




REPORT TO THE COMMUNITY 2019/20





*"We are all connected by one
simple wish, to be visible, to be
heard, to know that we matter."
Vlada Mars*

WE ARE FAMILY SERVICES OF GREATER VANCOUVER

Family Services of Greater Vancouver (FSGV) supports thousands of families and individuals across the Lower Mainland living in need, in crisis, or with trauma. Since 1928, our more than fifty programs, services, workshops, and groups have helped people build resiliency, develop skills and knowledge, and gain the confidence to make positive changes in their lives. From youth experiencing homelessness, to families impacted by trauma, to isolated seniors and newcomers to Canada—whatever the challenges our clients are facing, our compassionate, expert staff meet people where they are at and give them the support they need to create brighter tomorrows.

OUR PEOPLE: THE HEART OF OUR WORK

More than 12,000 families, seniors, women, newcomers and youth counted on FSGV this past year alone – even before COVID-19 forced a new reality on us all.

With thanks to our partners and donors, 2019-20 was another successful year for FSGV. Year after year, community members in crisis or with trauma have turned to us for support, and year after year, our agency's exceptional staff have demonstrated their compassion, skill and commitment to our clients' wellbeing. This year was no exception.

In fact, as the team began to develop this Report, they kept coming back to one big idea: **that our people are at the heart of who we are as an Agency, and how we help.**

When the COVID-19 crisis hit in the last quarter of the year, it is thanks to the team at FSGV that our organization was able to pivot so quickly to address our clients' emerging needs during this unprecedented time.

No one has been immune from the challenges of these past months, but it's been especially hard for the clients served by FSGV. Even prior to this crisis, financial hardship, mental health challenges, and the impacts of gender-based violence were already felt by those we serve. COVID-19 has only intensified these situations. These impacts, including isolation and employment losses

have quickly resulted in increases in food and housing insecurity, instances of domestic violence, and the need for financial coaching and mental health supports.

In response, Directions Youth Services kept its doors open for youth experiencing homelessness, even launching a pantry for food insecure youth to "shop." Our Financial Empowerment Program launched the COVID-19 Money Navigator, increasing accessibility to financial literacy support. The Victim Services team continued at full capacity, providing confidential virtual support to those isolated with their abusers; and family support workers continued to connect with families via phone, video and in-person while distanced outdoors in order to ensure continuity in care. **When crisis hit, FSGV was there for those who needed us most.**

So what makes FSGV so exceptional? The compassion and invaluable expertise that our people bring to work each and every day; our staff's dedication to our clients and their wellbeing; how they work together to ensure our clients are supported. Together, they are giving thousands of children, youth and families a chance at a better tomorrow. **They are Family Services of Greater Vancouver.**



KARIN KIRKPATRICK
CHIEF EXECUTIVE OFFICER



TERRY ANNE BOYLES
CHAIR

IMPACT AREAS



BUILDING STRONGER FAMILIES

Maintaining a healthy family can be a challenge. By addressing each family's unique needs, FSGV's programs help families grow stronger today so that they can continue to thrive tomorrow.

We do this through:

- Counselling for individuals, children, youth, and families
- Trauma services • Conflict mediation for parents and teens
- Financial empowerment courses and coaching
- Life skill development for children and youth with special needs



ENDING VIOLENCE AGAINST WOMEN, CHILDREN, AND SENIORS

Finding the courage to reach out for support is often the hardest part. FSGV helps victims of violence find their voice and work towards a safer, healthier future.

We do this through:

- Advocacy, counselling, safety planning, and other essential supports • Victim Services in partnership with municipal police services, the RCMP, and community policing centres
- Trauma services



SUPPORTING YOUTH IN OVERCOMING HOMELESSNESS

Youth who experience homelessness face a harsh reality. Directions Youth Services, a division of FSGV, meets vulnerable youth where they're at and empowers them to discover their inner strength, make healthier choices, and get closer to the lives they want.

We do this through:

- 24/7/365 low-barrier services centre for youth
- Voluntary detox program • Safe, temporary housing
- Supportive housing for youth transitioning out of Ministry care
- Pre-employment programs • Daycare and parenting supports for young parents in high school



DEVELOPING MORE INCLUSIVE COMMUNITIES

FSGV provides essential programs, workshops, and other services that help people build connections and access support, so they don't have to face life's challenges alone.

We do this through:

- Counselling for individuals, children, youth, and families
- Free workshops, community kitchens, groups, and programs for newcomers, parents and caregivers
- Financial empowerment workshops and coaching



OUR VISION

Brighter tomorrows in which all people are resilient, confident, and filled with hope.



OUR MISSION

To ensure 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

OUR IMPACT

OUR IMPACT BY THE NUMBERS

Our people make FSGV's impact possible. And this past year alone, our staff served more than twelve thousand families, children, youth, women and seniors across the Lower Mainland when they needed us most. From direct service, to managing programs, facilities and volunteers, our staff are the reason that our clients are able to imagine a better tomorrow for themselves and their loved ones.





