

Monitoring & Evaluation Framework: July 2019



Finances: Jan to July 2019

| July | | 2019 YTD | BUDGET YTD | % Var | \$ Var | 2018 YTD | % Var | \$ Var |
|------|---|----------------|----------------|--------------|-----------------|-----------------|-------------|----------------|
| | SUMMARY | | | | | | | |
| | Total Donations | 183,291 | 242,000 | -24% | -58,709 | 88,269 | 108% | 95,022 |
| | Total Centre Revenue | 585,781 | 677,850 | -14% | -92,069 | 528,383 | 11% | 57,398 |
| | Total Other Revenue | 12,895 | 16,545 | -22% | -3,650 | 4,398 | 193% | 8,497 |
| | TOTAL REVENUE | 781,967 | 936,395 | -16% | -154,428 | 621,050 | 26% | 160,917 |
| N1 | Total Operating Expenses | 368,244 | 383,945 | -4% | -15,701 | 312,552 | 18% | 55,692 |
| | Total Program Expenses | 116,503 | 128,100 | -9% | -11,597 | 112,111 | 4% | 4,392 |
| | Total Payroll Expense | 375,389 | 402,946 | -7% | -27,557 | 315,130 | 19% | 60,259 |
| | Total Other Expenses | 265 | 23,750 | 0% | 0 | -3,057 | 0% | 0 |
| | TOTAL EXPENSE | 860,401 | 938,741 | -8% | -78,340 | 736,736 | 17% | 123,665 |
| | NET INCOME | -78,434 | -2,346 | 3243% | -76,088 | -115,686 | -32% | 37,252 |
| N1 | <i>Operating Expenses include R&M Unusual Expenses which will be moved to Capital Asset accounts at completion of project</i> | | | | | | | |
| | Amount to be moved | 77,172 | | | | 45,187 | | |

- Year-over-year, grants + donations up 108%, Centre revenue up 11%, other income up 193%
- Centre revenue + grants and donations tracking below 2019 targets
- Aggressive grant-seeking activity continues - summer 'between time' for granting organizations
- Operating expenses up due to increased Budget priority on repairs & maintenance
- \$77,172 of R&M expenses will shift to capital accounts, as per standard accounting practices
- Net income YTD 2019 much healthier than 2018 (47% below 2018 in 2019)
- Negative net income YTD 2019 minus capitalized expenses = -\$1,262 (~break-even)
- Bottom lines: 1) grants + donations above 2018 but below 2019 target; 2) Centre revenue above 2018 but below 2019 target; 3) expenses within 2019 Budget; 4) net income improved over 2018

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R&M: Jan to July 2019

| CAPITAL PURCHASES | Budgetted | POSTED TO Asset Accounts | POSTED TO Expenses |
|---|------------------|-------------------------------------|-------------------------------|
| Fascia/soffit/gutters - Caritas | 25,839 | | |
| Tankless water heater - Lower WH | 7,400 | 8,784 | |
| Fire suppression/air exchange - Kitchen | 8,000 | | |
| Passenger van - youth programming | 35,000 | 26,019 | |
| Re-purpose Spes Bona 2nd floor | 29,170 | | |
| Re-purpose Rawson House | 33,650 | | 53,891 |
| Greenhouse - farm | 23,000 | | 3,584 |
| Solar Project - Spes Bona | 38,000 | 2,269 | 19,697 |
| Coin Operated laundry machines | 2,500 | 3,208 | |
| Deck repair/replace - Richardson | 15,000 | | |
| | 217,559 | 40,280 | 77,172 |

- Phase one solar fully funded; phase two fundraising at \$3,000+
- Work started on re-purposing Spes 2nd floor - two offices re-located; meeting area created
- Fundraising for new greenhouse underway; water connection funded and completed
- Scale and scope of work on Rawson larger than projected; partial funding secured
- Passenger van acquired in June (below budget estimate)
- Capital items posted to operating, then shifted to capital as per generally accepted accounting practices and reported in year-end balance sheet
- **Bottom line: capital spending within guidelines set by Board and Budget 2019**

