

WD does not require a signed copy of the Annual Performance Report as the Board Motion will demonstrate Board approval. Please email, in WORD format only, a copy of the approved Annual Performance Report to REGIONALEMAIL@canada.ca by June 30, 2016

SECTION 1
Board Motion

Motion from your Board of Directors that approved the 2015-16 Annual Performance Report.

Date of Board Meeting:	June 21 2016
Motion:	Motion to approve the 2015-16 Annual Performance Report
Moved By:	Manjit Gholia
Seconded By:	Mark Paxian

SECTION 2
Executive Summary on Overall Performance for 2015-16

Please provide a short narrative (1/2 to one page) summarizing your organization’s overall performance, successes, challenges and issues for the past fiscal year. Highlight any governance improvements undertaken (board training, new policies, etc.)

Community Futures South Fraser (CFSF) continues to work from the former BMO building in downtown Chilliwack. The building was donated to the University of the Fraser Valley (UFV) several years ago and was renovated to accommodate 2 UFV classrooms. We moved in August 2014. We had expected it to be fully utilized with daytime students, however it has become a “continuing education” location so most classes are evenings and weekends.

The GM continues to make presentations to banks and credit unions and this has resulted in some good referrals. These presentations will continue in both communities as our referral network is important for us as well it keeps them informed of who we are and what we do.

Economic Development continues to be important and successful as we have partnered with Tourism Chilliwack and the City of Chilliwack to elevate the visibility of the trails systems in our area and the natural beauty of the backwoods areas. This has resulted in increased recognition for the area as well as improved tourism traffic which has translated to a growth in businesses related to this as well as increased employment.

The **Self Employment Program (SEP)** continues to function well and continues to receive high appreciation in both communities for the beneficial work which it does. Over the past two years SEP has been nominated to at the Abbotsford Chamber of Commerce Business Excellence Awards. Classes are full and students are pleased with the level of counselling they receive.

SEP delivers business training workshops in both communities and they are well received.

For many years CFSF had held its AGM in September. It was moved to July in 2015 and will be moved to June in 2016. This will better align CFSF with other CF’s and permit the organization to be timelier with financial reports to WD.

At the 2015 AGM, the then Board Chair, Grant Gaudet tendered his resignation as he had completed 9+ years on the board. Later in the year, he was replaced by Alexandria (Alex) Mitchell (as an Abbotsford board member representative) she is from the City of Abbotsford Economic Development Department.

We continue to have excellent working relations with our community partners such as the Economic Development Department of the City of Abbotsford, CEPCO which is the Chilliwack Economic Partners – an arm’s length economic development division of the City of Chilliwack; the University of the Fraser Valley (UFV), Tourism Chilliwack and Tourism Abbotsford; Fraser Valley Regional District, Trails BC as well as our MLA’s and MP’s.

Early in the year, CFSF upgraded our TEA system to TEA 10. We have found that it is much easier to work with and the reporting facility through to WD is much better than the prior TEA 9.

In 2015, CFSF was allocated a one year WD contribution agreement. This was based on the results of the averages of several prior years. It was hoped that CFSF will be allocated a 2 year agreement next year to align it with other CF's who had received a 3 year agreement.

During the year, CFSF had several loan applications in the works and nearing the end of the fiscal year, it looked like we would reach our loan target for the first time in years. Unfortunately 2 large loans did not come to fruition and as a result, we did not achieve target. It is hoped that 2016-17 will see this achieved.

In the summer, both Chilliwack and Abbotsford Chambers hosted agricultural tours. We are one of the sponsors for both events. These are well attended events with approximately 100 business people taking part in the tours which showcases agriculture in our area. The Chilliwack Chamber also has a manufacturer's tour in the fall which has similar numbers of participants and showcases several well-known businesses.

In October CFSF hired a .50 FTE Administrative Assistant. This was done to move a lot of administrative duties off the desk of the GM as well as the Operations Manager. Candace has been a welcome addition to the group.

Starting in October, the GM and Administrative Assistant started the task of reviewing and updating the HR, Board and Lending Policy. These had not been updated since 2001. The intent is to have the updates reviewed and vetted by our Policy and Governance Committee.

As noted above, we did not achieve target for loan dollars or numbers. However we feel confident that during the 2016-17 year we will be able to do so.

Write offs during the course of the year have been nominal.

SECTION 3
Success Stories

Please provide 3 success stories with a short description, the role your organization played and why you feel this is a success for your community. Note: Client approval should be obtained to share information about them.

WD uses these stories to demonstrate the impact of the CFs in western Canadian communities and to outline concrete examples of positive outcomes for western Canadian stakeholders.

