



Annual  
2011 Report

# LITTLE MOUNTAIN NEIGHBOURHOOD HOUSE SOCIETY

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## PRESIDENT'S REPORT – Eduardo Aragon

### Chasing a Dream



During the past year, Little Mountain Neighbourhood House's Board of Directors and our Executive Director have been arduously working to fulfill a dream: a new building for our neighbourhood house.

We have the smallest of all the neighbourhood houses in Vancouver. However, a lot of creativity and ingenuity from our managers and Executive Director have allowed Little Mountain to expand beyond our walls and into 17 other locations in order to provide programs to address community needs, much closer to our participants.

Little Mountain has been able to impress upon neighbours, developers and several government levels the need to house us in the new development on 36th Avenue at Main Street, at a prime location, with street visibility and easy access to the public. There is still a lot of work to be done in order to secure a place at the new development but our board remains committed to devoting the time and energy this process requires. We are also very excited and hopeful we can achieve this dream, as soon as the new development is built.

Please check our website [www.lmnhs.bc.ca](http://www.lmnhs.bc.ca) for further information on this, and other important news about Little Mountain Neighbourhood House.

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## EXECUTIVE DIRECTOR'S REPORT - Joel Bronstein

### Looking To Our Future



As we gaze into our future, there is much on the horizon to be excited about. This past year, LMNHS has been actively engaged in planning process for the Little Mountain Housing Redevelopment and the new neighbourhood house plans for the site. The plan, as it currently stands, is to have LMNHS as one of the key anchors in the "Main Street Village", between 36th and 37th Ave. The new neighbourhood house will see the consolidation and expansion of the range of programs and services we offer. It will also be a gathering place for people of all ages and cultures.

Child Care for children 0-12 years continues to be a high priority for the community. LMNHS hopes to open several new child care programs in the new redevelopment, as well as exploring new programs in new offsite locations. This summer we plan to complete renovations at Shaughnessy Elementary School in order to open an Out-Of-School Care program this Fall.

In response to continued settlement of new immigrants in our community, LMNHS will be the lead agency in the delivery of English Language Services to Adults (ELSA). Partnering with South Vancouver and Collingwood Neighbourhood Houses, PIRS and MOSAIC, we'll be offering 15 beginner level classes across the city. We are also awaiting the results of a joint bid to offer a variety of settlement services.

Another focus of our work in the community looking to the future is 'healthy living initiatives'. Expanded food and wellness programs, and active engagement of local citizens all lead to creating healthier communities.

While we plan these and many other initiatives for the future, we must ensure that we learn from the successes and failures of the past. As the 19th century philosopher, George Santayana said, "Those who cannot remember the past are condemned to repeat it".

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## TREASURER'S REPORT - Nick Sajoo

2010-2011 was another positive financial year for LMNHS, as we once again generated a surplus for the year. This year's surplus was \$72,078, with most of the surplus generated from the Operating Fund, \$58,954 and the remainder from the Building Fund, \$13,144. This compared with a \$55,597 surplus the year before. The operating revenues increased by 8%, with an increase of government grants by 14%. Total expenditures increased by 6%, primary related to increased staffing and corresponding increased salaries and benefit costs. Like many non-profits, salaries and benefits are our largest expenditure, consuming over 83% of our annual budget.

The budget for 2011-2012 is projected to increase significantly, primarily due to LMNHS taking on the lead agency role for ELSA. The forecast is a 50% increase in revenue and expenditures compared to this year's financials, with a projected surplus of \$2,416. With the success of our ELSA bid and positive program participation we can project that overall funding is secure and sustainable as we prepare for our move to our new facility.

Thank you to our Finance Department staff, the management team and the Finance Committee members. Thanks also to the auditors for their thorough assistance during the audit.

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## Board of Directors 2010 - 2011

**President:** Eduardo Aragon

**Vice President:** Samuel Ho

**Treasurer:** Nick Sajoo

**Secretary:** Nova Leaf

**Members At Large:** Shamir Bhatia, Paul Gowan, Lana

McGarry, Amy Ng, Karlis Silins, Ingrid Steenhuisen,

Manicks Vetivel Vasagam, Jenny Yang

**Past President:** Teresa Pryce (*appointed*)

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## Little Mountain Neighbourhood House Snapshot 2010-2011

What LMNHS is able to accomplish continually surprises people who see the relatively small, 4,600 square foot Main Street facility and perceive that what goes on there represents all what LMNHS does in the neighbourhood.

The facts below of what LMNHS achieved this past year paint a bigger picture; one of an organization that is responding to the changing community and planning for the future.