**DONORS LIKE
YOU HELP US
TAKE CARE OF
THOSE IN CRISIS**

YOUR IMPACT



30K+

**MEALS FOR YOUTH
EXPERIENCING HOMELESSNESS**

When youth are supported in achieving their potential, the whole community benefits. For a variety of reasons, many of our youth rely on our nightly hot dinner as their only meal of the day. Many have never cooked for themselves.



340

VOLUNTEERS

Community Volunteers are the heart and soul of many of Family Services' programs. We could not do what we do without the support of our amazing volunteers.

20K+

**VISITS TO DIRECTIONS YOUTH
SERVICES CENTRE**

Directions Youth Services offers low-barrier programs and services to support youth under the age of 25 who are in crisis or experiencing homelessness as a result of abuse, neglect, substance use, or mental health challenges. We welcome and serve all youth.



\$50K+

**CASH & IN-KIND DONATIONS
FROM OUR CARING NEIGHBOURS
HOLIDAY CAMPAIGN**

For many families or seniors struggling with financial hardships or isolation in the Lower Mainland, the holiday season can be a difficult time. From November to December, FSGV's Caring Neighbours Holiday Campaign works with donors and local businesses to create a special holiday for families in need.



\$170K

**RAISED AT THE
SPEAKEASY SOIRÉE**

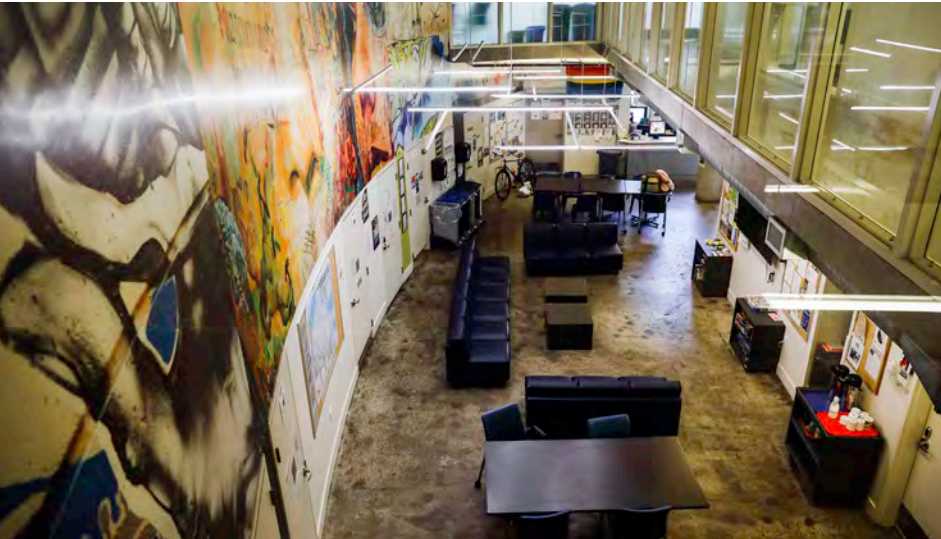
Step back in time for a glamorous night out at FSGV's signature fundraiser. The Speakeasy Soirée brings together the business and philanthropic communities to raise funds for our community's most vulnerable families and individuals.



\$55K

RAISED AT A NIGHT IN THE LIFE

The A Night in the Life Challenge is a twelve-hour immersive experience of youth homelessness. It will forever change the way you see homeless youth.



DIRECTIONS YOUTH SERVICES

Directions Youth Services has served homeless or precariously housed young people for over 30 years, and currently offers a suite of wrap-around support programs serving highly vulnerable youth in our community.

Directions includes BC’s only 24/7/365 drop-in centre where all youth experiencing homelessness are welcome. All Directions programs are trauma-informed, non-judgemental, and focus on youth self-determination.

- PROGRAMS & SERVICES:**
- Directions Youth 24/7/365 Youth Services Centre
 - Street Youth Job Action
 - Directions Youth Detox
 - Directions Youth Haven
 - Directions Youth Safehouse
 - Street Youth Outreach Team
 - Transitioning Youth To Adulthood
 - 10K Supportive Housing
 - Digital Media and Leaders in Training Program
 - Culinary Leaders In Training Program
 - COLTS Young Parent Program & Daycare

Recognizing that vulnerable youth have diverse needs, Directions offers a mix of services, including access to basic necessities, low-barrier emergency shelters, safehouses, education and (pre-employment) skills training, health services, harm reduction and counseling. Whether through our Outreach efforts, short-term residential supports or Daycare Centre for Young Parents attending high school, Directions Youth Services sees the infinite possibilities for the young people we serve.

+👤 **20K+**
Visits to the centre

🍲 **30K+**
Meals & snacks served

👤👤 **5.8K+**
Youth connected to outreach team

🦉 **6.5K+**
Visits to afterhours addiction crisis response

🤝 **569**
Youth enrolled in outreach

📅 **1,432**
Street Youth Job Action - # of shifts worked

“The most beneficial thing about participating in the program is that Directions got my back when I need a safe place off the street.” - Directions client



“I work for Directions Youth Services because I strongly agree with the mission, values and excellent community focused work being accomplished throughout all of FSGV. I am proud to be a member of the Directions Youth Services team and contribute to the success of FSGV.” - Katie Baker, Program Manager, Directions Youth Detox



VANCOUVER FAMILY PRESERVATION
& REUNIFICATION SERVICES

Our Family Preservation and Reunification program assists families who are struggling with a range of challenges find stability and safety together.

