

# Annual Report

## 2012/2013

1928 to 2013. 85 years. 85 years of hope. 85 years of possibility. 85 years of creating brighter tomorrows. In reflecting upon 85 years of helping families in communities through the struggles of the day—post war, the depression, women entering workforce and the changing family dynamic, increasing divorce rates, poverty, sandwich generation—one thing for certain is that Family Services of Greater Vancouver has had a significant impact on strengthening the fabric of our society. How could it not? Year after year, thousands of people walk through our doors and we help them through their most intimate internal struggles. The impact of that moment in time can change the trajectory of a person's life, and subsequently their family, their friends, their community. Multiply that across the thousands we serve, and the magnitude of the impact can change a society.

We understand that needs of families change—for 85 years we have been adapting our services to meet the needs of families in the day. And this year was no different. Times are tough for families. Governments are under increased pressure to make cuts to service, families are stretched thinner than ever before. One in five children is living in poverty. We see more and more people walking through our doors with significant mental health issues, addictions issues, or living in violent relationships. The pressure on our intensive support services is high, which leads to increased wait times for service.

But 85 years in a complex changing environment has also taught us that even a small amount of resources can make an enormous difference. This year, we had the honour of administering the Vancouver Foundation's Neighbourhood Small Grants program in New Westminister. From community kitchens, to breaking down cultural barriers, to organizing a basketball team—residents were encouraged to generate ideas on how their neighbourhoods could be strengthened which ultimately serves to bring this community closer together. And in tough times, a strong community is what one needs behind them.

Despite the challenges we faced and the erosion of funding, we are proud to be able to say that our service levels did not waiver. This year our 470 staff members, together with 175 volunteers and 38 students, provided services to **20,614** people at 14 locations throughout Metro Vancouver as well as other areas of the province. Our students provided 7,282 hours of service and our volunteers contributed 9,407 hours. Our annual agency revenue was **\$23,521,114** and while we were challenged with our government funding, our fundraising efforts have reached its highest level to date.

We continue to be inspired by the courage of the people who come to us in time of need. They place their trust in our dedicated and committed staff, who day after day continue to be on the ground changing lives one at a time. And our staff simply could not do this work without the tremendous commitment of our supporters, our volunteers, our students, and our board. Every single one of you has played an important role in continuing to make Family Services the lifeline it is for thousands in our community, as it also was 85 years ago. Thank you.

85 years is a legacy that has built a foundation from which to go forward. We've been given a rich heritage to build from and to set in place what is needed for the future generations of the next 85 years. We are committed to continuing to make all communities the livable, kind, and caring communities in which we all want our children raised.



*Caroline J. Bonesky*

Caroline Bonesky  
CEO



*Joanne Hausch*

Joanne Hausch  
Board Chair

# Highlights

## Agency Strategic Plan

In the Spring of 2012, the Board of Directors approved a new strategic plan for the next three years. This plan focuses on organizational priorities for the 2012 - 2015 time period. The results of a 120 day review undertaken by the agency in 2011 illustrated that investment in systems improvements could provide staff with more support in their daily work. There was also a recognition that our mission impact could be enhanced by a focus on strategic partnerships and increasing our voice to highlight social justice issues which continue to impact the children, youth, and families we serve. The strategic plan addresses these priorities.

## Keener's Car Wash

Keener's Car Wash—a social enterprise mobile steam cleaning car service—finished its pilot year. It's mission is to build brighter tomorrows for youth through innovative and environmentally sound business practices while delivering high quality mobile car wash services. In this first successful year, Keener's saved over 226,000 litres of water in its washing of vehicles of employees of companies like EA Sports, MetroVancouver, and Aritzia. Deemed feasible, Keener's moved into its next year of operations.

## Adopt-A-Family Program

The Adopt-A-Family program is a long standing tradition in New Westminster—inviting people and groups to adopt a family during the holiday season and provide them with a care package of items on the family's holiday wish list. Family Services was delighted to be in a position to ensure the continuity of this program when it was learned another community agency was no longer in a position to support the service. The incredible support from the community in New Westminster ensured every eligible family on the waiting list was accommodated. 105 families and a total of 379 people (219 children) benefitted from this service this past year.

