



INTERIOR
COMMUNITY
SERVICES

Annual Report

2023

20

YEARS

Enriching Lives,
Strengthening
Communities

● interiorcommunityservices.bc.ca

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Photo credit: Stacey Owen

Land Acknowledgement

Interior Community Services (ICS) is an agency that offers services in many areas in what is recognized as the acquired name of British Columbia, Canada. We respectfully acknowledge that these services, and areas in which we work, are on land situated in traditional territories steeped in Indigenous history and home to many First Nations, Métis, and Inuit people.

ICS is committed to becoming a better ally and support system to Indigenous communities and First Nations people. We recognize that we can do better by continuing to engage in decolonizing our practice, having difficult, sometimes uncomfortable conversations, and seeking to enhance our practice of reconciliation.

With great humility and commitment to increasing our knowledge and awareness of the impact, both historical and present, of colonization on First Peoples, ICS would like to acknowledge the people whose land we are located on and the communities that we offer service to.

ICS offers service to many Nations in the following unceded, ancestral, and traditional territories of the First Peoples:

- Secwepemc (Kamloops, Barriere, Chase, Savona)
- Nlaka'pamux, Syilx, Secwepemc (Merritt), (Ashcroft)
- Ktunaxa (East and West Kooteneys)
- Tsilhqot'in, Secwepemc (Williams Lake and surrounding areas)
- St'at-imc (Lytton, Lillooet)
- Syilx, Ktunaxa, Secwepemc, Sinixt (Revelstoke)
- Metis' Nations: in each of the communities served
- Urban Indigenous peoples residing out of their traditional territories

Message from the Executive Officer

As we reflect on the past two decades of Interior Community Services, it is with immense pride and gratitude that I share our achievements in recognition of our mission “Enriching Lives, Strengthening Communities.” The journey from amalgamation in 2003 has been transformative, and the impact we’ve made on individuals, from birth to seniors, is a testament to the unwavering commitment of our dedicated team and the support of our community.



Enriching Lives: Our comprehensive programs have touched the lives of countless individuals and families, fostering growth and development. From early intervention programs providing essential support to families with young children, to our housing initiatives offering stable and secure homes for those in need, we continue to enrich lives across the spectrum. Our commitment to inclusivity ensures that no one is left behind, promoting a sense of belonging and well-being.

Strengthening Communities: Interior Community Services has been at the forefront of crisis intervention social services, responding swiftly to the needs of our community during challenging times. By addressing crises head-on, we have played a pivotal role in fostering resilience in the people we serve. The bonds we’ve forged within our community are the building blocks of a stronger, more interconnected society. Together, we’ve weathered storms and emerged stronger, reinforcing the fabric of our community.

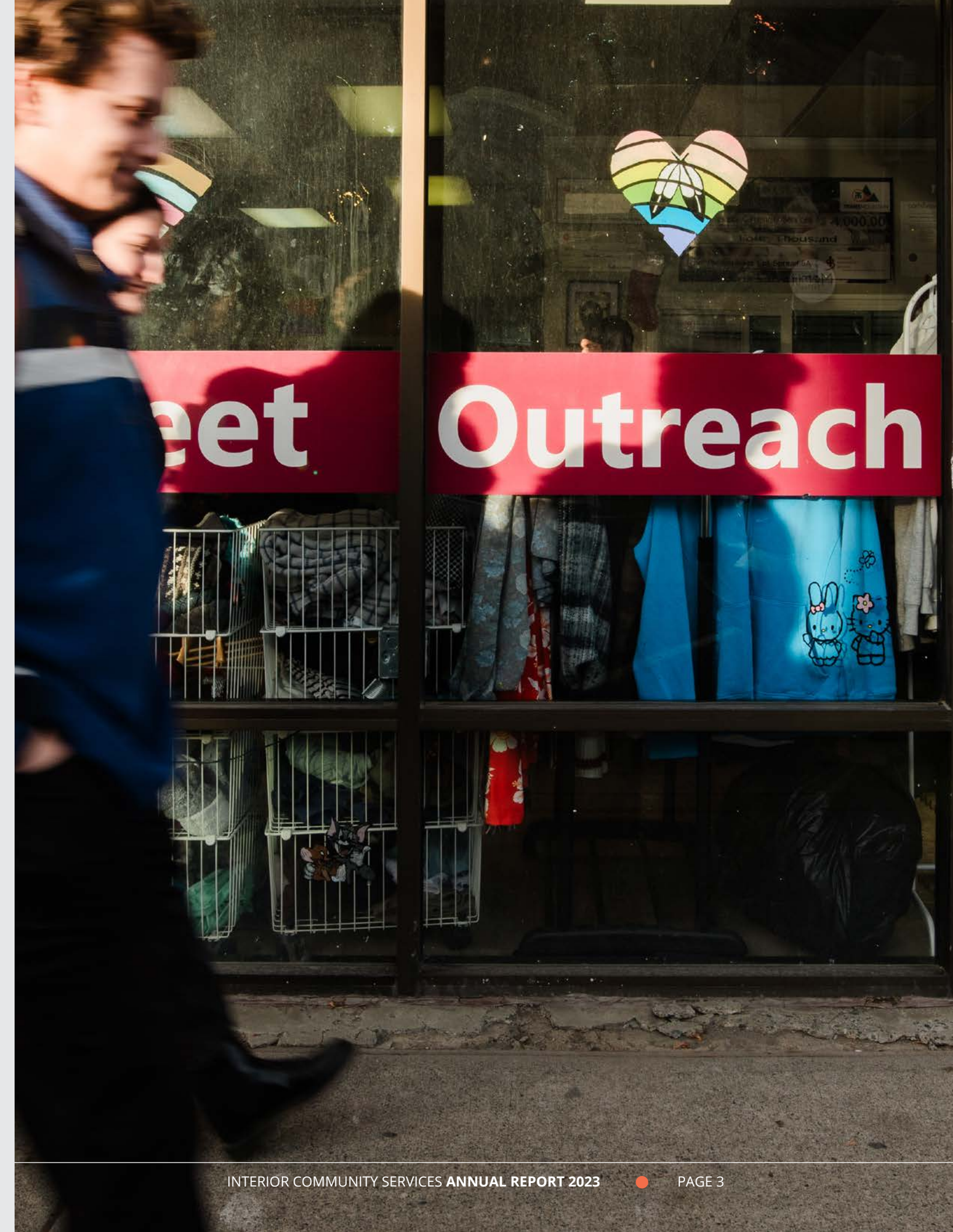
Looking Ahead: As we celebrate our 20th anniversary, we acknowledge the ever-evolving needs of the communities we serve. Interior Community Services remains steadfast in its commitment to innovation and adaptation, ensuring our programs continue to meet the dynamic challenges ahead. With your ongoing support, we look forward to the next two decades and beyond, as we strive to make an even greater impact on the lives of those we serve.

