



REPORT TO THE COMMUNITY 2018/19
fsgv.ca | @vanfamservices

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

Robin Bennewith
Indigenous Outreach Worker,
Directions Youth Services



REPORT
TO THE
COMMUNITY
2018/19

Creating Brighter Tomorrows



ABOUT FAMILY SERVICES OF GREATER VANCOUVER

Founded in 1928, Family Services of Greater Vancouver (FSGV) supports thousands of families and individuals across the Lower Mainland living in need, in crisis, or with trauma. Our over fifty programs, services, workshops, and groups help 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.

A MESSAGE FROM
OUR BOARD CHAIR & CEO

LOOKING BACK | LOOKING FORWARD



TERRY ANNE BOYLES
CHAIR



KARIN KIRKPATRICK
CEO

We are very proud that 2018/2019 marked Family Services of Greater Vancouver’s 90th year as one of the longest-serving social services organizations in BC.

This year alone, FSGV helped over twelve thousand families, seniors, women, newcomers and youth across the Lower Mainland when they needed it most.

For that achievement, we’d like to thank our incredible staff. We could not be more proud and grateful to all 440 members of our team for their dedication to the people we serve. Day in and day out, our staff truly embody FSGV’s core values.

This past year was one of change for FSGV, partly because the social services funding landscape itself is changing.

The cost of social services delivery has outpaced current public funding and the demand for our services continues to grow. The evolution of workplace giving means that core funding from longtime partners will be lost this year, resulting in an increased dependence on the philanthropic community’s generosity.

New government procurement policies resulted in significant changes for regional service providers, including the loss and closure of our WorkBC Employment Services Centre. Changes to the international adoption landscape resulted in the closure of our Adoption Agency.

Yet with change comes the opportunity to focus and to innovate in order to meet the growing needs of our community. We are looking ahead strategically for new and sustainable ways to ensure that FSGV can continue to provide life-changing support to people in need and in crisis for another ninety years.

We are expanding our suite of family and trauma counselling programs; building the capacity of our Caring Neighbours community-based programming; growing our successful social enterprise, Family Services Employee Assistance Program (FSEAP); forging new funding partnerships; and leveraging the value of our property assets to best serve our clients and support our staff.

As always, we continue to support the recruitment, training and retention of our people—FSGV’s greatest asset—and to advocate for the people we serve with every level of government

to ensure their voices and needs are heard. With your support, and that of our funding partners, community partners, staff, and the people we serve, we look forward to a productive, innovative and impactful 2019/2020 for Family Services of Greater Vancouver.

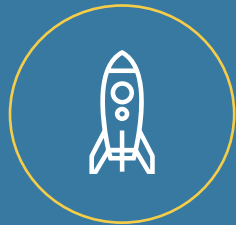
“One of the most satisfying parts of serving on the FSGV Board right now is knowing the importance we need to place on reconciliation, and what that means to FSGV and our work. It’s something that we really want to advance, and we’re beginning to work on it.”

- Lyle Viereck, Board Member and past Board Chair



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



Colin Ford
Coordinator, Digital Media & Music Program
Directions Youth Services

OUR 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



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



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



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



Claire Ens
Manager,
Directions Youth Safehouse

OUR IMPACT
FSGV BY THE NUMBERS

24M+14

SPENT ON PROGRAMS

LOCATIONS

12K+ 18

CLIENTS

MUNICIPALITIES SERVED

15K+ 440

VOLUNTEER HOURS

STAFF

OUR LOCATIONS



EAST BROADWAY HEAD OFFICE
201-1638 E Broadway | T: 604 731 4951

KINGSWAY
395-3665 Kingsway | T: 604 900 6144

FRASER STREET
4103 Fraser St. | T: 604 875 6277

DIRECTIONS YOUTH SERVICES
1138 Burrard St. | T: 604 633 1472

VANCOUVER POLICE DEPARTMENT

UBC RCMP

RICHMOND
250-7000 Minoru Blvd. | T: 604 279 7100

BURNABY

NEW WESTMINSTER
301-321 Sixth St. | T: 604 525 9144

NEW WESTMINSTER POLICE DEPARTMENT

SURREY
12-15355 102A Ave. | T: 604 586 5491

DIRECTIONS YOUTH DETOX | Undisclosed
DIRECTIONS YOUTH HAVEN | Undisclosed
DIRECTIONS SAFE HOUSE | Undisclosed