## Seniors Research and Elder Abuse

Family Services' cutting edge practice in addressing Elder Abuse was recognized this year with the New Westminster Elder Abuse Team's receipt of the SFU Gerontology Award. In 2008, Family Services initiated two pilot Elder Abuse projects pairing our understanding of power based crimes with the understanding of work with seniors. The evaluation of these two Elder Abuse Units (one in partnership with Vancouver Police Department and one in partnership with New Westminster Police Service) revealed that this partnership model is highly effective in addressing elder abuse and that the offender is usually someone with whom the victim is emotionally tied, most often a son struggling with addictions and or mental health issues. Both projects conduct their work in close collaboration with community partners. The fact that the nomination for this award came from one of our community partners means as much to us as the award itself. Family Services continues to develop its expertise in work with seniors through these elder abuse projects and through the research project initiated in 2010, investigating the emotional health needs of seniors. This research is, again, done in partnership, this time with New Westminster Parks, Recreation and Culture (Century House) and with Dr. Deborah O'Connor from UBC's Centre for Personhood in Dementia.

# & Achievements

## **New Westminster Neighbourhood Small Grants Program**

This past year, Family Services of Greater Vancouver began administering the Neighbourhood Small Grants program in New Westminster. This program, created by the Vancouver Foundation, encourages residents to generate ideas for how their neighbourhood could be strengthened. Grants of between \$50 and \$500 are given to groups who want to work together on small projects to enhance their community socially, physically or culturally. The program works to build leadership, strength, and capacity within neighbourhoods, build a sense of belonging and inclusion by bringing neighbours together, showcase talent from various community members, expand and share existing residents' skills, knowledge and connections, and build a sense of pride in neighbourhoods. Over 30 diverse projects were funded this past year, including a garden project, engaging Filipino-Canadian youth, and a Ramadan festive event.

## **Brighter Tomorrows Fundraising Luncheon**

In late February, Family Services' third annual fundraising luncheon raised \$43,000 to help people in need in our community. With families stretched thinner than ever for both time and money, Dr. Paul Kershaw gave a compelling keynote address on what we can do to solve the generation squeeze issue to a packed room at the Four Seasons Vancouver. Thank you to our presenting sponsor Blakes Lawyers, founding sponsor Deloitte, and sponsors Electronic Arts, the Peter and Joanne Brown Foundation, and Telus, plus many generous in-kind sponsors and volunteers.

## **Child Advocacy Centre Feasibility Study Completed**

This past year, Family Services, in partnership with other community and criminal justice service providers, completed 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. 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. It was recommended this project move into the next phase of completing strategic and business plans and completing a two year pilot project.

## **Agency Video**

Family Services helps people when they are at a crossroads in their life, at a single moment in time, but the impact that moment has on the trajectory of their lifetime and their family's can be staggering. With the generous support of Slingshot Communications, Family Services' new agency video attempts to illustrate the profound impact we can have on a person's life. It also demonstrates that you never know who has benefitted from the work of Family Services of Greater Vancouver—it could be the guy down the hall, your next door neighbour, or even yourself—had a parent or grandparent turned to Family Services at a crucial point in their life.