All families go through difficult times, whether they are dealing with grief and loss, parent/child conflicts, physical or mental illness, addictions, poverty, or trauma – we are here for families when they need support. Family Preservation and Reunification Services helps families of all types and backgrounds increase their safety and wellbeing

through a range of services tailored to their unique needs.

The program provides individual, couple and family counselling, group sessions with a focus on developing parenting and life skills, play therapy, mediation, and more. To fully support families as they build stronger relationships, we provide childcare when parents are in sessions, homemaking support, and supervised visitation. A referral from a Ministry of Children and Family Development social worker is required to access this program.

- PROGRAMS & SERVICES:**
- Counselling for individuals, couples and families
 - Group sessions to develop parenting skills, life skills, and more
 - Coordination with other community resources
 - Supervised visits with children in care
 - One-to-one support for children and youth
 - Mentoring programs for children, youth and parents
 - Homemaking services
 - Mediation
 - Play therapy
 - Specialized therapy
 - Parent education programs
 - Information and referral to other community resources



19,285

Hours of individual family support



627

Hours of group support



1,218

Hours of homemaking support



7,437

Hours of supervised visitation



2,558

Hours of 1:1 support for children and youth

“I feel I already had a great relationship with my two kids. However, providing them a more stable home environment and providing them better communication has enhanced my relationship with both of them.”
- Family Preservation client



PROJECT PARENT - FRASER SOUTH,
BURNABY & NEW WESTMINSTER

Parenting is one of the most important roles a person can have in their lifetime, and parent education is a great resource to provide the knowledge and skills needed to fulfill that role.

Our Project Parent program provides parenting education, modeling and coaching, counselling, support, advocacy, and connection to community resources to help parents establish and maintain a strong, nurturing bond with their child.

Our family counsellors work with at-risk families for up to a year helping parents develop and strengthen their skills to meet their children’s physical, emotional, and developmental needs. A referral from a Ministry of Children and Family Development social worker is required.

These families need support with conflict resolution and parenting skill building to create nurturing, loving homes and eliminate the need for future MCFD involvement.

- PROGRAMS & SERVICES:**
- In-home counselling and supports
 - Approaches to Parenting and the Effects on Children Workshop
 - Couples and Communication Workshop
 - Impact of Trauma on Parenting Workshop
 - Dad’s Support Group
 - The Power of Play Workshop
 - Attunement Workshop
 - Financial Literacy Workshop



341

Families served



6,552

Hours of direct service



100%

Client satisfaction

“The client really enjoyed the one-on-one parenting sessions with the counsellor. She felt that it was useful and that she learned a lot about parenting methods/styles. She enjoyed the psychoeducation that was provided to her.” - Project Parent client’s Social Worker

“Aspects of the program that worked well was the one-to-one support, building confidence in the client, working with schools, and providing a safe space for discussing parenting tips and personal issues.” - Project Parent client



"Working for FSEAP and what it means to me: is to be part of change, empowerment, being spokesperson and support for our communities."
- Eloise D'Aubin, Care Center Administrative Coordinator

OUR PROGRAMS



FOSTER FAMILY SUPPORT SERVICES

+0 125
Clients served

🕒 1,331
Service hours

👍 95%
Client satisfaction

While some parents choose to become foster parents, others may fall into the role when a relative can no longer live with their birth parents.

Grandparents and extended family often become foster parents to young children and each individual may need support adjusting to their new roles and responsibilities to one another. Each foster family is unique in its challenges and in the support each family member needs in order to thrive.

Our Foster Family Support Services team are highly trained professionals who understand these challenges and have extensive experience working with the child welfare system. The service provides parenting support to parents, family members and extended family caregivers who are providing care to children on behalf of the Ministry of Children and Family Development. A referral from an MCFD social worker is required.

"We are so happy to have you in our corner; your support has helped us a lot as we adjust to parenting fulltime." - Foster Family Support Services client

"Thank you so much for everything. Thank you for caring, listening, helping, advocating for my partner and I as well as for each of the kids and so much more." - Foster Family Support Services client

"I have been waiting a really long time to have someone like you to talk to." - Foster Family Support Services client

- PROGRAMS & SERVICES:** • In-home support • Parenting support • Community kitchens • Attending meetings with social workers • Support during legal processes • Support navigating the Ministry of Children and Family Development • Connection with other foster parents



VICTIM SERVICES

Our embedded support workers ensure that the survivors of violence and abuse have an advocate who operates on their behalf, focused on the safety and wellbeing of the client, not the outcome of an investigation or legal proceedings.

Having a trauma-informed support worker available to these women is necessary to prevent re-traumatization during the investigation and

prosecution. It is also necessary to assist the survivors in rebuilding their lives, which is outside the purview of law enforcement and often where victims fall through the cracks if no one advocates on their behalf. Our goal is to help the clients achieve a safe and stable life outside of the criminal justice system by supporting them through the legal process and connecting them with the resources they need to rebuild their lives and recover from trauma.