- East Broadway**
- 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

- Kingsway**
- Providing Resources and Independence for Youth Development (PRIYD)

- Fraser Street**
- Vancouver Family Preservation & Reunification Services

- Burrard Street**
- Directions Youth Services

- Vancouver Police Department**
- Victim Services

- UBC**
- RCMP - Victim Services

- Richmond**
- Caring Neighbours
 - Victim Services
 - Individual and Family Counselling
 - Financial Empowerment
 - PRIYD

- Burnaby**
- Financial Empowerment
 - Parent-Teen Mediation
 - PRIYD
 - Victim Services
 - Project Parent

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

- Surrey**
- Project Parent Fraser South

OUR PROGRAMS

DIRECTIONS YOUTH SERVICES



Directions Youth Services offers a range of programs and services to support youth under the age of 25 who are in crisis, experiencing homelessness, or are precariously housed as a result of abuse, neglect, substance use or mental health challenges.

Our Drop-In Youth Services Centre on Burrard Street in Vancouver is BC's only 24/7/365, low-barrier service for youth. All youth experiencing homelessness are welcome, regardless of their condition, sexual orientation, gender, or anything else. All Directions programs are client-centred, trauma-informed, and non-judgmental.

Your support helps over 1,000 youth per year find safety from the streets; eat hot meals; receive medical care; find long-term housing; access detox; and much more. Together, we can support Vancouver's most vulnerable youth so they are empowered to begin building the lives they want.




There is no fee to access any of our services at Directions, which is funded by the City of Vancouver, the Ministry of Children and Family Development, Vancouver Coastal Health, BC Housing, and our donors' support.

"I really liked the kindness and support given by the staff. The staff actually seems to care about your problems and you getting clean. The food is good and I like how it feels as if you were at home." - J, age 18, Detox client

Programs and Services

- Directions Youth 24/7/365 Drop-In 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 Music Leaders In Training Program
- Culinary Leaders In Training Program
- COLT Young Parent Program and Daycare

Directions Youth Services Centre
1138 Burrard Street, Vancouver, BC
T: 604 633 1472

-  directionsyouthservices.ca
-  [@directonsyouthservices](https://www.facebook.com/directonsyouthservices)
-  [@directonsfoodprogram](https://www.instagram.com/directonsfoodprogram)

25K

Visits to the centre

600+

Youth accessed help

37K+

Meals & snacks served

5.9K+

Youth connected to
Street Outreach Team

7.4K

Visits to Afterhours
Addiction Crisis Response



OUR PROGRAMS

VANCOUVER FAMILY PRESERVATION
AND REUNIFICATION SERVICES



Narinder & daughter
FSGV client

Vancouver 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.

We help with a range of challenges, including parent/child conflict; life crisis; children with special needs; single-parenting issues; parent-child separation; grief and loss; relationship difficulties/breakdown; family violence; poverty; racism; family court involvement; stress; difficulty accessing resources and housing; mental and physical illness; addictions; trauma; and more.

There is no fee for Vancouver Family Preservation and Reunification Services, as funding is provided by the BC Ministry of Children and Family Development (MCFD). A referral from an MCFD social worker is required.

