As we reflect on the past fiscal year, the theme that emerges is complexity. Certainly the environment we operate in continues to become more complex—funding arrangements, fee for service work, the social enterprises we run, the partnerships we hold, the standards to which we hold ourselves, our relationships with one another.

But what’s most challenging is that the world our clients are living in is more complex. The people who come to us are carrying more stress, creating anxiety across the whole family dynamic, including in children. We see more people with food security issues, housing challenges, addiction problems, and mental health challenges. And these problems just don’t seem to be getting any better.

As a Family Service organization, we see what’s going on in the external environment—and we want to be part of the solution. When we look at the platforms for our work—creating safety for women and children, helping homeless youth, striving for economic inclusion, building strong families, and building strong communities—the environments we are trying to have an impact in are much more complex. So what we are doing as an organization is looking at how we can use the resources of Family Services to bring new solutions to the wicked social issues that plague our communities. This past year, we are particularly proud of the movement we started in Vancouver with other service providers about collective impact. This is not just about having conversations, rather re-engineering our work and our processes to monitor what we actually want to have an impact on, measure whether we are actually having an impact, and work collaboratively with a multitude of partners all measuring the same thing, so that hopefully in five years, we’ll be able to say that we made a measurable difference in addressing specific social issues.

It’s a busy but exciting time in our organization—with lots of organizational changes to come in the following year, particularly with respect to our facilities—and working to develop a new strategic plan. We are up for the challenge!

Our board also continues to be active. They dedicate many focused hours to this organization, providing the foundation we need to ensure we will continue to be financially secure in the years ahead, a very complex topic. Much of their work as a board this year has been exploring how we can use both the resources available in Family Services of Greater Vancouver and The Family and Children’s Foundation of BC to bring more financial sustainability to the organization. And in looking at the sector as a whole, the board has been instrumental in developing the call for a social policy framework for British Columbia, and have taken a leadership role in BoardVoice.

Everywhere we look, we see there are increasing challenges to being a social services organization. Yet despite the challenges, despite the complexities that are going on, our clients continue to tell us that our staff bring the utmost respect to them, they treat them with integrity, and they feel much more hopeful after receiving service from Family Services of Greater Vancouver. We are so blessed to have the best staff on the earth working for Family Services of Greater Vancouver.

So as we move into the 2014/2015 fiscal year, we both just want to take a moment to thank you. To the people we serve, thank you for putting your trust in us. To our donors, funders, and partners, thank you for believing in us. To our volunteers and students, thank you for choosing us. And to our employees, thank you for inspiring us with your dedication, commitment, resilience, and professionalism.

We remain firmly committed to creating brighter tomorrows for the people and families in our communities.
“My son loves coming here. He appears to have learned he has a voice.”

Mom, Trauma and Sexual abuse program

**Examples of how we helped build stronger families this past year**

33 children found their forever family through placements made in our Adoption Agency

16 student parents in Richmond were able to attend school and 14 of their children were cared for at the on site daycare at Richmond Secondary school

473 parents attended one of 54 parenting workshops Family Services offered this past year

Over 400 people received subsidized counselling services, dealing with an array of issues that may impact family life

Over 346 women received counselling through our Stopping the Violence program—supporting women who have experienced violence in relationships, sexual assault, and/or childhood abuse

51 children and 49 parents/caregivers provided support to children who have been exposed to, or experienced, domestic violence

1,226 people received services through our WorkBC employment services centre in Vancouver City Centre

463 families were supported through our Family Preservation and Reunification program

**Resources to fulfill our mission**

This year our 487 staff members, together with 237 volunteers and 45 students, provided services to 13,300 people at 14 locations throughout Metro Vancouver, as well as other areas of the province. Practicum students provided 9,260 hours of service and our volunteers generously contributed an additional 6,295 hours. These commitments to our programs and clients made an integral difference in our ability to meet service demands. Our agency revenue totalled $23,677,952.

**Our Clients Say It Best...**

Every year, Family Services conducts a client satisfaction survey. The results of our most recent survey reinforce that our clients experience respect, dignity, compassion and dedication from our great staff who dedicate themselves to fulfilling our mission.

