



Year in Review 2017

General Manager's Message



Providing the finances and business advice necessary to thrive in today's economic climate continues to be our core service."



With the AGM upon us the annual report allows the opportunity to review and reflect on the past year's projects, accomplishments, transitions and new beginnings. I'm proud to share these outcomes with you, and I hope this provides insight as to the great work completed by all our staff; in both our Kamloops and Merritt offices.

Providing the finances and business advice necessary to thrive in today's economic climate continues to be our core service. Our staff and various programs supported an array of entrepreneurs in all stages of business. The Merritt WorkBC office had another banner year with more client's finding sustainable employment than any previous year.

The Thompson Country region was not immune to the devastating 2017 wildfire season. The Community Futures network led the way in supporting businesses across the province who were impacted by those fires.

Community Futures Thompson Country was able to secure over \$100,000 in economic relief funding for wildfire affected businesses. This is just one of the many community initiatives we were involved with over the past year.

The upcoming year will be another busy one with the WorkBC contract renewal looming. As this report highlights, the exceptional service provided in our Merritt WorkBC center and Self Employment services have us poised for a successful renewal. The youth focused JR Dragons Den program is another reason to be excited about the upcoming year.

I would like to close by extending my appreciation to all our funders, staff, and volunteers for their dedication, commitment and support to our clients and the communities we serve.

Sincerely,

Blair Gray

About Us



Deborah Petrovitch Hardeep Kaur Julie Bayman Blair Gray Carmen Jordan Shelagh Pemberton Nicole Plato Deanna Groess

Community Futures Thompson Country is a community based economic renewal organization funded by Western Economic Diversification that helps local residents start and grow their businesses. As a not-for-profit organization, CFTC works with community partners to help diversify the local economy to support business development and employment.

Established in 1987, CFTC is managed by a community representative Board of Directors who are drawn from the community-at-large and represent a wide range of interests including banking, business, and inclusive of both professional and government services.

Community Futures Thompson Country offers business plan support for local entrepreneurs. This service offers limited one-on-one business plan development for those pursuing the dream of owning and operating their own business. Business Coaching and Technical Support is offered for business coaching to support local regional business owners and entrepreneurs. Your Business Analysts have extensive experience in developing, growing, and assisting businesses. This service provides entrepreneurs with all the tools needed to successfully launch or grow their business.

CFTC is managed by a team of professional staff that provide a wide array of business services including:



Small Business Loans



Employment Services – WorkBC



Self-Employment Services



Community Economic Development

Our Team

Blair Gray

General Manager

Blair Gray joined the CFTC in the General Manager role in June 2017. His five plus years' experience managing in Not- for Profit environments, overseeing multiple government funded contracts made him an ideal fit for the GM role. Areas of expertise include employment services, economic and partnership development, leadership, strategic planning, public communication, and workplace diversity and inclusion. His prior experience combines well with his scholastic back ground as he brings a diploma in business management as well as a Bachelor of Business Administration from Thompson Rivers University.



Shelagh Pemberton

Business Analyst - Loans

Shelagh Pemberton started her employment with CFTC in May 2004 as the Loans Administrator. Shelagh has twenty plus years of experience in finance with a comprehensive background in banking, lending, and analyzing financial statements through a strong accounting lens. Over her time with the CFTC as the primary contact for loan processing, she has been responsible for the management and administration of a loans portfolio in the millions of dollars; all utilized in order to enhance the CFTC's regional businesses abilities to start, grow, expand, and most importantly – succeed!



Julie Bayman

Senior Business Coach

Julie joined CFTC as the Program Manager in Self Employment. She brings over seven years of management and supervisory experience and twelve years of employment counselling experience. She has experience as a Site Manager at the Quesnel Career Success Centre where she successfully improved streamlined services that provided optimal accountable client services. She possess performance management skills including accountability for targeted based work and has overseen and developed processes in quality management.



Carmen Jordan

Business Coach

Carmen joined CFTC in January of 2018. She brings to her position 10 years' experience in public sector employment services, and more than 10 years' leadership experience working in small to medium sized businesses in the private sectors of corporate & tourism/hospitality. Carmen works closely with entrepreneurs, helping them to create comprehensive business plans. She facilitates workshops with current and relevant content, and connects entrepreneurs to community resources that helps them achieve their goals. Her connection to entrepreneurship runs deep as her family has operated a local business for more than 40 years.