“This service let me think differently about my life. They helped me to become more independent and strong. And helped me to become a more responsible mother to my son.” - M, Specialized Family Supports client

Programs and 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

Family Services of Greater Vancouver
Vancouver Family Preservation and Reunification Services
4103 Fraser Street, Vancouver, BC
T: 604 875 6277

17K

Hours of individual family support

1100

Hours of group support

3000

Hours of individual youth and child support

1100

Hours of homemaking support

7200

Hours of supervised visitation

OUR PROGRAMS

PROJECT PARENT - FRASER SOUTH,
BURNABY & NEW WESTMINSTER



Project Parent offers in-home counselling, parenting education and support services to families with children up to age twelve. In Burnaby/New Westminster, we also offer outreach counselling and supports for at-risk parents experiencing moderate to severe difficulties parenting their children.

Project Parent programs focus on providing parenting education, modeling and coaching; counselling; support; advocacy; and connection to community resources.

Our family counsellors work with families for up to a year, helping parents develop and strengthen their skills to meet their children’s physical, emotional, and developmental needs.

There is no fee for Project Parent, as funding is provided by the BC Ministry of Children and Family Development (MCFD). A referral from an MCFD social worker is required.

“You opened my eyes to see how (my child) sees and feels things. I learned ways to change my approach and my reaction to fit her emotional needs. My family counsellor helped me be a better Mom.” - D, Project Parent client

Programs and Services

- In-home counselling and support
- Approaches to Parenting and the Effects on Children Workshop
- Couples and Communication Workshop
- Impact of Trauma on Parenting Workshop
- The Power of Play Workshop
- Attunement Workshop

Family Services of Greater Vancouver
Project Parent Fraser South
12 – 15355 102A Avenue, Surrey BC
T: 604 586 5491

Family Services of Greater Vancouver
Project Parent Burnaby/New Westminister
301 – 321 Sixth Street, New Westminister, BC
T: 604 525 9144

70
Families served

6200
Hours of direct service

100%
Client satisfaction rating

OUR PROGRAMS

FOSTER FAMILY SUPPORT SERVICES



Foster Family Support Services helps foster parents, their family members, and extended family caregivers who are providing care to children on behalf of the Ministry of Children and Family Development.

Our staff team are highly trained professionals with extensive experience working with the child welfare system. We support foster families in Vancouver and run community kitchens for foster parents in North Vancouver and Richmond. There is no cost to access Foster Family Support Services, as it is funded by the BC Ministry of Children and Family Development (MCFD). A referral from an MCFD social worker is required.

Programs and Services

- In-home support • Parenting support • Attending meetings with social workers • Support during legal processes
- Support navigating the Ministry of Children and Family Development • Connection with with other foster parents

41

Foster families served

1182

Hours of support given

Family Services of Greater Vancouver
Foster Family Support Services
201 - 1638 E. Broadway, Vancouver, BC
T: 604 731 4951

“Thank you for helping me in this crisis situation. I had no idea what to do until I came to you. What I really appreciate is that you were clear, confident and respectful.” - A, Foster Family Support Services client



Carlos Espinosa
Coordinator, Street Youth Job Action
Directions Youth Services

OUR PROGRAMS

VICTIM SERVICES



Brenda Lochhead, Victim Support Worker with the Vancouver Police Department's Counter-Exploitation Unit, being presented with the 2018 Services to Victims Award from the Ministry of Public Safety and Solicitor General, by Mitzi Dean, MLA and Parliamentary Secretary for Gender Equity. Ms. Lochhead has more than 25 years of experience in the anti-violence sector and was instrumental in the development and implementation of a coordination framework for supporting trafficked and exploited individuals, which has been recognized by policing agencies around the world.

For over 25 years, FSGV has delivered Victim Services to women and children who have experienced domestic violence, sexual violence, and human trafficking.

Today, FSGV has 18 Victim Support Workers embedded with various units of the New Westminster Police Department, the Vancouver Police Department, and in partnership with the RCMP in Richmond, Burnaby and at UBC. Victim Support Workers offer trauma-informed support; safety planning; referral to resources; support navigating the criminal justice system; advocacy

with various Ministries; and community education about sexual assault, human trafficking, and domestic and gender-based violence.