This past year, we received over 1,500 responses to the survey and here’s how the people who turn to us rated the service they received from our agency:

- Courtesy and respect: 95%
- Level of support: 93%
- Staff competence: 93%
- Cleanliness of facilities: 92%
- Ease of getting into service: 88%

**Overall satisfaction of service: 93%**

93% of clients reported experiencing a moderate to great improvement in their life or behaviour as a result of our services. And finally, 94% of our clients said they would recommend our services to others.
& Achievements

**Extreme Weather Shelter**

Directions Youth Services Centre partnered with BC Housing to provide an Extreme Weather Resource Mat program for up to 15 youth on extreme weather nights for the 2013-2014 winter season. This service was a great success and we increased the numbers of youth served significantly from BC Housing’s prior partnership.

**Family Services presents at Korean Geriatric Conference**

In June, 2013, Family Services of Greater Vancouver’s Lisa Whittaker (VP – Counselling, Community Education, Trauma & Victim Services) and Heather Whiteford (Manager – Victim Services) were invited to South Korea where they presented “Boomers Matter: Addressing the Needs of Aging Baby Boomers” at the 20th IAGG World Congress of Gerontology and Geriatrics.

The presentation focused on the initial findings in a three-year project designed to look at the differing emotional health needs of new demographic of baby boomer seniors versus existing group of seniors and to examine types of emotional health programs needed for both groups.

Lisa and Heather have been working with Dr. Deborah O’Conner, who is the director of Centre for Research on Personhood in Dementia and Professor, School of Social Work at UBC. The project is a partnership between Family Services, UBC, and Century House – New Westminster Parks, Culture and Recreation.

Among the participants and presenters were representatives from the World Health Organization as well as the United Nations and the opening ceremonies were attended by Prime Minister of South Korea.

“Before coming here, I never knew what it felt like to experience the right to exist.”

Mom, Healthy Connections program

**New Westminster’s Parents Connect program is launched**

This past year, Family Services launched a new program in New Westminster which aims to support families new to Canada by matching them with mentor families who have lived in Canada for a long time. Parents Connect began its first 14-week program last fall with a group of ten moms with young children.

Newcomers and volunteers come together each week to learn about parenting techniques. The long time Canadians offer support and knowledge about Canadian culture, raising children in Canada, and tips on local programs in communities. Together, everyone enhances their parenting skills. The program includes child-minding for both the client families and volunteer families, providing an ideal opportunity for moms who are looking for a feasible way of giving back to their community.

**Brighter Tomorrows Fundraising Luncheon**

In February, 2014, guests who attended Family Services’ Brighter Tomorrows Fundraising Luncheon were uplifted and inspired by Frank O’Dea’s message of Hope, Vision, and Action. We can all be part of the answer to our city’s most challenging social issues.

This year’s luncheon saw us surpass our fundraising target and raised over $77,000 to help some of Vancouver’s most vulnerable children, youth, and adults rediscover hope, build confidence and resilience, and reach their full potential.
### Statement of operations
for the year ended March 31, 2014