Client Name	Service Provided (loan, bus. services, comm. planning & implementation)	Description should include: <ul style="list-style-type: none"> • Did it align with GOC/WD Priorities? <ul style="list-style-type: none"> • What role did the CF play? • Describe how this project/loan/service/initiative made a difference in the clients organization and/or community? <ul style="list-style-type: none"> • What were the final outcomes* from the activity? • How has this positively affected your community? • How has this service enhanced the economy in your community? <p style="text-align: center;">(6-8 sentences)</p>
Chilliwack Community Trails	Planning and Implementation	Community Futures South Fraser played an integral part with the Chilliwack Trails system, being part of the planning committee and contributing time by applying for various grants. Chilliwack has historically been known for its agricultural pedigree. BC residents tend to cruise through Chilliwack on their way into other areas or out of the greater Vancouver region. But just hidden out of sight of travelers on Trans-Canada Highway 1 is world class kayaking, hiking, and

		<p>mountain biking. The term world class gets used a lot, but how else can you describe the location that the Canadian National Team chose as their home base for kayaking? And in a province that leads the world for mountain bike trail development, how else do you describe the trails which compare favorably with anything else the British Columbia sports? And what about the rugged but incredible beauty which is so highly treasured by the local hiking community, but relatively unknown outside of the area?</p> <p>Equal distance from the Vancouver airport to Whistler, Chilliwack offers an uncrowded but comparable backcountry experience for visitors. Armed with the realization of the riches in our back yard, Community Futures South Fraser set out to develop partnerships with Tourism Chilliwack and the Fraser Valley Regional District to improve the visitor experience and raise awareness of our back country. Momentum started to increase, and more and more partners came to the table (16 community partners in total). Community partners generously supported the vision to develop hiking and recreational infrastructure, and \$75, 000 dollars was raised to support over a thousand hours of paid crew time and seven hundred hours volunteer time to upgrade and maintain the trails, install modern kiosks, signs and wayfinding tools, and enhance visitor experience. By the end of summer 2015, 68 km of trail had been painstakingly upgraded and maintained.</p> <p>The result of this relatively small investment in trail infrastructure has been a huge payoff for Chilliwack. The area is becoming recognized as a viable destination for outdoor recreation. Visitors are beginning to show up in increasing numbers from across Canada and the United States, and further abroad including Europe. Local businesses are capitalizing on increased visitors and a new outdoor adventure industry – new businesses have been established - which translates to jobs created. Realtors and property developers have noticed increased appetite from outdoor enthusiasts to locate businesses and purchase property in town.</p>
Early Start Autism Therapy	Loan	<p>Skye Scholander had been a contract worker for another autism service provider who was based on Vancouver Island. He decided because of the distance involved in servicing his young clients (infant to age 6) that he was going to sell or wind down the business. Skye approached Community Futures South Fraser about funding the purchase. We recognized her enormous level of scholastic training in the field of autism and the drive she had to look after these clients. We provided a loan to fund the purchase.</p> <p>Skye is one of only 4 in Canada who has taken the Early Start Denver Model training program, relating to work with young autistic children. It is considered to be one of the best models to follow in working with young children with autism.</p> <p>Community Futures funding meant the retention of 13 full time and the creation of 5 full time contractor jobs who work with these special needs children.</p> <p>As a result, children up to the age of 6 whose parents are able to get them on a contract with Early Start Autism Therapy are receiving first class therapy. These children are in the Chilliwack, Abbotsford, Mission and Langley areas.</p>
Louise Henry – Pair Home Design	Business Services	<p>Louise Henry approached Community Futures four years ago seeking help to get her home staging business off the ground. A business novice, she found she wasn't getting much traction on her own and was considering giving up all together. She met with a Community Futures business advisor who gave her a few marketing ideas right away. With the help of that business advisor, she started to secure some clients over the next month. Next, Louise attended four free Community Futures workshops</p>

	<p>that taught her “so much about marketing and sales that it changed everything” for her. Over the first year she slowly built her customer base, continuing to see her business advisor every three months. Nowadays, she has added services, two staff members, effective marketing material, and most importantly, an excellent reputation for what she does. Louise works hard and always goes the extra mile for her customers. She still meets with the Community Futures business advisor every three months who is currently helping her with decisions regarding growth and the hiring of staff.</p>
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*Example of possible outcomes: jobs created, impact on the community, successfully assisted companies to enter global markets, new export sales for businesses, new office(s) opened in western Canada, investment attracted to a business, new product(s) created or new service(s) created, successful joint venture established, etc.