Thank you for being an integral part of the Interior Community Services journey. Together, we will continue to enrich lives and strengthen communities for years to come.

Warm Regards,

Val Jany

Executive Officer



History

The history of Interior Community Services (ICS) includes the history of two other Kamloops non-profit organizations. Those organizations were Kamloops Youth Resources Society (KYRS) and Kamloops Community Support Services (KCSS). In April 2003, KYRS and KCSS amalgamated to become Interior Community Services. Before the amalgamation, both societies operated in Kamloops for over 33 years.

Kamloops Youth Resources Society began operation in 1971 as a group home providing residential support to youth. Over the next 32 years KYRS expanded to provide a range of early intervention, crisis intervention, family support, family counselling and residential support programs to children, youth and families.

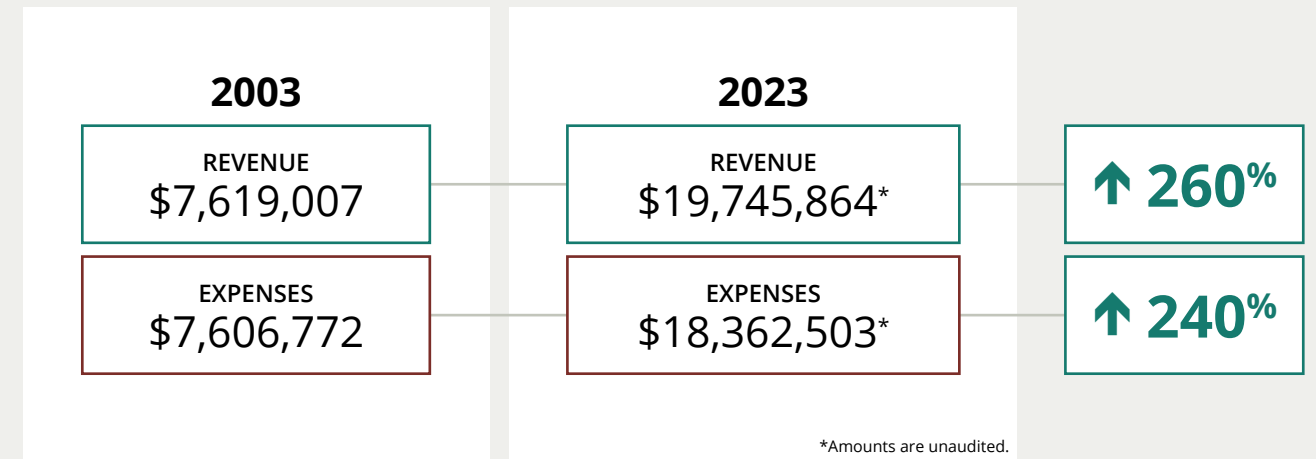
Kamloops Community Support Services was established in 1967 as the Greater Kamloops Homemaker Service Association, which became the Kamloops Home Support Services Association in 1983. This Society provided home support services to citizens of Kamloops and was eventually renamed again in 1999, becoming Kamloops Community Support Services. Over the years, KCSS expanded to

include a range of Community Living services, early childhood programs, and affordable family housing options.

In 1997 KYRS and KCSS established a partnership to deliver services to families, under the Provincial Government's Building Blocks initiative. It was because of this successful partnership, and in response to a government initiative encouraging closer relationships between agencies, that the Boards of KCSS and KYRS decided to look at various options for the future long-term relationship of the organizations. In August of 2002 both Boards voted to amalgamate the two organizations and in January 2003 KYRS and KCSS legally became Interior Community Services.

For the last 20 years, Interior Community Services has focused on responding to and addressing the needs of children, youth, families, seniors, and people with diverse abilities. ICS links individuals to employment, education, health, and other services. Since amalgamation, ICS has seen tremendous growth of its programs and services, including an expansion of service delivery to the community of Merritt, BC in 2015.

