing insecurity. 10 services were where children were being affected.

Seniors' Services

169 info session attendees

328 seniors participated in Seniors Coffee Drop-in

139 seniors office clients

Seniors' Medical
Transportation volunteers
drove seniors to 145
appointments, utilizing
435 volunteer hours or
approximately 16.7 volunteer
hours per week.

Victims Services

1 employee and 1 volunteer,
Victims Services supported
82 new clients and provided 4292
volunteer on-call and volunteer
hours to provide 24/7 support
for our community

Christmas Cheer

In 2019, **145 hampers** were given out.

Restorative Justice

4 volunteers provided Restorative Justice processes and supports to **18 clients**.

Counselling

37 clients served

most clients looking for relief from complex issues.

Food Bank

429 individuals were supported in 208 households. 41% of clients were children. There were 1152 household visits

ladysmith Shelter

The Temporary Weather Shelter was open for **151 days**, and supported **56 individuals** by offering shelter, food, showers, laundry, and clothing. The shelter provided **158 bed nights**.

Early Years and Family Support Services

Born Healthy
21 visits by pregnant moms, 202
visits by new parents and their
babies, 20 professional guest
speakers. There were 125 people
being served by facebook.

Mother Goose

There were **312 adult visits** and **331 child visits over 32 weeks** of programming provided at the LRCA and the FJCC.

Adventures in Early Literacy

There were **398 program visits** made **over 8 weeks** with **224** of those made by children.

Dad's Drop-in

125 visits by Dads with their children.
Over 400 participants in total.

Family and Youth Support Services

Worked with **43 children and Youth** and made many referrals to other LRCA programs to support children and add wrap-around services.



Financials

LADYSMITH RESOURCES CENTRE ASSOCIATION Financial Statements Six Month Period Ended March 31, 2020

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Six Month Period Ended March 31, 2020

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*A Professional Corporation

INDEPENDENT AUDITOR'S REPORT

To the Members of Ladysmith Resources Centre Association

Report on the Financial Statements

Opinion

We have audited the financial statements of Ladysmith Resources Centre Association (the Association), which comprise the statement of financial position as at March 31, 2020, and the statements of operations, changes in net assets and cash flows for the six month period then ended, and notes to the financial statements, including a summary of significant accounting policies.

In our opinion, the accompanying financial statements present fairly, in all material respects, the financial position of the Association as at March 31, 2020, and the results of its operations and its cash flows for the period then ended in accordance with Canadian accounting standards for not-for-profit organizations.

Basis for Opinion

We conducted our audit in accordance with Canadian generally accepted auditing standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Statements* section of our report. We are independent of the Association in accordance with the ethical requirements that are relevant to our audit of the financial statements in Canada, and we have fulfilled our other ethical responsibilities in accordance with those requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Responsibilities of Management and Those Charged with Governance for the Financial Statements

Management is responsible for the preparation and fair presentation of the financial statements in accordance with Canadian accounting standards for not-for-profit organizations, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management is responsible for assessing the Association's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless management either intends to liquidate the Association or to

(continues)

Independent Auditor's Report to the Members of Ladysmith Resources Centre Association *(continued)* cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Association's financial reporting process.

Auditor's Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Canadian generally accepted auditing standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements. As part of an audit in accordance with Canadian generally accepted auditing standards, we exercise professional judgment and maintain professional skepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to
 fraud or error, design and perform audit procedures responsive to those risks, and obtain audit
 evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not
 detecting a material misstatement resulting from fraud is higher than for one resulting from error, as
 fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of
 internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Association's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Association's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Association to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Report on Other Legal and Regulatory Requirements

As required by the British Columbia Societies Act, we report that, in our opinion, the Society's financial statements have been prepared following Canadian accounting standards for not-for-profit organizations.

Duncan, British Columbia August 20, 2020

CHARTERED PROFESSIONAL ACCOUNTANTS

Statement of Financial Position

March 31, 2020

	Op¢ Ra	Operating Fund March 31	Gan	Gaming Fund March 31	Re Re	Internally Restricted Fund March 31		Total March 31	S	Total September 30
								2020		2019
ASSETS										
CURRENT										
Cash	€9	513,094	()	39,669	()	36,854	↔	589,617	ઝ	518,814
Restricted cash		ķ		7,585		Ε		7,585		11,051
Accounts receivable		47,254		29,453		ĸ		76,707		82,214
Inventory		3,500		ı		Æ		3,500		5,000
Goods and services tax recoverable		21,076		ĵ		T:		21,076		12,522
Prepaid expenses		9,681		ï		ř.		9,681		840
Damage deposits		1,500		r.		12		1,500		1,500
		596,105		76,707		36,854		709,666		631,941
TANGIBLE CAPITAL ASSETS (Net of accumulated amortization) (Note 5)	-	752.301		16		a		752,301		611,172
LONG TERM INVESTMENTS (Note 3)		25,567		ä		ı		25,567		25,251
DEPOSIT - TOWN OF LADYSMITH (Note 4)		i,		×		241,586		241,586		244,040
	8	\$ 1,373,973	↔	76,707	↔	278,440	s	\$ 1,729,120	↔	\$ 1,512,404