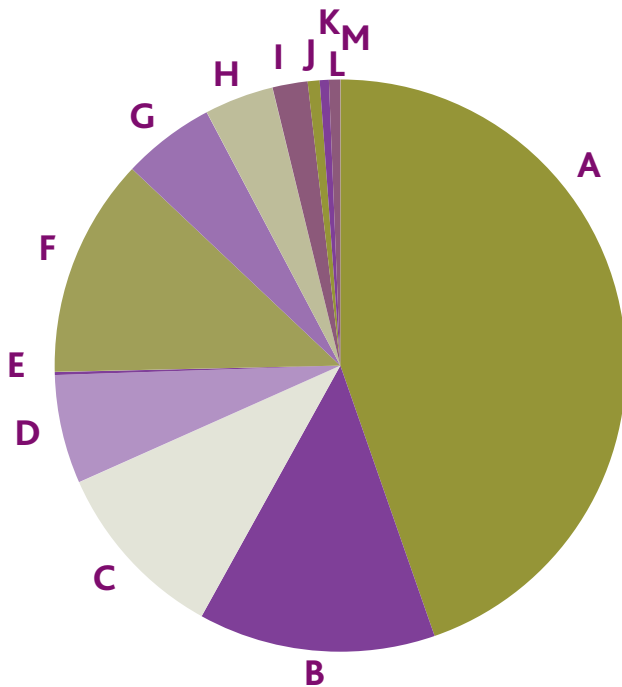
# Statement of operations

## for the year ended March 31, 2013

REVENUES	2013 \$	2012 \$
Government of British Columbia	17,575,344	15,975,339
Professional services	2,906,220	2,517,223
Donations and fundraising	1,225,960	1,105,983
Program grants	917,978	793,866
United Way of the Lower Mainland	464,861	464,861
Municipal governments	158,557	166,914
Government of Canada	149,923	106,685
Other revenue	86,417	116,657
Miscellaneous	17,748	127,179
Gaming revenue	15,605	48,000
Amortization of deferred contributions	2,501	31,989
<b>TOTAL REVENUE</b>	<b>23,521,114</b>	<b>21,454,696</b>
<b>EXPENSES</b>		
Salaries, wages, and benefits	14,727,053	14,719,528
Purchased services	4,249,170	3,512,020
Direct program expenses	1,627,185	656,206
Building occupancy	1,468,399	1,439,243
General program expenses	916,040	765,232
Insurance, dues, and other fees	128,978	111,819
Recruitment and professional development	114,688	145,710
Promotion and fundraising	103,497	93,782
Audit and legal	71,680	67,252
Amortization	47,257	69,625
Miscellaneous	36,575	81,686
<b>TOTAL EXPENSES</b>	<b>23,490,522</b>	<b>21,662,103</b>
<b>Excess (deficiency) of revenues over expenses before the following</b>	<b>30,592</b>	<b>(207,407)</b>
<b>Change in fair value of investments</b>	<b>9,023</b>	<b>6,250</b>
<b>Excess (deficiency) of revenues over expenses for the year</b>	<b>39,615</b>	<b>(201,157)</b>

# Breakdown of revenue

## for the year ended March 31, 2013

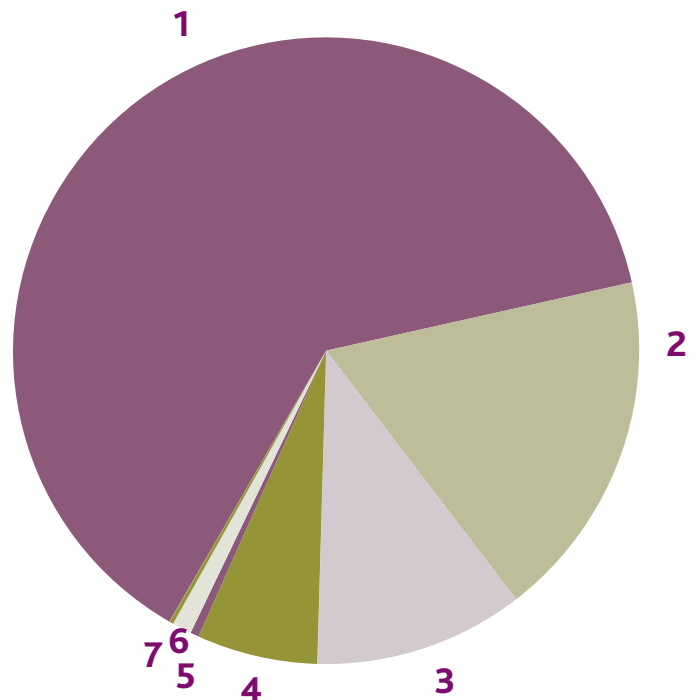


- A) 45% Ministry of Children & Family Development
- B) 13% Ministry of Social Development
- C) 10% Health Authorities: Vancouver Coastal & Fraser Health
- D) 6% Ministry of Justice
- E) <1% Misc
- F) 12% Professional services
- G) 5% Donations & Fundraising
- H) 4% Program grants
- I) 2% United Way
- J) <1% Municipal Government Grants
- K) <1% Gaming
- L) <1% Other revenues
- M) <1% Federal Government Grants

# Expenditures

## for the year ended March 31, 2013

- 1) 63% Staffing costs
- 2) 18% Contracted program services
- 3) 11% Program expenses
- 4) 6% Building occupancy
- 5) <1% Promotion and fundraising
- 6) 1% Administrative services
- 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.

