
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 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 WorkBC 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.

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.

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.

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

<table>
<thead>
<tr>
<th>REVENUES</th>
<th>2012 $</th>
<th>2011 $</th>
</tr>
</thead>
<tbody>
<tr>
<td>Government of British Columbia</td>
<td>15,975,339</td>
<td>16,781,386</td>
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<tr>
<td>Professional services</td>
<td>2,517,223</td>
<td>2,444,261</td>
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<tr>
<td>Donations and fundraising - net</td>
<td>1,291,977</td>
<td>1,184,576</td>
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<tr>
<td>Program grants</td>
<td>607,872</td>
<td>797,688</td>
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<td>United Way of the Lower Mainland</td>
<td>464,861</td>
<td>509,747</td>
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<tr>
<td>Municipal governments</td>
<td>166,914</td>
<td>170,626</td>
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<tr>
<td>Miscellaneous</td>
<td>127,179</td>
<td>112,366</td>
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<tr>
<td>Other revenue</td>
<td>116,657</td>
<td>109,835</td>
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<tr>
<td>Government of Canada</td>
<td>106,685</td>
<td>29,872</td>
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<tr>
<td>Gaming revenue</td>
<td>48,000</td>
<td>65,466</td>
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<tr>
<td>Amortization of deferred contributions</td>
<td>31,989</td>
<td>70,473</td>
</tr>
<tr>
<td><strong>TOTAL REVENUE</strong></td>
<td><strong>21,454,696</strong></td>
<td><strong>22,276,296</strong></td>
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</table>

<table>
<thead>
<tr>
<th>EXPENSES</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Salaries, wages, and benefits</td>
<td>14,719,528</td>
<td>15,093,039</td>
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<tr>
<td>Purchased services</td>
<td>3,512,020</td>
<td>3,410,287</td>
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<tr>
<td>Building occupancy</td>
<td>1,439,243</td>
<td>1,370,747</td>
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<tr>
<td>General program expenses</td>
<td>765,232</td>
<td>925,483</td>
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<td>Direct program expenses</td>
<td>656,206</td>
<td>711,678</td>
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<tr>
<td>Recruitment and professional development</td>
<td>145,710</td>
<td>221,544</td>
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<tr>
<td>Insurance, dues, and other fees</td>
<td>111,819</td>
<td>122,785</td>
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<tr>
<td>Promotion and fundraising</td>
<td>93,782</td>
<td>86,160</td>
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<td>Miscellaneous</td>
<td>81,686</td>
<td>74,293</td>
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<tr>
<td>Amortization</td>
<td>69,625</td>
<td>120,796</td>
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<td>Audit and legal</td>
<td>67,252</td>
<td>38,825</td>
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<tr>
<td>Pension solvency</td>
<td>—</td>
<td>84,000</td>
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<tr>
<td><strong>TOTAL EXPENSES</strong></td>
<td><strong>21,662,103</strong></td>
<td><strong>22,259,637</strong></td>
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</tbody>
</table>

(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.
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
Anonymous (2)
Anthony G. Ostler
BC Social Venture Partners
Blake, Cassels & Graydon LLP
Canucks for Kids Fund
CIBC Wood Gundy (Caring for Kids Committee)
CKNW Orphans’ Fund
Decoda Literacy Solutions Society
Deloitte & Touche LLP
Diamond Foundation
Fairmile Developments Ltd. (Bartrac Holdings Ltd.)
InTransit BC Limited Partnership
Lawson Lundell LLP
SAP Canada Inc.
Spencercreo Foundation
The Co-operators Group Limited
The Edith Lando Charitable Foundation
Vancouver Police Union Charitable Foundation

Our Family Circle

Gold
$5,000 - $9,999
Coast Capital Savings Foundation
Electronic Arts (Canada), Inc.
Envision Financial
JASMINE
John Hardie Mitchell Family Foundation
Marin Investments Limited
Phillips, Hager & North Investment Management Ltd.
The Vancouver Sun Children’s Fund
Vancity Community Foundation
Vancouver Coastal Health Authority