Statement of Financial Position

March 31, 2020

	0 <	Operating Fund March 31	Gan	Gaming Fund March 31	<u>-</u>	Internally Restricted Fund March 31	N.	Total March 31 2020	Sept	Total September 30 2019
LIABILITIES AND NET ASSETS										
nneivi Accounts pavable	ક્ર	148,044	↔	ñ	S	V 2	₩	148,044	↔	98,104
Wages payable	•	27,819		r		¥ii		27,819		8,227
Employee deductions payable		9,475		Ū		6 70		9,475		7,195
Deferred contributions		637,685		34,795		T		672,480		546,064
Gaming prize liability		8		7,603		Tars.		2,603		11,118
		823,023		42,398				865,421		670,708
FUND BALANCES		(201.351)		,				(201.351)		(81,194)
Onicentical assets in tannible canital assets		752,301		Ŀ		¥.		752,301		611,172
Externally restricted) ()		34.309		E		34,309		33,278
Internally restricted (Note 7)		٠				278,440		278,440		278,440
	ļ	550,950		34,309		278,440		863,699		841,696
	€5	\$ 1.373.973	69	76.707	(3	278.440	\$	\$ 1.729.120	49	\$ 1,512,404

See notes to financial statements

Director

APPROVED BY

Palmer Leslie
Chartered Professional Accountants

Statement of Operations

Six Month Period Ended March 31, 2020

	Operating Fund <i>March 31</i>	Gan	Gaming Fund March 31	Internally Restricted Fund March 31	ally sted d 31	6 T	Total 6 months 2020	22	Total 12 months 2019
				,				•	
Grants (Note 10)	\$ 251,710	↔	64,900	↔	(1 4)(1 (1	₩	316,610	∌	369,411
Corporate grants	3,250		7		•		0,430		- 000
Federal grants	25,485				(4.)		25,485		60,622
Municipal Grants	76,876		ij		2007		76,876		68,580
Donations	83,439		Ċ		9,00		83,439		165,405
Fundraising	53,779		Ü		9.00		53,779		58,005
Gaming revenue	55,104		37.583		(30)		92,687		171,918
Interest reventie	1,619		7.5		100		1,619		2,377
Other revenue	6.282		3		190		6,282		9,649
Becovered costs	9,932).		0.00		9,932		41,617
	567,476		102,483				669,959		955,935
EXPENSES									
Advertising	138		•		•9		138		3,494
Building	2,454		18		15		2,454		4,908
Emergency assistance	5,505		9)		ę.		5,505		8,496
Entertainment	430		9)		Ē.		430		1,317
Fairinment	559				Ď.		559		1,189
Typut	352		E		Ē		352		1,998
Facility charge	1,437		2,400		É		3,837		8,223
Food simples	44,482		ġ		Ē		44,482		69,280
Findraising	2.773		ij		Ď		2,773		5,971
Gaming prizes			22,574		Ē		22,574		72,913
los irance	1.800		711		6		2,511		9,423
ייייייין איייין אייין איייין אייין איין אייין אייין אייין אייין אייין אייין אייין אייין איין א	0		į		ě		. (18)		773
	9,616		171		6		9,787		12,073
Professional fees	22,738		537	÷	e e		23,275		15,994
									(continues)

See notes to financial statements

Palmer Leslie Chartered Professional Accountants

Statement of Operations (continued)

Six Month Period Ended March 31, 2020

	Operating Fund March 31	Gaming Fund March 31	Internally Restricted Fund March 31	Total 6 months	Total 12 months
				2020	2019
Program costs	2,189	67,038	6/12	69,227	64,416
Repairs and maintenance	10,720	Ē.	i:	10,720	16,178
Salaries and wades	376,847	ř.	r	376,847	507,593
Sub-contracts	18,506	5,350	100	23,856	34,660
Supplies	16,153	2,024	n.	18,177	24,518
Training	3,901	Ē.	ST gard	3,901	7,110
Travel	9,777		(10)	6,777	19,899
Utilities	12,822	Ē	134'3	12,822	21,426
	543,199	100,805	ά	644,004	911,852
EXCESS OF REVENUE OVER EXPENSES FROM OPERATIONS	24,277	1,678	r	25,955	44,083
AMORTIZATION	(3,952)	6	tii	(3,952)	(8,694)
EXCESS OF REVENUE OVER EXPENSES	\$ 20,325	\$ 1,678	₩	\$ 22,003	\$ 35,389

