

# YEAR IN REVIEW

ANNUAL PERFORMANCE RESULTS

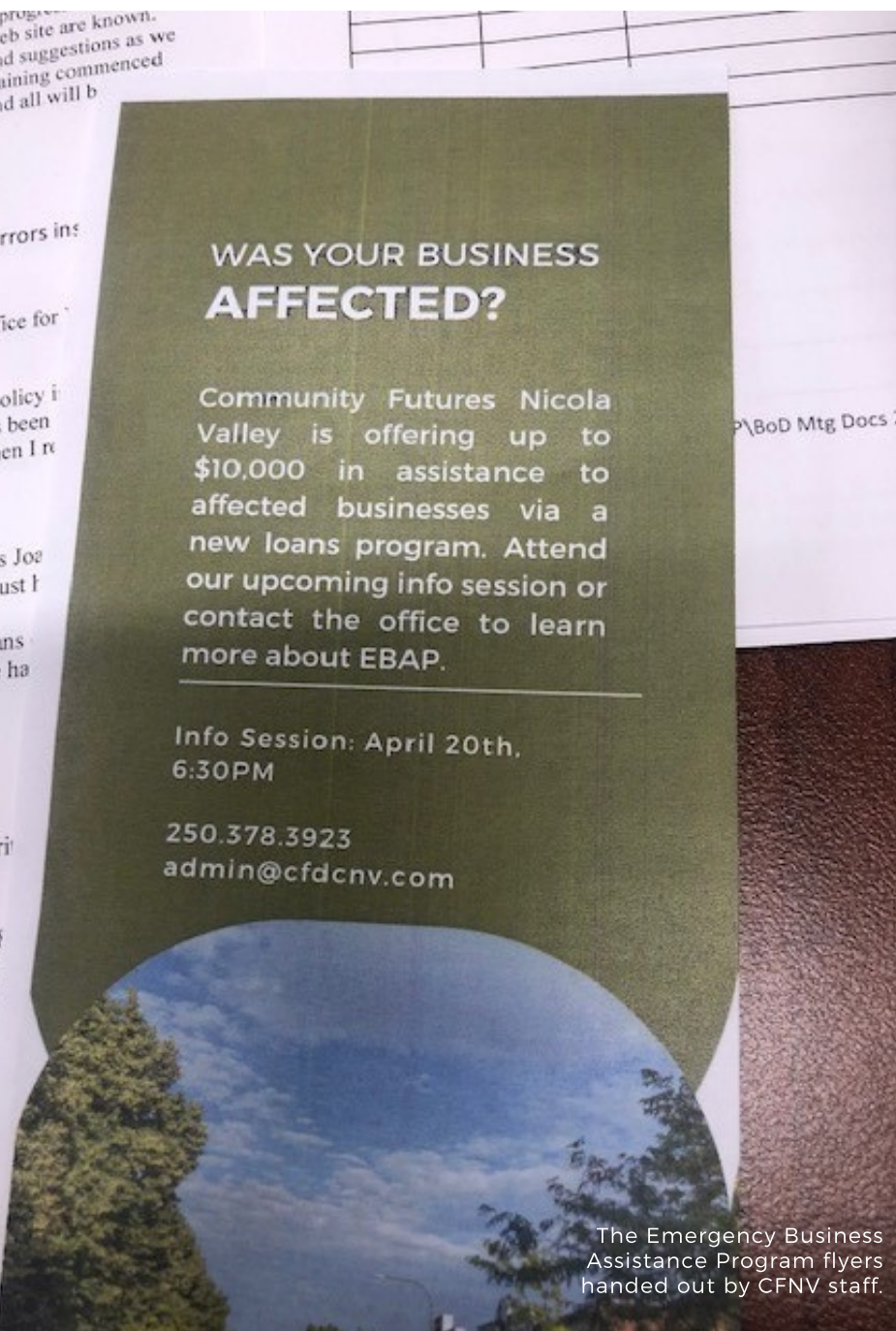
# 2021



**Community  
Futures**   
Nicola Valley

**GROWING  
COMMUNITIES**  
One Idea at a Time!

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The Emergency Business Assistance Program flyers handed out by CFNV staff.

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# A MESSAGE FROM OUR CHAIR

A reflection on the 2021-22 fiscal year, from the perspective of the Community Futures Nicola Valley Chair.

