



SEC

Social Enterprise for
Canada

ANNUAL REPORT 2020-2021

Social Enterprise for Canada

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TO OUR STAKEHOLDERS

Strategic Highlights

Through a year of pandemic challenges came innovation and resilience. Significant advancements to our technical infrastructure brought improved access to our clients, increased reach and scalability of our services and better returns for invested public funds.

Operational Highlights

Strong financial management and a focus on building technical infrastructure over the last 10 years allowed SEC to not only weather the pandemic without business loss or staff reductions but supported an immediate and rapid pivot to virtual delivery.

Service Highlights



EarlyON services launched pre-recorded programs within 60 days that had over 18,000 viewings and then mobilized to offer 48 live virtual programs per week in five languages, supporting approximately 2,000 participants a week.

Supervised Access Clients in York & Peel Regions were offered virtual access within 30 days of the first closure, ensuring parent child contact continued.

SEC's multilingual Central communication centre provided critical government & settlement service information to over 18,000 callers and booked over 6200 individual virtual service appointments.

“Never let a serious crisis go to waste. And what I mean by that it’s an opportunity to do things you think you could not do before.” Rahm Emaunel

Looking Ahead

Fundamental shifts are ahead for Non for profit agencies focused on public service delivery. Service modalities have modernized more in the last two years than what has occurred in the prior twenty. Legacy based local place based service delivery and resistance to virtualization has been disrupted. Piloted “System Manager” models implemented in 2019 by the Province of Ontario that included engagement of private sector companies have proven effective in not only service but cost efficiencies. These results will accelerate similar changes to the contracting of services in other key areas such as Family Services, Newcomer Services and Child and Youth programs.

As I look ahead I feel a significant gap in the service ecology will emerge. As austerity measures will inevitably come to service funding at both the provincial and federal levels, the focus of investment will shift to mobilizing the skilled workforce and supporting only the most vulnerable. The individuals who fall between these two priorities will find significantly less public services and we will see social impacts begin to emerge.

Our focus on, and development of, our enterprise service offerings will become more critical and urgent. The objective to build ethically and accessibly priced fee based services that fill these gaps and potential disrupt traditional high cost supports is a priority for our strategic planning and service development. Continued advancement of data based decision making, service evaluation, maximizing technology, increased service access and strong cost efficiencies will be our priorities in the coming years.

We are hopeful that 2022 will bring the “endemic” phase to these disruptive times. COVID has facilitated a true paradigm shift public sector service delivery. We will not return to the systems of 2018. The way forward will continue to bring fundamental change

Patricia Cousins, CEO
June 2021

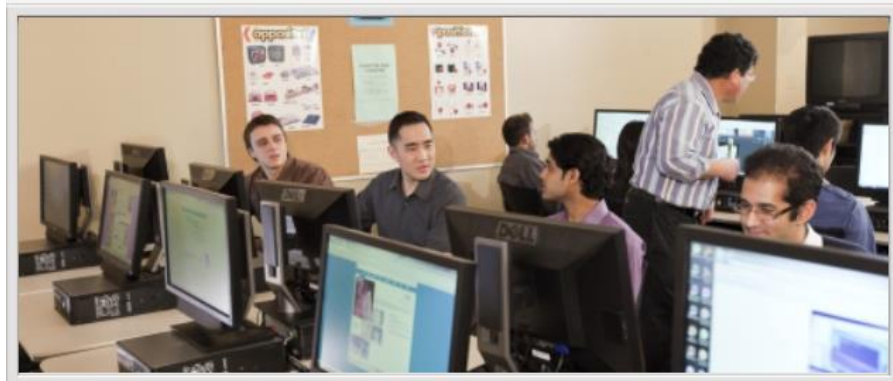
FINANCIAL SUMMARY

Our enterprise operations experienced a substantial decline in business activity, significantly reducing its contributions to the charitable operations. SEC is grateful for the government support that allowed our business operations to remain solvent. Revenues in Bridge Translations and Solutions, dropped by over 85%. Despite this this loss our business completed the year with a small surplus.

Our public service delivery sponsors continued to honor the service contracts and as noted SEC moved rapidly to shift from place based service support to that of virtual delivery.

By leveraging our reserves and opportunities for more flexible use of public revenues and supports SEC invested over \$100,000 into our technical networks and data base development.

Rapid review of our expensed and moves to ensure savings and austerity allowed us to finish 2021 with a surplus of approximately \$200,000, adding to our future reserves.



As we move into 2021-2022 we anticipate continued financial challenges as the pandemic continues to challenge our operations and services.