PROGRAMS & SERVICES: • Vancouver Police Department: Domestic Violence Unit, Counter Exploitation Unit, Provincial Protective Measures Unit, Elder Abuse Unit • New Westminster Police Department: Domestic Violence Response Team, Elder Abuse Unit, Special Investigations Unit • Burnaby/New Westminster Community-Based Victims Services: Domestic Violence Response Program, Domestic Violence Response Unit • Richmond Community-Based Victims Services: Family Violence Unit, Community-Based Victim Services • UBC RCMP: Police-Based Victims Services



“My support worker was always caring and accommodating. She took her time to explain everything to me in great detail. Legal matters and procedures were difficult for me to understand but she is patient and reassuring. She would always be there to help me if I had questions. She was also really caring when I feel sad, confused and anxious.” - Victim Services client



COUNSELLING & TRAUMA SERVICES

Family Services offers compassionate, professional counselling and trauma services to individuals, families, children and youth. Our experienced counsellors offer trauma-informed and client centered care to individuals and families.

Our youth and seniors counselling programs are free, and offered at community centres, which provides a strong web of community support in one location. Co-location can also help remove the stigma of seeking mental

health support, and improves accessibility for clients.

Our Trauma Services serve survivors of incest, trauma, sexual abuse, family and gender-based violence. There is no fee to access these vital mental health supports, as the programs are funded by the Ministry of Public Safety and the Solicitor General, the Ministry of Children and Family Development, Vancouver Coastal Health, and the generosity of our donors.

PROGRAMS & SERVICES: • Vital Connections Seniors Counselling • Stopping the Violence • Sexual Abuse Intervention Program • Healthy Connections: You and Your Baby • PEACE Trauma Counselling • Family Development/Response Counselling • Residential Historical Abuse Program • Crime Victim Assistance Program • Youth Counselling



“It’s so helpful to discuss past trauma with someone who understands the lifelong effects. The fact that I didn’t have to go through a resurgence of it alone was invaluable. I don’t know how I would have coped with the jumble in my mind and with the pain. My counsellor was knowledgeable, welcoming and compassionate. She was excellent at picking up threads of discussion from previous sessions. I’m glad I got to work with her.” - Counselling client

“I really appreciated being listened to and learning about how to accept feelings in myself and others. I continue to learn how to communicate with my family.” - Counselling client



PRIYD is a community-based life skills program for children and youth ages 6 to 19 youth in Vancouver, Burnaby, New Westminster, and Richmond.

The program provides direct one-on-one and group support for individuals with a diagnosis of a developmental disability or requiring support in challenging family environments. PRIYD works with clients to support their physical, social, and psychological development.

Youth are engaged in weekly immersive community outings where they

participate in shared activities. As clients engage, they learn to manage their emotions, socialize, communicate, be safe and find confidence in themselves. Collaborative sports help youth set goals, respond to both failure and success with grace, and encourage their teammates – essential life skills that are essential as they pursue healthy and independent lives.

PRIYD serves clients at no cost to the families, through referrals from the Children and Youth with Special Needs (CYSN) teams within MCFD and Family Preservation and Reunification Counsellors.

- PROGRAMS & SERVICES:** • Social Skills • Communication Skills
• Community Safety Skills • Community Connections and Awareness Skills
• Transiting Skills • Money Skills • Confidence and Self-Esteem



*“My daughter and I liked everything, it is hard to pick the best experience. I just wish this program will keep going forever because it is such a well orgnized program and it will help more and more people like my daughter. Thank you very much!”
- PRIYD client's parent*

“The people are friendly and very easy to communicate with, greatly appreciate that we got into PRIYD.” - PRIYD client's parent



Parent-teen mediation is a free and confidential program for families experiencing interpersonal conflict between parents and teenage children.

Mediation can be an effective way to address conflict in the home to promote understanding and resolve issues between caregivers and teens.

Families struggling with poor school attendance, high-risk peer relationships, blended families, grief, trauma, or generational clashes can all benefit from mediation support. Strained family relationships can become even more contentious without intervention and conflict resolution skills.

- PROGRAMS & SERVICES:** • Parent education • Communication skills
• Modeling and coaching • Community support

Our mediators are trained in conflict-resolution and have experience working with youth. Our goal is to improve family relationships by addressing each family's unique needs, and ensure that individual family members feel heard, appreciated, and valued. Mediation may involve siblings, parents, step-parents, foster or adoptive parents, grandparents or other relatives in a caregiving role, and community support as deemed necessary by the mediator.

Parent-teen mediation typically lasts ten to twelve sessions and takes place over three to four months to support the long-term integration of conflict-resolution and communication skills.



*“Our mediator has been very helpful. I could not thank her enough. With her help, things are getting better at home.”
- Parent-Teen Mediation client*

*“Thank you for understanding our complicated situation and not judging our behaviour. Mediation helped us learning how to listening to each other.”
- Parent-Teen Mediation client*

*“She is nice and understanding of my situation. Provided useful resources and hints.”
- Parent-Teen Mediation client*



FAMILY SERVICES EMPLOYEE ASSISTANCE PROGRAM (FSEAP)

For more than 40 years, FSEAP has been helping employees balance their work and personal lives, build knowledge and skills to deal with challenges, and resolve problems that can negatively impact their ability to maintain focus and productivity at work.