Statement of Changes in Net Assets

Six Month Period Ended March 31, 2020

	O	Operating Fund	Gar	Gaming Fund	-ш	Internally Restricted Fund		2020		2019
NET ASSETS - BEGINNING OF PERIOD	₩	529,978	↔	33,278	↔	278,440	69	841,696	↔	806,307
Excess (deficiency) of revenue over expenses		20,325		1,678		ı		22,003		35,389
nter-fund transfers	ļ	647		(647)				•		Ü
NET ASSETS - END OF PERIOD	↔	550,950	↔	34,309	↔	278,440	49	863,699	s	841,696

Statement of Cash Flows

Six Month Period Ended March 31, 2020

		March 31 2020	Se	eptember 30 2019
OPERATING ACTIVITIES				
Excess Of Revenue Over Expenses	\$	22,003	\$	35,389
Item not affecting cash: Amortization of tangible capital assets		3,952		8,694
		25,955		44,083
Changes in non-cash working capital:				
Accounts receivable		5,506		(72,563)
Goods and services tax recoverable		(8,562)		(601)
Inventory		1,500		(5,000)
Accounts payable		49,947		65,896
Deferred contributions		126,418		258,519
Prepaid expenses		(8,841)		814
Damage deposits		L.		(1,500)
Wages payable		19,592		5,706
Employee deductions payable		2,280		526
Gaming prize liability	_	(3,515)		(6,340)
		184,325		245,457
Cash flow from operating activities		210,280		289,540
NVESTING ACTIVITIES				
Purchase of tangible capital assets		(145,081)		(207,130)
Proceeds on disposal of tangible capital assets		(, ,		2,500
Interest on long term investment	-	(316)		(251)
Cash flow used by investing activities		(145,397)		(204,881)
FINANCING ACTIVITY				
Transfer to Town of Ladysmith (Note 4)		2,454		4,908
Cash flow from financing activity	_	2,454		4,908
NCREASE IN CASH FLOW		67,337		89,567
Cash - beginning of period	_	529,865		440,298
CASH - END OF PERIOD	\$	597,202	\$	529,865
CASH CONSISTS OF:				
Cash	\$	589,617	\$	518,814
Restricted cash	_	7,585		11,051
	\$	597,202	\$	529,865

Notes to Financial Statements

Six Month Period Ended March 31, 2020

DESCRIPTION OF ASSOCIATION

Ladysmith Resources Centre Association ("The Association") is an organization established to coordinate, facilitate and provide community services and information in order to enhance the quality of life in the community of Ladysmith and the surrounding area. The Association was incorporated July 22, 1992 under the Societies Act of B.C. as a not-for-profit organization and is a registered charity under the Income Tax Act. The Association is exempt from income tax as long as certain conditions are met.

2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

Accounting standards

These financial statements have been prepared in accordance with standards established by the Canadian Chartered Professional Accountants for Not-for-Profit Organizations which is one of the financial frameworks included in Canadian Generally Accepted Accounting Standards.

Fund accounting

Ladysmith Resources Centre Association follows the restricted fund method of accounting for contributions.

The Operating Fund accounts for the Association's program delivery and administrative activities. This fund reports unrestricted resources and restricted operating grants.

The Gaming Fund reports the assets, liabilities, revenues and expenses related to the Association's bingo operations and other gaming funds.

Revenue recognition

Ladysmith Resources Centre Association follows the restricted fund method of accounting for contributions.

Restricted contributions related to general operations are recognized as revenue of the Operating Fund in the year in which the related expenses are incurred. All other restricted contributions are recognized as revenue of the appropriate restricted fund.

Unrestricted contributions are recognized as revenue of the Operating Fund in the year received or receivable if the amount to be received can be reasonably estimated and collection is reasonably assured.

Restricted investment income is recognized as revenue of the appropriate fund in the year in which the related expenses are incurred. Unrestricted investment income is recognized as revenue when earned.

Restricted contributions related to the purchase of tangible capital assets are deferred and recognized as revenue of the Operating Fund in the year in which the related capital expenditures are incurred. The revenue recognized in the year is amortized to income on the same basis as the related depreciable fixed assets are depreciated.

