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To make a donation in support of our work, visit www.fsgv.ca/donate

Find Us Online

Family Services of Greater Vancouver: fsgv.ca
Directions Youth Services: directionsyouthservices.ca
Another Slice: anotherslice.ca
fseap: fseap.bc.ca
FSGV Pregnancy Counselling and Adoption Agency: fsgvadoptionagency.ca
Foster Family Support Services: fosterhub.ca
Keeners Car Wash: keenerscarwash.ca
WorkBC Vancouver City Centre Employment Services Centre: vancouvercitycentreesc.ca
Family Services of Greater Vancouver is a charitable organization that inspires and supports people in reaching their full potential. Our mission is to ensure children are nurtured, youth find optimism, adults feel empowered, and parents make choices that build strong families.

We rely on individuals, organizations, and businesses to provide their time, advocacy, expertise, and donations to help us continue doing great work. While we do provide service through government contracts for some of our programs, many programs survive solely on your support.

It’s because of you we’re able to give people a helping hand during the most difficult times of their lives.

Thank you.

“Thank you very much. It has made all the difference. Here is one more person in the process of healing who is no longer suffering alone.

—Client, Counselling, Trauma and Victim Services
As Family Services of Greater Vancouver moves into its 90th year, we’ve been reflecting on how much you’ve helped us accomplish.

Over nine decades, compassionate donors like you have wanted to make life better for those who are struggling with life’s challenges.

With your support, we’ve become experts in delivering life-changing social services to those who need them most. By adapting quickly and responding promptly to the challenges facing our community, we’re able to heal traumatized families, give homeless youth the chance to change their story, and connect isolated newcomers, seniors, and single moms to their communities.

By enabling us to transform one life at a time, you are making Greater Vancouver healthier, safer, and more resilient.

There will always be new challenges. People are struggling to find affordable housing while others are trying to cope with the impact of drugs like fentanyl. But with your help, people fleeing difficult or unsafe situations can get practical help, find hope, and embark on new beginnings.

We want to continue innovating our programs and services to make the best use of your donations and reach even more people. So this fall we’ll be undertaking strategic planning to pinpoint how—together with your continued support—we can create even more positive impact in the community over the next five years and beyond.

From every one of us at Family Services, from the support workers on the front line, the operations staff working diligently behind the scenes, the board and leadership team, and most importantly, from our clients, whose lives you make brighter each day, thank YOU for making a difference.
THE DIFFERENCE YOU’VE MADE IN THE COMMUNITY 2016–17

95% overall client satisfaction rating for our services

88% experienced a moderate to great improvement in situation or behaviour as a result of our services

92% of clients would recommend our services to others

Being able to feel normal for a little bit has been a good mood boost and probably the most positive part of my week.
—Youth, Directions Youth Services

Thanks to my counselling I have stronger boundaries and I have learned healthy ways to trust.
—Client, Counselling, Trauma and Victim Services
Directions Youth Services

Directions works with homeless and at-risk youth between 13 to 24 years old. Services include a 24/7 drop-in centre where youth can feel safe, seek professional help, and get back on their feet.

35,478 visits to the centre

49,621 hot meals and snacks provided

2,633 shifts worked by at-risk youth through Street Youth Job Action (SYJA) pre-employment program

“...In a time where tragedy and horror are so prominent in the media, I count myself blessed to live in poverty—the good that I have the honor of seeing every time I go to Directions is remarkable. What your agency and staff do is truly commendable, and I wish society could see what I see, synthesize the same hope you all give me. The role you folks play in society must be exceedingly difficult, I really can’t imagine. What strikes me as unfortunate is that when you fix broken wings, we fly away and leave you to wonder what fruits your labour produced. All of you are doing incredibly important work, and I hope that even on the darkest days in such a thankless industry that you take immense pride in what you do. If not for your agency and some of the staff within it, I wouldn’t be here to write this today. Thank you Directions, you saved my life. —Letter from youth to Directions Youth Services
Community Education and Development Services (CEDS)

CEDS offers year-round community kitchens, ESL, parenting and financial empowerment programs in Richmond, Vancouver and New Westminster to spark new friendships and strengthen communities.