Victim Services is accessible to anyone in need, whether or not they have reported the crime to the police. There are no fees to access any of our Victim Services, which are funded by the Ministry of Public Safety and Solicitor General, the Ministry of Children and Family Development, Vancouver Coastal Health, and our donors' support.

“Thank you so much for what you have done for our daughter. Your care and understanding and support have made this whole experience more bearable. What you do is so, so important.” - Parent of VPD Counter-Exploitation Unit client, victim of human trafficking

Programs and Services

- **Vancouver Police Department:** Domestic Violence Unit, Counter Exploitation Unit, Provincial Protective Measures Unit, Elder Abuse Unit
- **New Westminister Police Department:** Domestic Violence Response Team, Elder Abuse Unit, Special Investigations Unit
- **Burnaby/New Westminister 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

Family Services of Greater Vancouver
Victim Services
201 - 1638 East Broadway, Vancouver, BC
T: 604 731 4951

96K

Cases of intimate partner violence in Canada last year

95%

Of victims are women

51%

Of violent incidents are witnessed by children

1

Woman is killed in Canada every six days by her intimate partner

OUR PROGRAMS

COUNSELLING & TRAUMA SERVICES



FSGV offers professional, compassionate counselling and trauma services to individuals, families, youth and children in Vancouver, Richmond and New Westminster.

Our counsellors are professionally trained therapists with graduate degrees in clinical social work and psychology. We offer services in English, Mandarin, Cantonese, Spanish, Korean and other languages.

Our Trauma Services programs serve women and children survivors of incest, trauma, sexual abuse, and family violence.

For individual, couples, and family counselling, a range of subsidies and fee options are available based on family income and type of service.

There is no fee to access our Trauma Services programs, which 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.

“My counsellor is absolutely amazing. I have been to counsellors in the past, but her expertise is incredible. My counsellor has been so very compassionate and kind and guided me to find parts of myself that were hiding but gave them a safe place.” - S, Counselling client

Programs and Services

- **New Westminster**
 - Individual and Family Counselling
 - Vital Connections*
 - Youth Counselling
 - Stopping The Violence*
- **Richmond**
 - Individual and Family Counselling
 - Trauma and Sexual Abuse Centre*
- **Vancouver**
 - Individual and Family Counselling
 - Healthy Connections - You and Your Baby*
 - Vancouver Incest and Sexual Abuse Centre (VISAC)*
 - Stopping the Violence*
 - PEACE Trauma Counselling For Children Affected By Family Violence*

**Trauma Services programs*

Family Services of Greater Vancouver
Counselling and Trauma Services
201 - 1638 East Broadway, Vancouver, BC
Intake line: 604 874 2398 x 4119
counselling@fsgv.ca

3K+

Hours of counselling

93%

Client satisfaction rating

WHY SEEK COUNSELLING?

Everyone experiences challenges at some point in their life. It may be depression, loneliness and isolation, difficulties in a relationship, or concerns with children and teens. You may simply need to speak to someone objective and non-judgemental to support a difficult decision. Whatever the reason, counselling improves your self-knowledge, well-being and coping skills.



Sara Kolomejac
Youth Worker,
Directions Youth Services

OUR PROGRAMS

PROVIDING RESOURCES AND INDEPENDENCE FOR YOUTH DEVELOPMENT (PRIYD)



16K
One-on-one hours of support

5K
Hours of group support

92%
Client satisfaction rating

PRIYD provides one-on-one and group life skills support to children and youth with special needs who live in Burnaby, Richmond, and Vancouver.

We help youth achieve greater independence and healthy development, while also supporting their families by liaising with social workers, behavioural consultants, and other professionals as part of an integrated support team.

There is no fee for PRIYD services, as the program is funded by the Ministry of Children and Family Development (MCFD). A referral from an MCFD social worker is required.