The amount of growth in service delivery by Interior Community Services is evident in looking at the increase in funding towards supporting these services from 2003-2023:



CARF Accreditation

For the last 20 years, programs and services at Interior Community Services have been accredited through the Commission on Accreditation of Rehabilitation Facilities (CARF) Canada. The purpose of accreditation is to ensure standards of quality, effectiveness, and safety are met.

Accreditation serves to recognize and validate organizations that consistently adhere to these standards, promoting trust and confidence among collaborators, including clients, families, funding agencies, and the public. Through a rigorous process of evaluation every three years, and continuous improvement, accreditation fosters accountability, drives organizational excellence, and ultimately enhances the quality of care and outcomes for the individuals served.



Housing and Facilities



ICS believes housing is critically important for everyone's overall economic and social well-being, providing the foundation for individuals and families to build stable, healthy, and productive relationships with their communities.

Since 2013, the number of individuals ICS provides direct housing for has increased by over 80 per cent, increasing from 220 to 396 individuals. ICS currently manages and operates low to moderate rental housing and rental subsidies in Kamloops, Chase, and 100 Mile House. In 2023, ICS provided safe and affordable housing to over 100 families, 200 seniors, and 96 individuals, helping them build brighter futures.

The Housing and Facilities team oversees all ICS administrative and program facilities,

including numerous supported homes, office buildings, program and leased spaces. The number of supported homes, offices, and buildings where individuals receive services has also increased by over 50 per cent since 2013.

We understand the importance of financial stewardship in the non-profit sector and maintain transparency and accountability in ensuring resources are efficiently allocated to maximize impact. We are grateful for the support of our funders, whose contributions have been instrumental in sustaining our mission. The main source of funding for this area comes from BC Housing, Community Living BC, the Ministry of Children and Families, Interior Health, and the City of Kamloops.



2023 Highlights

01

Desmond House, KAMLOOPS BC

Completion of extensive renovations and upgrades to the building interior and exterior grounds. The 24/7 supported home provides housing for up to five individuals.

02

Sheridan Manor, 100 MILE HOUSE BC

Completed installation of energy efficient windows and patio doors, significantly lowering the heating and cooling costs of tenants.

03

Glenfair, KAMLOOPS BC

Exploring the proposed redevelopment of the property to increase the number of housing units from 86 to 370. Ongoing tenant and community engagement meetings and consulting with BC Housing has narrowed down the proposed design options.

04

Acadia Apartments, KAMLOOPS BC

90 per cent completion of extensive interior renovations and upgrades to 24 units of housing by end of December 2023.

05

Brock Duplexes, KAMLOOPS BC

Completion of interior upgrades, painting, installation of new air conditioning units in all 12 units.

06

Merritt Offices, MERRITT BC

Design and expansion of Merritt office to include family service programs. Construction and renovations start early 2024.

07

Mount Paul Community Food Centre, KAMLOOPS BC

Kitchen renovations and upgraded the windows, air conditioning and electrical.

08

396 and 765 Tranquille Offices, KAMLOOPS BC

Replacement of rooftop heating and cooling units to increase comfort and obtain higher efficiency.

Vision for 2024

We plan to establish key performance indicators to measure the direct impact of our housing programs on the community and utilize feedback and data to make informed decisions for continued improvement.

Our aim is to continue providing safe, affordable, and well-maintained housing to build sustainable tenancies and strengthen inclusive communities. This will include the operation of 42 housing units at 435 Cherry Avenue where BC Housing has initiated a building renovation project slated to be completed in the fall of 2024. This will also include the start of construction on an additional 42 housing units at 400 Tranquille Road in the late summer of 2025.

Message from John Trotta

HOUSING AND FACILITIES DIRECTOR

John has been with ICS for over 33 years and has extensive roots in the community. John's previous experience with leading the ICS Family Service outreach programs and within many of the programs at various locations has helped foster an awareness of how critical safe and secure homes are for individuals and families. John is especially proud of his team who have been invaluable in helping to operate, manage and facilitate the growth of ICS Housing and Facilities.



As we reflect on 2023, we express gratitude to our funders, supporters, partners, and dedicated team members. 2024 is expected to be very active and productive with the start of construction on a new 42-unit housing project, the construction of our Merritt office addition, mechanical and building envelop renovations at Shuswap Illahee Lodge in Chase BC, the completion of renovations at Acadia Apartments, the ongoing planning of the Glenfair Redevelopment Project, and the start of architectural planning and construction/renovations for the home of the site for Foundry Kamloops.

Together, we remain steadfast in helping build futures and maintaining safe affordable housing for those in need. Thank you for your continued support in creating a community where everyone has a place to call home.

Child & Family Services

Supporting and Strengthening Generations

Child and Family Services includes programs housed under the Kamloops Youth Resources Society at the time of the merger with Kamloops Community Support Services to form Interior Communities Services 20 years ago. Although most of these programs focus on supporting families with the healthy development of their children from 0-6 years, there are programs supporting families with school-aged children and youth.

The long-term continuity of these programs has resulted in some families having three generations accessing ICS Child and Family Services for support and a sense of community. Since 2003, staff in these programs have continued to learn and adapt to meet the increasingly complex needs of the families ICS supports. The original focus of parenting support, healthy communication and conflict resolution has broadened to include helping families identify and access support for housing, food security, trauma,

mental health and addictions. With the focus on respectful, positive working relationships with families and team members, staff in these programs have historically stayed with ICS for 10 – 20 years and have offered a wealth of knowledge and experience in their support work. New staff joining these programs bring a fresh energy and perspective to these programs.