Noreen Cross took over as Chair of Community Futures Nicola Valley in early 2021 - congratulations on a fantastic debut as Chair, Noreen!



The 2021-22 represented another unbelievable one for the communities of the Nicola Valley. As the economical and personal affects of the pandemic are only now beginning to be understood, the Valley found itself rocked back-to-back by unprecedented events in their own right. Record-breaking heat waves, a historical wildfire season and of course the November 2021 Coldwater river flooding resulted in homes lost, lives disrupted permanently and a year of challenges unlike any other.

Throughout this, I'm proud of the diligent work of our Staff and Board. We looked to this year to represent the end of challenges that have overshadowed the past few years, but it may have been the most challenging yet. Despite this, the Community Futures Nicola Valley team was able to play pivotal roles in the recovery of the city, from a B.C.E.D.A. partnership to close cooperation with the Red Cross Resiliency Centre, even when evacuated and faced with their own material losses, our team wore the CF badge well.

Hardship encourages development, and looking ahead to 2022-23, my confidence in our Board and Staff to serve this community is higher than ever. More residents are aware of Community Futures and the mission we represent than ever and our Valley is headed to a brighter future!

-Noreen Cross, CFNV Chair

# A MESSAGE FROM THE MANAGER

Our General Manager gives her review on the 2021-22 fiscal year.

As the new GM, I am proud to be leading a team who cares deeply for this community, and is dedicated to creating connections with our clients and partners.

In the early part of the year, we saw increased digital communication with our clientele during an established pandemic, and in the mid to later parts, we managed to keep our doors open and provide a supportive presence for the community during the summer fires and fall flooding, of which both Joe and Joanne experienced damage to their homes. Acknowledgements go to CF Staff, Joanne and Joe, though displaced, our team came together despite the challenges.

This year has not been easy, and I have a special thank you to those of you on the Board of Directors for supporting us with the navigation of the changing tide. With you, we have created a lasting legacy. I honour your willingness to provide input to the vision, your support and provide guidance. Thank you so much.

And, now for numbers. As many of you know, I am your numbers person—if the numbers check out, we breathe a sigh of relief. Lucky we've been breathing steadily for years!



Fran Delaney celebrates her first AGM as General Manager of Community Futures Nicola Valley - congrats Fran!

Numbers to take notice of :

- 11 years of successful audits, a badge I wear with honour.

Between April 1 2021- March 31 2022 we had :

- 7 community meetings run remotely during the Nov.21 aftermath to engage in recovery planning.
- 57 individual businesses connected under the BCEDA partnership established for disaster relief. A shout out to Meagan for taking this on and ensuring our clients were heard.
- 5 up-and-coming businesses filling a full roster under the "Fresh Finds" umbrella at our Farmer's Market,
- 10 Active Local Partners- Working together to Support our Community .

- 21 New Active Loans given out to Stimulate and Support and Grow . (Additional # show elsewhere in the Report)

- 4 New Volunteers will be joining the CFNV Board as Directors at the Annual General Meeting.

It is exciting to see a Goal I have had for years become reality! The New CFDCNV WEBSITE will be live June 2022. This has been an ongoing struggle for CF staff for the past 5 years. Thanks to Erica Lahoda, Web Girl for our innovative new look — with that personal touch being added by Joanne!

Although each year comes with its own set of challenges, I foresee new faces, new growth, and forging a stronger connection with our community and CF Network partners who know it takes a village to see a community thrive. This is our year to rebuild and continue to Grow. It's time to create a solid front and get this community the support it so richly deserves. One Idea at a time!

-Fran Delaney, General Manager

# AND A MESSAGE FROM OUR TEAM

Community Futures Nicola Valley's Team looks back on a year unlike any other.



Pictured from left to right: Joanne Street, Joe Nemeth, and Fran Delaney.

There were significant challenges to face at the start of the 2021-22 fiscal year for the CFNV office – many members of staff found themselves re-orienting to new roles, and some roles were left unfilled, to be supported by a smaller staff. Throughout a difficult summer, the office stabilized and continued to serve the community, adding Joanne Street to the staff in late summer and preparing to hit the ground running to assist businesses affected by COVID-19 and the unprecedented wildfire season.

