



Family Services

of Greater Vancouver

Creating brighter tomorrows.

**Family Services of
Greater Vancouver**

Annual Report 2015/16

Message from the Acting CEO & Board Chair

88 years. Commitment. Belief. Hope. 88 years of knowing change is possible. 88 years of helping vulnerable people and families in our communities find hope. Creating brighter tomorrows. It's why we're here. We've been here for 88 years because we've listened intently and we've responded appropriately. Throughout our history, we've been the 'canary in the mine'. We see the issues emerge and we adapt what we do and how we do it, so we can be there for people in their time of need, with their struggles of the day and help them realize brighter tomorrows for themselves and for their families.



The issues facing people and families in our communities continue to increase in their complexity: the housing crisis that's affecting homeowners and renters alike. Increasing levels of homelessness and unstable housing costs across the lower mainland; the increase in fentanyl overdoses and the proliferation of other street drugs; the increase in clients presenting with mental health and addictions issues; the increased challenges parents face in finding affordable and quality daycare for their children; the isolation and poverty of faced by our elders.

To continue to meet the needs of the people who need us and our employees, the agency has spent a great deal of time during the last fiscal year delivering on its strategic plan; focusing our attention on our four strategic priorities of operational excellence, employer excellence, financial sustainability, and mission impact.

We know that in order to continue to be responsive, we need to look forward, focusing on the future needs of our clients: where can we make the biggest impact? Who are the people we are going to serve? Where are they living? How can best serve them? These are difficult questions to ponder and we are working towards the answers and we are listening as we ask the questions.



And while we have been looking to our future, our amazing staff have been deeply entrenched in the present, continuing to deliver quality services and maintaining the highest professional standards. Last year, over 11,000 people accessed our program and services at thirteen sites across the Lower Mainland.

In the spirit of responsiveness, we have reanimated the Family Services of Greater Vancouver Foundation. The Foundation has been in existence for more than 40 years; it's the entity that owns the assets of the agency. With a new active and enthusiastic board, it's now become the fundraising arm of the agency—working to engage the community in the work of the agency in a meaningful way whether it's time, expertise, money, and even a kind word.

Much of our progress this year is attributed to an intense focus on advocacy for the crucial services we deliver—both at a Board and staff level—and we remained prudent and responsible with how we allocate the financial resources of this agency.

This was possible thanks to the phenomenal commitment and professionalism of the staff, board, and volunteers, and the ongoing support of our community partners and stakeholders. Thank you for believing that change is possible for people and families in our communities.

Jessica Denholm, Acting Chief Executive Officer
Brian DeMuy, Chair of the Board



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.



Our Values

Diversity: Everybody matters | **Integrity:** We do right by people.
Optimism: Change is ever possible | **Innovation:** We dream. We have courage.
We respond | **Excellence:** It's where we start



Revolving up

Generally speaking, organizations don't appreciate it when other organizations poach their employees. However, at Keener's Car Wash, it's actually encouraged.

"One of the fundamental purposes of Keener's is to help get youth better jobs or to pursue further education," says Andrew Bryson, manager of Keener's. "We're a low level, low skill, low barrier, entry level work place. The purpose is not long-term employment; it's to get some job skills and experience—how to work in a team, how to work independently, how to be a reliable employee."

Take for example former Keener's employee Joey Wilmann. He was volunteering at Frog Hollow Neighbourhood House, a few blocks away from Family Services' East Broadway office. He saw the Keener's Car Wash car come along and watched as an employee washed a car that was outside.

"I thought, that's kind of cool," he remembers. "I was looking for work at the time and so I looked it up online and noticed they were looking for new staff so I sent an email to Andrew and that's basically how I started."

At the time, he was about to complete his Associate of Arts Degree in geography at Capilano University and was recovering from knee surgery. He was also ready to start work again.

He's been with Keener's part-time for about a year, but since he plans to return to school in September, he needed a full time job. "I told Andrew I was job searching. This time of year is a bit slower so he was looking out for me."

"As soon as I knew he was looking, we had a conversation about the kinds of support he might need," says Andrew. "I was also keeping my eyes open for opportunities that might fit with what he's looking for."

That opportunity came quickly. Andrew was having a conversation with the manager at Modo, the car share service. Keener's has the contract to clean Modo's fleet of cars.

"I said, if you're looking for a car washer I happen to have staff who are well trained in cleaning your cars," says Andrew. "He laughed about it and then said,

yes actually, you're right. If you have anybody..." Sure enough, the connection was made and Joey got the job. Joey's already started at Modo, and appreciates the opportunity he's had with Keener's.

"I really like all the staff, it's a great environment and the work itself is rewarding in its own way," he says.

