

Annual Report

2011/2012

Family Services of Greater Vancouver entered a new era this past year. New leadership. New location. New possibilities. Since the arrival of a new CEO, the agency has been going full throttle. Beginning with a review of the mission statement for the organization and the crafting of a vision statement, the board and senior management team launched the platform for the development of a new strategic plan:

Our Vision: Brighter tomorrows in which all people are resilient, confident, and filled with hope.

Our Mission: We work to inspire and support those in our community who need help to reach their full potential: children are nurtured, youth find optimism, adults feel empowered, and parents make choices that build strong families.

Together we are “creating brighter tomorrows”.

And continuing to chart its new course, the agency sold the building it has occupied for 44 years, at the corner of West Seventh and Fir, opting to move the agency east to The Joanne Brown Centre for Families—a property it purchased in 2008 through a \$1.8 million capital campaign. By moving east, we know the agency is more accessible than ever to the people we serve.

This year we continued to experience the effects of the global economic uncertainty. Poverty continues to impact all aspects of our work. Families are struggling to meet their basic security needs of housing and nutrition. But despite the challenges, our staff members continued to do the work they always do, creating brighter tomorrows for individuals and families.

This year our 488 staff members, together with 186 volunteers and 49 students, provided services to **22,565** people in over 30 languages at 20 locations throughout Metro Vancouver as well as other areas of the province. Our students provided 7,810 hours of service and our volunteers contributed 7,140 hours. Our annual agency revenue was **\$21,454,696** and while we were challenged with our government funding, donations to the agency increased significantly.

As a social services leader, Family Services has continued to be involved in the Government Not for Profit Initiative, advocating for sound and consistent contracting practices across all government ministries. We advocate for the sector, as well as the people we serve, speaking out about best practice standards, and educating both government and community around issues such as homelessness, vulnerable children, and women and violence.

Our work could not be done without the caring, commitment and expertise of all of our staff and volunteers, as well as the support of our generous donors and board members. Whether in a formal or informal setting, we continue to be amazed by the passion and commitment that every staff and volunteer brings to Family Services. Working long, working smart and ensuring that clients have the best experience possible every hour of every day remains the trademark of Family Services. It has been a challenging, yet rewarding year. We look forward to what next year brings.



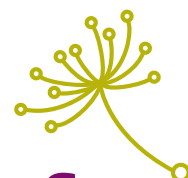
Caroline J. Bonesky

Caroline Bonesky
CEO



Joanne Hausch

Joanne Hausch
Board Vice Chair



Family Services

of Greater Vancouver

Creating brighter tomorrows.

Highlights

Caroline Bonesky joins agency as 7th CEO in agency history.

Caroline returns to us after spending 11 years as the executive director of Fraserside Community Services in New Westminster. Board Chair Chris Sanderson announced that Caroline Bonesky (BA, BSW, MBA) would be joining Family Services of Greater Vancouver as CEO in September 2011. Caroline worked for Family Services from 1990-2000 and served as part of the executive team 1995-2000.

Vision statement is created for the agency and mission statement is revised.

In March 2012 Family Services unveiled a new vision and revised mission statement to help guide the agency in its important work. These new statements have been developed with extensive input from board, staff, and external stakeholders in order to best capture the agency's ambitions and values. As we move forward in challenging economic times, we will use these statements to ensure that our resources have the most impact possible. Hope is an action word and we believe that our vision captures our staff commitment to creating hope.

West 7th is sold!

In 2011, Family Services sold the main administration building on West 7th Avenue. Since the agency moved into the building in 1968, the staff has multiplied from 35 to more than 500. With space opening up at The Joanne Brown Centre for Families—an agency-owned building at Broadway and Commercial—there was an opportunity to consolidate operations and create stronger links between administrative staff and programs. The space design and construction contracting work commenced in January 2012 and the renovation commenced April 1, 2012.

Three year CARF accreditation

In October 2011 Family Services completed a renewal of accreditation by the Commission on Accreditation of Rehabilitation Facilities (CARF). As an accredited organization through CARF, Family Services of Greater Vancouver must go through a rigorous renewal process once every three years. As an organization which is committed to providing quality service to individuals and families in an effective way, accreditation is a process which allows us to review and improve our systems and service delivery to ensure we are integrating best practices. CARF is an independent nonprofit organization focused on advancing the quality of rehabilitation services worldwide. Providers that meet CARF's standards have demonstrated their commitment to being the best available facilities in the world.