It took only a few months for the next big challenge to present itself in the form of the Coldwater river flooding – staff found themselves separated and isolated during the one-month citywide evacuation, but continued to work remotely as a team, contacting clients and offering assistance all while wondering what the impacts to their own property, homes, and lives might be.

Upon returning to the community, the CFNV team got started immediately on support measures, working closely with Red Cross and contacting Provincial assistance in the form of B.C.E.D.A. – during this time, the Emergency Business Assistance Program was developed and launched by Community Futures Nicola Valley – providing support, connections to resources and lending, the program has been a significant success, and continues into 2022-23.

More than this, the businesses and residents of the Nicola Valley had a greater need; the need for community connection. Roughly a month of evacuation for the entire City of Merritt in the midst of the pandemic led to a homesickness that is still being soothed.

CFNV, beyond their previously mentioned partnerships with Red Cross and B.C.E.D.A., served the community with opportunities to get together, reminisce, celebrate, and support each other by way of a Chamber of Commerce partnership to deliver a Shop Local program and regularly scheduled Street Markets, as well as a new network partnership with the City, Chamber, and WorkBC to deliver even more information and events to the community.

As of writing this message, Community Futures Nicola Valley is already underway on new projects, programs and ways to engage, as well as making fast progress on our goals and objectives for the 2022-23 year. We're eager for the challenges that await and feel more prepared than ever to serve the business community of the Valley.



**ESTABLISHED IN 1989,**

Community Futures Nicola Valley's mission since its inception, has been to assist the residents of Merritt & the Nicola Valley in finding and leveraging local solutions to economic challenges.

Community Futures Nicola Valley is a community based economic renewal organization funded by Western Economic Diversification - among our wide array of business services, we offer community economic development assistance and business coaching.

**REPRESENTING THE**

Community Futures mission and furthering our goal of increasing the capabilities of Nicola Valley residents to contribute to their home's future social and economic success, Community Futures is often seen engaging directly with the community, in the form of seminars, event appearances and in-house events.

These vital networking and outreach opportunities help potential entrepreneurs learn more about what services and options are available to them.

**AT THE OFFICE,**

Community Futures staff is hard at work creating programs, materials and more to continue in assisting the Nicola Valley public.

Beyond this, entrepreneurs seeking start-up, growth or maintenance assistance can find help doing everything from developing their business plan & creating cash-flow projections, to receiving one-on-one training and applying for small business financing directly through Community Futures.



Loans Officer Joe Nemeth and the owner/operator of Forged Fly Fishing, Richard Wilby!

## BOARD OF DIRECTORS:

Community Futures Nicola Valley is guided by a volunteer Board of Directors comprised of members that represent extensive knowledge and experience of our local economy.

Our Board strives to represent the region and its main economic sectors, and works diligently to establish our organizations priorities, monitor our performance and answer to key stakeholders.

Each Director is selected via nomination and vote by the current Board of Directors, at the Annual General Meeting.



**NOREEN CROSS,  
CHAIR**



**JACK POLMANS,  
LENDING CHAIR**



**TONY LUCK,  
DIRECTOR**



**JEAN PEROG,  
SECRETARY TREASURER**

## Fran Delaney

### *General Manager*



In 2021-22, Fran led CFNV as she moved from Financial Coordinator to Interim Manager in June and then General Manager Nov 1 2021. Facing challenges with support of staff and board, we have successfully completed another outstanding year. The multiple obstacles we all have faced, from Internal changes to Global events over the last 12 months has shown we are resilient, resourceful and strong when we work together. Fran's Leadership continues to bring Growth, Strong supportive Partnerships and Community Mindfulness for CFNV. Fran meets this challenge head-on with a positive attitude each day and has actionable ideas and a clear vision of a stronger CFNV for today and for the future in the Nicola Valley. "One IDEA at a time"!

## Joe Nemeth, Jr.

### *Loans Officer*



In 2021, Joe completed the Community Futures Developmental Lending Program, and took on the role of CFNV's Loans Officer. Assisting clients on a deeper level and taking a firsthand role in business development in his hometown is a dream come true!