It allowed him to improve his customer service skills and his time management skills. He was challenged most by the physical demands of the job: "You're definitely sore after the first few weeks, that's for sure!"



At Modo, Joey's job will focus not just on cleaning vehicles, but on the safety and maintenance of the vehicles in the fleet as well.

He's also looking forward to school in September. He plans to build on his degree in geography and will be studying Geographic Information Systems at BCIT.

"I went to the information session at BCIT and there are graduates working in public health using GIS to keep track of health information. I thought that was very cool, it stuck with me from the info session."

And that's what Keener's is all about. "It's not the model most organizations want because you're giving away your good staff to someone else," says Andrew. "That's exactly what we want to happen."

Statement of Operations

Year ended March 31	2016	2015
Revenues		
Government of British Columbia	17,581,482	18,320,687
Professional services	2,878,077	3,172,311
Program grants	1,203,259	1,077,269
United Way of Lower Mainland	464,861	464,861
Donations and fundraising	392,238	621,588
Municipal governments	212,630	179,280
Government of Canada	47,218	73,298
Gaming revenue	39,748	54,740
Miscellaneous	18,599	49,446
Amortization of deferred contributions (related to capital assets)	17,911	13,818
Investment income	15,887	27,441
Other revenue	<u>10,283</u>	<u>69,991</u>
	<u>22,882,193</u>	<u>24,124,730</u>
Expenses		
Salaries, wages and benefits	14,465,401	15,643,968
Purchased services	4,424,195	4,305,231
Building occupancy	1,367,065	1,480,668
Direct program expenses	1,313,473	1,544,901
General program expenses	668,971	766,411
Recruitment and professional development	190,790	160,277
Insurance, dues and other fees	137,530	128,356
Amortization of capital assets	116,453	94,970
Promotion and advertising	101,439	103,306
Audit and legal	67,519	191,758
Miscellaneous	<u>11,152</u>	<u>25,197</u>
	<u>22,863,988</u>	<u>24,445,043</u>
Excess (deficiency) of revenues over expenses before other items	18,205	(320,313)
Change in fair value of investments	<u>(4,849)</u>	<u>21,183</u>
Excess (deficiency) of revenues over expenses for the year	<u><u>13,356</u></u>	<u><u>(299,130)</u></u>

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 programs 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.

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“We didn’t need an interpreter to know that the smiles were genuine and that the appreciation was heartfelt.”

—Donor, Caring Neighbours Program



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*“I spent the day crying alone
 under the Burrard Bridge.
 Then I came here and some
 guys made me laugh and you
 fed me this beautiful dinner.
 Thank you for doing that.”*

—Youth, Directions Youth Services

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“I have a renewed sense of pride in being able to build up my savings account with a sizeable amount of money. Knowing I don’t have to live day by day, I have a better sense of security.”

—Money Skills Graduate

Highlights & Achievements

WorkBC Vancouver City Centre Employment Services Centre celebrates 3rd anniversary



On September 23, Work BC Employment Services Centre celebrated its 3rd Anniversary with an open house at its new location at Burrard and Davie Streets. Guests included MLAs Sam Sullivan and Spencer Chandra Herbert.

Over the past year, approximately 13,000 visits were made to the ESC; and all respondents to our satisfaction survey indicated receiving service that was courteous and respectful. 90% of respondents said they've experienced an improvement in their life situation and the best thing of all? 376 people found jobs!

Brighter Tomorrows Luncheon

Once again, our 2016 Brighter Tomorrows Luncheon was a success-\$77,000 was raised! Our 220 guests were moved by keynote speaker Joe Roberts' story of tragedy to triumph. He said: "I am here today because people in my life didn't give up on me." Trinity, a youth involved at Directions Youth Services also spoke very movingly about her experiences with homelessness. Trinity helped



organize and participated in "Death in a Dumpster: The Musical." Both speakers shared their intensely personal stories with grace and humour—stories of trauma and challenge and ultimately, hope. Both reinforced the message that compassion and support can change lives.

Self Employment Show Case inspires entrepreneurs

Over 70 aspiring entrepreneurs had the opportunity to workshop their business ideas at the Self Employment Showcase Event hosted by our WorkBC City Centre Employment Services Centre held on March 16 at the Vancouver Public Library. The workshop



focussed on developing business concepts in an interactive workshop. Attendees also heard from entrepreneurs that have launched their own successful businesses with the

support of WorkBC. The Self Employment Showcase event was a collaboration of Family Services, YWCA, Open Door Group, Pacific Community Resources Society, MOSAIC; and the self employment programs at Langara College, YMCA, BCIT, and EMBERS.

