



# ANNUAL REPORT

## 2018/2019



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# MFRC ANNUAL GENERAL MEETING

## MEMORANDUM

### MEMORANDUM

5850-4 (MFRC Chairperson)

**20 Apr 2019**

NOTICE OF THE ANNUAL GENERAL MEETING (AGM) OF THE MOOSE JAW MFRC INC.

Ref.: Bylaw III. 4. (a) of MFRC of Moose Jaw Inc. May 94

This is to advise you that the Annual General Meeting of the Moose Jaw MFRC Inc. will be held at 6:00 pm, Thursday, May 23rd, 2019. Enclosed you will find the agenda and various other documents for your review.

T. Barclay

MFRC Chairperson

Enclosures

Dist List

Action

MFRC Board of Directors

MFRC Executive Director

Info

WComd

WAdminO

# MFRC ANNUAL GENERAL MEETING

## AGENDA

**Date: Thursday, 23 May 2019 at 6:00 p.m.**

1. CALL TO ORDER
2. ADOPTION OF AGENDA
3. GREETINGS FROM WCOMD AND MLA'S
4. ADOPTION OF 2018 AGM MINUTES
5. REPORTS
6. ADOPTION OF 2018/19 AUDITED FINANCIAL STATEMENTS
7. APPOINTMENT OF AUDITOR FISCAL YEAR 2019/20
8. DISCUSSION/RECOGNITIONS
9. ELECTION AND PRESENTATION OF DIRECTORS TO ASSEMBLY
10. AGM MEETING ADJOURNMENT
11. MFPC LAUNCH

# ANNUAL GENERAL MEETING

## FROM THE CHAIRPERSON

**DANI BASLEY**



I would like to take this opportunity to express my appreciation to the Wing Commander and his senior staff for their continued support of the MFRC; MFS for their ongoing funding which enables the MFRC to continue to provide resources to meet the diverse needs of our community; as well as our valued partnerships at 15 Wing including PSP, DND, and community organizations. I am also extremely grateful to all of our amazing volunteers, staff, and executive director who dedicate their time and energy to ensure military families have access to services which are essential for community integration and building strong, resilient military families. From the bottom of my heart, thank you for all you do.

The Veteran Family Program (VFP) that was officially launched at all 32 MFRCs across Canada effective April 1, 2018, has proven to be a valuable addition to our centre. This program supports medically-releasing CAF members, medically-released Veterans, and their respective family members to effectively prepare for and transition to post-service life by providing enhanced information and referral services, VFP transition-focused programs, and access to other programs at the MFRC (funded by Military Family Services Program, including continued intervention and support services).

On February 1, 2019, Military Family Services (MFS) announced funding for gender-based violence prevention initiatives. The committee, made up of MFRC and Health Promotions (PSP) staff as well as senior leadership, was able to organize and provide events such as International Women's Day, First Responder to Sexual Assault and Abuse training, De-escalating Potentially Violent Situations session, as well as Lunch and Learns to the local military community.

School break programs (i.e. summer fun, winter break, PD days), Welcome Wednesdays, deployed socials, and all other programs were very well attended throughout the year. If you would like to be up to date on all of the events and programs at the MFRC, check out the MFRC website at [www.CAFconnection.ca/Moose-Jaw](http://www.CAFconnection.ca/Moose-Jaw), join the Facebook group, or contact the office to be added to the e-mail list. There are also many volunteer opportunities and ways to get involved with the community here at 15 Wing.

Finally, I would like to acknowledge my fellow board members. Thank you all for your continued dedication, support, and service on the board and to the military family community. It has been my sincere privilege to act on your behalf as the Moose Jaw MFRC Chairperson for the past three years.