(continues)

Notes to Financial Statements

Six Month Period Ended March 31, 2020

2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

Inventory

Inventory is valued at the lower of cost and net realizable value.

Contributed materials and services

The operations of the Association depend on both the contribution of time by volunteers and donated materials from various sources. The fair value of donated equipment and materials are recorded in the financial statements when their fair value can be reasonably determined and they are used in the normal course of operations and would have been purchased.

Contributed services are not recorded in the financial statements because of the difficulty in determining the fair value of the services provided.

Tangible capital assets

Tangible capital assets are stated at cost less accumulated amortization and are amortized over their estimated useful lives at the following rates and methods:

	non-amortizable
30 years	straight-line method
20%	declining balance method
20%	declining balance method
30%	declining balance method
20%	declining balance method
	20% 20% 30%

The Association regularly reviews its property and equipment to eliminate obsolete items.

Allocation of expenses

The Association engages in various programs. The costs of each program include the costs of personnel, building and other expenses that are directly related to providing the program. The Association also includes a number of general support expenses that are common to the administration of the Association and each of its programs.

The Association allocates certain of its general support expenses by estimating the appropriate basis of allocating each component expense, and applies that basis consistently each year. Building expenses are allocated on the basis of the contractual budgets of each fund.

3.	TERM DEPOSIT				
		_	March 31 2020	Se	eptember 30 2019
	Term Deposit - interest rate 1.25%, matures January 18, 2022	\$	25,567	\$	25,251

Notes to Financial Statements

Six Month Period Ended March 31, 2020

DEPOSIT - TOWN OF LADYSMITH

The Association has entered into an agreement with the Town of Ladysmith ("Town") to lease a facility. Under the terms of the agreement the Association has agreed to pay the Town annual rent of \$10 per annum commencing June 1, 2011. The term of the lease is for five years with up to seven options to renew for five years each.

As part of the agreement, the Association was required to deposit \$363,000 with the Town. The Town transfers \$409 each month from the \$363,000 deposit to a Contingency Reserve Fund owned by the Town, in order to set aside funds for the future replacement of major interior building elements including mechanical, HVAC, electrical building systems, fixtures and flooring.

In 2016, the Association received an additional lump sum payment of \$75,000 to help with expenses. This amount will reduce the overall funding committed from the Town of Ladysmith.

	<u> </u>	March 31 2020	S	2019
Opening balance Transfer to Contingency Reserve Fund	\$	244,040 (2,454)	\$	248,948 (4,908)
	<u>\$</u>	241,586	\$	244,040
Principal repayment terms are approximately:				
2021 2022 2023 2024 2025 Thereafter	\$ 	4,908 4,908 4,908 4,908 4,908 217,046		

5. TANGIBLE CAPITAL ASSETS

TANGIBLE CAPITAL ASSET	_	Cost	umulated ortization	<i>March 31</i> 2020 Vet book value	eptember 30 2019 Net book value
Buller Street Land Buller Street Development Equipment Motor vehicles Computer equipment Furniture and fixtures	\$	312,291 392,567 37,887 40,706 36,016 83,424	\$ 7,572 36,002 33,474 73,542	\$ 312,291 392,567 30,315 4,704 2,542 9,882	\$ 312,291 247,486 32,204 5,226 2,988 10,977
	\$	902,891	\$ 150,590	\$ 752,301	\$ 611,172

Amortization expense for the year was \$3,952 (2019 - \$8,694)

Notes to Financial Statements

Six Month Period Ended March 31, 2020

6.	DEFERRED CONTRIBUTIONS	_	March 31 2020	S	eptember 30 2019
	Deferred contribution balance Opening balance Recognized in revenue during the year Contributions received during the year	\$	546,064 (242,056) 368,472	\$	287,545 (239,836) 498,355
		\$	672,480	\$	546,064
		_	March 31 2020	s	eptember 30 2019
	Deferred contribution balances consist of:				
	Adventure Early Literacy	\$	15,389	\$	12,090
	Born Healthy		12,792		29,190
	Buller Street Capital		391,490		247,486
	Child and Family Development		10,666		12,006
	Christmas Cheer		26,816		19,596
	Dads Group		10,483		6,033
	Food Bank Food Bank Capital		26,199 30,315		32,204
	Mother Goose		11,042		9,826
	Other programs		15,824		47,830
	Restorative Justice		7,013		14,032
	Seniors Advocacy and Support		14,816		11,590
	Soup Kitchen		8,038		10,023
	Temporary Wealth Shelter		38,772		14,199
	Victim Services		30,197		71,422
	Volunteer Counselling	_	22,630		8,537
		\$	672,482	\$	546,064

Deferred contribution balances include BC Community Gaming Grants of \$34,796 (2019 - \$25,000).

