Welcome to Mobile Crisis
48th Annual General Meeting

We would like to begin by acknowledging that we are on Treaty 4 Territory, as well as in the homeland of the Métis Nation. We respect and honour the treaties and, in the spirit of reconciliation and collaboration, we are committed to move forward in partnership with Indigenous Nations whose traditional lands include Regina Mobile Crisis Services.

www.mobilecrisis.ca
Mobile Crisis Services Regina offers two province wide services. The Saskatchewan Problem Gambling Helpline and the Farm Stress Line.

Mobile Crisis Helpline
(306) 757-0127

Walk-In
1646 11th Ave Regina SK

Child Abuse Line
(306) 569-2724

Crisis Suicide Helpline
(306) 525-5333

Farm Stress Line
1-800-667-4442
or visit farmstressline.ca

SK Gambling Helpline
1-800-306-6789
or visit SPGH.ca

Mobile Crisis has been open 24 hours a day, 7 days a week since its incorporation on June 27, 1973.

Mobile Crisis partners with CanTalk to provide translation services for clients 24/7.
Mobile Crisis Services provides after hours child welfare services Monday to Friday, 4:30pm to 8:00am. And 24/7 on weekends and statutory holidays. Crisis counsellors respond and investigate complaints of child abuse and neglect in Regina, and can also provide assessment and referral to those living outside of Regina.

With direct intervention by Mobile Crisis Services we were able to successfully keep 364 kids at home!
Jan came to Mobile Crisis as a practicum student. After many years on the front line, she is about to retire from her current job as Executive Director.

Damara also started as a practicum student at Mobile Crisis and had been working as a front-line crisis worker before moving into management.

Holly joined Mobile Crisis in January 2020 as the Internal Program Manager. She came to us with 16 years of child welfare practice.
Crisis Workers

Angela Willford
Ashlyn Higgs
Autumn Schaefer
Calyne Skolney
Carla Csada
Colton Schneider
Courtney Hassman
Desiré Radwanski
Jasmine Gerein
Jen Renwick
Jesseca Beals
Jessica Gardiner
Jonathan Hui
Jordan MacDonald
Kasey Mahnic
Kelsey Knipple
Kimberly Campbell
Lauren Alexander
Liudmyla Zvizdun
Mackenzie Martin-Proskie
Mallery Agar
Melissa Kirby
Michael Leier
Michelle Houston
Nicole Naughton
Shara Allary
Sharilyn Walter
Shea Tchorzewski
Shylan Preston
Tessa Turner
Torrie Gunia
Trevor Pelletier
Tyrell Hubick

Gambling Counsellors
Norma Sorensen
Tim Liesch

Administration
Alex Hale

Our Vision
Effectively respond to the critical needs of an ever-changing society

Our Mission
Professional staff responding 24/7 to promote and enhance healthy communities. (Staff are trained, qualified, mentored, committed, ethical and caring. They assess, de-escalate, support, assist, refer, and resolve issues and conflicts.)

Our Values
Professional, Respectful, Teamwork, Client-Focused, Resilient
In 2021–2022 Mobile Crisis completed 33,024 calls for services, an average of 90 separate calls for service per day.

Message From Our Board

Good afternoon and thank you for taking the time to attend the Mobile Crisis Annual AGM. My name is Curtis Kemp, and I have the privilege of being the current chairperson for this organization. Frankly, it’s just a name only. The board is quite organic, highly experienced, and moves very fluidly to work with Mobile Crisis staff, which is guided by the many years of experience of its Executive Director, Jan Thorson. I would like to take a brief moment to publicly acknowledge Jan and her many 37 years of dedicated service to Mobile, and to the city of Regina and its citizens. Jan is officially retiring in the new year, so this will be her last AGM as an employee. She has worked in every role, and has been a model of empathy and compassion, and a role model for her managers, as well as the staff in general. As we begin the search for a new executive director/CEO, we are mindful of the fact that the shoes to be filled are very large, and very well worn. I would also like to acknowledge the service of our outgoing treasurer, Bob Hinchcliffe. Bob put in roughly 25 years on the Board, starting while he was still a serving member of RPS. Bob, thank you for your volunteer service. Bob has also agreed to become the first member of the Mobile Crisis “legacy” board. Non-voting, non-meeting attending, but available to consult with. All those years of experience.