Family Services of Greater Vancouver PRIYD Program
395 - 3665 Kingsway, Vancouver, BC
T: 604 900 6144

“Your workers are so kind, compassionate, and amazing role models for the young people they help. It’s also so nice to have a free service for a change – all the other therapies my child needs really add up.” - R, PRIYD parent

OUR PROGRAMS

PARENT-TEEN MEDIATION



Parent-Teen Mediation is a free and confidential program for Burnaby and New Westminster families experiencing interpersonal conflict between parents and teenage children.

Staffed by counsellors with relevant university degrees, conflict-resolution training, and experience working with youth, we aim to improve family relationships by addressing each family’s unique needs.

Mediation typically lasts ten to twelve sessions and takes place over the course of three to four months. Our mediators meet with families in locations that are convenient to them, and we offer our services in several languages.

There is no fee for Parent-Teen Mediation, as funding is provided by the BC Ministry of Children and Family Development (MCFD).

80

Families served

1800

Hours of counselling

Family Services of Greater
Vancouver Parent-Teen Mediation
301 – 321 Sixth Street,
New Westminster, BC
T: 604 525 9144

“Thank you for coming to our home and helping us understand and listen to each other. We learned that our parenting style needs to change. We need to be more understanding and accepting.” - G, Parent-Teen Mediation client



Mette Bach
Assistant Manager,
Directions Youth Services Centre

OUR PROGRAMS

CARING NEIGHBOURS



Inclusive communities ensure that people have the connections and support they need to face life’s challenges. FSGV’s Caring Neighbours programs help people to engage with their community, gain new life skills, and make connections.

Our programs support individuals dealing with challenging circumstances such as living with poverty, being a newcomer to Canada, not speaking English, struggling with parenting, or dealing with isolation. Our Financial Empowerment workshops and coaching (see page 31) are also part of Caring Neighbours.

Many of our programs are offered in collaboration with other partner organizations, promoting additional networks of support.

Caring Neighbours works closely with volunteers—we are incredibly grateful to each and every one. Thank you for the incredible work you do!

“Since I attended this program, I made some new friends. Because of that, it opened a door for me, instead of only staying home. The most important thing is that I learned how to build secure attachment with my kids.” - A, Nobody’s Perfect parenting program client

Programs and Services

- **New Westminster**
 - Single Moms Support Group
 - PALS – Parents As Literacy Support
 - Parents Connect
 - Food, Fun and Facts
 - Cooking Together for Parents of Young Children
 - Raising Exceptional Children
 - Community Kitchens
 - Literacy New Westminster
 - Neighbourhood Small Grants
 - ESL Conversation Circles
 - Creative Explorations
 - Caring Neighbours Holiday Campaign
- **Richmond**
 - Richmond Family Friends
 - Conversation Circles
 - Nobody’s Perfect parenting program
 - Cooking Together for Parents of Young Children
 - Positive Discipline parenting program
 - Young Moms Support Group
 - Creative Explorations
 - Community Kitchens
 - ESL Community Kitchens

| | |
|------------------------|-------------------------|
| New Westminster | Richmond |
| 301 – 321 Sixth Street | 250 – 7000 Minoru Blvd. |
| New Westminster, BC | Richmond, BC |
| T: 604 525 9144 | T: 604 279 7100 |

71

Volunteers

1821

Volunteer hours

2400

Adult/parent participants

785

Senior participants

1900

Child participants

OUR PROGRAMS

CARING NEIGHBOURS - FINANCIAL EMPOWERMENT



1636
Adults, youth and seniors helped

1180
Hours of workshops and coaching

Family Services of Greater Vancouver
Financial Empowerment
T: 604 638 3991 x 3166
moneyskills@fsgv.ca

FSGV's Financial Empowerment program in Vancouver and New Westminster helps people on low incomes, newcomers, youth, and seniors better understand the financial system, become more financially literate, and make the most of their money.