7. INTERNALLY RESTRICTED FUND BALANCE

The Board of Directors has internally restricted \$36,854 (2019 - \$34,400) as a contingency fund for the future repair and maintenance of the leased building and \$241,586 (2019 - \$244,040) related to the funds on deposit with the Town of Ladysmith (Note 4).

8. FINANCIAL INSTRUMENTS

The Association is exposed to various risks through its financial instruments and has a comprehensive risk management framework to monitor, evaluate and manage these risks. The following analysis provides information about the Association's risk exposure and concentration as of March 31, 2020.

(continues)

Notes to Financial Statements

Six Month Period Ended March 31, 2020

8. FINANCIAL INSTRUMENTS (continued)

Credit risk

Credit risk arises from the potential that a counter party will fail to perform its obligations. The Association is exposed to credit risk from customers. In order to reduce its credit risk, the Association reviews a new customer's credit history before extending credit and conducts regular reviews of its existing customers' credit performance. An allowance for doubtful accounts is established based upon factors surrounding the credit risk of specific accounts, historical trends and other information. The Association has an insignificant number of customers which minimizes credit risk.

Fair value of financial instruments

The carrying amount of cash, marketable securities, accounts receivable, accounts payable, deferred contributions and gaming prize liability approximates their fair value due to the short-term maturities of these items. The investment in GIC's and deposits with the Town of Ladysmith are carried at cost. The fair value of the deposit with the Town of Ladysmith cannot be determined because there is no interest attached to it.

CAPITAL MANAGEMENT

The Association's objective when managing capital is to safeguard the Association's ability to continue as a going concern, so that it can continue to provide various services to the people in the community.

The Association sets the amount of capital in proportion to risk and manages the capital structure and makes adjustments to it in light of changes to economic conditions and the risk characteristics of the underlying assets.

Externally imposed restrictions by BC Lottery Corporation for gaming funds require that funds must be spent in accordance with the gaming application. The external restrictions over gaming funds have been complied with.

10. BC GOVERNMENT GRANTS

Family and Youth Support Services	March 31 2020		September 30 2019	
	\$	84,341	\$	150,545
Police-based Victim Services		34,804		57,218
Extreme Weather Shelter		5,000		23,340
Temporary Weather Shelter		109,734		73,889
Community Gaming Grant		64,900		50,000
Restorative Justice		11,019		6,976
Communtiy Wellness	-	6,812		7,443
	\$	316,610	\$	369,411

Notes to Financial Statements

Six Month Period Ended March 31, 2020

11. COMPARATIVE FIGURES

The comparative figures have been reclassified where necessary to conform to the current year presentation standards; they were not audited, but were prepared on a Review Engagement basis.

12. SUBSEQUENT EVENT

In March 2020, the COVID-19 outbreak occured. Governments worldwide took measures to slow the spread of the virus, including travel restrictions, self quarantine and social distancing. The COVID-19 outbreak impacted the programs and services the Association offers. We are not able to reliably estimate the impact COVID-19 will have on the Association's financial results for 2021.

13. RELATED PARTY TRANSACTIONS

In 2020, there were no payments to Board of Directors that would be considered wages or contract. As well, there was no employee remuneration over \$75,000.

Prenatal Nutrition Program Revenue and Expenses (Schedule 1)

Six Month Period Ended March 31, 2020

REVENUE Federal grant Other revenue	March 31 2020		September 30 2019	
	\$	22,930 500	\$	37,687 931
	_	23,430		38,618
EXPENSES				
Administrative		1,322		2,420
Materials		322		632
Other		513 17,684		1,598 28,530
Personnel Rent and Triple Net		2,826		5,181
Travel		763		257
	-	23,430		38,618
EXCESS OF REVENUE OVER EXPENSES	\$	9-	\$	

Temporary Weather Shelter Program Revenue and Expenses (Schedule 2)

Six Month Period Ended March 31, 2020

		2020	2019
REVENUE BC Government Grants Other revenue	\$	109,734 1,235	\$ 73,889
REVENUE total		110,969	73,889
EXPENSES Administration Materials Other Personnel Rent and Triple Net Travel		1,730 9,903 100 98,926 285 25	3,990 4,680 334 64,034 758 93
	2	110,969	73,889
EXCESS OF REVENUE OVER EXPENSES	\$		\$