\$1.8M – An 8% increase in its annual **total revenues**, nearly 30% growth in the last 5 years.

17 – This is the number of **offsite locations** that LMNHS delivers neighbourhood services.

66% – Percentage of participants that **use alternative transportation** to get to LMNHS programs and services scattered throughout the neighbourhood. (based on annual survey results)

47 – This is the number of **different sources of income** that support the LMNHS operations, including, government, foundations, donations, fees, etc.

92% – Clients that said they were **very satisfied** with LMNHS, consistent with last year's survey results.

65 – This is the number of **community partners** that LMNHS works with on a regular basis.

The expanding staff and volunteer team continue to reach out to community members, and meet them where they are at!

## Seniors Programs at Little Mountain Neighbourhood House: Independence and Participation

Seniors have a vast collection of knowledge and experience. When seniors are brought together with others who have common concerns, the sharing experience can be even more empowering and hopeful.

As we all know, older adults carry with them a wealth of knowledge and experiences. A collaborative sharing of these experiences, with others in the community who have common concerns and interests, is fundamental in enhancing the collective empowerment and understanding of all.

Our programs for older adults value the independence, perspectives, and potential of the senior members of the Little Mountain community. The range of programs and activities for seniors include: ESL conversation groups, outings into the community, workshops and educational sessions on a variety of topics, intergenerational opportunities, physical activities, and social entertainment.

Our entire program requires the help and expertise of our volunteers, who support our programs with great enthusiasm. The senior volunteers help other seniors to connect with each other to receive social and emotional support, while also providing a safe and welcoming place for seniors to collectively decide what their program will look like and what needs and strengths exist in their community regarding seniors issues. This is an important part of keeping seniors happy, healthy, independent and involved in their community.

Additionally, in the backdrop of a safe, inclusive and welcoming environment, our senior volunteers lend support to other seniors in ensuring they have access to social and emotional support. Our entire program requires the assistance and skill sets of our respective volunteers who support our initiatives with great enthusiasm. Our team of volunteers and senior participants share the responsibility of identifying senior's issues which has a strong influence on determining the types of programs that are offered.

The LMNH seniors program has been successful in attracting and bringing together seniors from a variety of ethnic backgrounds and cultures (i.e. Chinese and Philippine). This bringing together of cultures has increased our capacity to deliver a variety of supportive social programs to seniors in our community.



## Settlement Services and English Language Programs

In the words of Bob Dylan: *The Times They Are a-Changin'*, which ring true in the Settlement Services programming over the past year. Growth, capacity building and increased profile are other ways to describe the state of the department, as we look towards the future.

Growth is how to describe the English Language and Settlement Department at the neighborhood house. It has been a year of Requests for Proposals (RFP) and as a result of the success Little Mountain has expanded. We have increased our capacity and now offer 6 ESL classes ranging from Level 1 up to Level 5 running throughout the year. This means that the neighbourhood house will help build new English language skills for immigrants to learn more about Canadian culture and adapt to a Canadian life style. Along with the growth in the delivery of the ELSA program is the increased capacity in the area of child minding. A most important component of the success of the ELSA proposal is our increased administrative profile. LMNH has taken on the role of Lead Agency for a consortium of ESL service providers. This big responsibility will be supported by the great staff component working in and for the department.

The other aspect of changing times, as we look towards the future, is the growth and shifts in how settlement services will be delivered. The success of the 2011 RFP will not be known until September 2011, but we and our partners, are confident moving forward. Gone are some of the old methods of serving clients as we move towards a case management approach to services. What is also interesting about the changes, in this area, is the recognition by the Ministry of the holistic services settlement workers and neighbourhood houses have always been providing. There will be a greater focus on life skills and educational programming that will help newcomers adapt of their new life in Canada. A further increase in this department will be capacity. Immigrant seniors programming will be included as part of the settlement services department.

As Little Mountain Neighbourhood House settlement services department looks forward to new staff, locations and service delivery then yes, 'the times they are a-changin'.

## Montie's story of resiliency and determination

LMNH's Family Support Worker first met Montie, a single father, in November 2010. At the time, he was in the midst of an exhausting legal battle to regain custody of Wyatt. It was evident that the legal battle was taking a toll on Montie emotionally, mentally, physically, and financially. He was emotionally drained and his chronic back pain worsened. Despite the numerous challenges Montie encountered during the lengthy legal process, Montie continued to move forward. Montie became more involved in Wyatt's activities and met with new professionals involved in Wyatt's support system. Montie was by Wyatt's side during Wyatt's speech and language assessments and continues to try his best to support Wyatt's speech development. Montie also took steps to better manage his health by meeting regularly with a recreational therapist and joined a hockey team. In addition,

Montie began to participate in more programs at LMNH. He recently successfully completed the Health Selves, Healthy Communities project, a twelve week program that focused on healthy eating and stress management. Montie also actively participates in the Community Kitchen nights. As Montie gains longer access with Wyatt, he plans to attend the Family Drop-In and Strong Start programs with Wyatt in the future.

