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 Westminster. 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.
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.

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.

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.

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.
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.

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.

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.

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

<table>
<thead>
<tr>
<th>REVENUES</th>
<th>2013 $</th>
<th>2012 $</th>
</tr>
</thead>
<tbody>
<tr>
<td>Government of British Columbia</td>
<td>17,575,344</td>
<td>15,975,339</td>
</tr>
<tr>
<td>Professional services</td>
<td>2,906,220</td>
<td>2,517,223</td>
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<tr>
<td>Donations and fundraising</td>
<td>1,225,960</td>
<td>1,105,983</td>
</tr>
<tr>
<td>Program grants</td>
<td>917,978</td>
<td>793,866</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>158,557</td>
<td>166,914</td>
</tr>
<tr>
<td>Government of Canada</td>
<td>149,923</td>
<td>106,685</td>
</tr>
<tr>
<td>Other revenue</td>
<td>86,417</td>
<td>116,657</td>
</tr>
<tr>
<td>Miscellaneous</td>
<td>17,748</td>
<td>127,179</td>
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<tr>
<td>Gaming revenue</td>
<td>15,605</td>
<td>48,000</td>
</tr>
<tr>
<td>Amortization of deferred contributions</td>
<td>2,501</td>
<td>31,989</td>
</tr>
<tr>
<td><strong>TOTAL REVENUE</strong></td>
<td><strong>23,521,114</strong></td>
<td><strong>21,454,696</strong></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>14,727,053</td>
<td>14,719,528</td>
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<tr>
<td>Purchased services</td>
<td>4,249,170</td>
<td>3,512,020</td>
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<td>Direct program expenses</td>
<td>1,627,185</td>
<td>656,206</td>
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<td>Building occupancy</td>
<td>1,468,399</td>
<td>1,439,243</td>
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<tr>
<td>General program expenses</td>
<td>916,040</td>
<td>765,232</td>
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<td>Insurance, dues, and other fees</td>
<td>128,978</td>
<td>111,819</td>
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<tr>
<td>Recruitment and professional development</td>
<td>114,688</td>
<td>145,710</td>
</tr>
<tr>
<td>Promotion and fundraising</td>
<td>103,497</td>
<td>93,782</td>
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<tr>
<td>Audit and legal</td>
<td>71,680</td>
<td>67,252</td>
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<tr>
<td>Amortization</td>
<td>47,257</td>
<td>69,625</td>
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<tr>
<td>Miscellaneous</td>
<td>36,575</td>
<td>81,686</td>
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<tr>
<td><strong>TOTAL EXPENSES</strong></td>
<td><strong>23,490,522</strong></td>
<td><strong>21,662,103</strong></td>
</tr>
</tbody>
</table>

Excess (deficiency) of revenues over expenses before the following: 30,592 (207,407)

Change in fair value of investments: 9,023 6,250

Excess (deficiency) of revenues over expenses for the year: 39,615 (201,157)
**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.
### 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

Fairemile Developments Ltd.

First Book Canada

Graycross 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

Ariane Albert

Michael Alexander

Evan Allegreto

Kathy Allegreto

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
Stephanie Crosbie
Brian Crowther
Annette Cusworth
Charlotte David
Judith F. Davis
Michael Davis
Sylvia Davis
Grace L. Dawson
Mark de Bruijn
Deloitte & Touche LLP
Erin Dexter
Mandeep Dhaliwal
Sarb Dhaliwal
Adele Diamond
Peter Dodek
Laura Dowie
Bill Downie
Danica Dubravcic
Gary W. Dunn
dys architecture
Adriane Egan
Colleen Ellison
David Emery
Endeavour Silver Corp
Alicia Escribanu
Bernard Fahy
Employees of Family Services of Greater Vancouver
Ann Fawcett
Employees of Federal Superannuates - Lower Mainland
Amanda Feng
Peter Fitzpatrick