All of us on the Board have our reasons for becoming attached; sense of community duty, a desire to serve a worthwhile cause etc. For myself, as a retired police officer, my attachment runs a little deeper. At 5 pm every day, the Ministry of Social Services staff generally go home to make supper, run their kids to sports or events, and perhaps have dinner with friends. Mobile, truly, for myself, has always been the Tactical Response Team when it comes to helping the community. House fire at 2 am with displaced people? Call Mobile. Domestic situation where mom and kids need help and a place to stay? Call Mobile. Person needs a bus ticket cab ride or transport to another location? Call Mobile. Catastrophic situation, loss of life, where people need some compassion? Call Mobile. The term “nothing good happens after midnight” is quite apt; I would counter that by saying that Mobile always strives to bring the “good” to terrible situations. We never call Mobile to a good situation. It’s always a difficult situation, which they work to make better.

All of this goes on almost anonymously; many people have no idea that Mobile even exists, and they are terrible at blowing their own horn; they are far too busy throwing on the Superman cape and saving the world to be weighted down by the mundane task of self-indulgent promotion. That, therefore, falls to the Board, and to all of you. Share the important work that they do and trumpet their tremendous value. I can say honestly that I have no idea how the police service would function, in some cases, without Mobile to lean on. They are that important.

Again, we are grateful for your attendance. Thank you.

Curtis Kemp
Thank You

to

our Funders

In a day, our Crisis Workers might....

- Provide crisis counselling
- Suicide intervention
- Locating lost children
- Assessing child welfare concerns
- Conducting a child welfare investigation
- Responding to mental health concerns
- Provide intervention to situations of domestic violence
- Provide emergency financial assistance
- Helping a family (sudden death, custody, addictions, farm issues, tragic event)
- Advocate
- Partner with community services
- Assist Regina Police and/or Regina Fire Department
Welcome to the 48th Annual General Meeting of Mobile Crisis Services, and our first in person meeting in three years. It really is a pleasure to see everyone in person again – welcome!

Like most years, we have seen highs and lows. Learning that money had been embezzled from the agency was a definite low.

On the other hand, the last fiscal year saw the agency respond to 33,024 requests for service, the highest ever. That indicates to me that we are more relevant and important to this community than ever. The reason for this is simple – we help.

Our new payroll and statistical systems are up and running. That is a huge win for the agency, and I want to thank all the staff for their patience while we made the transition. Our proposed renovations have been completed, and that will hold the agency in our current space until the big move to the new YWCA building, scheduled for 2024.

Another bright spot has been our new IT contract person – Jody Herperger. Jody comes to us after a successful career at The Mosaic Company, and in his retirement, he agreed to manage our IT. Jody's improvements have been amazing, and we feel very lucky to have him. Thank you, Jody.

Our funders continue to make our work possible, and we thank them wholeheartedly for their ongoing support.

I am grateful to our Board of Directors, who work tirelessly behind the scenes on behalf of the agency, and whose commitment is unquestioned. Thank you all.

I am honoured to work with our Management/Admin team – Damara, Holly and Alex. I would be completely lost, and overwhelmed without them. They make the place hum. Thank you.

Our front-line staff continue to manage the difficult and challenging issues that our clients bring to us, and they do so with good humour, confidence and great skill. Nothing is more important than the front line, and I am so proud of the staff that work here, along with our exceptional Team Leaders. My heartfelt thanks to you all.

This will be my final report as Executive Director, as my retirement is imminent. The journey from practicum student to Executive Director only took 37.5 years. They went by in a blink. I am grateful to have had a career that was challenging and rewarding. It was a privilege to work here on so many levels, that they defy description.