Silver
$10,000 - $49,999
AI Roadburg Foundation
Alice Angus
BC Hydro Employees’ Community Services Fund
Chevron Canada Limited
Christopher Sanderson
Claire Wright
Dan Helm
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Douglas H. Knight
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Lorna Romilly
Manulife Financial
MAZON Canada
McCarthy Tetrault LLP
Michael Wallberg
Ogiers Berndtson
Philippa Ostler
Radical Foundation
Raymond Lam
RBC Foundation
Resham Randhawa
Rhys Davies
Robert Baker

Gifts in Kind
$1,000+
Cara Sinclair

Friends of the Family

Up to $999
Andrew Acherman
Louis Adams
Sam Adkins
Timothy Agg
Garth Albright
Andrea Alexander
Michelle Allan
Anonymous
S. Brad Armstrong
Aaron Arnold
Lisette Baker
Elizabeth Ball
Richard Ballard
Lorraine Barker
Nancy E. Barker
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Spencer Barnard
Frank Bassett
BC Cancer Agency - Cytogenetic Lab
Keith B. Bergner
Sheldon Berry
Kayvon Bescharat
Laura Bevan
Beyond Expectations Communication
Jeremy Billan
Sherry Blamey
Brenda Bolwyn
Paul Bonenfant
Caroline Bonesky
Sarah Boon
Michael Borden

Robert Watts
Sean Boyle
Shane Uren
St. Mary’s Kerrisdale
TELUS
Teri Nicholas
The Hamber Foundation
The KPMG Foundation
Theanon Charitable Foundation
United Way of Halifax Region
Westside Montessori School
from the bottom of our hearts.

Amy Bowlby
Mark Brand
Trevor Britton
Vaughan Bruneau
Teresa Budd
Doug Burgoyne
Mary Jane Burkholder
James F. Cahill
Ann Campbell
Renzo Caredda
Matthew Carlson
Joan F. Carne
A. Sandy Carpenter
John Carrington
Gloria Chan
Laura Chanin
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Karen Dueck
Gary W. Dunn
Alanna Dyani
dysarchitecture
Gerald Embree
J. Embree
David Emery
Employees of Canada Mortgage and Housing Corporation
Employees of Coast Mountain Bus Company Burnaby Transit Ctr.
Employees of Family Services of Greater Vancouver
Employees of National Aviation
Employees of Provincial Employees

Community Services Fund
Employees of Public Works & Government Services
Employees of RBC Royal Mutual Funds Inc. - Kerrisdale Branch
Employees of University of British Columbia
Aimee Epp
Christine Evans
Katherine Evans
Matthew Evans
Jennifer Fabre
Bernard Fahy
Terry Fay
Barry Fenton
Lucile Flavelle
Fluor Employee Giving Campaign
Jack Fournier
Allen M. Fowlis
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Justine Greene
Waren E. Grossman
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M. Hand
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Axel Hovbrender
Karen Hudson
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Lois Lindsay
Patricia Lloyd
Justeen Loconte
Mannie London
Debbie Lowes
Joanna Lu
Robert Luft
Bill MacEwen
Bill Maclagan
Duncan MacPhail
Macquarie Group Foundation
Thank you.

Herman Mah
Amanda Malenstyn
Helen Mayoh
Michael McBride
Stephanie McCullum
Laura McCormack
Anita McDonald
Iaian McDougall
Sheila McFarland
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Jane Wakefield
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Rosemary Westie
Bonnie White
Lisa Whittaker
Janet Wiegand
Jenny Williams
Brian C. Willoughby
Elizabeth J. Wilson
Mary P. Wilson
Daniel Wolfson
Carson Woo
Lesley Wright
Lisa Wrixon
Young Xiao
Jean Yu
Barry Zemlak
Leah & Dave Zille

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NEW WESTMINSTER

RICHMOND

BRITISH COLUMBIA

VANCOUVER

Cities