40 staff in the Child and Family Services division provide 10 programs in Kamloops and surrounding areas including Ashcroft, Clinton, Barriere, and Chase. The Support to Family Care program supports caregivers in the Cariboo, West Kootenays and East Kootenays. These programs are largely funded by the Ministry of Children and Families and Development and two of the programs are funded by Interior Health and the Public Health Agency of Canada for a division total of \$3.5 million in annual funding.



Over the 20 years of service delivery by Interior Community Services, about 15,000 individuals have received support through Child and Family Services. In 2023, the number of individuals was 750.

Vision for 2024

We will continue to work towards enhancing effective, respectful internal and external collaborative practice using increased intake planning with families, ICS programs and community professionals. The goal is to ensure families accessing services are supported in either starting or transitioning with the most helpful program with the least amount of effort.

Meeting other pregnant women and moms with newborns was a great feeling. I appreciate how friendly and knowledgeable facilitators are. Thank you for all of the great topics, crafts, gift cards and Farmer's Market coupons.



Message from Idris Marican

DIRECTOR OF CHILD AND FAMILY SERVICES

This year marks the 23rd year of my journey with ICS and I'm grateful for the diversity of programs, learning opportunities, positive work relationships, and caring mentorship I have experienced. Working with ICS has given me, and fellow team members, the gift of striving to be the best version of ourselves in supporting families and individuals in our community—the chance to make a real positive difference.

I'm reminded every day of how challenging life can be for so many families while also witnessing the strength, compassion, and resiliency of these families and the workers who come alongside to offer support. Thank you to all the families who have showed the courage to ask for help over the last 20 years and to all the ICS staff team members past and present for their care and skill.



I have had the incredible opportunity to refer many families in need of support to ICS over the last 16 years. The work of the compassionate, kindhearted, knowledgeable, and empowering staff, combined with the hard work and determination from the families, is life changing for the families. I have witnessed families grow and blossom into the best versions of themselves thanks to ICS. I am so grateful to have ICS continue to provide this support to our community.

Travaughna Boyd, Team Leader, Collaborative Response & After Hours, Ministry of Children and Family Development



EMPLOYEE PROFILE

Lisa Lavoie

How long have you worked at ICS?

I initially started at KYRS in August of 1987.

What positions have you held during this time?

I started as a Child and Youth Care Counsellor in an Early Intervention program, moving into a Coordinator role in about 1990. In 1993 I helped start Community Action Programming for Children (CAPC) for Kamloops and outlying communities such as Chase, Cache Creek, Ashcroft, and Barriere. Once KYRS and KCSS amalgamated I also Coordinated Families First, CAPC, Safe Spaces, Youth Mentorship and Crisis Intervention. I eventually came back to Coordinating Early Childhood programs.

What is your current role?

The current programs I Coordinate are Family Navigation, Families First and CAPC – Healthy Beginnings.

What is your favorite part about working at ICS?

Meeting the needs of and supporting families in Kamloops and surrounding area while also being able to meet the needs of my own growing family. Working a flex-time schedule has allowed me to increase my level of education while still working. I enjoy supporting staff in the amazing work they do and providing leadership by way of example in an organization that values integrity and respect.

What's one fact others might not know about you?

I am an open book, but others might not know that at one time I got my license to drive a school bus and was a driver for three months.

Anything else you'd like to share?

Because this organization was willing to take a chance on a 20-year-old fresh college graduate, I have had an amazing career helping people live to their potential.

Community Living Services

Empowering Access to Experiences and Skills

Before the amalgamation of two non-profits to form Interior Community Services in 2003, Community Living Services (CLS) were delivered by Kamloops Community Support Services, an agency providing a variety of home support services starting in 1967.

In the 1990's Community Living Services included Community Inclusion and Day Programming supporting up to 24 participants a day. Over the next 20 years, CLS expanded to include six supported homes, two day programs, and five community-based programs, including: Community Inclusion, Home Support and Skill Development. The programs started in the Brock shopping centre and moved to other locations including the Kamloops Christian School and 1st

Avenue before moving to the current location within Desert Gardens.

Programs and services are primarily funded through Community Living BC. Enhanced programming is offered through community support from local businesses including Home Depot, NRI Distribution and Highstreet, supporting participant initiatives to give back to the community.

In 2023, 86 Community Living Services staff supported 166 participants through programming and 28 individuals in supported homes, including 23 attending the day program and Community Inclusion in Merritt. This work was supported by close to \$7M in funding from Community Living BC for all programming and supported homes.

Vision for 2024

Our focus in 2024 is to increase community inclusion by strengthening existing partnerships, forming new partnerships and by increasing our presence at community tables to advocate and educate. We are also focused on improving access to opportunities for our team to access education to continually increase their knowledge and skills.



EMPLOYEE PROFILE



Jennifer & Terry Johnson

Two Generations of Enriching Lives & Strengthening Communities

Jen Johnson has worked for ICS for about 15 years, starting about halfway through her mom Terry's career.

"Ever since I can remember, I would visit the home and the clients, so it was always a big part of our lives. I took an interest in caring for people and when my son was in Grade 1, I decided to go that route."

Over her career with ICS, Jen has held many positions, starting as a casual at Barriere House, which is now named Terry's Place after Jen's mom. She was also a resident care attendant before moving to Kamloops to work in the Community Inclusion program for 10 years.