Hardeep Kaur

Financial Administrator

Hardeep Kaur started her job as the Financial Administrator of CFTC in June of 2018. She brings years of specialized experience in accounting, and contract and finance management. Her position requires handling overall financials of CFTC. She enjoys how much guidance Community Futures provides for entrepreneurs in achieving their goals and the contribution to the community. As well as CFTC's core values of honesty, respect, trust and openness which are what makes the team unique and enables them to help entrepreneurs achieve their dreams.



Nicole Plato

Business Analyst – Economic Development

Nicole started her employment with CFTC in May of 2018. She is in charge of economic community development for the organization. She has her Bachelor of Business Administration degree from Thompson Rivers University and brings over ten years in corporate communications for leading corporate, media, and non-profit organizations. Specifically, Nicole has experience in building successful relationships within the community and keeping up with industry trends. One of the reasons why she joined Community Futures is because it connects startup businesses with the resources and funding to be successful.



Deanna Groess

Office Administrator

Deanna joined the CFTC team in April 2013, and is an essential team member in terms of office efficiency. Deanna ensures that clients, partners, funding agencies, volunteers, and the like are provided with superior customer service and detailed program information via face-to-face communication with walk-in clients and telephone interactions. Deanna has a sound understanding of the CFTC clients and their needs as she thoroughly maintains the client management system in order to provide detailed and pertinent reports.



Deborah Petrovitch

Site Manager - Merritt Office

Deborah is our Site Manager in Merritt and has been with our Employment Services Centre (ESC) project since 2012. Deborah has over 5 years of experience in employment services as an Employment Advisor, Job Developer and Workshop Facilitator and over 8 years' experience directly managing office operations, controlling office expenditures in compliance with approved budgets and coordinating of administrative functions including hiring, training, evaluating and supervising staff.



Loan (Investment Fund Performance) Results

Financial Lending continues to be a core service offered by CFTC, and 2017 proved to be another successful year for loan services. In 2017 our CFTC loan target was \$400,000 in financing and the creation of 17 new agreements. This was exceeded, providing \$537,323 to 17 new businesses in the region. Equally significant as the dollar amount is the employment that loans have generated. For 2017 our Loans contributed to the creation of 26 jobs in the CFTC region.