<table>
<thead>
<tr>
<th>REVENUES</th>
<th>2014</th>
<th>2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>Government of British Columbia</td>
<td>17,708,688</td>
<td>17,575,344</td>
</tr>
<tr>
<td>Professional services</td>
<td>3,037,146</td>
<td>2,906,220</td>
</tr>
<tr>
<td>Donations and fundraising</td>
<td>1,011,855</td>
<td>1,225,960</td>
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<tr>
<td>Program grants</td>
<td>926,724</td>
<td>917,978</td>
</tr>
<tr>
<td>United Way of the Lower Mainland</td>
<td>464,861</td>
<td>464,861</td>
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<tr>
<td>Municipal governments</td>
<td>193,480</td>
<td>158,557</td>
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<tr>
<td>Government of Canada</td>
<td>140,354</td>
<td>149,923</td>
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<tr>
<td>Other revenue</td>
<td>69,393</td>
<td>68,139</td>
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<tr>
<td>Gaming revenue</td>
<td>65,267</td>
<td>15,605</td>
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<tr>
<td>Miscellaneous</td>
<td>30,925</td>
<td>17,748</td>
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<tr>
<td>Investment income</td>
<td>22,371</td>
<td>18,278</td>
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<tr>
<td>Amortization of deferred</td>
<td>6,888</td>
<td>2,501</td>
</tr>
<tr>
<td>contributions related to capital assets</td>
<td>6,888</td>
<td>2,501</td>
</tr>
<tr>
<td>TOTAL REVENUES</td>
<td>23,677,952</td>
<td>23,521,114</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>EXPENSES</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Salaries, wages, and benefits</td>
<td>14,874,481</td>
<td>14,727,053</td>
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<tr>
<td>Purchased services</td>
<td>4,432,606</td>
<td>4,249,170</td>
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<tr>
<td>Direct program expenses</td>
<td>1,530,738</td>
<td>1,627,185</td>
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<tr>
<td>Building occupancy</td>
<td>1,394,223</td>
<td>1,468,399</td>
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<tr>
<td>General program expenses</td>
<td>697,666</td>
<td>916,040</td>
</tr>
<tr>
<td>Recruitment and professional</td>
<td>153,853</td>
<td>114,688</td>
</tr>
<tr>
<td>development</td>
<td></td>
<td></td>
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<tr>
<td>Promotion and advertising</td>
<td>150,056</td>
<td>103,497</td>
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<tr>
<td>Insurance, dues, and other fees</td>
<td>120,918</td>
<td>128,978</td>
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<tr>
<td>Amortization of capital assets</td>
<td>82,899</td>
<td>47,257</td>
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<tr>
<td>Audit and legal</td>
<td>63,676</td>
<td>71,680</td>
</tr>
<tr>
<td>Miscellaneous</td>
<td>28,528</td>
<td>36,575</td>
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<tr>
<td>TOTAL EXPENSES</td>
<td>23,529,644</td>
<td>23,490,522</td>
</tr>
</tbody>
</table>

| Excess of revenues over expenses before other items | 148,308 | 30,592 |
| Change in fair value of investments            | 35,215   | 9,023  |
| Excess of revenues over expenses               | 183,523  | 39,615 |
Breakdown of revenues
for the year ended March 31, 2014

A) 45% Ministry of Children & Family Development
B) 14% Ministry of Social Development
C) 10% Health Authorities: Vancouver Coastal & Fraser Health
D) 5% Ministry of Justice
E) <1% Misc
F) 13% Professional services
G) 4% Donations & Fundraising
H) 4% Program grants
I) 2% United Way
J) <1% Municipal Government Grants
K) <1% Gaming
L) <1% Other revenues
M) <1% Federal Government Grants

Expenses
for the year ended March 31, 2014

1) 63% Staffing costs
2) 19% Contracted program services
3) 10% Program expenses
4) 6% Building occupancy
5) <1% Promotion and fundraising
6) 1% Insurance, dues, audit, legal, and other
7) <1% Amortization

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.
# Thank you...

## Leadership Circle

### Platinum

**$100,000+**

- Vancouver Foundation

### Gold

**$50,000 - $99,999**

- Carraresi Foundation

### Silver

**$10,000 - $49,999**

- British Columbia Teachers’ Federation
- Canucks for Kids Fund
- CIBC Wood Gundy
- CKNW Orphans’ Fund
- Decoda Literacy Solutions Society
- Diamond Foundation
- Grayross Foundation
- H.E.L.P. For Street Youth of Canada Society
- Hospital Employees' Union
- JP Morgan Chase Foundation
- RJ Nelson Family Foundation
- The Co-operators Group Limited
- Vancity Greater Vancouver Community Foundation
- Vancouver Police Union Charitable Foundation
- Variety - The Children's Charity of BC

## Our Family Circle

### Gold

**$5,000 - $9,999**

- Anonymous (2)
- Great Canadian Casinos Inc.
- Jasmine Society
- Kiwanis Club of Vancouver
- Marin Investments Limited
- Susan LeBlevec
- The Edith Lando Charitable Foundation