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Earned income: Jan to July 2019

| Programming Revenue | | | | |
|--------------------------------------|-------------------|--|-------------------|------------|
| Programming Revenue | 102,945.00 | | 90,720.00 | 13 |
| Children & Youth Programming | 13,005.00 | | 10,657.00 | 22 |
| Cancellation Fees | 6,955.90 | | 4,886.50 | 42 |
| Accommodation Revenue | 298,804.39 | | 276,840.07 | 8 |
| Meals Revenue | 159,850.42 | | 141,856.26 | 13 |
| Administration Fees | 4,221.00 | | 3,423.00 | 23 |
| Total Centre Revenue | 585,781.71 | | 528,382.83 | 11 |
| Programming Contra | | | | |
| Adult Programs - Expenses | 2,540.35 | | 116.25 | 2,085 |
| Adult Programs - Instructor Costs | 24,635.75 | | 16,913.68 | 46 |
| Total Adult Programs | 27,176.10 | | 17,029.93 | 60 |
| Program Incentives & Discounts | 8,145.00 | | 8,200.00 | -1 |
| Hosted Meals - Instructor | 6,951.00 | | 7,468.00 | -7 |
| Hosted Meals - Board | 701.00 | | 696.00 | 1 |
| Hosted Meals - Associates | 4,737.00 | | 6,626.00 | -29 |
| Hosted Accommodation - Instructor | 18,464.00 | | 19,055.00 | -3 |
| Hosted Accommodation - Board | 1,419.00 | | 1,722.00 | -18 |
| Hosted Accommodation - Associates | 5,708.00 | | 11,722.50 | -51 |
| Hosted Programming | 7,705.00 | | 10,045.00 | -23 |
| Total Hosted & Discounted | 53,830.00 | | 65,534.50 | -18 |
| Youth Programs - Expenses | 1,593.68 | | 1,127.21 | 41 |
| Youth Programs - Instructor Costs | 5,552.21 | | 1,663.51 | 234 |
| Total Youth Programs | 7,145.89 | | 2,790.72 | 156 |
| Youth Leadership Sponsorship | 26,435.65 | | 20,185.00 | 31 |
| Program Volunteer Voucher Expense | 0.00 | | 6,355.00 | -100 |
| Total Program Expenses | 114,587.64 | | 111,895.15 | 2 |
| Net Programming Income | 471,194.07 | | 416,487.68 | 13 |

Total centre revenue up 11%

Total earned income (net programming income) up 13% - close to 2019 target

Substantial savings in hosted costs

Substantial rise in youth program costs

Program + conference registrations sluggish; below 2019 target

Monitoring & Evaluation Framework: July 2019



Occupancy: Jan to July 2019

| SPRING OCCUPANCY BY PERCENTAGE | | | | | | | | | | | | | | | | | | | | | | | | | |
|--------------------------------|--|-------|------|------|------|------|-------|------|------|------|------|------|------|------|------|------|------|------|--------|------|------|------|------|------|------|
| | | MARCH | | | | | APRIL | | | | | | MAY | | | | | | SPRING | | | | | | |
| ACCOM | | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | 2014 | 2015 | 2106 | 2017 | 2018 | 2019 |
| LODGES | | 27 | 26 | 26 | 32 | 21 | 20 | 35 | 35 | 39 | 13 | 24 | 29 | 42 | 38 | 44 | 42 | 48 | 43 | 35 | 33 | 36 | 29 | 31 | 31 |
| CASITAS | | NA | 0 | 34 | 11 | 42 | 29 | NA | 7 | 14 | 2 | 32 | 49 | NA | 29 | 43 | 29 | 30 | 23 | NA | 12 | 30 | 14 | 35 | 34 |
| Cabanas | | | | | | | | | | | | | | 19 | 13 | 12 | | | | | | | | | |