SECTION 4
Alignment with Government of Canada and WD Priorities in key areas

Please describe the initiatives or project that your organization was involved in that aligned with WD 2015-16 operational priorities listed below:

- Innovation:** Helping support the development and commercialization of cutting edge technologies. Facilitating and enabling western Canadian businesses to capitalize on research, development and commercialization opportunities.
- Skills Development and Training:** Helping to promote skills training opportunities in key sectors across Western Canada.
- Trade & Investment:** Enhancing access to international markets and attracting foreign direct investment to Western Canada.
- Building Capacity for Defence Procurement Opportunities:** Helping western SMEs take advantage of federal procurement opportunities, for instance, by acting as a business facilitator and/or promoting western Canadian companies and their capabilities to domestic and international audiences.
- Economic Growth Acceleration Opportunities for Indigenous Peoples:** Engaging with Indigenous groups to explore opportunities to increase the economic participation of Indigenous peoples with a particular focus on business and economic development, and skills and training.

	Strategy	Planned Project/Initiative (2 – 3 sentences)	Outcome Achieved
1	Innovation – Support business and initiatives that can bring new technologies to Canadian and global markets	We continue to work with University of the Fraser Valley (UFV) as well as CEPCO (Chilliwack Economic Partners Corporation) NRC and other partners in discussions around a business incubator for Chilliwack/Fraser Valley	To date no success with the initiative as we have determined that at this time, we need to find partners with deep pockets and a passion to work with developing entrepreneurs.
2	Skills Development and Training – Support the promotion of skills training opportunities	Training and business advisory services	During the past year, 50 individuals were enrolled in training funded through Work BC. The majority of these individuals have gone on to become self-employed individuals, contributing to the economy in the area. Some of these individuals will run successful, growing businesses with a few close to 50 employees. This speaks highly of the success of the program.
3	Trade & Investment – Assist business to enter into global markets	Continue to monitor activities in our area to see if any opportunity arises where we can assist	

4	Building Capacity for Defence Procurement Opportunities – Support businesses to take advantage of federal procurement opportunities	Continue to monitor activities in our area to see if any opportunity arises where we can assist	
5	Economic Growth Acceleration Opportunities for Indigenous Peoples – Support participation of Indigenous peoples in economic development	Continue to monitor activities in our area to see if any opportunity arises where we are asked to assist – we will refer them to Stó:lō Community Futures who are First Nations based.	
6	Other		

SECTION 5
Collaboration & Cost Efficiencies

Please report back on the cost efficiencies* or collaboration* efforts (CFs, WCBSN or other business service providers) that the organization implemented during 2015-16.

	Collaborations and/or Cost Efficiencies Implemented	If Applicable, Names of WCBSN Partners Involved	Estimated Cost Savings and/or Benefits	Completed / Ongoing
1	Nil			
2				
3				
4				

*Examples could include: co-location and/or collaboration with other WCBSN partners /or other business service providers, sharing internal services, efficient use of technology, participating in group buying opportunities.

SECTION 6
Performance Indicator Variance

In the table below, please ensure an explanation is provided for the following circumstances:

1. Targets were not met or where there was a significant variance of 20% or greater.
2. The organization did not meet the MPS for their group.

Performance Indicator	2015-16 Target	2015-16 Actual	<ol style="list-style-type: none"> 1. If you did not achieve your targets or exceeded them by 20% or more, please provide a detailed explanation. 2. If you did not meet the MPS for your Group, provide a detailed explanation and plans for ensuring the MPS will be met in 2016-17.
Indicate which Group the CF is in :		Choose your assigned group	
Total # of community based projects (New PLUS Ongoing)	4	76	During the past fiscal year, we investigated how our reports we recorded and have improved on our overall reporting. We have corrected areas where we had previously consolidated information and have now delineated on a basis which is correct in all aspects.
# of business training session participants	200	1408	During the past fiscal year, we investigated how our reports we recorded and have improved on our overall reporting. We have corrected areas where we had previously consolidated information and have now delineated on a basis which is correct in all aspects. Our Self Employment Program in the past reported a single training session where there were many people present. We now report actual persons trained which is correct.
# of business advisory services	200	2608	During the past fiscal year, we investigated how our reports we recorded and have improved on our overall reporting. We have corrected areas where we had previously consolidated information and have now delineated on a basis which is correct in all aspects. Our Self Employment Program in the past reported a single training session where there were many people present. We now report actual persons trained which is correct.
\$ value of loans (*)	\$400,000	\$300,500	CFSF represents the lower Fraser Valley and is one of many financial providers in both Chilliwack (20) and Abbotsford (28). One approved loan of \$100,000 did not get processed late in the year as the individual's father-in-law directed him to another financial institution. Some financial institutions have become more aggressive in start-up lending – we had an approved \$125,000 loan taken by a Credit Union – which with these two otherwise we would have exceeded \$ target. We intend on visiting most banks and credit unions this fiscal year to once again explain that we are not competition rather complimentary. We plan to exceed the \$ target this fiscal year.
# of loans (*)	8	6	CFSF represents the lower Fraser Valley and is 1 of many financial providers in both Chilliwack (20) and Abbotsford (28). Some have become more aggressive in start-up lending – we had an approved \$125,000 loan taken by a Credit Union – and the \$100,000 loan which was not processed which otherwise we would have only been right on # target. We intend on visiting most banks and credit unions this fiscal year to once again explain that we are not competition rather complimentary. We plan to exceed the # target this fiscal year.
# of Projects/Initiatives that align with GOC/WD priorities and (PLUS) # of Loans that align with GOC/WD priorities	2	2	