# MOOSE JAW MILITARY FAMILY RESOURCE CENTRE

## 2017/18 ANNUAL GENERAL MEETING MINUTES

### MOOSE JAW MILITARY FAMILY RESOURCE CENTRE ANNUAL GENERAL MEETING (AGM) MINUTES 24 May 2018

5848-4 (15 Wing)  
Moose Jaw, SK  
S6H 7Z8

24 May 2018

Dist. List

<b>ATTENDANCE:</b>	Dani Basley	Chairperson
	Tammy Barclay	Vice/Personnel Chair
	Joanne Ubell	Finance Chair
	Jaime Moore	Secretary
	Vacant	Fundraising/ Public Relations Chair
	Brenna Kahvedjian	Member at Large
	Bert Olson	Member at Large
	Dave Lyons	Member at Large
	Holly Jorstad	Member at Large
	Lauren Flaherty	Member at Large
	Jen Anderson	Portage Member at Large
	Regan Gorski	MFRC Executive Director/ Ex-Officio

Members: 118

#### NOT IN ATTENDANCE:

Lisa Brake	Program/Evaluation Chair
Petra Smith	Member at Large
John Hall	WCWO/Wing Ex-Officio

# MOOSE JAW MILITARY FAMILY RESOURCE CENTRE

## 2017/18 ANNUAL GENERAL MEETING MINUTES

### MOOSE JAW MILITARY FAMILY RESOURCE CENTRE ANNUAL GENERAL MEETING (AGM) MINUTES 24 May 2018

**Call to order:** This AGM meeting is called to order at 6:12 pm

**Adoption of the Agenda:** A motion to adopt the 24 May 2018 AGM agenda was made by Tammy Barclay and seconded by Brenna Kahvedjian.  
All in favor. CARRIED.

**Greetings from the Wing Commander:** Wing Commander Col O'Reilly and Wing Chief CWO Hall participated in the annual media presentation to the community. They sent their regrets as operational requirements had them both at 17 Wing Winnipeg.

**Review and approval of the 2017 AGM minutes:** A motion to approve the minutes of the 2017 AGM was made by Joanne Ubell and seconded by Bert Olson.  
No further discussion.  
All in favour. CARRIED.

#### **Reports:**

The 2017-2018 annual report (brochures were supplied on the tables) included the executive summaries, program statistics/outcomes, financials and strategic priorities. A more comprehensive statistical report; as well, the complete audited financial statements were also available on each table.

**Adoption of the 2017/18 audited financial statements:** The audited financials were presented by the auditor, Ms. Sheila Roy. A motion to approve the 2017/18 audited financial statements was made by Joanne Ubell and seconded by Bert Olson.  
No further discussion.  
All in favour. CARRIED.

**Appointment of auditor for fiscal year 2018/2019:** A motion to approve the appointment of Sheila Roy & Associates/ Priority Accountants as the auditor for FY 2018/2019 was made by Jaime Moore and seconded by Holly Jorstad.  
No further discussion.  
All in favour. CARRIED.

# MOOSE JAW MILITARY FAMILY RESOURCE CENTRE

## 2017/18 ANNUAL GENERAL MEETING MINUTES

### MOOSE JAW MILITARY FAMILY RESOURCE CENTRE ANNUAL GENERAL MEETING (AGM) MINUTES 24 May 2018

**Discussion/ Recognitions:** Board Chair, Dani Basley thanked the community for their support. As well, she thanked the CANEX for their support of the MFRC/PSP 'Partners for a Better Community' volunteer program appreciation. The MFRC Volunteer Services Coordinator and PSP Community Recreation Coordinator joined the MFRC Chair to present recognition coins to the following recipients:

#### **MFRC/ PSP 'Partners for a Better Community' Adult Volunteer of the Year**

##### **Spirit of Military Families Coin**

Recipients of the Spirit of Military Families coin symbolizes above and beyond the normal performance, contributions and accomplishments that best typify strong and relentless support to the military family.

Jocelyn Steeves is awarded this gift of a coin which acknowledges outstanding volunteer service to the 15 Wing community. Her contributions to the MFRC volunteer services and MFRC/PSP joint community programs have served to promote and enhance the quality of life in the military community. Jocelyn is a valuable asset to the community and is extremely deserving of recognition for her volunteer efforts.

#### **MFRC/ PSP 'Partners for a Better Community' Youth Volunteer of the Year**

*Sponsored by Canex*

##### **Spirit of Military Families Coin**

Recipients of the Spirit of Military Families coin symbolizes above and beyond the normal performance, contributions and accomplishments that best typify strong and relentless support to the military family.

Ariana Golding is awarded this gift of a coin which acknowledges her outstanding volunteer service to the 15 Wing community. Her contributions assisting at the MFRC/PSP special events and sitting on the youth advisory committee have served to promote and enhance the quality of life in the community. Ariana is truly deserving of recognition for her outstanding volunteer efforts.