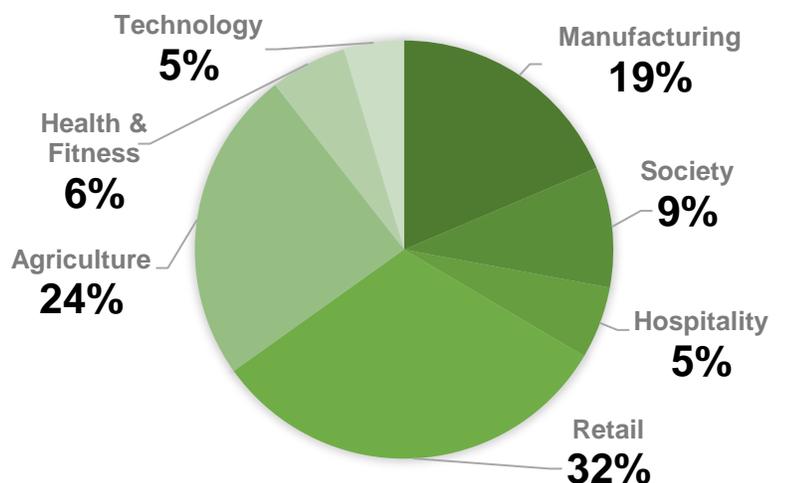
Loans Disbursed vs Leverages



\$537,323

Loaned to 17 new businesses

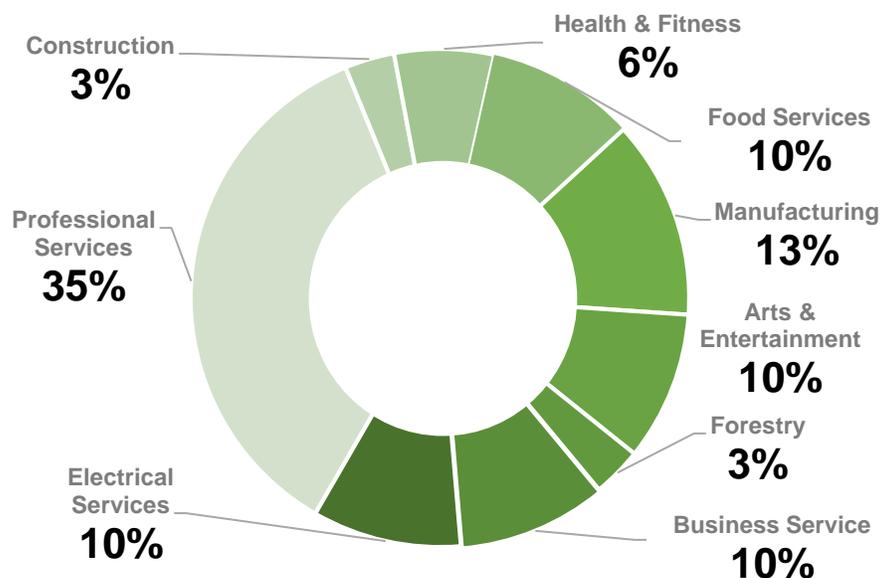
Loan Distribution by Sector



Self-Employment Performance Results

The Self-Employment (SE) Services had another successful year, with 35 jobs created. As the SE service relies on referrals from our WorkBC Merritt office and our partner Open Door Group, we have worked diligently to make sure the referral process is as smooth as possible for the client. We provided on-site at WorkBC offices monthly, providing information sessions. Giving the client a clear understanding as to what the SE Services entails, and what will be expected of them.