& Achievements

Agency secures contract for City Centre WorkBC Employment Service Centres.

In the fall of 2011 Family Services Employment Programs secured the contract to operate the Work BC Employment Service Centre for Vancouver City Centre. This new comprehensive service model, created by the BC Government, came into effect April 2, 2012. Clients in Downtown Vancouver will be able to access all services via the Davie St. Work BC Centre. In order to provide all of these services, Family Services is working with the YWCA Metro Vancouver, Immigrant Services Society, Back in Motion, ACCESS, and Langara College. Our employment services team has relocated downtown to work on this exciting project.

Brighter Tomorrows Fundraising Luncheon

In March, Family Services' second annual fundraising luncheon raised \$43,000 to help people in need in our community. With homelessness being a key social issue facing Vancouver today, Judy Graves (Housing Advocate for the City of Vancouver) gave a powerful keynote address to a packed room at the Four Seasons Vancouver. Thank you to our presenting sponsor Blakes Lawyers, founding sponsor Deloitte, and sponsors Electronic Arts, Lawson Lundell LLP, and Phillips, Hager and North Investment Management Ltd, plus many generous in-kind sponsors and volunteers.

Child advocacy centre feasibility study

Last year Family Services, in partnership with other community and criminal justice service providers, undertook a feasibility study that looked at establishing a child advocacy centre in Vancouver. This study was funded by a two year \$241,000 grant from the Government of Canada's Department of Justice. An integrated child advocacy centre would provide a safe place for child or youth victims or witnesses of crime to navigate the criminal justice system. Throughout our agency, every day we see the devastating impact abuse and other serious crimes have on the lives of children, often following them into adulthood. A new child-focused approach has the potential to completely transform the lives of the children most in need in our community, as well as serve to ensure the greatest likelihood of justice being served to the perpetrator.

Hockey Day in Richmond

On May 7, 2011, Family Services and Richmond Addiction Services presented Hockey day in Richmond. The events were part of Youth Week, and included an afternoon floor hockey tournament with Theo Fleury joining in the fun. Theo Fleury's presentation "Don't Quit..." inspired the crowd.