### Silver

**$1,000 - $4,999**

- Anonymous (4)
- Robert Baker M.D. Inc.
- Boffo Properties
- Kurt Bordian
- Sean Boyle
- Jonathan Burke
- Sylvia Davis
- Brian DeMuy
- Nancy Deshaw
- Electronic Arts (Canada), Inc.
- Employees of Family Services of Greater Vancouver
- Sarah Gatiss-Brown
- Joanne Hausch
- The "Helm" Team
- Julia Kim
- Raymond Lam
- Stephanie Langlois
- Darwin LeMay
- Valerie Mann
- Joe McArthur
- A. Keith Mitchell
- Peter and Joanne Brown Foundation
- Phillips, Hager & North Investment Management Ltd.
- Phoenix Truck and Crane Services
- Richard Pozzebon
- Theresa Rogers
- Lorna Romilly
- Show Kids You Care/Trinity Global Support Foundation
- Keith E. Spencer
- St. Mary’s Kerrisdale
- Judy Taylor
- Team TELUS Cares
- The Alma Mater Society (University of British Columbia)
- The Hamber Foundation
- United Food And Commercial Workers - Lcl 247
- Robert N Watts limited
- Wendy Wong

## Friends of the Family

### Up to $999

- Anonymous (3)
- 5 Stones Church
- Thomas Adair
- Rod Ancrum
- Britt Andersen
- Corey Anderson
- Olin Anton
- Hilary Antanson
- John Appleton
- Kenneth Appleton
- Simon Backer
- Christopher Barton
- Frank Bassett
- BC Hydro Employees’ Community Services Fund
- Craig Beattie
- Ann Beaufoy
- Jan Bell-Irving
- Keith Bergner
- Kayvon Besharat
- Big Sisters of BC Lower Mainland
- Black Cherry Studios Ltd.
- Elizabeth Blakely
- BMO Nesbitt Burns - National
- Faith Bodnar
- Caroline Bonesky
- Sarah Boon
- Michael Borden
- Laura Bourchier
- J. Heather Bowen
- Natalie Boychuk
- J. Graeme Brett
- Brio Integrative Health Centre
- Brock House Society
- Mary Jane Burkholder
- Edward Buset
- Sarah M. Butler
- C.F.U.W. B.C. Council
- Juvy Cabello
- Diane Cairns
- Holi Calder
- Ann Campbell
- Canadian Centre for Policy Alternatives - BC Office
- A. Sandy Carpenter
- Adrian Carr
- Laura Chanin
from the bottom of our hearts.