Family Services of Greater Vancouver adheres to:



# Thank you...

## Leadership Circle

### Platinum

**\$100,000+**

The Auxilium Foundation

### Gold

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

Anonymous

Vancouver Foundation

### Silver

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

The Alma Mater Society (University of British Columbia)

Anonymous

Blake, Cassels & Graydon LLP

Canucks for Kids Fund

CKNW Orphans' Fund

Diamond Foundation

Fairmile Developments Ltd.

(Bartrac Holdings Ltd.)

First Book Canada

Grayross Foundation

Intact Financial Corporation

Lawson Lundell LLP

Show Kids You Care/Trinity Global

Support Foundation

United Way of the Lower Mainland

Vancouver Police Union Charitable

Foundation

Vancouver School Board - School

District No. 39

Variety - The Children's Charity of BC

## Our Family Circle

### Gold

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

Decoda Literacy Solutions Society

Electronic Arts (Canada), Inc.

Evergreen

Kiwanis Club of Vancouver

Douglas H. Knight

Marin Investments Limited

McKesson Canada

Peter and Joanne Brown Foundation

Project Winter Survival - Bargains Group

RJ Nelson Family Foundation

Slingshot Communications

TELUS Customer Solutions

### Silver

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

Anonymous (5)

Bank of Nova Scotia

BCLC Marketing & Sales Office

Margaret M. Blackwell

Linda Blankstein

Kurt Bordian

Sean Boyle

Brian DeMuy

DLO Move Support Services Ltd

George Edgson

Daniel Helm

John P. Kearns

Julia Kim

Werner Knittel

Raymond Lam

Darwin LeMay

Lynn Valley Lions Club

Valerie Mann

Andrew Medd

Philippa Ostler

Phillips, Hager & North Investment

Management Ltd.

Richard Pozzebon

Redwood Strategic Inc.

Robert Baker M.D. Inc.

Lorna Romilly

Keith E. Spencer

Judy Taylor

Team TELUS Cares

United Food And Commercial Workers -

Local 247

Vancity

Robert Watts

Ken Werker

William Zander

## Friends of the Family

### Up to \$999

Thomas Adair

Ryan Adkin

Sam Adkins

Anna K. Aeberli

Arianne Albert

Michael Alexander

Evan Allegretto

Kathy Allegretto

Lana G. Allen

Freeza Anand

Alice Angus

Anonymous

Richard Anstee

Suzanne Anton

E. Louise Arnott

Anna Atkinson

Elizabeth Bailey

Mark Bajus

Paul Bajus

Nancy E. Barker

Bruce A Barrett

Andrea Barrios

Christopher Barton

Frank Bassett

BC Hydro Employees'

Community Services Fund

Ann Beaufoy

Mehrbanoo Behroozi

Alice Beirne

Ralph Belisle

Sheldon Berry

Kayvon Besharat

Joanne Betzlerc

Surbhi Bharti

Dorothy Bickerstaff

Kristi Blakeway

Caroline Bonesky

Sarah Boon

Michael Borden

Lara Bosdet

Matt Bourget

Marietjie Bower

Graeme Boyd

Susanne Bradfield

Barbara Brett

J. Graeme Brett

Bev Briscoe

Brock House Society

Buntain Insurance Agencies

Doug Burgoyne

Mary Jane Burkholder

Diane Cairns

# from the bottom of our hearts.

Kristian Calabretti  
Vickie Cammack  
Ann Campbell  
Gabrielle E. Campbell  
Employees of Cargill Ltd.  
Robert C. Carne  
Sandy Carpenter  
Leslie Carrington  
Geoff Castle  
Al Cave  
Perry Ceholski  
Champlain Heights Ladies Walking Group  
Connie Chan  
Susan Charlton  
Melanie Cheesman  
Chemically Addicted Hair  
Karen Choi  
M.J. Conklin  
Alison Cook  
Doug Copland  
William Cottle  
Credential Securities  
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dys architecture  
Adriane Egan  
Colleen Ellison  
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Endeavour Silver Corp  
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Employees of Family Services of  
Greater Vancouver  
Ann Fawcett  
Employees of Federal Superannuates  
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Amanda Feng  
Peter Fitzpatrick