We offer Money Skills workshops through community partners on budgeting, credit management, banking, saving, investing, and spending. We help clients set financial goals, develop a budget, make savings plans, file taxes, and access government benefits. We also host tax filing clinics and offer one-on-one financial coaching. There are no fees to access Financial Empowerment's programs and services, as they are funded by Prosper Canada and Vancity.

Programs and 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

"Rocio and Murray are very detailed in helping me achieve my financial budgeting and goals. They are patient with me and provide me with the best knowledge they have gained and support me in any way I could ever ask for. Thank you!"
- T, Financial Coaching client

OUR PROGRAMS

FAMILY SERVICES EMPLOYEE ASSISTANCE PROGRAM (FSEAP)



4681
Individuals served

23K
Hours of counselling

80
Client organizations across BC and the Yukon

Family Services Employee Assistance Program (FSEAP) is a social enterprise of FSGV that provides workplace wellness and employee and family assistance to over 80 outside organizations across BC and the Yukon.

FSEAP is the western Canadian branch of Canada's only national, not-for-profit, community-based EAP provider. Our services are designed and delivered with the belief that people and their needs should always come first. This influences everything we do, from our program design, the qualifications of our staff and providers, how we count and report utilization, and to how we pay our providers.

Programs and Services

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

BC Lower Mainland: 604 732 6933
Toll Free: 1 800 667 0993
French Toll Free: 1 800 561 1128
TTY: 1 888 234 0414
fseap.ca

"Switching to FSEAP is the best decision we ever made."
- Film industry customer

A GIVING STORY

ELECTRONIC ARTS

Wendell Harlow, EA’s Senior Manager of Community Outreach, first visited Directions in 2008. It was then that she saw the meaningful fit for EA’s support of the Directions Digital Media and Music Program.

Basics like food, showers, and a safe place to be are critically important as staff support youth to stabilize. The Digital Media and Music Program goes one step further. Youth can make and record music; learn coding; build websites; play video games; make podcasts; or use the computers and internet for research. From this place, staff build rapport and discover what each youth needs to thrive.

EA’s support has given Vancouver’s most vulnerable youth a chance to take a break from their daily struggles. Something as simple as playing a video game with a support worker provides respite from the street, and begins to build a relationship of trust that can lead to big changes. What starts with an hour of EA SPORTS NHL may lead to detox or accessing housing supports. This connection is invaluable as Directions helps youth get closer to the lives they want.



Over the years, EA has supported FSGV with more than \$100,000 in financial and in-kind support. Most notably, when Directions moved into its new home in 2014, EA employees created a gaming-inspired mural in the Media Room. With EA’s help, the Digital Media and Music Program now includes a recording studio and a Leaders In Training program. Since then, EA’s support of FSGV has grown to include funding of Directions’ LGBTQ2+ Youth Programming, as well as EA employees participation in A Night In The Life, our annual fundraising event.

FSGV is so proud to call EA a partner, and is sincerely grateful for its ongoing investment in the youth we serve.

Like EA, you can help make a difference for our clients as they get closer to the lives they want. For more info, please visit fsgv.ca.



“What EA gives is much bigger than writing a cheque. It feels like a partnership, an investment and building of community. They demonstrate a deep understanding and willingness to journey together to help the young people we serve.” - Colin Ford, Digital Media and Music Program Coordinator, with EA’s Wendell Harlow.



YOUR
IMPACT

YOU ARE HELPING FSGV CHANGE LIVES | ONE PERSON AT A TIME

It can be overwhelming to think about how to begin to help those who are struggling right now, right here in the Lower Mainland. From survivors of violence and trauma, to youth aging out of foster care, to isolated newcomers, so many people need our support.

Thanks to you, this is where FSGV comes in. Your donation enables Family Services to support people when they need it most. Because of your generosity, and that of 770 other donors, more than 12,000 families and individuals received life-changing support this past year.

From all of us at FSGV, thank you. You are making a difference in people’s lives today, so that we can all look forward to a better tomorrow.