FINANCIAL RESULTS

Statement of Financial Position

March 31	2021	2020
Social Enterprise for Canada		
Statement of Financial Position		
Assets		
Current		
Cash (Note 2)	\$ 1,014,589	\$ 525,647
Short-term investments (Note 3)	507,725	287,932
Accounts receivable	117,969	175,573
Government funding receivable	114,130	778,178
Prepaid expenses	76,939	62,395
	<u>1,831,352</u>	<u>1,829,725</u>
Long-term investments (Note 4)	260,986	465,500
Investment in Social Enterprise Canada Corporation (Note 5)	573,093	408,287
Tangible capital assets (Note 6)	<u>726,927</u>	<u>474,642</u>
	<u>\$ 3,392,358</u>	<u>\$ 3,178,154</u>
Liabilities and Net Assets		
Current		
Accounts payable and accrued liabilities (Note 7)	\$ 618,069	\$ 906,844
Current portion of deferred revenue (Note 8)	<u>605,746</u>	<u>429,264</u>
	1,223,815	1,336,108
Long term portion of deferred revenue related to capital items (Note 8)	<u>435,020</u>	<u>315,597</u>
	<u>1,658,835</u>	<u>1,651,705</u>
Commitments (Note 10)		
Net Assets		
Internally restricted	914,000	914,000
Unrestricted	<u>819,523</u>	<u>612,449</u>
	<u>1,733,523</u>	<u>1,526,449</u>
	<u>\$ 3,392,358</u>	<u>\$ 3,178,154</u>

On behalf of the Board:

 Director

Statement of Changes in Net Assets

Social Enterprise for Canada Statement of Changes in Net Assets				
Internally Restricted	Unrestricted	2021 Total	2020 Total	
\$ 914,000	\$ 612,449	\$ 1,526,449	\$ 1,137,925	
-	207,074	207,074	188,524	
\$ 914,000	\$ 819,523	\$ 1,733,523	\$ 1,526,449	

Statement of Operations

Social Enterprise for Canada Statement of Operations		
For the year ended March 31	2021	2020
Revenue		
Government funding	\$ 5,175,556	\$ 5,089,670
Service fees	72,004	432,433
Miscellaneous revenue	23,716	18,182
Other funding	55,803	18,838
Other revenues	76,832	207,866
	5,403,911	5,766,989
Expenses (Note 9)		
Welcome Centre	2,742,501	2,903,954
Early Years programs	1,568,412	1,663,224
Child care	249,082	444,598
Supervised access	375,572	397,086
Administration	339,992	137,391
Boys and Girls Club	-	77,158
Canadian Parent Nutrition program	-	22,161
	5,275,559	5,645,572
Excess of revenue over expenses before undernoted item	128,352	121,417
Gain from investment in Social Enterprise Canada Corporation (Note 5)	78,722	67,107
Excess of revenue over expenses	\$ 207,074	\$ 188,524

SERVICE DELIVERY

Individual Clients Served

Our service volumes were reduced by approximately 60% across the organization. SEC registered approximately 5,300 unique individuals in Newcomer and Family Services.



Contacts

Newcomer and Family Services supported engagement of over 69,000 contacts. Contacts include attendance of individual and group programs, advisement and information sessions, individual communications and virtual services.

Supervised Access

In person visitation and exchange between children and visiting parents remained closed. Our families were frustrated by the separation and lack of contact. Staff worked closely with our families and our courts to transition families without specific court orders to access virtual visitation. Approximately 200 families were supported in 2020-2021.

Newcomer Services

Our accreditation program was fully booked. Settlement services provided more supports to existing clients while there was fewer new client intakes. While virtual services continued to be available, the closure of welcome centre and mobile satellite facilities limited service deliver for clients with technical literacy and internet access barriers. For those who did access our virtual services, they reported a high level of satisfaction and valued the virtual option.

Child Care

Our child care center's operated 24 weeks in 2021-2020. The increasing complexity of Licensed requirements and safety protocols were met by staff with dedication and professionalism. Our teams have continued to deliver safe supportive programs in partnership with our school boards.



“We cannot become what we need to by remaining what we are”. - Oprah Winfrey

EarlyON

The launch of live virtual group programs has increased the participation of families who previously had barriers to participate in services. This new approach allowed us to offer language specific programs that attracted interest across the province. In addition to live sessions, 18,000 families viewed YouTube sessions further extending the reach of services and programs. The online sessions launched by EarlyON was extended to our child minding programs and supported children whose parents were participating in on line language training.



LEADERSHIP & DEDICATION

Our Team

SEC is fortunate to have dedicated professionals who place high value on service to their communities. In this last year, we have witnessed perseverance and commitment. Our child care staff who faced countless layoffs and closures have remained focused and positive about their work and the support they provide to families. Our newcomer services and family support programs showed creativity and resilience in their focus on client outreach and delivery of needed client supports.

Our Board of Directors remained vigilant and engaged in these challenging times. As volunteers they continue to demonstrate their commitment to community by giving of their time and skills in what has been a significantly challenging year.

Special acknowledgement should be given to our CARE Team, a dedicated small group of SEC staff who each quarter build an engaging and motivating newsletter that raises our spirits and motivates us to do better.