When asked how the day was going, one of my colleagues would always say "It's from hell!" Working at Mobile is the best kind of hell. Anyone who has ever worked here will know exactly what I mean.

I will watch with interest, from the sidelines, to see how the agency grows and expands in the years to come. I expect the next fifty years will be just as outstanding as the first fifty. I am thankful for all of the opportunities that Mobile Crisis has given to me, and I wish the agency nothing but continued success in the future.

Respectfully submitted,

Jan Thorson
There was an increase in calls for service this year.

23%

Thank you for your Years of Service

- **5+ Years**
  - Jasmine Gerein
  - Torrie Gunia
  - Jen Renwick
  - Sharilyn Walter
  - Desiré Radwanski
  - Carla Csada
  - Mackenzie Martin-Proskie

- **10+ Years**
  - Angela Willford

- **15+ Years**
  - Norma Sorensen

- **20+ Years**
  - Darryl Firth

- **35+ Years**
  - Cindy Rope
  - Tim Liesch

From November 2021 to March 2022 MCS Inc. had 5429 client contacts under Regina's Cold Weather Strategy.
Treasurer's Report

After twenty-five years of excellent service, Mr. J.R. Hinchcliffe has retired from his role as treasurer. We would like to thank Mr. Hinchcliffe for his time and dedication to Mobile Crisis Services and the Board of Directors.

I am excited to fulfill the role of treasurer, and I am pleased to present the financial statement for the year ending March 31, 2022.

As reflected in the financial statement, we continue to rely on grant funding from various strategic and community partners.

We are surviving in the era of fiscal restraint, Covid 19, and increasing demands from clients in our community. We are committed to seeking new ways to increase funding and reduce expenditures.

I would like to express my gratitude to Jan Thorson for her years of leadership as our Executive Director. I wish you all the very best in your upcoming retirement Jan.

We would like to thank our strategic and community partners and those who continue to support community health and supportive communities. And to those who were able to make our 48th annual AGM, thank you for attending.

Cara Burrows
Our Crisis Workers have to say....

"We are able to do our jobs through the support of our community partners."

"Our dependence on our community partners is vital to the work we do at Mobile Crisis."

"Working together as a team alongside our community partners means so much to us in providing the best possible services to those in need."

Regina City Police and RCMP made 3,602 requests for assistance from Mobile Crisis.
MOBILE CRISIS SERVICES, INC.

Statement of Financial Position
March 31, 2021

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<tr>
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<th>2021</th>
<th>2020</th>
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<td><strong>LIABILITIES AND NET ASSETS</strong></td>
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<td><strong>TOTAL</strong></td>
<td>$840,179</td>
<td>$787,010</td>
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ON BEHALF OF THE BOARD

[Signatures]

See notes to financial statements.

MWC Chartered Professional Accountants LLP
# MOBILE CRISIS SERVICES, INC.
## Statement of Operations
### Year Ended March 31, 2021

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<tr>
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<th>2021</th>
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<tr>
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<td>Ministry of Social Services grant</td>
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<td>Saskatchewan Liquor and Gaming Authority grant</td>
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<td>City of Regina grant</td>
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<td>Saskatchewan Health Authority grant</td>
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<td>Saskatchewan Agriculture grant</td>
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<td>Pandemic wage subsidies</td>
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<td>Interest and investment earnings (loss)</td>
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<td><strong>Total Revenues</strong></td>
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<td><strong>EXPENSES</strong></td>
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<td>Website services</td>
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<td>Vehicle</td>
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<td>Workers’ compensation</td>
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<td>Training</td>
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<td>Amortization of capital assets</td>
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<td>Answering services</td>
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<td>Annual meeting and board</td>
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<td><strong>Total Expenses</strong></td>
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<td><strong>EXCESS OF REVENUES (EXPENSES)</strong></td>
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<td>$52,626</td>
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See notes to financial statements

MWC Chartered Professional Accountants LLP