"I then moved back to Barriere for about three years, where I was the Program Coordinator at Barriere House, following in my mom's footsteps.

"Early on after I returned, Barriere House was renamed Terry's Place to honour my mom as she was really the backbone of the home."

Terry Johnson worked at Barriere House for 32 years, starting as a casual resident

care aide, then on to full time as a resident care attendant before becoming a Program Coordinator for the supported home.

"Mom and I talked about it, settled on the name, and had a naming ceremony she could attend. I bought 32 roses, and every employee gave her a rose for one year of service.

"Mom was so dedicated to the job. The individuals were her passion, she was very client focused and I'm the same way. That's what I try to strive the most for, is caring to give them the best possible life they can have. That's my goal."

The home in Barriere has also been used as a respite for folks so they can stay in their community and give families a break, otherwise clients would have to access a supported home in a different community and be away from their families.

Jen moved back to Kamloops to take on the role of Program Coordinator at Desmond House in March 2023. She oversaw some of the renovations to the space and the set-up of the home, which can house five residents—four permanent and one short-term.



I like that you talk with me to help figure out my thoughts and feelings, I like the activities.

Merritt participant

» All staff are very helpful, always look out for him, I appreciate it very much.

Caregiver



Message from Taryn Campbell DIRECTOR OF COMMUNITY LIVING SERVICES



After facing persistent issues with recruitment and retention, we are thrilled to enter a phase of stability, allowing us to concentrate on honing our skills and expertise. In March 2023, ICS reopened Desmond House after extensive renovations and we celebrated our first anniversary of delivering programming at The Lightwell.

In 2023, we witnessed increased engagement as our programs from Kamloops, Merritt, and Barriere collaborated on several shared events, such as fun days at the park, group dances, and community lunches. We also established stronger connections with our community partners, including Oncore Senior's Society and ASK Wellness, to provide more inclusive programming to the participants we support.



EMPLOYEE PROFILE

Lesley Harpauer

How long have you worked at ICS (and either KCSS or KYRS before)?

I started with Kamloops Community Support Services (KCSS) and I have been here for 25 years as of November 2, 2023.

What positions have you held during this time?

Casual Community Support Worker (CSW), Job Coach, CSW Options, CSW Options & Home Support Scheduler, PC Options & Opportunities, Home Support, PC O & O, Home Support & Community Living Services Scheduler, Temporary Director of Community Living (covered maternity leave).

What is your current role?

Program Coordinator Options & Opportunities, Home Support.

What is your favourite part about working at ICS?

The participants at Options & Opportunities.

What's one fact others might not know about you?

I am the coordinator of the North Thompson Fall Fair & Rodeo ambassador program.



Youth & Clinical Services

Strengthening Families and Creating Opportunities for Youth

This area of services started with the Kamloops Youth Resources Society, which began operation in 1971 as a group home providing residential support to youth. Over the next 32 years KYRS expanded to provide a range of early intervention, crisis intervention, family support, family counselling and residential support programs to children, youth and families.

In 2015 our youth services were tasked and challenged to respond to the emerging toxic drug crisis and as a team we engaged with our allies in community in learning and understanding the continuum of harm reduction strategies, tools, and techniques. We are grateful that our allies were so willing to share their knowledge and expertise. It challenged and changed the nature of how we as an organization respond to the increasingly complex needs being presented by the young people we support.

Up until 2019, Youth Services was a stand-alone portfolio covering a variety of youth-based programming, from street-

level outreach services, youth living services (supported homes), youth coaching, youth justice, Safe Spaces, and the Kamloops Youth Shelter. The goal of the youth services team has been to increase the cohesiveness and connectedness of our youth services to respond to the emerging needs of young people.

The role of clinical director was also added in 2019 and the aim has been to provide mentorship, clinical insight, and consultation to assist in guiding practice and the provision of programming across the agency.

Youth and Clinical Services now covers seven youth programs, clinical services and two family-oriented support programs—Family Services and In-Office Counselling. Clinical and family services programming is offered in both Kamloops and Merritt.

» **The youth shelter helped me feel more confident in reaching out for help on my own.**

Close to 40 staff supported the delivery of these programs in 2023, often in close partnership with 20 staff working in the Child and Family Services division. These services are mainly funded by the Ministry and Child & Family Development, BC Housing, and the federal government for an approximate

annual total of \$3.5M in contracted services. These services supported 431 individuals through Family Services and In Office Counselling programs in both Kamloops and Merritt and 204 Youth were provided with support, housing, and connections through Youth Services Programming.



Message from Nicole Arnould

DIRECTOR OF YOUTH & CLINICAL SERVICES



» 2023 presented both challenges and opportunities for growth within the Youth and Clinical Services Division. Several long-term staff and leaders retired in 2023 which created opportunities for new leaders and change makers to emerge and engage with the work. As an agency, we have moved our practice direction to incorporate a strong anti-violence lens woven throughout our programs and practices.

I am incredibly proud of the programs and practices that our front-line staff and leadership are co-creating. Their passion, commitment and drive to engage in thoughtful and ethical practice is inspiring and I feel very privileged to be a part of their journey.



Vision for 2024

Our goal is to continue to refine our services to continue meeting the complex needs of the youth and families we serve. We aim to deliver services that reflect our values and are reflexive and responsive to the emerging needs of those we serve.