“With your help, I could run out of darkness and build my new life. With your help, happiness and joy came back to my kids’ faces and hearts.” - M, Trauma Counselling client



35K+

Meals for youth experiencing homelessness

400

New clients in Family Preservation and Reunification Services

24K+

Visits to Directions Youth Services Centre

620

Free community programs for newcomers, seniors and parents

700

Survivors of violence and trauma supported

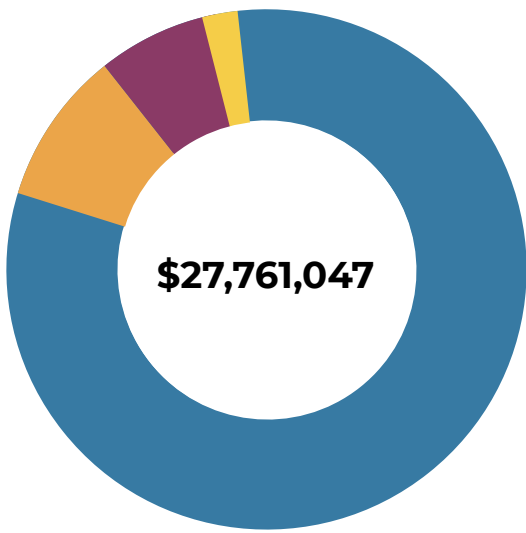
17K

Hours of counselling for individuals and families

OUR
FINANCES

2019 TOTAL REVENUE | \$27,761,047

TOTAL REVENUE OVER THE LAST 3 YEARS

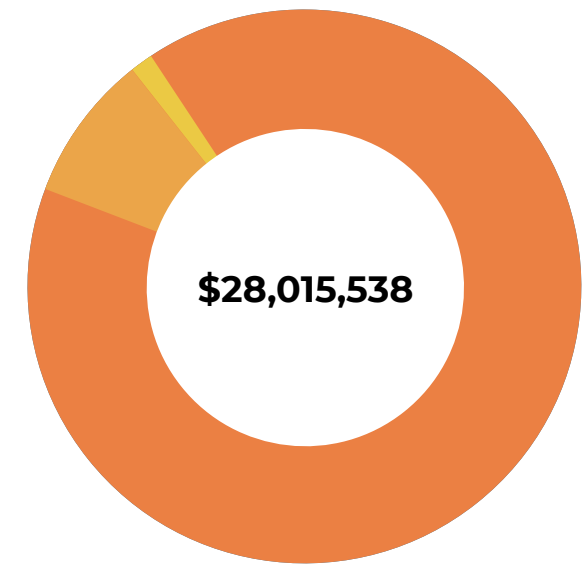


WHERE OUR SUPPORT COMES FROM

- 77.4% | Government Contracts
- 13.0% | Social Enterprise Revenue
- 7.3% | Grants
- 1.9% | Individual, Community & Corporate Giving

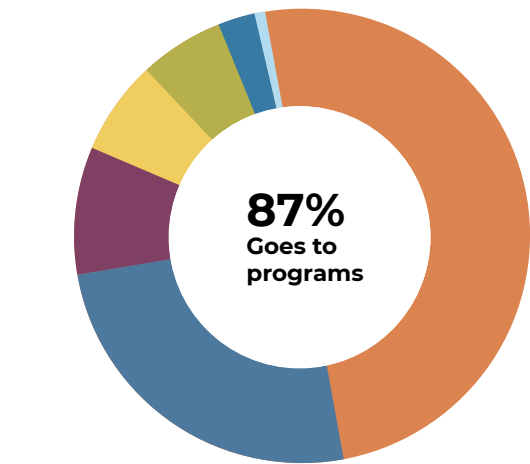
2019 TOTAL EXPENSES | \$28,015,538

EXPENDITURES
How our resources were used

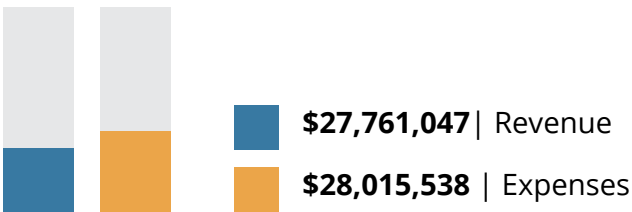


- 87.1% | Operations & Service Delivery
- 11.5% | Administration
- 1.4% | Fundraising