Lucile Flavelle
Fluor Employee Giving Campaign
Morie Ford
Brian Forward
Four Seasons Hotel
Allen M. Fowlis
Fraser Developmental Clinic
Laurie Frederick
Thomas Froese
David S. Fushaney
Alaric Gair
Ron Galts
Sabrina Gill
Bradley Gordica
Great Canadian Gaming Corporation
Justine Greene
Valerie Gruson
Sunshine Gudlaugson
Laurisa Haigh
Rahel Halabe
Hammerberg Altman Beaton & Maglio LLP
Mark Hand
Leanne Hargrave
Gordon Hassel
Doug Hatlelid
Joanne Hausch
Ingrid Hedin
Shane Heggs
Sara Heron
Asmina Hirji
Erica Ho
Marene Holmes
Home Depot - Cambie Street
Home Depot - Terminal Ave
Judith Horne
Heather Hortness
Axel Hovbrender
Dianne Howland
Kim Hsu Guise
Wendy Hughes
Jonothan Hui
Liz Hunter
Marietta Hurst
Employees of Immigration and Refugee Board
Employees of Insurance Corporation of British Columbia
IODE Canada
Andrew Ip
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
Kiwanis Club of New Westminster
Steve Knight
Leona Kolla
Cathy Koop
Employees of KPMG
Jeff Kroeker
Sadique Lalji
Susanna Lam
Margaret C. Laurence
Haigh Laurisa
Tina Lee
Doug LePard
Maria Lesperance
Janey Lew
Liberty Merchant Company
Patti Lim
Deanna Livesey
Janice Lloyd
Mannie London
Irene Lugsdin
Peggy R. Lunderville
Ronald A. MacDonald
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 Milleti
Elizabeth Miller
James Minett
Mink Chocolates Inc.
A. Keith Mitchell
Philipp Montillaud
Maria Moon
Paige Morrow
Howard Moss
David Munro
National Council of Jewish Women
of Canada
Daniel J. Naundorf
Sarah Nelligan
Debra Nelson
New Westminster Library
Vanessa Noga
Elizabeth O’Neil
Tanya Oliva
P.E.O. Sisterhood Chapter A
Pacific National Exhibition
Annastasia M. Palubiski
Teresa Payet
Chrisanne G. Pennimpede
Kimberly Pham
Mary Phelps
Donovan Plomp
Neil Pogany
Scott Posno
Employees of Provincial Employees
Community Services Fund
Daniel Pugh
Doug Querns
Nancy Quiring
Barjinder Rana
Denise Rankin
Donald M. Rankin
Paul Rankin
Madjid Rassamanesh
John Rea
Dee Read
Sandra Reyes
Richmond High School Alumni
Association
Elizabeth M. Ridley
Robert N Watts limited
Kris Roberts
Bryan T. Robertson
Scott D. Robertson
Jane Robinson
Patrick A. Robinson
Vivian Robinson
Theresa Rogers
Rolf, Benson LLP Chartered Accountants
Janice Roper
M. Anne Rowles
Mary Russell
Shelly Sale
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 Shojania
Trevor Shumka
Mehrbam Sidhu
Lisa C. Simpson
Cara Sinclair
Ramesh Singh
Olga Skutina
Slingshot
Patty Smart-Abbey
Patrick Smith
Jack Sniderman
Bradley R. Speidel
St. Mary’s Kerrisdale
Sheryl Staub-French
Linda Stewart
Nicole Stooof
Sam Sullivan
Matthew Tan
Angela Thiele
David M. Thomson
Roy Till
Toronto Community Foundation
Gail Townsley
TRAC Records Inc
Eric Trumbull
Lisa Tsroupoulos
Ruby Turner
UBC School of Social Work
United Way of Halifax Region
Shane Uren
Nora Valdez
Thomas van Dam
Vancity Greater Vancouver
Community Foundation
Vancouver Aquarium
Vancouver Police Department
David Vaughan
Michaela M. Velonic
Amanda Vieira

Lyle Viereck
Lindsay Waddell
Lorrie Ward
Krysta Wark
Watersound Management
Virginia Weiler
Lindsay Welter
Karen Westoby
Annie White
Bonnie White
Heather Whiteford
Brian Wideen
Ronald D. Wilhelm
Donald Wilkie
Brian C. Willoughby
Elizabeth J. Wilson
Wimco Nurseries Ltd - Art Knapp
Plantland
Elizabeth Winkler
Sandra Witherspoon
Allison Wolf
Daniel Wolfson
Wendy Wong
Carson Woo
Norm Yurik
Alice Zhang
Leah & Dave Zille