2017 Self-Employment Business Statistics

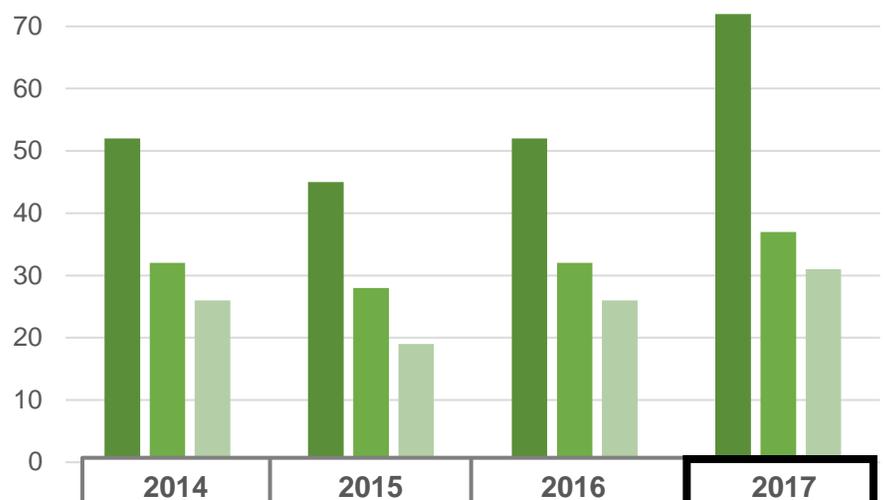


37

Businesses launched

31 Businesses still open

2017 Self-Employment Business Sectors

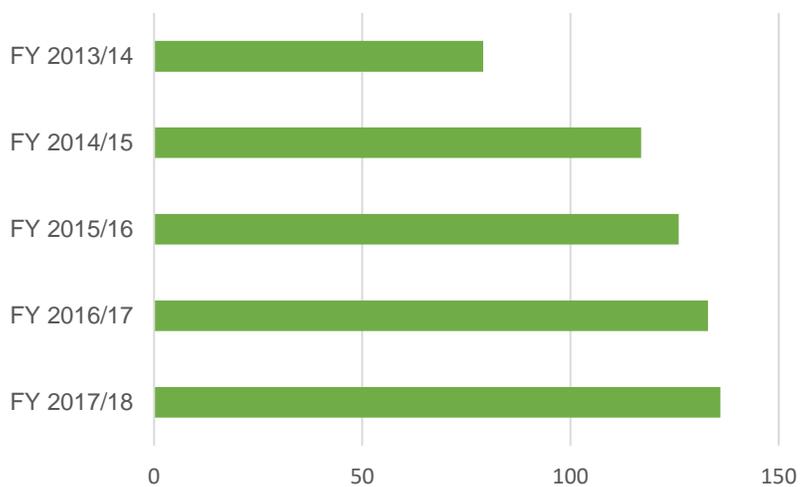


	2014	2015	2016	2017
■ Clients Referred	52	45	52	72
■ Businesses Launched	32	28	32	37
■ Businesses Still Operating	26	19	26	31

Employment Services WorkBC Merritt Performance Results

The WorkBC Merritt Employment Services Centre has continued to provide great employment services to their clients and the businesses of Merritt. In 2017, they had 138 case managed clients finding employment. The Centre funded the most clients for occupational skills training since the start of the contract.

Employment Outcomes

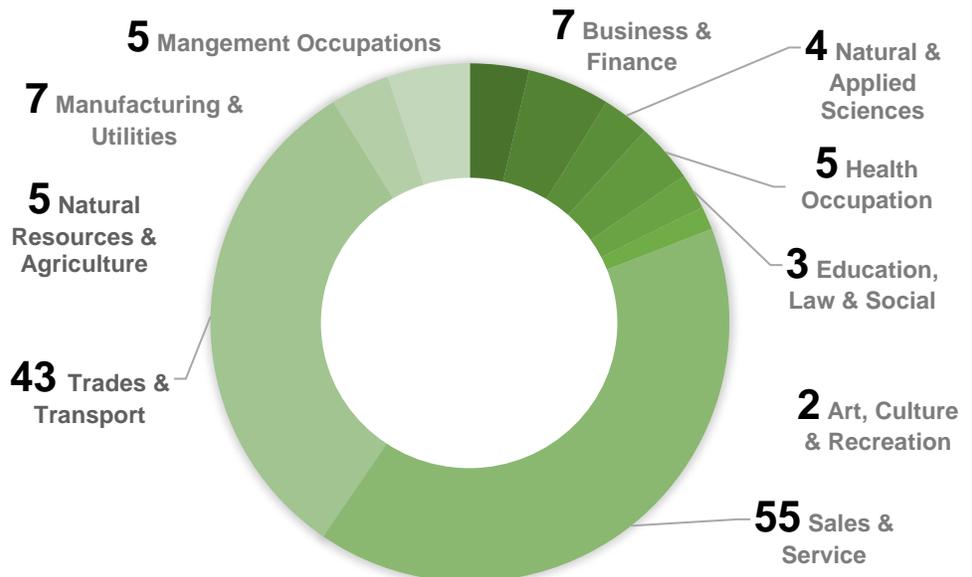


138

Clients Employed

55% Businesses still open

2017 Employment by Sector



Community Economic Development



Launched in 2015 by CF Greater Trail, Junior Dragon's Den is a student business competition for entrepreneurs from Grades 5 to college/trades and university level. In 2016-17, the competition was Columbia Basin wide and featured regional competitions. CFTC will run a Junior Dragons Den competition throughout 2018/2019 within the CF region!

Community Futures Partners



Bringing healthy, local, food into schools and providing hands-on learning that fosters food literacy. CFTC helped with funding to get this initiative off the ground.

Wildfire Business Transition Project

The Wildfire Business Transition Program provides hands on support to businesses and not-for-profits affected by the 2017 wildfires in the Cariboo-Chilcotin and Thompson-Nicola regions. Grants are provided for Training Support & Marketing Support for affected businesses.



LEAF Program

CFTC is excited to roll out a new program called LEAF. This program will allow individuals within our programs or interested to take our workshops without being admitted to our Self-Employment Services. We will be offering new workshops that will require clients to pay for additional training, in addition to the series we already offer. Community Futures Thompson Country is proud to enhance our services we offer to the community.



StartUp Canada Awards Innovation Kamloops 2017. CFTC supporter of Event in Kamloops, BC.



Community Futures

Thompson Country

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