# MOOSE JAW MILITARY FAMILY RESOURCE CENTRE

## 2017/18 ANNUAL GENERAL MEETING MINUTES

### MOOSE JAW MILITARY FAMILY RESOURCE CENTRE ANNUAL GENERAL MEETING (AGM) MINUTES 24 May 2018

#### Election/Presentation of the new board to the community:

Dani Basley	Chairperson	Petra Smith	Member at Large
Tammy Barclay	Vice-Chairperson	Lisa Brake	Evaluation Chair
Joanne Ubell	Finance Chairperson	Brenna Kahvedjian	Member at Large
Lauren Flaherty	Member at Large	Bert Olson	Member at Large
Holly Jorstad	Member at Large	Dave Lyons	Member at Large
Jen Anderson	Portage – Member at Large		

**Adjournment:** A motion to adjourn the meeting was made by James Stokes.  
All in favour. CARRIED. The meeting was adjourned at 6:28 pm.

Prepared by:

\_\_\_\_\_  
Jacelyn Lacroix  
Secretary  
Moose Jaw MFRC

\_\_\_\_\_  
Date

Reviewed by:

\_\_\_\_\_  
WCWO – Ex-Officio  
15 Wing Moose Jaw

\_\_\_\_\_  
Date

Reviewed by:

\_\_\_\_\_  
Col D.P. O'Reilly  
WComd  
15 Wing Moose Jaw

\_\_\_\_\_  
Date

Approved by:

\_\_\_\_\_  
Tammy Barclay  
Chairperson  
Moose Jaw MFRC

\_\_\_\_\_  
Date

# MOOSE JAW MILITARY FAMILY RESOURCE CENTRE

## ABOUT US

### VISION STATEMENT

Strong, capable and resilient families in a supportive Canadian Armed Forces community.

### MISSION STATEMENT

The Moose Jaw MFRC Inc. is collaboratively engaged with our military families and community and defence partners, which affects positive community transitions and relevant and adaptive family services, programs and resources for military families.

### VALUE STATEMENTS

- We believe that there are unique stressors placed upon military personnel and their families.
- We believe that all people are equal and we value their ideas, concerns, needs, feelings, input and feedback.
- We believe that our programs should be accessible and reflect the input of community members.
- We believe that all people are to be treated with respect and dignity.
- We believe strongly in each person's right to privacy and confidentiality, as long as it doesn't endanger oneself or others.
- We believe that when people are given access to resources and support, they are capable of taking responsibility for their own problems.
- We believe in respecting the unique cultural diversity found within the community.
- We believe that all members of this community have an effect on the overall quality of the Canadian Armed Forces and the extended community.
- We believe in people's need to belong and experience stability.
- We believe that the decisions made should take into account the needs of the total community.

# MOOSE JAW MILITARY FAMILY RESOURCE CENTRE



## MILITARY FAMILY RESOURCE CENTRE (MFRC) GOVERNANCE FORMALIZATION

At the MFRC Governance Forum, held 2-4 November 2018 in Ottawa, Chief Military Personnel Command (CMPC) announced the Chief of Defence (CDS) decision on the governance model for MFRCs. Specifically, the Formalized Model was selected as the construct on which MFRC governance would be established moving forward

The Formalized Model maintains the "by families for families" governance philosophy, and it builds on current practices by clearly defining stewardship and accountability responsibilities by Military Family Services (MFS); Base/Wing Commanders (B/W CO); and the Board of MFRCs. As presented at the Governance Forum, MFS, as the funder and steward of the Military Family Services Program (MFSP), will establish and monitor standardized Board operational processes including Bylaws, recruitment and selection, strategic planning, performance monitoring and outcome measurement, etc.; conduct financial and program audits; formalize and adjudicate conflict processes with all stakeholders; establish clear responsibilities matrices and monitor adherence. The B/W CO will monitor standardized governance processes ensuring involvement in community needs establishment, strategic plan implementation, Board recruitment, etc. in accordance with established Terms of References (TORs). The Board of Directors will set strategic direction with "Parameters for Practice" guiding implementation of activities associated with the governance/ operations of MFRCs and act as autonomous employers and managers of MFRC staff.