Our Employee Assistance Program takes a comprehensive and integrated approach to employee and workplace health and resiliency. Employees who are healthy, happy, and engaged make for better business. The right help at the

right time can make all the difference for an employee who is struggling with personal and family problems. For an organization, this means a more productive, loyal and resilient work-force, even during challenging times.

FSEAP is the only national EAP provider structured as a social enterprise, meaning 100% of profits generated go toward supporting mental health and community-based programming for children, youth, adults, families, and seniors in communities across Canada.

PROGRAMS & SERVICES: • Employee and family assistance • Health and wellness resources • Training and consultation • Workplace support services • Critical incident response • Substance abuse professional services • Executive coaching

+  7,883
Individuals served

 31,334
Hours of counselling

 99%
Users who would recommend FSEAP to others

“I have only good things to say about my experience. I really need this service. The support keeps me able to continue to work at a high level of competency. It is my lifeline.” - FSEAP client

“Thank for what you do. The people fielding the calls there at your office have been kind and courteous.” - FSEAP client

“I was pleasantly surprised at how easy it was to talk about my situation.” - FSEAP client

“...I have the option to quit my job and start my private practice, something that my husband and one of my mentors have been encouraging me into doing over the years. But I chose to stay at FSGV because I love being part of a team - this team - where I can have exciting and rich discussions with my very skillful team members and be a support to one another through thick and thin, as in unprecedented times like this.” - June Wong, Family Counsellor





FINANCIAL EMPOWERMENT

Financial Empowerment is part of our Community Education and Development Services program. Teaching financial literacy is an approach to poverty reduction that helps people become financially secure, manage their debts, create budgets, and make the most of their money.

The program partners with community organizations to deliver workshops, one-on-one coaching sessions, and tax filing clinics to assist our clients in making sound financial decisions that provide security for themselves and

their families. Our financial coaches are empathetic, experienced advisors who are here to help.

Our programs are free, and specifically designed to address the financial concerns of newcomers, youth, seniors, people living on low or fixed incomes, at-risk youth, and vulnerable populations. Our goal is to help people grow their incomes, improve their credit scores, savings and debt levels, and build wealth through education, employment, entrepreneurship and improved housing.

- PROGRAMS & SERVICES:** • Money Skills Workshops • Youth Money Skills Workshops • Family Finances For Newcomers Workshops • Tax Filing Clinics • One-On-One Financial Coaching • Registered Education Savings Plan (RESP) information sessions • Education Savings Coaching • Train The Trainer Workshops • Youth Saving Circles



"I loved how the lessons weren't too technical; we had realistic conversations about things that related to me. I liked the facilitator's stories." - Youth, Money Skills client



CARING NEIGHBOURS

Caring Neighbours provides fun, educational, and inclusive programming that brings people together, creating communities where individuals have the connections and support that they need to face life's challenges.

For individuals dealing with challenging circumstances such as living with poverty, being a newcomer to Canada, or dealing with isolation, Caring Neighbours provides group classes,

family-friendly activities, and educational programming that sparks conversations, teaches new skills, and builds lasting friendships.

Caring Neighbours sees where individuals and families need a little extra support, and is there to lend a hand. Many of our programs run in collaboration with other partner organizations and local volunteers, creating additional networks of support within communities.

- PROGRAMS & SERVICES:** • Apart but Together • Community Kitchens • Parents Connect • Arts & Songs/Creative Explorations • Raising Exceptional Children • Food, Fun and Facts • Single Moms' Group • Neighbourhood Small Grants • Positive Discipline • Literacy New West • Nobody's Perfect Parents Support Group • Cooking and Language Support • Food Skills and Cooking Classes • Richmond Family Friends



"I want to become a volunteer in the RFF program to give back as I have benefited so much from the program. Thank you so much!" - Richmond Family Friends client



"I love FSGV because we do right by our clients; we stay client centered and put their interests first, always. We are privileged to be able to help our clients become contributors to our community, while helping them reach their potential. I'm proud that we celebrate their diversity, and that we educate the general public to be both inclusive and open." - Wilson Wong, Co-Manager, PRIYD

OUR PROGRAMS



EARLY CHILDHOOD COMMUNITY CONSULTANT (ECCC)

Family Service’s Early Childhood Community Consultant offers parenting support to those caring for children 0-5 years old. The consultants help parents understand early childhood development, children’s mental health, play-based learning, social and emotional development, and healthy attachments.

Children communicate through their behaviour; parents and caregivers need kindness and empathy to uncover the causes and emotions that are guiding the child’s behaviour, and our ECCC

program provides clear, practical advice on connecting with young children in ways that validate their feelings.

ECCC is a valuable resource for caregivers looking to better support their child’s development, in need of strategies for challenging behaviour, or just looking to strengthen their relationship with their children. We are here to help guide, coach, model parenting best practices, and support our clients connect and support their young children. When parents are supported, the whole family thrives.