» Accepting environment, accommodating to mental health matters, fun group of peoples.

» Understanding and open space, judgment free. Good mix of organized activities and chill time and snacks.



EMPLOYEE PROFILE

Laurel Scott

How long have you worked at ICS (and either KCSS or KYRS before)?

I started with KYRS in 1988.

What positions have you held during this time?

- Casual staff in the Carpe Diem (residential treatment program for children 6-12yrs) and Receiving & Planning (residential program for adolescents).
- Outreach Worker at Street Beat (part of the Provincial Reconnect Program & the first street outreach program in Kamloops), I was part of the team that started this program.
- Street Services – I was part of the team that developed the Safe House and it opened in 1998.
- Program Coordinator for Receiving & Planning, the Kamloops Safe House, Youth Mentorship, Youth Street Outreach, the Day Program for Youth, Acadia Place, Youth Coaching, and the Youth Drop-in Program.

- Pilot project in developing community connections, working on hiring strategies, revamping ICS brochures, etc.
- Counsellor with the Wildfire Recovery Program (Cache Creek-Ashcroft-Clinton & surrounding areas).

What is your current role?

I now work in the Behavioural Consultant Program (Merritt & Gold Trail) and the In-Office Counselling Program.

What is your favourite part about working at ICS?

There is so much opportunity to try new roles, learn & grow.

What's one fact others might not know about you?

I'm an extreme introvert.

Anything else you'd like to share?

I know that ICS has weathered some challenging times over the years, but we have consistently held the needs of those we serve as a touchstone. I look forward to seeing what is next.

Mount Paul Community Food Centre

Enriching Lives, Strengthening Communities through the power of good food.

The Mount Paul Community Food Centre (CFC) started in 2016 with just two part time staff and a small selection of programs.

The CFC now has five staff and over 200 volunteers and offers 17 programs, multiple times a week, to a wide range of individuals. These fall within the three streams of food access, food skills and education and engagement.

Funding for the CFC is diverse, and the centre is largely dependent on fundraising. The major contributors are Community Food Centres Canada, United Way BC, the City of Kamloops and ICS. The CFC offers community wide programming that is barrier free to anyone who is looking for support in making healthy lifestyle changes.

In 2016, the first year of operation, the centre received about \$100,000 in funds and the 2024 budget has grown to \$700,000. When the Mount Paul CFC opened, 20-40 people participated in food skills programs and 100 in garden programs, in 2023, program attendance varies from 10-200 depending on which one is being offered. The food centre now sees between 750-1,000 individuals per week.

Almost half of those accessing services first started coming to the food centre during the pandemic years of 2020-22.

» The folks here at Mount Paul CFC are above and beyond, caring, kind, and respectful.

	2019	2020	2021	2022	2023
Number of Program Session Days:	493	907	746	870	990
Total Participant Contacts:	10,540	57,113	11,155	17,564	23,749
Total Volunteer Hours:	5,932	14,484	9,814	11,806	18,226

Service delivery to the community in 2023 included:

- Over 16,500 community meals
- Over 18,000 volunteer hours
- 466 food hampers distributed
- 1,592 senior grocery shops
- Establishment of a permanent Community Pantry, which is stocked daily with take away meals providing over 4,000 to date
- Large expansion of food skills classes which are now offered multiple times a week
- Expansion of the affordable produce market in number of days offered and to include produce boxes and a health-related subsidy program. 102 markets were offered with 3,893 points of service. The on-site educational garden now includes weekly gardening programs, a greenhouse and a composting system.

The most frequent programs attended were the Community Pantry, Community Meals, and the Affordable Produce Market.



I think it's a really good centre; good all-round for the body and mind. Good food, good people.

Vision for 2024

Moving into 2024, the CFC will continue to offer dignified programs that adapt to our community and advocate for the importance of food security. Over 6.9 million people identify as living with food insecurity, translating to 1 in 5 Canadians. The CFC aims to be a valuable resource enhancing individuals' abilities to grow, cook, share and advocate.



Message from Dawn Christie

MANAGER MOUNT PAUL COMMUNITY FOOD CENTRE



The journey of bringing a Community Food Centre to Kamloops has been an amazing experience. The CFC is truly a community resource focused on creating strength, increasing access and skills, and honouring community connections. Although food is the vehicle the centre uses to bring people together, the CFC provides deep-rooted connections, social experiences, and inclusion.

EMPLOYEE PROFILE

Chris Torres

How long have you worked at ICS?

I've been at the Food Centre for over a year and a half total. I worked here temporarily on a six-month contract during the height of the pandemic, and then came back to work here a little over a year ago.



What positions have you held?

During the pandemic, my work was focused on supporting the food access programs in the kitchen. When I returned, I stepped into the role of Food Skills Coordinator. In all my time working at the Food Centre, I've also been heavily involved in the garden.

Current role?

Food Skills Coordinator

What is your favourite part about working at ICS?

I'm grateful that my work gives me the chance to connect directly with people in my community and I'm proud to provide meaningful services and programming to the amazing folks who make the Food Centre part of their lives.

What's one fact others might not know about you?

I'm trained as an architect, and still practice occasionally on community projects.

PAST BOARD MEMBER

Ron Maguire

Ron Maguire served on the ICS Board for 16 years as a Director. Fellow friends and Board members share their thoughts on Ron and his dedication to service.



Ted Kowalsky, Board member since 2020, first met Ron when he started curling at the Kamloops Curling Club. They hit it off immediately and shared many opinions.