Directions receives funding for emergency shelter for youth

This winter/spring, Directions Youth Services operated a ten-bed youth shelter at its downtown location. "Thanks to funding from BC Housing, we able to open the shelter program at Directions," says Calum Scott, Director of Youth and Community Education Services at Family Services. "It was very exciting for us as it was direct response to



the number one recommendation from our Youth Advisory Committee." Directions was Vancouver's only 'youth exclusive' shelter program and provided a safe place to sleep every night and meals. The shelter consisted of ten mats

and had an almost 100% occupancy rate.

Happy Birthday Directions!

Directions Youth Services turned ten this year! Through a series of special events, it celebrated the accomplishments of the youth we serve and raised awareness of youth homelessness.

Words from the Street 2

The launch of Words from the Street II, an anthology of poetry by Directions youth, was held at UBC on October 1. Youth read their poetry and Colin Ford of Directions and Theresa Rogers, Professor of Language and Literacy Education at UBC moderated the discussion.

Death in a Dumpster: The Musical

In partnership with Access to Music Foundation, street-



involved youth connected with Directions have adapted a play by Sheila Baxter which contextualizes and humanizes homelessness. The play tells Danny's story, on his journey from the Maritimes to find his long-lost mother. He finds himself broke on the streets

of Vancouver and meets a host of colourful characters, including Daisy, the schizophrenic with an abject hatred

for the system, Jack, the irascible drunk and Josie, the transgender sex worker. All performances, held in November at the Waterfront Theatre, sold out.

Many theatre professionals volunteered their time and expertise to this production. Our thanks to: Colin Ford, Creative Director & Composer; Joe Hinks, Mentor Director; Diana Ihnatovych, Musical Director; Kelly Davis, Stage Director; Neil Weisensel, who recently composed *Stickboy* for the Vancouver Opera, mentored the youth; and Elka Yarlowe, CEO and President, Access to Music Foundation was the Executive Producer.

A Night in the Life

On Thursday, October 15, 2015 twelve people got a glimpse of what life is like for homeless youth. Participants took a youth-led street tour, tested their luck in a youth homelessness/poverty simulation, then slept out on Burrard



Street in front of Directions as a group. *A Night in the Life* raised \$24,000 to support the life-changing work done with homeless youth at Directions Youth Services Centre.

Thank you to the West Broadway BIA!



December 17 was a busy day for these Santa's helpers. Family Services' Family Preservation staff members joined Michelle Barile of the West Broadway BIA to collect toys and gifts from participating merchants located on West Broadway between

Larch and Collingwood. Businesses hung 'wish' ornaments on Christmas trees and staff and customers purchased the gift noted on the star. Thanks to everyone's overwhelming generosity, over 65 families served by our Family Preservation Program had a brighter Christmas.

Cooking up community



In Richmond and New Westminister, over 300 people—parents, grandparents, kids, those dealing with mental health issues, new comers, refugees—took part in our Community Kitchens. Participants

cooked together, ate together, made friends, learned English, connected with community, laughed, and had fun. We also partnered with the Canadian Diabetes Association to train four facilitators in Food Skills for Families.

"In the end, it really is the staff that makes all the difference. They truly care. She really made a positive difference in my life and I am very thankful. I hope she knows that."

—Counselling Client

Caring Neighbours

Every Christmas, the gifts of comfort and joy are delivered to needy families and seniors in New Westminister. Thanks to the generosity of individuals, families and companies, over 523 people (including adults, children, youth and seniors) enjoyed a happy Christmas. Special thanks to Jennifer Thompson of New West who donated \$10,000! This meant that every one who asked for help, received it.

Forever home and family



Family Services Adoption Agency collaborated with the Ministry of Child and Family Development to complete 133 home assessments that helped to provide forever homes and families to children in B.C. The MCFD made 644 placements, well exceeding its target of 600 adoption placements.

Caring Counsellors

For the 2015-16 year our FSEAP provided employee and family assistance services to 4,414 people throughout B.C., the majority through our counselling services delivered by our in-house counselling staff and our provincial network of affiliate counsellors. The quality and positive impact of our services is reflected in the results of our Client Satisfaction Survey that indicated more than 90% of our clients were satisfied with their counselling, felt they were able to deal with their issues, and would recommend our FSEAP to others.

Keep in touch

The Annual Report of Family Services of Greater Vancouver is published on-line once a year.

We strive to ensure every accuracy in our donor lists. If there's an error in your listing, please accept our apologies and contact us at 604-731-4951 x4025 or email amasih@fsgv.ca with the change.

To find out more about Family Services of Greater Vancouver or to make a donation please contact us at:

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Websites

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