Food Skills for Families Workshops and Community Kitchens

- **500** total participants
- **223** sessions
- **1,115+** dishes prepared

**countless**
friendships made

Parenting programs for parents and grandparents of children aged 0–2

- **755** participants
- **282** sessions
- **19** volunteers

**100%**
of parents report increased parenting skills and knowledge

Being a single man recovering from a recent loss, reaching retirement and a person also dealing with diabetes, **I thought this would be a perfect time for me to reignite the zeal I once had in the kitchen.**

—Participant, Community Kitchens

**I have learned so much** from other parents and it’s wonderful to have time to connect with other moms and guest speakers.

—Mom, Parents Connect
Counselling, Trauma and Victim Services
The Counselling, Trauma and Victims Services programs provide crucial support to some of the most vulnerable members of our community, including adults and children affected by sexual abuse, domestic violence, or other trauma.

7,557 hours of trauma counselling to adults and children
6,970 counselling sessions
100% of clients reported an increase in positive feelings about self

“My counsellor was the greatest listener. She allowed me to dig into areas of my life which I needed to revisit. I felt safe and supported.”
—Client, Counselling, Trauma and Victim Services

“This program has been the greatest blessing of my life. I feel in my heart and soul that I have been given my life back, that I can trust again and that my faith in humanity has been restored.”
—Client, Counselling, Trauma and Victim Services
Family Services of Greater Vancouver’s social enterprises provide services for the community. Proceeds go back into running our programs. Here’s what they achieved this year.

**Keeners Car Wash**

Keeners hires at-risk youth and youth with barriers (e.g. disability, lack of education or experience), and equips them with new job skills which open more doors.

- **5,544** cars washed
- **22** youth with barriers employed
- **77%** gained skills to move on to better employment or higher education
- **1.7M** litres of water saved

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"> Keeners taught me leadership and how to work with a wide range of people. I learned that each person is an individual and what works for one individual doesn’t always work for another.

—Former employee, Keeners Car Wash

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"> I love the service you provide and your staff always does an amazing job and makes the whole process easy and seamless. Thank you!

—Client, Keeners Car Wash

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Annual Adoptions Picnic where our adoptive families make friends and share their adoption experiences.

FSGV Pregnancy Counselling and Adoption Agency
As an accredited pregnancy counselling service and adoption agency, we’ve helped hundreds of people across BC realize their dreams of starting or growing their family.

"We wouldn’t be the family we are today without the agency and the support that we had. One thing we’ll never take for granted is this: we are parents because of an unselfish decision that a person made. We have such huge respect for our birth moms because they took care of our kids for nine months and they took care of them so well. For that, they will always have a very special place in our hearts."
—New parents, Pregnancy Counselling and Adoption Agency

Family Services Employee Assistance Program (fseap)
fseap helps businesses care for their employees by providing short term problem resolution counselling to address any personal, family, or work related concerns.

"The woman who answered the phone was amazing. I was hanging on by a thread and she made me feel very cared for. Our counsellor has been so wonderful. We feel much more capable of dealing with our situation and we now feel hopeful. Thank you so very much for this essential service. I shudder to think where we would be now without it."
—Client, fseap

15 children were lovingly welcomed by their new adoptive families

98% of people who accessed the service would recommend fseap to others
When I arrived in Canada four years ago, I desperately missed my family and my community. My husband worked nights and my children were in school. I felt lonely and isolated. So I took a part-time job at a grocery store and one of my co-workers suggested I attend the community kitchen program to make new friends and practice my English.

I was not a very good cook! But I was keen to learn and everyone was so friendly. Even my husband began coming with me to the classes. We really enjoyed learning and cooking together.

Every time we came back from a class, our children couldn’t wait to try the new food we’d learned to make. My kids don’t complain at dinner time anymore and they’ve even started helping us to prepare our family meals together!

I love to cook for my family and friends, and my oldest son, John, does too. I’m so pleased to say we have both been accepted into one of the best culinary schools in Vancouver. We plan to become chefs and maybe even open a restaurant together!

The community kitchen brought my family closer together, inspired me for my future, and changed my life.

Thank you!

“

The community kitchen brought my family closer together, inspired me for my future, and changed my life.

—Maria, Community Kitchen Participant
I first encountered Family Services of Greater Vancouver many years ago. My husband and I were young and going through a tough time, and we took advantage of FSGV’s sliding scale family counselling services. Having high quality counselling support made an enormous difference.

Since then, I have built a successful family law practice, and as a way of giving back, I became a FSGV board member a few years ago.