Despite Montie's grueling fight to re-gain custody of Wyatt, his positive outlook and relentless motivation to learn new ways to better support his son remains unyielding. Montie's story is one of resiliency and determination. The staff at LMNH are honored to continue to be a support for both Montie and Wyatt. Montie's determination to provide a supportive and healthy environment for his 3 year old son, Wyatt, is inspiring to say the least.



Year ended March 31

## STATEMENT OF OPERATIONS

	2011		2010	
	Building			
	Operating Fund	Fund	Totals	Totals
	\$	\$	\$	\$
<b>REVENUE</b>				
Government grants <i>[Schedule A]</i>	1,308,968	—	1,308,968	1,151,929
Other grants <i>[Schedule A]</i>	169,840	—	169,840	170,356
Program fees	208,961	—	208,961	217,106
Donations and fundraising	36,566	—	36,566	18,650
Gaming	29,628	—	29,628	79,145
Interest	8,252	13,144	21,396	21,316
Room rentals	20,296	—	20,296	19,237
Amortization of deferred contributions related to capital assets <i>[note 7]</i>	7,192	—	7,192	4,346
	1,789,703	13,144	1,802,847	1,682,085
<b>EXPENSES</b>				
Salaries, benefits and contracted services	1,440,047	—	1,440,047	1,342,086
Materials, supplies and program expenses	96,811	—	96,811	94,411
Transportation and travel	42,512	—	42,512	38,710
Repairs and maintenance	29,793	—	29,793	32,954
Rent	29,132	—	29,132	27,772
Printing and postage	25,220	—	25,220	20,865
Telephone and utilities	19,563	—	19,563	25,302
Honoraria and volunteer support	18,069	—	18,069	21,132
Amortization of capital assets	9,904	—	9,904	7,057
Insurance	7,760	—	7,760	6,350
Professional fees	6,571	—	6,571	6,949
Bank charges	4,252	—	4,252	1,158
Board and meetings	1,115	—	1,115	1,742
	1,730,749	—	1,730,749	1,626,488
<b>Excess of revenue for the year</b>	58,954	13,144	72,098	55,597

See accompanying notes to the financial statements

"this is an excerpt from the 2010-2011 audited financial statement"

## LMNHS Staff Team

### Administration

Babu Balakrishnen, Joel Bronstein, Claudia Cao, Geraldine Clevette, Erin Dusdal, Susan Schachter, James Shen, Sanja Sladojevic, Daniel Su, Kathleen Vincent

### Child Care Programs

Christie Ackhurst, Jennifer Batayola, Robby Kerr, Amira Abdel-Malek, Tegan Mckusker, Stella Park, Paula Stanton, Janis Venn

### Children & Youth Programs

Michael Brin, Kristie Burkett, Pavandeep Dhadwal, Becky Eilan, Celeste Johnson, Sarah Maitland, Nitasha Nayar, Kathy Pham, Kam Rai, Josh Regnier, Mehak Sharma, Sharnelle Jenkins-Thompson, Daniel Xue

### Community Programs

Erin Cathro, Erica Fletcher, Amanda Hunter, Richard Keating, Suong Lai, Jennifer Wesman

### English Language Services for Adults

Betty Cai, Naomi Frankel, Jessie Leu, Rose-Marie Mah, Aseefa Merali, Mia Parhizgar, Gwen Shaw, Jean Stone, Rachel Yang

### Family Resource Programs

Jennifer Chan, Orah Chaye, Esther DeSouza, Jane Greiff, Nahla Hopfe, Sally Hull, Lily Li, Eanalyne Point, Anna Shum, Melissa Yeung

### Senior's Programs

Lycia Rodriguez, Annie Yu

### Settlement Programs

Carmen Miranda-Barrios, Abdu Barru, Kim Dang, Maria-Jose Valenzuela

### Special Services

George Coyne, Greg Dane, Zaheda Jiwa, Dawn Liveley, Aimee Lohrisch, Shu-Yin Mau, Bonnie Nish, Doug Protz, Mark Stevens