To initiate the implementation of the Formalized Model, CMPC directed that an action plan be produced and published in early 2019. As such, MFS has been establishing a process on which to collect and leverage best practices; determine current gaps and areas of opportunities; and capture the impact of MFRCs in a Formalized Governance approach.

Beginning in January 2019, MFS will be reaching out to MFRCs and B/W COs to discuss participation in the collection of best practices and opportunities to support the building of the Formalized Model components. Efforts will be made to engage as many MFRCs as possible, but to manage expectations and workload, MFS will reach out to different locations for different topics. As always, however, you are welcome to submit your best practices to MFS.

The Formalized Model Action Plan will be published at [www.CFMWS.com](http://www.CFMWS.com) as soon as it is approved. MFS will endeavour to provide updates on the website as new information arises.

Colonel Harris  
Director Military Family Services  
Canadian Forces Morale and Welfare Services

Distribution List Information  
Boards of Directors, Military Family Resource Centres  
Executive Directors, Military Family Resource Centres  
Base/Wing Commanders

# MOOSE JAW MILITARY FAMILY RESOURCE CENTRE

## ANNUAL SERVICE DELIVERY DATA

ANNUAL MFSP SERVICE DELIVERY DATA REPORTING FORM  
FY 2018-2019

MFRC  
Moose Jaw

### 1. # FAMILY MEMBER CONTACTS

1.a. As closely as possible, please provide the total number of family member contacts for the following MFSP services.  
Information and Education / Awareness (#) 341  
Referral and Support / Services (#) 280  
Intervention (#) 111

### 2. # FAMILY MEMBERS SERVED

2.a. As closely as possible, please provide the total number of family members who accessed MFSP services (excluding site-specific services). (#) 1102  
2.b. If you have included military members in the total number of family members, please note approximately what percentage of 2.a. is military members. (%) 18

### 3. STAKEHOLDER AWARENESS AND ENGAGEMENT

3.a. Family services product info supplied, without request (demonstrates communications efforts towards awareness):  
3.a.i. Brochures / other print info (#) 128  
3.a.ii. Briefings / presentations / discussions (#) 18

3.b. Family services product info supplied, without request (demonstrates communications efforts towards awareness):  
Approximately how many of the following military family communications/information items/sessions did you supply, without request to MILITARY COC stakeholders (e.g.: units, Base/Wing Comd, JPSU, etc.)? (#)  
3.b.i. Brochures / other print info (#) 82  
3.b.ii. Briefings / presentations / discussions (#) 42

3.c. Demand for information related to family services (demonstrates stakeholder engagement):  
Approximately how many requests for information about military families and services did you get from NON-MILITARY COC stakeholders (e.g.: schools, community centres, VAC, etc.)? (#)  
3.c.i. Brochures / other print info (#) 48  
3.c.ii. Briefings / presentations / discussions (#) 28

3.d. Demand for information related to family services (demonstrates stakeholder engagement):  
Approximately how many requests for information about military families and services did you get from MILITARY COC stakeholders (e.g.: units, Base/Wing Comd, JPSU, etc.)? (#)  
3.d.i. Brochures / other print info (#) 101  
3.d.ii. Briefings / presentations / discussions (#) 18

# MOOSE JAW MILITARY FAMILY RESOURCE CENTRE

## ANNUAL SERVICE DELIVERY DATA

### 4. WELCOME INFORMATION

4.a. Approximately how many families IN TOTAL received a Welcome Package from your MFRC within 90 days of being posted in. (#) 108

4.b. Approximately how many unique families received welcome information from your MFRC (including # families who received Welcome Packages, attending a community welcome event, brochures or other welcome info) in the past FY ? (#) 158

4.c. Is your MFRC receiving the Posting Messages information necessary to send MFRC Welcome Packages to families within 90 days of being posted in.