- PROGRAMS & SERVICES:** • One-on-one consultations
• Monthly newsletter with children’s activities, self-care and parenting tips

+0 1,214
Clients served

🕒 1,007
Hours of Service

"This service was an enormous help for me during a very sleep deprived period, while trying to figure out infant sleep. I am so thankful for Anita’s wealth of knowledge and her support through all the learning curves of motherhood!" - ECCC client

"The genuine, caring support helped me get through barriers. The help with understanding healthy attachments with my children have made me strive to be the best parent I can be. With Love, Light and Respect I say thank you so much." - ECCC client

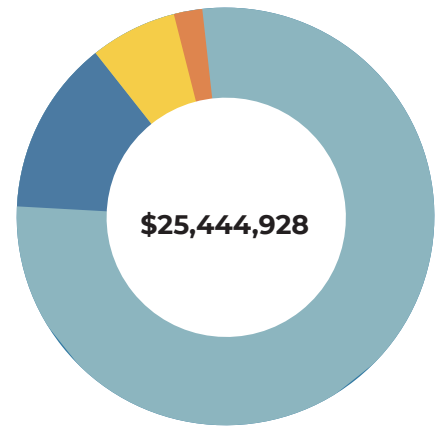
"Anita has helped my family through many challenges and we are truly grateful to have such a wonderful service available to us. I cannot express enough how much this service has improved our family dynamic." - ECCC client

OUR FINANCES

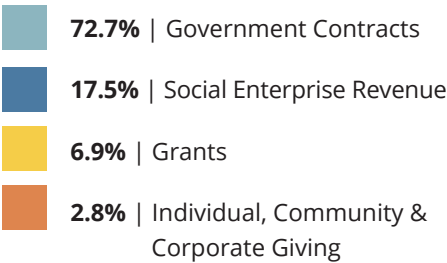
FSGV’s bottom line is not just about dollars and cents; it is about the bottom line for our clients as well. We continue to provide best-in-class programming, while re-negotiating fair service delivery contracts, diversifying our revenue to support our modest administrative costs, and creating efficiencies wherever possible.

2019-20 brought its share of successes and challenges. Residual costs from the closing of FSGV’s Work BC program, the historical underfunding of service contracts, and a shortfall in undesignated funding have impacted the organization.

2020 TOTAL REVENUE | \$25,444,928



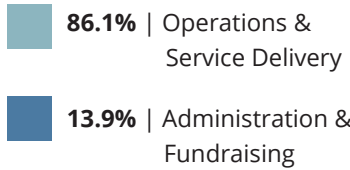
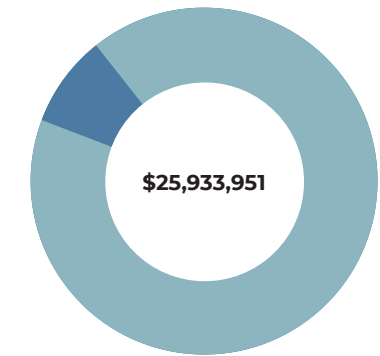
WHERE OUR SUPPORT COMES FROM



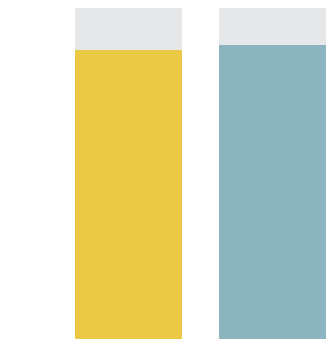
2020 TOTAL EXPENSES | \$25,933,951

EXPENDITURES:

How our resources were used.

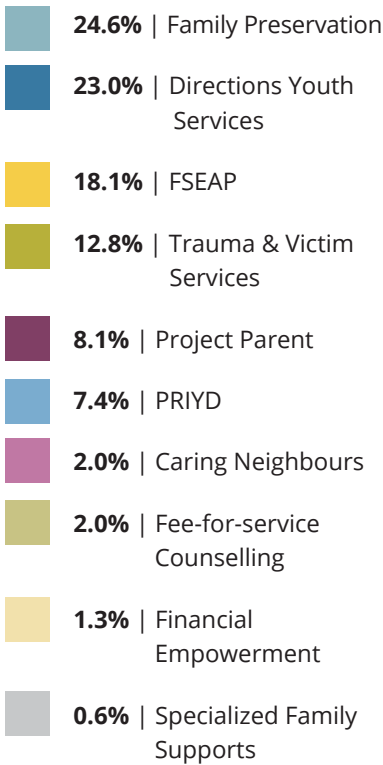
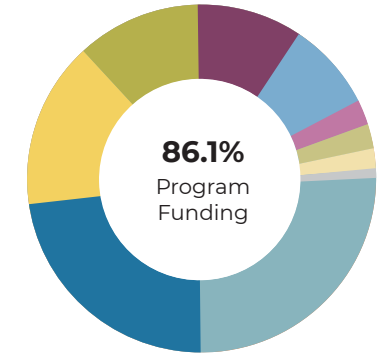


This year FSGV experienced a deficit of \$489,023 or 1.9% of expenditures.