## LMNHS Programs 2010 - 2011

### Childcare Programs

Licensed Daycare: Child Development Centre (CDC), McBride Out of School Care (OSC), Sunset Child Care

### Children & Youth Programs

Summer Day Camp, Fab Girlz Group, The CREW Drop-In, Literacy Enhancement Program, ROARS Spring Break Camp, Spring Break Adventure Camp, Special Services to Children & Families, Tupper Homework Club, Youth Council, Youth Leadership, Be Alive Youth Camp

### Community Programs

Building Community Through Food, Community Festivals, Community Kitchens, Friday Night Dinner, Income Tax Clinic, Kids in the Kitchen, More Music on Main, Neighbourhood Small Grants, Special Events, Volunteer placement, Welcoming and Inclusive Communities Initiative, Yoga for Newcomer & Immigrant Women

### Family Resource Programs

Art Therapy, Cantonese Gathering Parent Group, Counseling, Family Support Program, Family Drop-In, "Hanan You Make the Difference" Parent Education, Little Mountain Family Connections, Mother Goose, Nobody's Perfect Parent Education, Ready Set Learn, Single Mom's Support Group, Strong Start

### Seniors Programs

Seniors Armchair Exercise, Seniors Crafts, Seniors ESL Classes, Seniors Field Trips, Seniors Peer Mentoring, Line Dancing, Tai Chi, Cooking Buddy, Finding Home

### Settlement Program

Citizenship Classes, Employment/Labour Market Services, English Language Services for Adults (ELSA), Enhanced Communication, Enhanced ELSA Childminding, Multicultural Settlement & Adaptation Program, Orientation Workshops

## Thank You to LMNHS Funders

- BC Housing
- Central City Foundation
- Chris Spencer Foundation
- CIBC
- Coast Capital Savings
- Hamber Foundation
- Kinder Morgan Foundation
- Literacy BC
- Ministry of Jobs, Tourism & Innovation
- Ministry of Children & Family Dev.
- Ministry of Education
- Ministry of Housing and Social Dev.
- McLean/Stewart Foundation
- Ministry of Human Resources & Social Development
- Open Doors to Learning
- Pacific Community Resources Society
- Radical Entertainment
- Telus Foundation
- United Way of the Lower Mainland
- VanCity Credit Union
- Vancouver Coastal Health
- Vancouver Foundation
- Vancouver School Board
- Youth Philanthropy Foundation
- and many local businesses & individual donors

*Your Support of LMNHS Helps Build a Healthy and Sustainable Community*



## Community Partners & Connections

AMSSA • ANHBC • Augustana Lutheran Church • BC Centre for Ability • Bethel International Church • Building Welcoming & Inclusive Neighbourhood Consortium-(Lower Mainland Neighbourhood Houses) • Family Services of Greater Vancouver • Information Services Vancouver • Inland Refugee Society • ISS • Leave Out Violence • Kids Up Front • Mid Main Community Health Centre • MOSAIC • Mountainview Residents Group • PACE • Pacific Community Resources • PICS • PIRS • Quest • SUCCESS • The Drift • Vancouver Fruit Tree Project • Vantage Point • Village Vancouver • VISTA Consortium – SVNH, KNH, CNH • West Coast Child Care • YWCA • & many others.

## Public Partners & Connections

BC Housing • UBC • UVic • Vancouver Art Therapy Institute • VSB - Brock, Emily Carr, Livingstone, McBride Annex, McBride, McKenzie, Van Horne, & Wolfe Elementary Schools; Total Education, Tupper Community School Team, Settlement Workers in Schools • Vancouver Parks & Recreation: Kensington, Mount Pleasant, Riley Park Community Centres • Vancouver Coastal Health • Vancouver Public Library - Kensington, Mount Pleasant, Riley Park

## Community Merchant & Business Connections

Choices Markets • Clarkdale Motors • Crave Restaurant • Flower Factory • Liberty Bakery • Radical Entertainment • Rexall • RONA • Royal Bank of Canada • Starbucks • Tony Lau Insurance • VanCity Credit Union • Vancouver Canadians • Windsor Meats • & many others who generously donate to our neighbourhood events

## Planning & Network Tables

AMSSA Immigration Integration & Cultural Committee • Main Street Car Free Days • ELSA Net • First Call • Little Mountain Housing Redevelopment Advisory Group • Little Mountain/Mt. Pleasant Service Providers Network • Make Children First Initiative • Midtown Youth Service Providers Network • Riley Park/South Cambie Community Visions Implementation Committee • Vancouver Food Policy Committee • Vancouver Windows of Opportunity for Children and Youth Coalition