That was when I learned about just how many ways Family Services improves peoples’ lives. For me the counselling still stands out as a crucial service, but I’m also impressed by the work FSGV does with homeless youth and their financial empowerment programs.

They’re quite different programs, but both really change people’s lives. Another thing that really stood out was the passion and commitment of every staff member I met.

I’m very confident when I refer my clients to Family Services. I know women and children who have been victims of abuse will get the trauma counselling they need. I send couples looking to adopt to the FSGV Pregnancy Counselling and Adoption Agency. And when people are looking to make a difference by leaving some money to a charity in their will, I let them know giving to FSGV is a great way to have a huge impact locally.

I give monthly to FSGV, because I know how important having reliable income is when you are a grassroots non-profit. At Christmas time, I give in the name of my relatives. It’s become a family tradition: all my adult children ask for donations to FSGV instead of gifts! We have a great deal in comparison to the many families who struggle, and it’s really important that Family Services is there for those families, the way it was for us when we were going through a hard time.

It’s like being part of a larger family. Families take care of each other. Years ago, a generous donor made it possible for me to have subsidized counselling when we needed it, and now I’m able to do the same.

It feels great knowing my donations are making a real difference to people, every month!
“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

“The Healthy Connections Program helps moms who have a history of trauma that may affect her ability to bond with her child.

“Indigenous and LGBTQ2+ youth comprise the majority of homeless youth. Directions Youth Services welcomes and serves them all.

“Literacy Programs in New Westminster help kids develop a life-long love of books and reading.

“A youth plays the role of a landlord during the Poverty Simulator portion of the A Night in the Life fundraiser.

“Just knowing that you are there, on my side, means so much.
—Extended Family Caregiver
2016–17 HIGHLIGHTS

2017: $23.5M
total revenue
2016: $22.9M

$18.7M
funding from government

$1.85M
funding from non-government grants and fundraising

62%
of operating costs: our people

491
employees

95
programs

Baking Play-Doh
cookies at Parents
Connect.
Some of our happy adoptive families at our Annual Bowling Party.

Revenues:
- 80% Government grants
- 12% Professional service fees
- 7% Program grants
- 1% Donations and fundraising

Expenses:
- 62% Salaries and benefits
- 20% Purchased services
- 9% Program expenses
- 6% Facilities costs
- 1% Insurance, dues and other fees
- 1% Recruitment and professional development
- 1% Amortization of capital assets

Audited financial statements available upon request
THANK YOU TO OUR SUPPORTERS

Leadership Circle
Platinum $100,000+
The SpencerCreo Foundation
Vancity Community Foundation
Vancouver Foundation

Leadership Circle Gold
$50,000 to $99,999
Anonymous
Prosper Canada

Leadership Circle Silver
$10,000 to $49,999
Bosa Properties Foundation
Canucks for Kids Fund
Coast Capital Savings Foundation
Decoda Literacy Foundation
Deloitte Foundation Canada
Diamond Foundation
Lower Mainland Purpose Society
For Youth and Families
RJ Nelson Family Foundation
Stan Kingshott’s West Coast Classic Invitational Golf Tournament
Thompson Planning Ltd

Family Circle Gold
$5,000 to $9,999
Anonymous
Marin Investments Limited
Simon Fraser Society for Community Living
Toskan Casale Foundation

Family Circle Silver
$1,000 to $4,999
Anonymous
o81960 B.C. Ltd.
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Elaine V. Jones
Emma Sullivan
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Joanne Hausch
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Lorna and Selwyn Romilly

Family Circle Friends
up to $99
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Aarvon blur
Abigail Turner
Addie Veniot
Agostina dosouo
Alexandra Luchenko
Allen M Fowls
Allocadia
Amanda Fenton
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Brian DeMuy—Immediate Past Chair, Chair, Ad Hoc Board Performance Metrics Committee
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Katey Grist—Director
Joanne Hausch—Chair, Nominating Committee
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Tony Kirschner—Foundation Board Member Appointee
Iris Lo—Director
StephanieMui—Chair, Community Stakeholders Communications Committee
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Thanks to those who retired from the board in 2016
Sarah Boon—Agency and Foundation Boards
Chris Sanderson—Foundation Board
Steven R. Watt—Foundation Board
Family Services of Greater Vancouver is accredited by CARF (Commission on Accreditation of Rehabilitation Facilities)—a testament that the agency conforms to the highest level of nationally and internationally recognized service standards.