"Ron was unpretentious and easy to talk to. He had a strong belief in ICS and did whatever he could to promote it. Believing in what he stood for led me to accept his invitation to join the Board."

Bob Smillie, Board member since 2014, in reflection on his relationship with Ron shared "As an ICS Board member and Legacy Fund director over the past twenty years, Ron was always a strategic thinker and open to hear all the details of a discussion before commenting.

"When Ron spoke, it meant something. As he digested the information, he would add his characteristic wit when needed. This will be his legacy for me."



The Mount Paul Community Food Centre's current food programming aligns with the social determinants of health by creating opportunities for social connection and access to food. The Healthy Eating and Food Security Team has worked with the Mount Paul CFC in various ways for years, as both organizations work towards improving community food security and health.

Bronwyn Coyne, Public Health Dietitian Coordinator, Interior Health.



Interior Community Services has been a trusted partner who values providing opportunities to improve quality of life and believes it is essential to a healthy and connected community. Dedicated to providing quality programs and services, promoting well-being and connectedness, ICS strives to assist Kamloops citizens to live their potential in our community.

Linda Stride, Recreation, Health and Wellness Supervisor, City of Kamloops

Human Resources

Enriching Lives, Strengthening Community through employee recruitment and retention.

The growth of ICS has fluctuated while steadily increasing to 181 employees in 2022 from 165 in 2012. This growth is now supported by a small but mighty team of two.

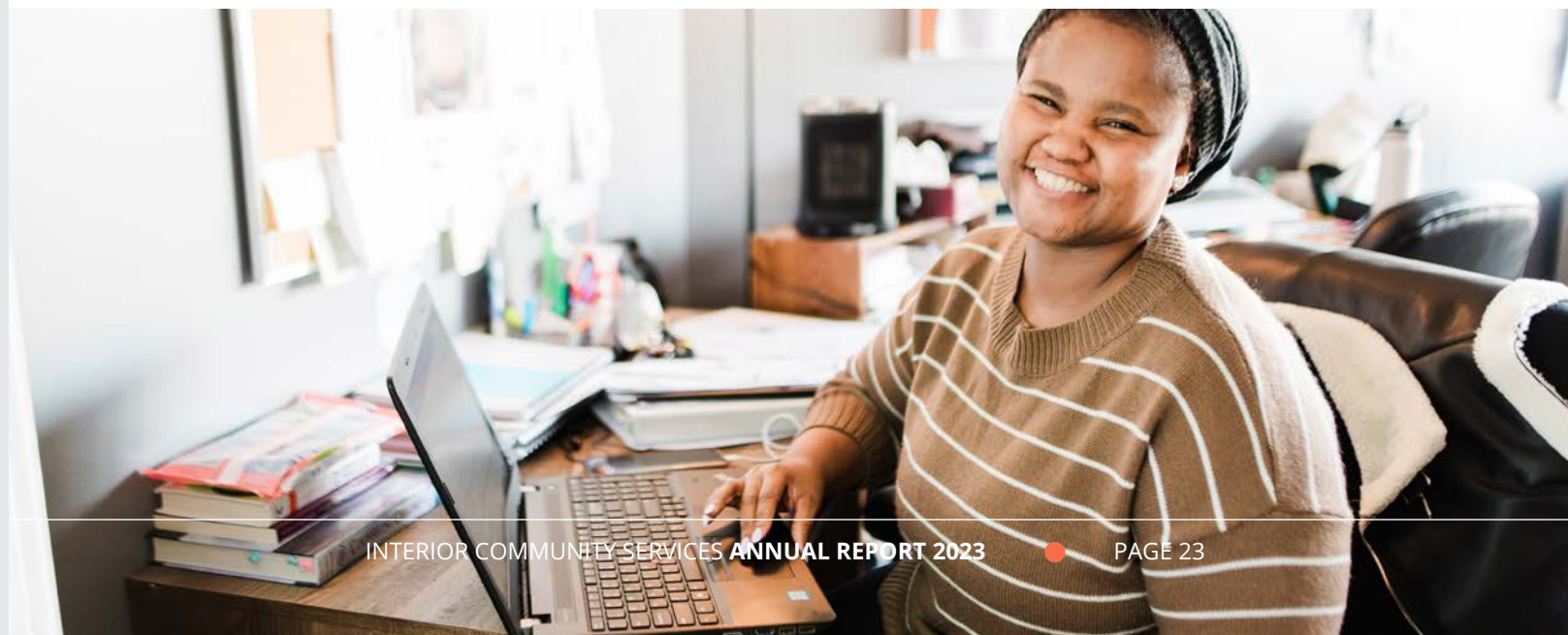
The first Human Resources Manager was hired in the fall of 2011. This role quickly became a full-time position and a HR Generalist was added in 2022.

When ICS first started advertising positions, they were posted on free sites or in newspapers. The budget for online postings started at \$500/mo in 2019 and has now doubled.

In 2022, 151 positions were posted through Indeed, generating 443,877 impressions. Of those impressions, we had a 7% click through rate (29,843 clicks) and a 70 per cent apply completion rate which resulted in 3,327 applications! In 2023, 110 positions were posted, generating 544,329 impressions, which had a 10 per cent click through rate (54,915 clicks), resulting in 8,950 applications!

The amount of interviewing and hiring completed by the HR department significantly increased in 2022/23 and is anticipated to continue in 2024.