## Joanne Street

### *Administration / C.E.D.*



Joanne worked for Community Futures Nicola Valley from 2002 to 2010 when they held the contract for Merritt Employment Services. She is happy to be back working and being a part of the Community Futures Nicola Valley team once again, and says, "in a sense it's like coming back home"

## Dwaine Algate

### *Canada Summer Jobs Admin Assistant*

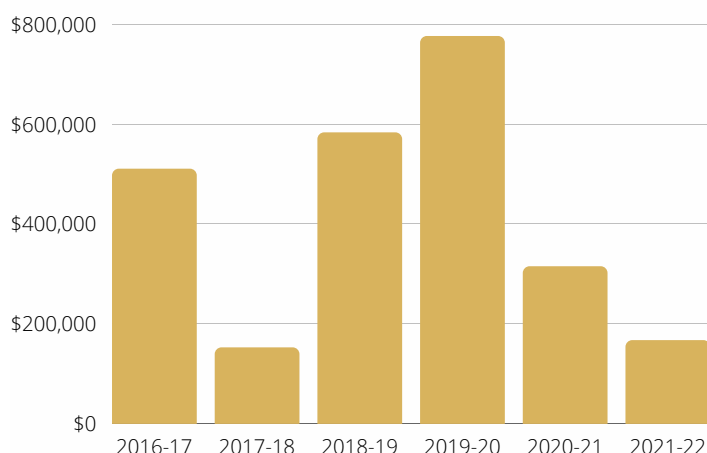


Dwaine was born and raised here in the Nicola Valley. He is back at CFNV for a second summer, while he continues his degree in Computer Science at Thompson Rivers University.

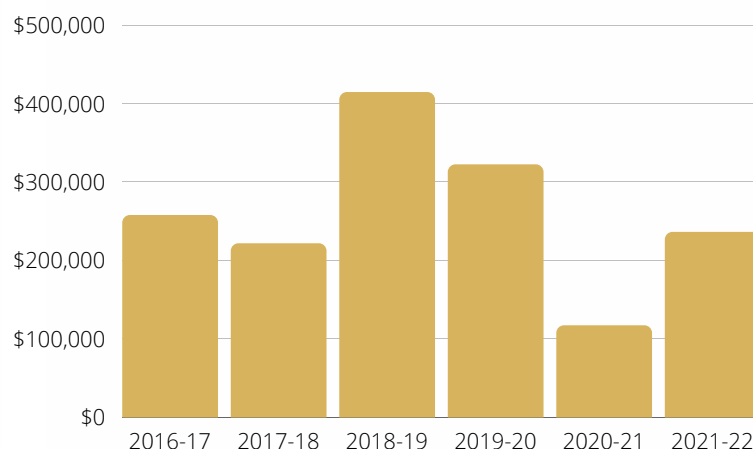
# LOANS DISBURSED

Financial Lending remains a core service offered by Community Futures Nicola Valley, and the 2021-22 fiscal year represents the first year of the staff in their current roles - despite massive impacts to the local economy and beyond with the summer heat waves, massive wildfires, and the November flooding of the Coldwater, CFNV managed to disburse \$167,000 to local businesses and is on track for even further growth.