Lucile Flavelle  
Fluor Employee Giving Campaign  
Morie Ford  
Brian Forward  
Four Seasons Hotel  
Allen M. Fowles  
Fraser Developmental Clinic  
Laurie Frederick  
Thomas Froese  
David S. Fushyey  
Alaric Gair  
Ron Galts  
Sabrina Gill  
Bradley Gordica  
Great Canadian Gaming Corporation  
Justine Greene  
Valerie Gruson  
Sunshine Gudlaugson  
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Gordon Hassel  
Doug Hatlelid  
Joanne Hausch  
Ingrid Hedin  
Shane Heggs  
Sara Heron  
Asmina Hirji  
Erica Ho  
Marene Holmes  
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Home Depot - Terminal Ave  
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Heather Hortness  
Axel Hovbrender  
Dianne Howland  
Kim Hsu Guise  
Wendy Hughes  
Jonathan Hui  
Liz Hunter  
Marietta Hurst  
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Refugee Board  
Employees of Insurance Corporation  
of British Columbia  
IODE Canada  
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Sandra Ireland  
John Irving  
Liz Irving  
Marguerite Irving  
Italian Mutual Aid Society

Murray Jackson  
R D. Jeffery  
Kathleen Johnson  
M. Dianne Johnson  
Elaine V. Jones  
Elizabeth M. Jones  
Ada Juristovski  
Barb Justason  
Husein Kamrudin  
Sophia Kelly  
Nancy Keough  
Zane Kerzner  
Behrooz Keshavarz  
Kestrel Holdings Ltd  
The Kettle Friendship  
Society  
Kinetic Intelligence  
Developing Soul  
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New Westminster  
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Leona Kolla  
Cathy Koop  
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Susanna Lam  
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Haigh Laurisa  
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Doug LePard  
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Deanna Livesey  
Janice Lloyd  
Mannie London  
Irene Lugsdin  
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Tracey MacKinlay  
Bill MacLagan  
Elizabeth MacLeod  
Tara Mahoney  
Elinor M. Martin  
Helen Mayoh  
Michael McBride  
Kristie McCann  
Rob McDonald  
Paul McElligott  
Sheila McFarland  
Esther McGregor  
Christopher McHardy  
Pauline J. Megannety

# Thank you.

Victoria Mendes  
Michael Meneer  
Ryley Mennie  
Sven Milelli  
Elizabeth Miller  
James Minett  
Mink Chocolates Inc.  
A. Keith Mitchell  
Philippe Montillaud  
Maria Moon  
Paige Morrow  
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of Canada  
Daniel J. Naundorf  
Sarah Nelligan  
Debra Nelson  
New Westminster Library  
Vanessa Noga  
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Tanya Oliva  
P.E.O. Sisterhood Chapter A  
Pacific National Exhibition  
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Association  
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Salesforce.com  
Salesforce.com Foundation  
Diana Sanderson  
Ursula Schmelcher  
Larry Schmidt  
Science World at TELUS World of Science  
Scotia Bank  
Aurora Scott  
Heather Scott  
Tracy Shaw  
Sharareh Shojanja  
Trevor Shumka  
Mehrban Sidhu  
Lisa C. Simpson  
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Ramesh Singh  
Olga Skutina  
Slingshot  
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United Way of Halifax Region  
Shane Uren  
Nora Valdez  
Thomas van Dam  
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Community Foundation  
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Lindsay Welter  
Karen Westoby  
Annie White  
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Brian Wideen  
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Donald Wilkie  
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Wimco Nurseries Ltd - Art Knapp  
Plantland  
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Daniel Wolfson  
Wendy Wong  
Carson Woo  
Norm Yurik  
Alice Zhang  
Leah & Dave Zille

Canada