Chartwell Construction Ltd.
Maggie Ho Lam Cheung
Children of the Street Society
Chimp Foundation
Andrew Chowne
Josh Cinnamon
Dorian Cochran
Cecilia Codizal
Jonathan Cole
Herb Con
M. Joan Conklin
Jocelyn Convey
Steve Cooper
Doug Copland
Clayton Correia
William Cottle
Brian Crowther
Angela Cullen
Anne Currie
Judith F. Davis
Michael Davis
Maria T. De Ocampo
Diane Deacon
Linda Dempster
Jessica Denholm
Mandeep Dhaliwal
Marc Di Benedetto
Donna Diskos
Elena Do
Peter Dodek
Mysteli Donnelly
Gary W. Dunn
Shelagh Dwyer
Sinead Dwyer
Eden Accents
Colleen Ellison
Blake El Yuea
David Emery
Colin Erb
Essilor Network in Canada Inc.
Matthew Evans
Bernard Fahy
Chris Falloon
Mark Fancourt-Smith
Karsten Fast
Susan Fisher
Darren Flintoff
Morie Ford
Brian Forward
Doug Forward
Allen M. Fowlis
Karen Friesen
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Jacob Fussek
Alaric Gair
Sabrina Gill
Chris Gimpel
Golden Fleece Ltd.
Yasmin Gordon
Great Canadian Gaming Corporation
Great Little Box Co.
Justine Greene
Cheryl Gunn
Roberta Haas
Laurisa Haigh
Rahel Halabe
Cay Halbrook
Melissa Hamaguchi
D'Arcy Han
Sara Heron
Saker Hirani
Judith Horne
John Horning
Axel Hovbrender
Kim Hsu Guise
Deborah Huang
Junior Huen
Marietta Hurst
International Language Schools of Canada
Sandra Ireland
John Irving
Liz Irving
Tanya Jansma
M. Dianne Johnson
Shana Johnstone
Mavis Jonsson
Lily Jue
Barb Justason
Gloria Kang
Sean Karemker
Chuck Keeling
Nicole Kelemen
Andrew Kennedy
Zane Kerzner
Gerard Kho
Sean Kim
Ron Klopfen
Werner Knittel
Knox Presbyterian Church
Aaron Kuzik
Larry Lang Nung Man
Louie Lapa
Margaret C. Laurence
Viet Le
Joyce Lee
Donna Leibel
Rebecca Lem
Vicky Leong
Doug LePard
Patti Lim
Lois Lindsay
Charles Littledale
Iris Lo
Ken Lomas
Mannie London
Lucent Strategies Inc.
Irene Lugsdin
Lynn Valley Lions Club
Joanne Lysky
Lorraine Ma
Colin MacBeath
Ronald Macdonald
Tracey MacKinlay
Elizabeth MacLeod
Duncan MacPhail
Grace Madrazo
Katina Mak
Elinor M. Martin
Vivian Martin
Aneela Masih
Margaret Mason
Eleanore Matthew
Jennifer McCarthy Flynn
David McCormick
Donna McDonald
Denise McGowan
Elizabeth McIntosh
Heather McLenman
Andrew Medd
Kenneth Mellquist
Victoria Mendes
Connie Meyer
Cheryl Mixon
Roxanne Montgomery
Maria Moon
John Moonen
Gerald Morales
Austin Morrison
Dayna Mudie
Frances Muir
Music BC Charitable Foundation
Daniel J. Naundorf
Sarah Nelligan
Douglas Nesbit
Julia Neville
Kenneth Ng
Stephen Ng
Jennifer Nichol
Pearl Niwatsukino
Thank you.

Norwest Corporation
Mike Nott
Ann O’Melinn
Elizabeth O’Neil
Michelle Osry
Philippa Ostler
Donna Pacion
Paula Pearson
George Pedersson
Jorge Pereira
Alan Peretz
Jeanette Perry
Nancy Perry
Thuy Pham
Neil Pogany
Gary Pooni
Scott Posno
Beth Probert
Provincial Employees Community Services Fund
Kate Prusova
Doug Querns
B. Rebellato
Beth Rees
Haydn Richardson
Alex Richmond
A. Riley
Claude Rinfret
Lorraine Rinfret
Bryan T. Robertson
Pat Robinson
Ian Rokeby
Janice Roper
Don Rose
Sandra Routledge
Tanya Ruskowski
Carol/Richard Salway
Laith Sarhan
Sauder Industries Ltd.
Desiree Schillinger
School District #40
Claudette Schulte
Heather Scott
Rikki Senghera
Debbie Shea
Jane Sheil
Krista Sigurdson
Alison Silgado
Lisa C. Simpson
Arnold Singh
Andrew Smith
Lisa Smith
Patrick Smith
Russell Smith
Victoria Smith

Jojo Solacito
Paul Sontz
Lata Sood
Sandra Soroka
Rob Stewart
Sam Sullivan
Joe Tam
Kakuhiro Tanaka
Rob Taylor
Angela Thiele
Doce Tomic
Toronto Community Foundation
TRAC Records Inc
Sang Trinh
Truist
Ken Tsang
Ruby Turner
Gordon Udell
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Lyle Viereck
Lindsay Waddell
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Ken Werker
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Bonnie White
Heather Whiteford
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Jeremy Williams
Melanie Williams
Brian C. Willoughby
Mary P. Wilson
Allison Wolf
Garry Wong
Bonnie Yee
Danny Young
Norm Yurik
Leah and Dave Zille

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Vivio Flower Gallery