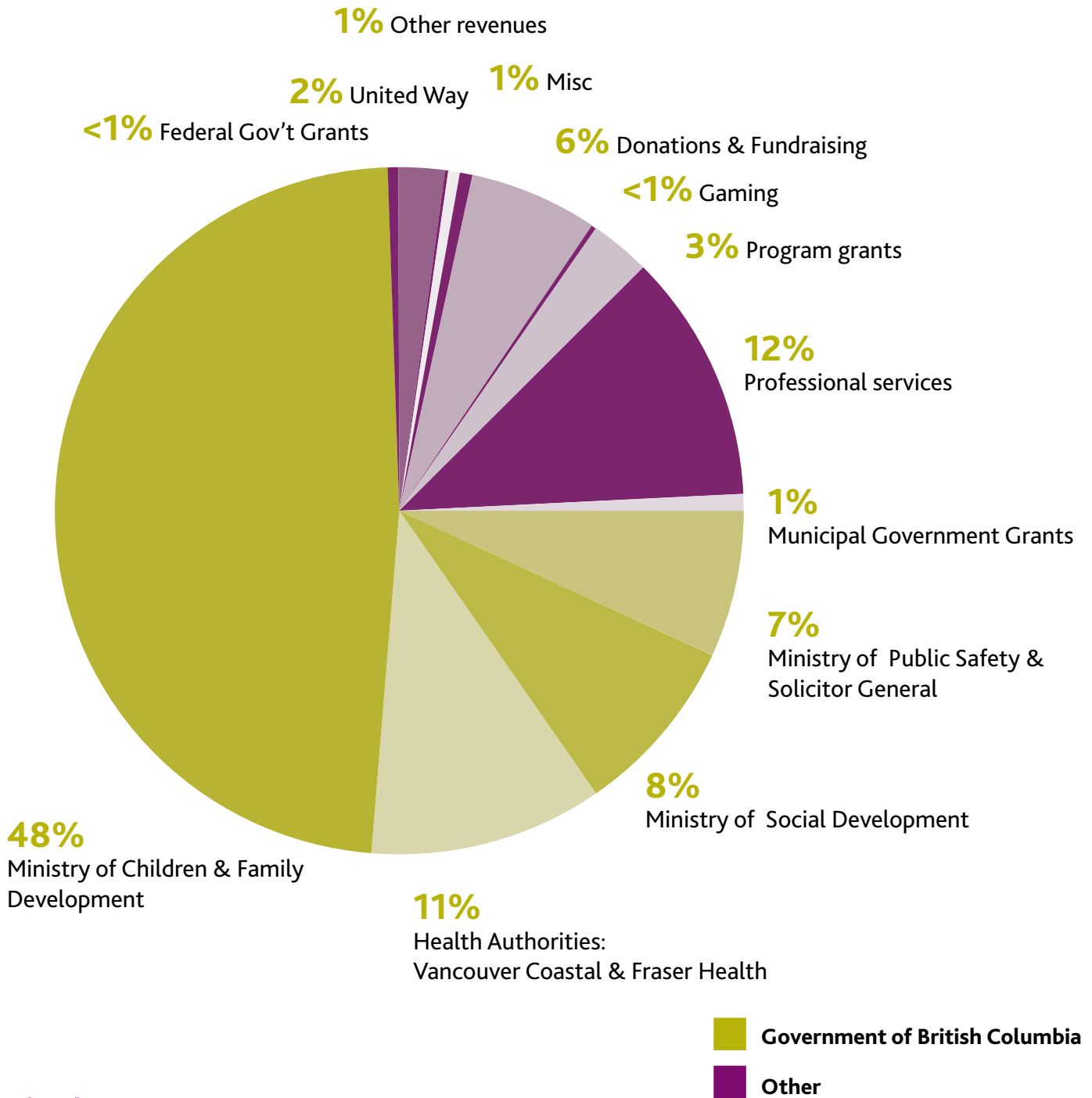
Statement of operations

for the year ended March 31, 2012

REVENUES	2012 \$	2011 \$
Government of British Columbia	15,975,339	16,781,386
Professional services	2,517,223	2,444,261
Donations and fundraising - net	1,291,977	1,184,576
Program grants	607,872	797,688
United Way of the Lower Mainland	464,861	509,747
Municipal governments	166,914	170,626
Miscellaneous	127,179	112,366
Other revenue	116,657	109,835
Government of Canada	106,685	29,872
Gaming revenue	48,000	65,466
Amortization of deferred contributions	31,989	70,473
TOTAL REVENUE	21,454,696	22,276,296
EXPENSES		
Salaries, wages, and benefits	14,719,528	15,093,039
Purchased services	3,512,020	3,410,287
Building occupancy	1,439,243	1,370,747
General program expenses	765,232	925,483
Direct program expenses	656,206	711,678
Recruitment and professional development	145,710	221,544
Insurance, dues, and other fees	111,819	122,785
Promotion and fundraising	93,782	86,160
Miscellaneous	81,686	74,293
Amortization	69,625	120,796
Audit and legal	67,252	38,825
Pension solvency	—	84,000
TOTAL EXPENSES	21,662,103	22,259,637
(Deficiency) excess of revenues over expenses for the year	(207,407)	16,659

Breakdown of revenue

for the year ended March 31, 2012



Our funding

Family Services of Greater Vancouver is a not-for-profit community agency. We rely on individuals and businesses in our local community to provide their time, advocacy, expertise, and funding to help us realize our goal to assist those in need. While we do provide service through government contracts, for some of our programs, many others survive solely on the support of community and corporate dollars. Without this funding, these programs would not exist. Every dollar is crucial to assisting one more child, one more youth, one more family in crisis.

Family Services of Greater Vancouver adheres to:



Thank you...

Leadership Circle

Platinum

\$100,000+

The Carraresi Foundation
Vancity

Gold

\$50,000 - \$99,999

United Way of the Lower Mainland
Vancouver Foundation

Silver

\$10,000 - \$49,999

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The Co-operators Group Limited
The Edith Lando Charitable
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Our Family Circle

Gold

\$5,000 - \$9,999

Coast Capital Savings Foundation
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Envision Financial
JASMINE
John Hardie Mitchell Family Foundation
Marin Investments Limited
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The Vancouver Sun Children's Fund
Vancity Community Foundation
Vancouver Coastal Health Authority

Silver

\$10,000 - \$49,999

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\$1,000+

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Up to \$999

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Kayvon Bescharat
Laura Bevan
Beyond Expectations
Communication
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Sherry Blamey
Brenda Bolwyn
Paul Bonenfant
Caroline Bonesky
Sarah Boon
Michael Borden

from the bottom of our hearts.

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Thank you.

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