*Total value of ALL loans and other investments approved where initial disbursements made

FOR REFERENCE ONLY:

MPS	GROUP 1	GROUP 2	GROUP 3
Total # of community based projects (New PLUS Ongoing)	2	2	2
# of business training session participants	400	400	300
# of business advisory services			
\$ value of loans	\$600,000	\$400,000	\$200,000
# of loans	12	8	6
# of Projects/Initiatives that align with GOC/WD priorities and (PLUS) # of Loans that align with GOC/WD priorities	3	2	1

SECTION 7
CF Web Reporting

Please provide the hyperlink to the 2015-16 Performance Results posted on your website. (The template for Performance Results 2015-16 was provided to you along with this document.)

2015-16 Performance Report on Website	http://www.southfraser.com/about/performance
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SECTION 8
Loans over \$150,000

Did your CF provide loans over \$150,000 in 2015-16? Yes x No

If **yes**, then please provide a list of all loans given over \$150,000 and provide the reasoning/justification behind providing those loans. Please use your internal file or client number and **not client name**. *Note: your policy on loans over \$150,000 should have been provided to WD previously. If not, please attach to this report.*

File #	Amount	Rationale for Loans over \$150,000

SECTION 9
Syndicated Loans

Did your CF participate in any syndicated loans in 2015-16? x Yes No

If Yes, please provide a list of any syndicated loans your organization may have been a part of.

Note: As per the Contribution Agreement (Attachment B, Investment Fund Terms and Conditions), each participating CF may only provide up to \$150,000.

Lead CF	Which CF reported the loan in the reporting system?	Amount Contributed by your CF	Total Loan Amount	Number of Partner CFs
CF North Fraser	CF North Fraser	\$125,000	\$408,000	3

SECTION 10

Investment Fund

1. WD Investment Fund Activity as of March 30, 2016

Total Value of Loans Receivable	Total Number of Loans Receivable	Total Value of Loans Receivable over 90 days	Number of Loans Receivable over 90 days
\$		\$	

2. Equity Investment / Related Entities / Subsidiaries as of March 30, 2016

List any CF investments in equity, related entities or subsidiaries as of March 30, 2016

Company Name	Percentage of Shares	Dollar Value
PowerDisc Development Corporation Ltd	2.4	\$125,000

3. FOR THOSE WITH A 3 YEAR AGREEMENT : Interest Transfers up to \$50,000

Please list all interest transfers amounts, the activities, and the WD Investment Fund type.

Activity	WD Investment Fund Source	Amount Transferred
	Choose an item.	
	Choose an item.	
	Choose an item.	
	Choose an item.	

4. Interest Transfers above \$50,000 (not included in Section 3) and Interest Transfers for those with 1 year agreements

Please list all interest transfers amounts, the activities, the WD Investment Fund type, and WD approved date.

Activity	WD Investment Fund Source	Amount Transferred	Date WD Approved the Transfer
	Choose an item.		
	Choose an item.		
	Choose an item.		
	Choose an item.		

SECTION 11 Appeals

1. Please report on the following.

Number of Appeals	Nil
Basis for the Appeals (please list all reasons)	N/A

CF NAME: ENTER CF NAME HERE

Fiscal Year: 2015-16

ANNUAL PERFORMANCE REPORT

Number of Appeals Upheld	N/A
Number of Appeals Denied	N/A
Number of Appeals Pending Decision	N/A

SECTION 12 - OPTIONAL

Highlights

1. This section is optional and is provided for you to show case anything the CF does that you feel may be different from other CFs. This could include; best practices, interesting processes, unique services, meaningful community based projects or events, etc.