NEW HIRES	2022	2021	2020	2019	2018
Full time	26	19	11	22	11
Part time	18	18	11	22	12
Casual	35	14	16	21	24
TOTAL	79	51	38	65	47



Notable growth and program changes at ICS have dictated our hiring needs including:

- 2013** ICS office in Merritt opened, providing mainly Child and Family services, later expanding to include Community Living BC services.
- 2015** ICS office in Lillooet, BC opened to provide Child and Family services to the community and surrounding areas until 2017.
- 2016** ICS assumed ownership of the Mount Paul Community Food Centre and expanded some food security programs, some youth programming closed.
- 2017** Started delivery of the United Way BC-funded Better at Home (BAH) program in Kamloops and Ashcroft, which expanded to Merritt in early 2021.
- 2021** Addition of new CLBC cluster supported home Lightwell.
- 2022** Addition of a HR Generalist to focus on hiring for the organization.
- 2023** HR Generalist moved to full time and an Applicant Tracking System was implemented to support in the efficiency of hiring.
- 2023** Full-time Learning and Development Coordinator position was created to allow for increased capacity in delivering internal trainings.
- 2024** Looking ahead to the development of Foundry Kamloops.

EMPLOYEE PROFILE

Tammy Rosch



How long have you worked at ICS?

14 years this coming September.

What positions have you held during this time?

Receptionist/Administrative Assistant and Better At Home Program Coordinator.

Current role?

Program Coordinator for the Kamloops Better at Home Program, delivered through the Mount Paul Community Food Centre.

What is your favourite part about working at ICS?

The people I work with.

What's one fact others might not know about you?

I am extremely shy.

Anything else you'd like to share?

I feel very blessed to have been with ICS for the last 14 years as I have always been made to feel valued and integral to those I work with and serve.

BOARD PROFILE

Tracey Hoot



How long have you served on the Board at ICS?

27 years

What positions were held during this time?

Board Member, Board Vice President, Board President

Why do you support ICS?

ICS is a community-driven organization. Community needs are continually changing, and ICS tries to address those needs through relevant programming. This is a value that I admire and appreciate, which has contributed greatly to my longevity as a board member.

One thing others might not know about you?

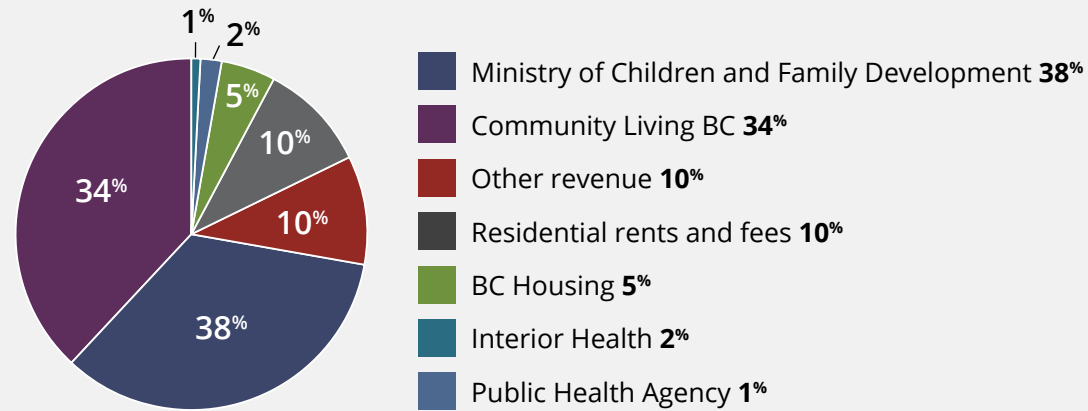
I am a huge Disney fan. I have been to Disneyland and Disneyworld 9 times and will soon be making it 10 in April 2024.

Anything else you'd like to share?

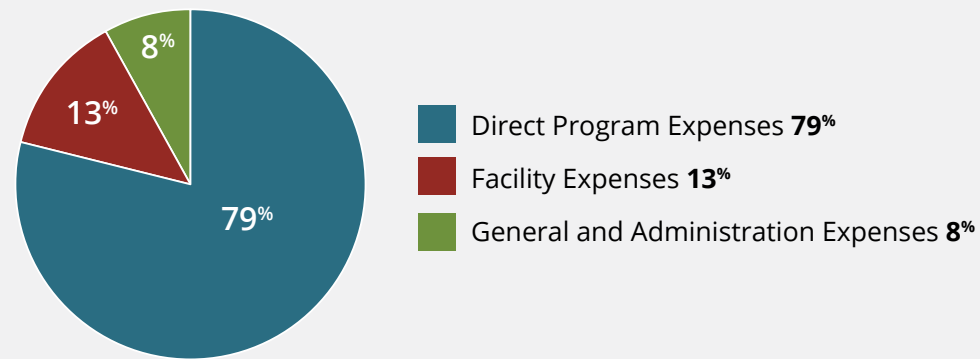
ICS staff are to be commended for their commitment to the organization and to their clients. We are fortunate to have the employees that we do!

Financial Profile

Revenue by Source



Expense Breakdown by Function



Statement of Operations

	2022	2021	2020
Revenue	\$16,630,933	\$15,373,202	\$16,322,708
Expenses	\$15,234,208	\$14,241,425	\$15,734,332
Surplus	\$1,260,656	\$1,131,777	\$588,376





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