

Annual Report

2013/2014

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.



Caroline J Bonesky

Caroline Bonesky
CEO



Joanne Hausch

Joanne Hausch
Board Chair

Highlights

“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

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

Mom, Healthy Connections program

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 Westminister 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.

New Westminister's Parents Connect program is launched

This past year, Family Services launched a new program in New Westminister 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.

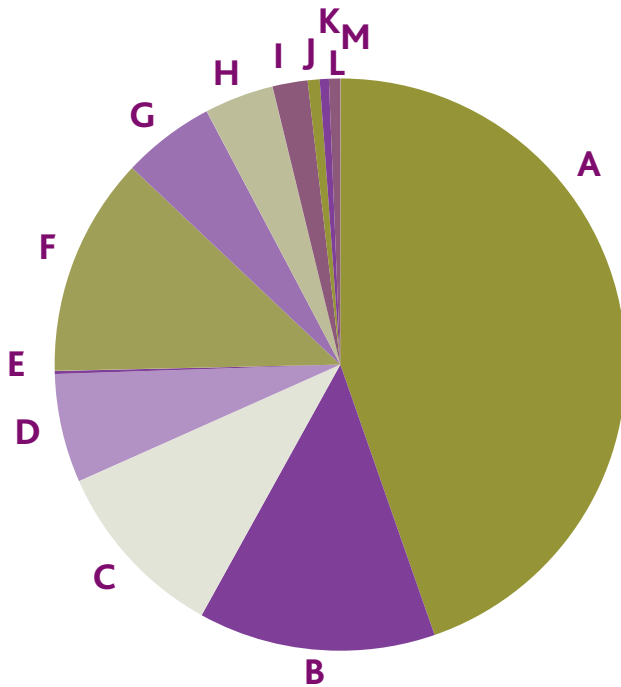
Statement of operations

for the year ended March 31, 2014

REVENUES	2014 \$	2013 \$
Government of British Columbia	17,708,688	17,575,344
Professional services	3,037,146	2,906,220
Donations and fundraising	1,011,855	1,225,960
Program grants	926,724	917,978
United Way of the Lower Mainland	464,861	464,861
Municipal governments	193,480	158,557
Government of Canada	140,354	149,923
Other revenue	69,393	68,139
Gaming revenue	65,267	15,605
Miscellaneous	30,925	17,748
Investment income	22,371	18,278
Amortization of deferred contributions related to capital assets	6,888	2,501
TOTAL REVENUES	23,677,952	23,521,114
EXPENSES		
Salaries, wages, and benefits	14,874,481	14,727,053
Purchased services	4,432,606	4,249,170
Direct program expenses	1,530,738	1,627,185
Building occupancy	1,394,223	1,468,399
General program expenses	697,666	916,040
Recruitment and professional development	153,853	114,688
Promotion and advertising	150,056	103,497
Insurance, dues, and other fees	120,918	128,978
Amortization of capital assets	82,899	47,257
Audit and legal	63,676	71,680
Miscellaneous	28,528	36,575
TOTAL EXPENSES	23,529,644	23,490,522
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

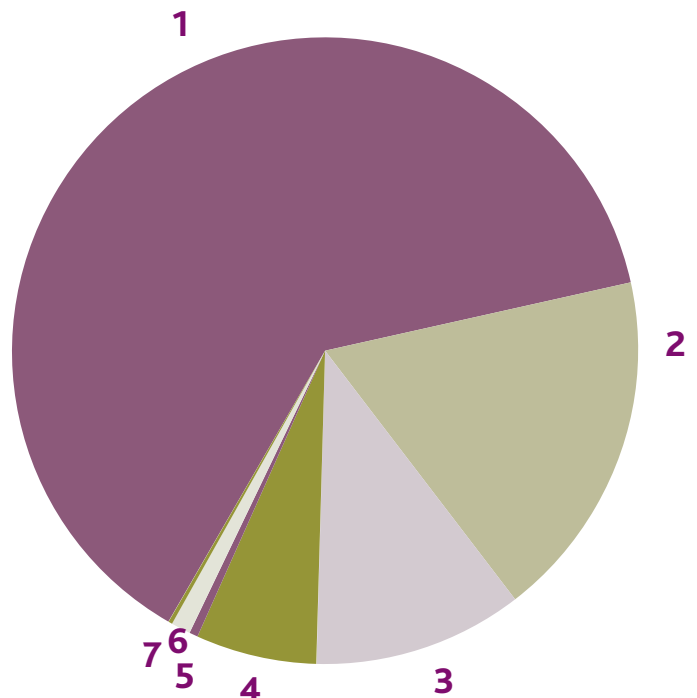


- A) 45% Ministry of Children & Family Development
- B) 14% Ministry of Social Development
- C) 10% Health Authorities: Vancouver Coastal & Fraser Health
- D) 5% Ministry of Justice
- E) <1% Misc
- F) 13% Professional services
- G) 4% Donations & Fundraising
- H) 4% Program grants
- I) 2% United Way
- 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

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H.E.L.P. For Street Youth of Canada
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JP Morgan Chase Foundation

RJ Nelson Family Foundation

The Co-operators Group Limited

Vancity Greater Vancouver

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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

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British Columbia)

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Robert N Watts limited

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Friends of the Family

Up to \$999

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Britt Andersen

Corey Anderson

Olin Anton

Hilary Antonson

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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

Adriane Carr

Laura Chanin

from the bottom of our hearts.

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Maggie Ho Lam Cheung
Children of the Street Society
Chimp Foundation
Andrew Chowne
Josh Cinnamon
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Cecilia Codizal
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Roxanne Montgomery
Maria Moon
John Moonen
Gerald Morales
Austin Morrison
Dayna Mudie
Frances Muir
Music BC Charitable
Foundation
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Sarah Nelligan
Douglas Nesbit
Julia Neville
Kenneth Ng
Stephen Ng
Jennifer Nichol
Pearl Niwatsukino

Thank you.

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Ann O'Melinn
Elizabeth O'Neil
Michelle Osry
Philippa Ostler
Donna Pacion
Paula Pearson
George Pedersson
Jorge Pereira
Alan Peretz
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