PROGRAM EXPENDITURES
Areas of work this funding supported



- 35.1% | Specialized Family Supports
- 23.1% | Directions Youth Services
- 12.6% | Employment Services
- 11.7% | Counselling, Trauma & Victim Services
- 11.7% | FSEAP
- 4.3% | Caring Neighbours
- 1.5% | Adoptions



This year FSGV experienced a deficit of \$254,491 or 0.9% of total revenue.

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\$50,000 to \$99,999

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Thank you to all 276 donors who gave up to \$100. We have done our best to include everyone who made a contribution between April 1, 2018 and March 31, 2019. We sincerely apologize for any errors or omissions. Please contact Lisa Mitchell, Fund Development Specialist at 604 731 4951 x 4011 to update your acknowledgement. *Denotes all FSGV and FSGV Foundation Board Members from April 1, 2018 to March 31, 2019.



John Kehler
Assistant Manager,
Directions Youth Services

GET IN TOUCH

Vancouver – Head Office

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

Vancouver – Kingsway

395-3665 Kingsway
Vancouver BC V5R 5W2
T: 604 900 6144

Vancouver – Fraser Street

4103 Fraser Street
Vancouver BC V5V 4E9
T: 604 875 6277

Directions Youth Services Centre

1138 Burrard Street
Vancouver BC V6Z 2E3
T: 604 633 1472
directionsyouthservices.ca

**FSEAP (Family Services
Employee Assistance Program)**

301 – 1638 E Broadway
Vancouver BC V5N 1W1
T: 604 732 6933
Toll-free: 1 800 667 0993
fseap.bc.ca

New Westminster

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

Richmond

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

Surrey

12 – 15355 102A Avenue
Surrey BC V3R 7K1
T: 604 586 549

Media Inquiries

Bre Hamilton
Manager, Marketing and
Communications
T: 604 723 9393
bhamilton@fsgv.ca

Fundraising & Partnerships

Amanda Sayfy
Director, Development
T: 604 731 4951 X 5004
asayfy@fsgv.ca



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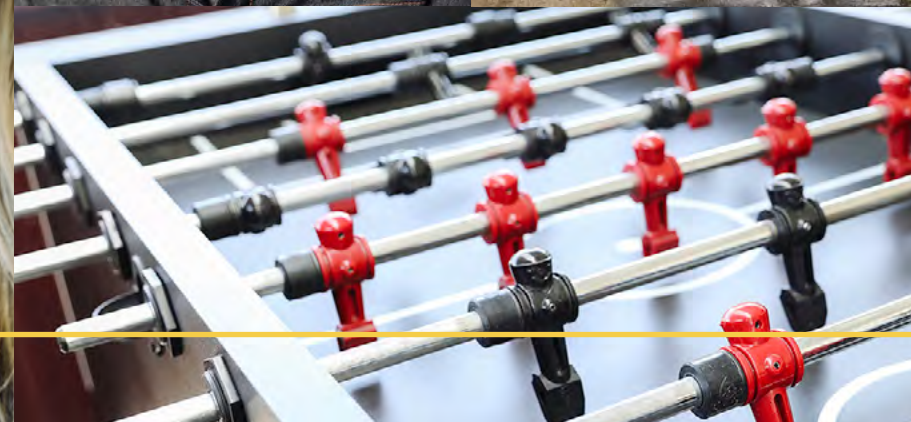
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