**LOANS DISBURSED - 6 YEAR COMPARATIVE ANALYSIS**



**LEVERAGES - 6 YEAR COMPARATIVE ANALYSIS**



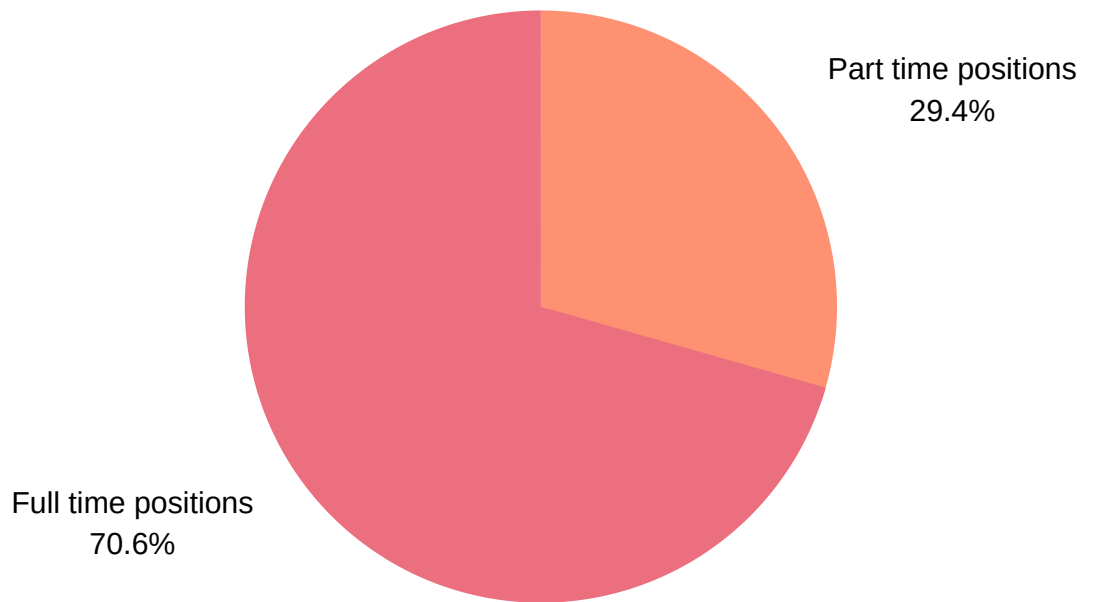
# LEVERAGES

More than doubling an annual target of \$100,000 for 2021-22, Community Futures Nicola Valley represents \$236,000 in leverages within the community from it's developmental lending program alone. This represents a new high for post-COVID numbers and trends toward significant growth ahead!

In addition to these commercial leverages, CFNV has provided nearly 300 hours of direct, one to one business counselling and bookkeeping training.

## JOB CREATION & GROWTH

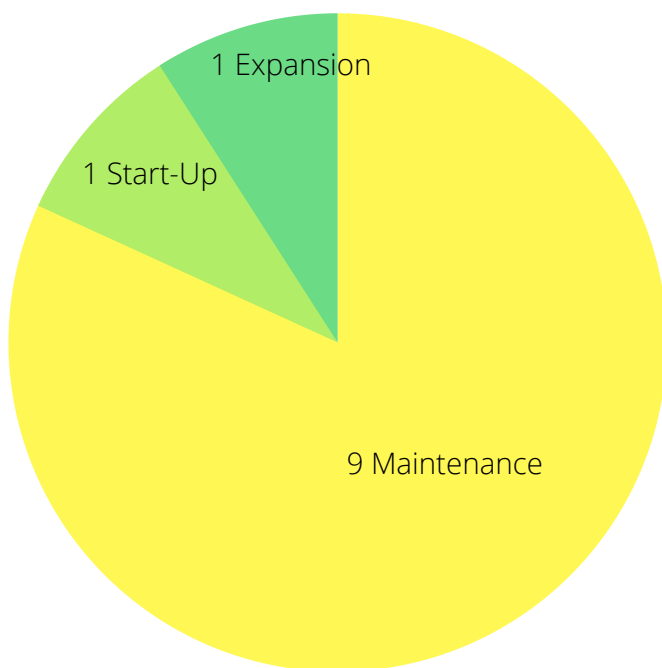
A massive point of growth for Community Futures is job creation and maintenance - in 2020-21, CFNV maintained 8.5 FTEs through their lending program, but in 2021-22 that number climbs to 29! This is represented by 10 part time positions and 24 full time positions.



## TYPES OF BUSINESS LOANS

This graph typically breaks down business loans into three categories - expansion represents a business broadening it's horizons, start-up represents a brand new business and maintenance represents lending as support for an affected business.

Due to the affects of the Coldwater flooding, 9 out of the 11 loans disbursed by CFNV were for business maintenance, whereas only one each were for startup costs or expansion costs.



# 2021-22 PARTNERSHIPS & EVENTS

Community Futures Nicola Valley put a particular emphasis on partnerships, events and promotions in 2021-22, seeking to bring a sense of community to the returning Merrittonians and give business owners new opportunities to engage and rebound from recent significant events. Listed below are just a few of many 2021-22 programs.

- Fresh Finds 2021
- Canada Summer Jobs 2021
- Chamber of Commerce Street Markets
- National Day for Truth & Reconciliation
- Feature Fridays
- Nicola Valley Pulse
- Nicola Valley Food Bank AGM Organisation
- Emergency Business Assistance Program
- Nicola Valley Farmer's Market
- Taking Care of Business
- Country Christmas 2021
- B.C.E.D.A. Disaster Response
- New CFNV Website Launch
- Experience Nicola Valley

## GROWING COMMUNITIES

One Idea at a Time!



**Community  
Futures**  Nicola Valley

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