PROGRAM EXPENDITURES:

Areas of work this funding supported.



OUR TEAM AND PARTNERSHIPS

FSGV is led by a dedicated volunteer Board of Directors and a passionate Senior Leadership team. Together, they bring a breadth of experience in the non-profit, community-building and social services sector, as well as business, government, law, and Indigenous relations to FSGV and our clients. FSGV is proud to deliver essential service with and on behalf of a variety of federal, provincial and regional partners. Together, we are there for those who need us most.

BOARD OF DIRECTORS

- TERRY ANNE BOYLES - Chair*
- TONY KIRSCHNER - Vice Chair*
- RICHARD POZZEBON - Treasurer*
- KATEY GRIST - Secretary
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- JOCELYNE LEGAL
- IRIS LO
- MARCELA MCBURNEY*
- JACQUELINE PER
- DAVID WELLS
- TREVOR ZECK

*Also members of the FSGV Foundation Board

MEMBERSHIP | ACCREDITATION



SENIOR AGENCY LEADERSHIP

- KARIN KIRKPATRICK - CEO
- JESSICA DENHOLM - Vice President, Performance & Quality Assurance
- MARNIE GOLDENBERG - Vice President, Programs
- LARA BARLEY - Director, Human Resources
- KAREN DICKENSON-SMITH - Director, Specialized Family Supports (to March 2020)
- CHRISTIAN LE NOBEL - Director, Finance
- NICKI MCGREGOR - Associate Director, Directions Youth Services
- CHERYL MELDER - Associate Director, Specialized Family Supports
- AMANDA SAYFY - Director, Development & Communications
- PAT STEINER - Associate Director, Community Education and Financial Empowerment
- GREGG TAYLOR - Director, Counselling & Trauma Programs, FSEAP

CONTRACT SERVICE DELIVERY PARTNERS



YOU HELP
MAKE IT POSSIBLE

You #HelpUsHelpThem. From April 1, 2019 to March 31, 2020, 700+ individuals, corporations, foundations and community partners came together to help create brighter tomorrows for the clients and communities we serve. FSGV is proud to recognize your generous support. You help us help the individuals and families who need us most.

LEADERSHIP CIRCLE

\$100,000 or more
MariaMarina Foundation
Ministry of Public Safety
& Solicitor General
Pattison Outdoor Advertising
Vancity Community Foundation
Anonymous (1)

\$50,000 to \$99,999
Coast Capital Savings
Grayross Foundation
City of Richmond
City of Vancouver
Vancouver Foundation
Anonymous (1)

\$10,000 to \$49,999
ABC Life Literacy Canada
Canucks for Kids Fund
Corporation of the City of
New Westminster
Diamond Foundation
Raymond and Edie Ferris
Grante Goodwyn
H.E.L.P. For Street Youth of
Canada Society
Stan Kingshott Memorial West Coast
Classic Invitational Golf Tournament
The Edith Lando Charitable Foundation
McGrane-Pearson Endowment Fund
Pacific Blue Cross Foundation
Richmond Community Foundation
Vancouver Fraser Port Authority
TELUS
VANS - Guildford Town Centre
Anonymous (1)

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Christina Mary Hendrie Trust
Caroline Condon
Pamela Gow
Karin Kirkpatrick and Murray Campbell
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Leaders International Executive Search
Leith Wheeler Investment Counsel Ltd.
F12.net
Marin Investments Limited
Nutrition Link Services Society
Anonymous (2)

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BNSF Railway
Centra Cares Foundation
CKNW Kids' Fund
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Mott Electric GP
Bernard Mottet
Leonard Schein and Barbara Small
Scotiabank
Sobeys
Weyerhaeuser Company Limited
Trevor Zeck
Anonymous (2)

\$1,000 to \$2,499
Andrew Sheret Limited
Atlas Pots Ltd.
Prathna Batra
BenefAction Foundation
Caffe Artigiano Inc
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Local 116
Decoda Literacy Solutions Society
Face The World Foundation
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Point Grey Golf Club
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Raymond To
United Food And Commercial Workers
- Local 1518
United Food And Commercial Workers
- Local 247
West Broadway Business
Improvement Association

A GIVING STORY
THE MCGRANE-PEARSON
ENDOWMENT FUND

As retired social workers, Ken Gracie and Philip Waddell know first-hand the essential role that social service agencies play in our communities. So when asked to participate in FSGV's Speakeasy Soiree in their roles as trustees for the McGrane-Pearson Endowment Fund, held at Vancouver Foundation, Ken and Philip provided their enthusiastic support as Presenting Sponsors. Now the organization's signature fundraising event, The Speakeasy Soiree, presented by The McGrane-Pearson Endowment Fund, raised more than \$170,000 in 2019, welcoming 250+ supporters and friends to the FSGV family.



A GIVING STORY

ROB AND JOAN CONKLIN

Decades ago, when the Conklins began supporting Dusk To Dawn – an overnight drop-in program –, they were struck not only by the need of homeless youth in our city, but by the compassionate support provided by the program's wonderful staff. Now, the program is part of Directions Youth Services, and with the Conklins' ongoing annual donations, it provides wraparound support to youth in crisis. They know that Directions will continue to provide immediate, frontline support for youth in their moments of need.