Yes

### 5. STAFF TURNOVER

5.a. # voluntary employee departures due to postings. (#) 6

5.b. # voluntary employee departures NOT due to postings. (#) 1

5.c. Average # of active employees. (#) 26

### 6. STAFF LEARNING AND DEVELOPMENT

6.a. \$ spend on MFRC staff learning and development (\$): 32061

### 7. BOARD TURNOVER

7.a. # board departures due to postings. (#) 2

7.b. # board departures NOT due to postings. (#) 0

7.c. # of NEW board members brought on in the past FY. (#) 2

7.d. Average # of active board members (includes those who departed during FY). (#) 11

### 8. BOARD GOVERNANCE

8.a. # active board members completed (read or trained on) MFRC Board Orientation and Training Modules within the past 24 months. (#) 2

8.b. # active board members who attend MFS Board Training (e.g.: in Cornwall, Toronto, etc) during the FY. (#) 1

8.c. # active board members who attended other Board training opportunities. (#) 4

8.d. Please list the training opportunities that you referred to in 8.c. — UW Regina

### 9. STAFF HOURS DEDICATED TO PROGRAMMING

9.a. Total # program hours provided - MFSP-funded. (#) 9112

9.b. Total FTE staff members - MFSP-funded. (#) 12

9.c. Total # program hours provided - NOT MFSP-funded. (#) 4721

9.d. Total FTE staff members - NOT MFSP-funded. (#) 14

# MOOSE JAW MILITARY FAMILY RESOURCE CENTRE

## ANNUAL SERVICE DELIVERY DATA

### 10. RATIO OF VOLUNTEER TO PAID STAFF

10.a. Total # of volunteers. (#) 66

10.b. Total # of new volunteers. (#) 12

10.c. Total # of volunteer hours. (#) 2371

10.d. Total # full or part-time staff who work in the volunteer program (FTE) - MFSP-funded. (#) 1

### 11. EDUCATION

11.a. # adults and youth who have received education services. (#) 41

11.b. Education services-Total hours of direct client care. (#) 521

### 12. EMPLOYMENT

12.a. # adults and youth who have received employment services or referrals to local employment agency (if not offered by MFRC). (#) 58

12.b. # adults and youth who have been connected with employers. (#) 45

12.c. Employment services-Total hours of direct client care. (#) 1245

12.d. # adults and youth who got an interview or a job. (#) 36

### 13. CHILD CARE

13.a. # families who accessed Emergency Child Care. (#) 75

13.b. Child Care services- Total hours of direct client care. (#) 841

### 14. MENTAL HEALTH SERVICES - OUTREACH

14.a. Outreach and Engagement Svs - # staff (FTE). (#) 4

14.b. Outreach and Engagement Svs - total # of referrals (to Outreach and Engagement Svs). (#) 311

14.c. Outreach and Engagement Svs - total hours (during Outreach and Engagement Svs). (#) 846

14.d. Outreach and Engagement Svs - total clients. (#) 367

# MOOSE JAW MILITARY FAMILY RESOURCE CENTRE

## ANNUAL SERVICE DELIVERY DATA

### 15. MENTAL HEALTH SERVICES - DIRECT CLIENT CARE

- 15.a. Peer Support - # staff (FTE). (#) 2
- 15.b. Peer Support - total # of referrals (to peer support). (#) 42
- 15.c. Peer Support - total hours (during peer support meetings). (#) 431
- 15.d. Peer Support - total clients. (#) 24
- 15.e. Psychoeducational - # staff (total FTE count). (#)
- 15.f. Psychoeducational - total hours. (#) 142
- 15.g. Psychoeducational - total clients. (#) 12
- 15.h. Psychosocial - # staff (total FTE count). (#) 1
- 15.i. Psychosocial - average wait time to access services (in days). (#) 10
- 15.j. Psychosocial - total hours (direct client contact). (#) 241
- 15.k. Psychosocial - total clients. (#) 14
- 15.l. Psychosocial - total # new cases opened. (#) 8

### 16. OTHER SOURCES OF FUNDING

- 16.a. Total revenue for all mandated programs and services - all funding sources.
  - i. MFS Public (including supplemental but NOT Veteran Family Program): \$923,949
  - ii. Local Public: \$131,460
  - iii. Local Non-Public: 0
  - iv. User Fees: \$88,107
  - v. Fundraising / Donations / Sponsorships: \$24,255
  - vi. Grants: \$23,559
  
- 16.b. Management and Administration Funding
  - i. Management and Administration Total Expenses: \$184,095
  - ii. Total MFRC Revenue: \$1,308,989

M & A Ratio: 14%



## MOOSE JAW MFRC

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**Did you know? The Moose Jaw MFRC is a charitable organization!**

Consider us when making your next charitable donation.

Registered charity number 132517384 RR001

# Moose J

# MFRC

# CDP