| SUMMER OCCUPANCY BY PERCENTAGE | | | | | | | | | | | | | | | | | | | | | | | | | |
|--------------------------------|--|------|------|------|------|------|------|------|------|------|------|------|--------|------|------|------|------|------|--------|------|------|------|------|------|------|
| | | JUNE | | | | | JULY | | | | | | AUGUST | | | | | | SUMMER | | | | | | |
| ACCOM | | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | 2014 | 2015 | 2016 | 2017 | 2108 | 2019 | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 |
| LODGES | | 42 | 45 | 40 | 46 | 42 | 49 | 68 | 69 | 85 | 68 | 58 | 74 | 84 | 80 | 80 | 82 | 85 | | 65 | 65 | 68 | 65 | 62 | |
| CASITAS | | NA | 13 | 22 | 13 | 42 | 42 | NA | 16 | 79 | 83 | 73 | 88 | NA | 70 | 95 | 94 | 91 | | NA | 33 | 65 | 63 | 69 | |
| CABANAS | | 18 | 21 | 11 | 9 | 23 | 24 | 77 | 73 | 83 | 75 | 57 | 64 | 82 | 74 | 80 | 74 | 80 | | 59 | 56 | 58 | 53 | 53 | |
| SERVICED | | 12 | 15 | 2 | 11 | 18 | 22 | 47 | 39 | 57 | 40 | 42 | 38 | 51 | 58 | 59 | 61 | 58 | | 37 | 37 | 39 | 37 | 39 | |
| UNSERVI | | 10 | 16 | 2 | 14 | 9 | 13 | 31 | 28 | 45 | 35 | 38 | 20 | 56 | 62 | 58 | 67 | 52 | | 32 | 35 | 35 | 39 | 33 | |

| FALL OCCUPANCY BY PERCENTAGE | | | | | | | | | | | | | | | | | | | | | | | | | |
|------------------------------|--|-----------|------|------|------|------|---------|------|------|------|------|------|----------|------|------|------|------|------|------|------|------|------|------|------|------|
| | | SEPTEMBER | | | | | OCTOBER | | | | | | NOVEMBER | | | | | | FALL | | | | | | |
| ACCOM | | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 |
| LODGES | | 47 | 24 | 47 | 32 | 44 | | 46 | 46 | 40 | 52 | 47 | | 25 | 29 | 22 | 29 | 27 | | 39 | 25 | 27 | 28 | 30 | |
| CASITAS | | NA | 13 | 36 | 31 | 28 | | NA | 16 | 12 | 79 | 20 | | NA | 7 | 16 | 51 | 38 | | NA | 12 | 21 | 54 | 29 | |

Spring 2019 occupancy sluggish compared to 2018; some annual increases in June + July

Points of progress:

- **Program + conference registrations are healthy, but below 2019 targets - increased emphasis on boosting earned income for remainder of summer + fall and winter.**
- **substantial grant requests submitted, including BC Rural Dividend (~\$100k), which includes letters of support from Community Futures Shuswap, Arts Council for the South Shuswap, Columbia Shuswap Regional District Director Paul Demenok, Thompson Okanagan Tourism Association, South Shuswap Chamber of Commerce.**
- **created relationships with regional tourism bodies, including Thompson Okanagan Tourism Association, Shuswap Tourism, Tourism Kamloops + Skmana Ski Club**
- **for the first time, Sorrento Centre will have booth at Salmon Arm Roots + Blues festival (largest festival in the region + very good visibility for Centre): we will be giving visibility to NimbleFingers, which has lower week two numbers.**
- **continuing upgrading of marketing materials, including new Sorrento Centre booth that will tour local and regional festivals + events throughout the fall, winter + spring**
- **extensive work on farm is showing results in bountiful harvests**
- **ongoing community outreach / engagement campaign continued in July with invited guests including regional economic development manager, local Indigenous tourism initiative and artistic director of Salmon Arm Roots and Blues**
- **continuing to recruit for WYLD co-ordinator and farm manager**
- **thirteen summer programs offered during the summer of 2019.**
- **ED offered PWRDF Mapping Exercise each week of programming, as part of our ongoing commitment to reconciliation: learning for all.**
- **other special events in July included book signings + musical performances.**
- **Summer Youth Staff transitioned well; also welcomed volunteers in July.**
- **Sorrento Centre parish, community + campus reps program revived and will be formally launched in the fall of 2019.**