\$1,000 to \$2,499 (Cont.)

Wickaninnish Inn
Edward Williams
Willow Tree Counselling
James and Claire Wright
Anonymous (4)

FRIENDS OF THE FAMILY

\$500 to \$999

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Greg Breakell
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Coming Home Society
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John Smith
Vincent Stewart
Taku Resort and Marina
Angela Thiele and Neil McClelland
Sarah Tutton Frost
Vancouver Police Community Fund
Wawanesa Insurance
West Point Grey Academy
Kari Yuers

\$100 to \$499

Julie Aichmair
Amil Alidina
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Kelly Apostle
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\$100 to \$499 (Cont.)

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Diana Whellams
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Brian Willoughby
Kelly Wilson
Eli Wilson
Raymond Wong
Hazel Wong
Kerry Woodhouse
Justin Young
Adib Yousofi
YYoga
Zazou Salon & Academy
Anonymous (14)

Thank you to all 294 donors who gave up to \$100.

We have done our best to include all supporters, and sincerely apologize for any errors or omissions.
Please contact us at 604 731 4951 x 4011 to update your acknowledgement.






A GIVING STORY
THE CARING NEIGHBOURS
HOLIDAY CAMPAIGN

Each year in Vancouver, New Westminster and Surrey, corporate and community supporters come together to make the holidays warm and bright for children and seniors in need. In #theheartofKits, retailers from the West Broadway BIA collect donations and coveted gifts from children’s wish lists. In New West, sponsors are matched with low-income families and isolated seniors in the spirit of the giving season. And in Surrey, our newest campaign, local companies and their employees collect gift cards, toys and more to bring joy to local FSGV families. While 2020 will be a bit different due to COVID-19, FSGV’s clients know that they can count on the community for their generosity.



50+ PROGRAMS AND SERVICES AT 14 LOCATIONS

This past year, FSGV supported over twelve thousand families, seniors, women, youth, and newcomers across the Lower Mainland when they needed it most. We could not have done this without our incredible staff, who bring enthusiasm, ingenuity, and resourcefulness to their work each and every day. Our heartfelt thanks go out to our staff, volunteers, and communities for making brighter tomorrows possible for everyone.

 fsgv.ca  @FamilyServicesGreaterVancouver  @VanFamServices
 Family Services of Greater Vancouver  VanFamServices




 **VANCOUVER – HEAD OFFICE**
201 – 1638 E Broadway
Vancouver, BC V5N 1W1
T: 604 731 4951

- Administration
- Foster Family Support Services
- Individual and Family Counselling
- Family Services Employee Assistance Program (FSEAP)
- Financial Empowerment
- Healthy Connections
- Vancouver Incest and Sexual Abuse Centre (VISAC)
- Stopping The Violence
- PEACE Trauma Counselling For Children Affected By Family Violence
- Providing Resources and Independence for Youth Development (PRIYD)


 **VANCOUVER – FRASER STREET**
4103 Fraser Street
Vancouver BC V5V 4E9
T: 604 875 6277

- Vancouver Family Preservation & Reunification Services

 **VANCOUVER – DIRECTIONS YOUTH SERVICES CENTRE**
1138 Burrard Street
Vancouver BC V6Z 2E3
T: 604 633 1472
directionsyouthservices.ca


 **VANCOUVER POLICE DEPARTMENT**
• Victim Services


 **UBC RCMP**
• Victim Services

 **RICHMOND**
250 – 7000 Minoru Blvd
Richmond, BC V6Y 3Z5
T: 604 279 7100

- Caring Neighbours
- Individual and Family Counselling
- Trauma and Sexual Abuse Counselling
- Financial Empowerment
- PRIYD
- Victim Services


 **COLTS DAYCARE & YOUNG PARENT PROGRAM**
Richmond Secondary School
T: 604 668 6400 X 2250


 **BURNABY**
• Financial Empowerment
• Parent-Teen Mediation
• PRIYD
• Victim Services
• Project Parent

 **NEW WESTMINSTER**
301 – 321 Sixth Street
New Westminister, BC V3L 3A7
T: 604 525 9144

- Individual and Family Counselling
- Vital Connections For Seniors
- Youth Counselling
- Stopping The Violence
- Financial Empowerment
- Caring Neighbours
- Parent-Teen Mediation
- Project Parent
- Victim Services

 **NEW WESTMINSTER POLICE DEPARTMENT**
• Victim Services

 **SURREY**
12 – 15355 102A Avenue
Surrey, BC V3R 7K1
T: 604 900 6695
• Project Parent Fraser South

 **DIRECTIONS YOUTH DETOX
DIRECTIONS YOUTH HAVEN
DIRECTIONS SAFE HOUSE**
(Undisclosed)

**Media Inquiries,
Fundraising & Partnerships**
Amanda Sayfy
Director, Development
& Communications

T: 604 731 4951 X 5004
asayfy@fsgv.ca

*Charitable Registration
#11891-3102-RR0001*



FAMILY SERVICES
of Greater Vancouver

REPORT TO THE COMMUNITY 2019/20

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