

There's More to Our Story

REPORT TO THE COMMUNITY 2022/23



FAMILY SERVICES
of Greater Vancouver

LAND ACKNOWLEDGEMENT

Family Services of Greater Vancouver serves people across the Lower Mainland. This means that our programs are delivered on traditional and unceded lands and waters. We gratefully acknowledge the Musqueam, Squamish, Tsleil Waututh, Qayqayt, Katzie, Kwantlen, Kwekwetlem, Semiahmoo, Matsqui, and Tsawwassen First Nations.

The injustices Indigenous people face are not just stories from history books; they are ongoing. To honour our clients, staff, and partners, FSGV is committed to taking steps toward truth, reconciliation, and systems change.

Read more about our approach to Justice, Equity, and Inclusion at: fsgv.ca/justice-and-equity



FAMILY SERVICES
of Greater Vancouver

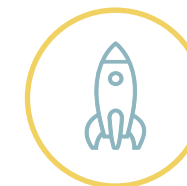
On the cover: Community Kitchens Supervisor Minoov Javadi (centre) with her daughter and grandchildren

Photo: Kevin Clark



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

Justice & Equity: 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

There's **More** to Our Story

One of the greatest challenges at Family Services of Greater Vancouver (FSGV) is sharing the breadth of what we do. Unlike many non-profits in the social services sector, FSGV is a multi-issue service organization. We do victim support work, trauma counselling, employee assistance, youth services, financial literacy, and much, much more.

This range of service makes it difficult to summarize what we do, but our impact is clear: **we provide client-centered crisis stabilization, counselling, and education supports to more than 11,000 people every single year.** Our strength as an organization comes from our ability to share resources and knowledge across services.

We are bridge builders and service connectors.

The 2022/23 fiscal year was a year of change: FSGV undertook a strategic analysis to examine our offerings with a lens on community need and service excellence. Through this process, we made the difficult decision to sunset a number of our community programs.

Separate from this process, we said goodbye to our detox program following a decision by Vancouver Coastal Health to redesign withdrawal management services for youth. On behalf of the board and leadership, our deepest gratitude to the staff and volunteers who made such a powerful impact in these programs.

Our focus as we near our centennial is to make the biggest possible impact for the most vulnerable members of our community. When we walk alongside clients in crisis, we know there is more to their story. We know there are complex reasons they have arrived in our programs.

Being there for people through these difficult chapters in their lives motivates us each and every day, and your support allows us to do so in innovative, wrap-around ways. Thank you.



Maria Howard
Chief Executive Officer



David Wells
Board Chair

Our Impact

This year was filled with life-changing moments across every program. Together they add up to brighter tomorrows for individuals, families, and communities—for an impact that lasts a lifetime.

There's more to our story

Our impact is made possible with the unwavering support of our donors, volunteers, and corporate and government partners. Behind each act of support lies a powerful story, one that has the potential to transform lives and inspire others toward a better tomorrow. Stories of resilience, confidence, and hope are the very essence of what we stand for. These numbers mark the beginning of a new chapter for our clients.


115,000+
hours in direct support of
families and individuals


11,000+
people supported

FAMILY & COMMUNITY PROGRAMS

4,600+

families were empowered to build a thriving life

How? Through counselling, referrals to resources, and access a non-judgmental community.



700+
people developed
budget-friendly food skills

5,600+

people received
specialized family support



FINANCIAL EMPOWERMENT

84%
of survey respondents
improved their financial situation



2,200+ low-income clients
gained financial skills

\$942,000+
in **new benefits** accessed
by low-income people

Dismantling barriers and building trust makes a difference. With access to benefits, people can focus on their well-being and goals.



20

the average hours we walked alongside each client

Every client is different. We personalize support to meet their needs.



VICTIM & TRAUMA SUPPORTS

1,000+ **clients served**



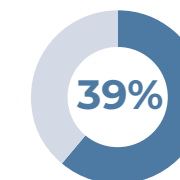
20 survivors of high-risk violence and trauma served every week

EMPLOYEE & FAMILY ASSISTANCE PROGRAM

1 in 2 clients

surveyed pre- and post-counselling experienced a **significant increase in their overall health and wellbeing**

With comprehensive support, our clients are better equipped and motivated to lead fulfilling lives and exceed performance at work.



experienced a significant decrease in work challenges affecting their personal relationships.



6,800+

employees and their families supported

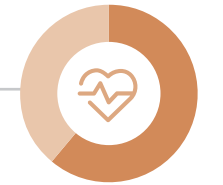
YOUTH SERVICES

900+
at-risk youth
SERVED

47

young people moved into stable housing

These youth now have the support and resources needed to create positive and lasting changes in their lives—on their own terms.



\$66,000+

earned by youth in our **employment programs**

40%+

youth were referred to additional **health support**



YEAR IN REVIEW

Highlights

from our 2022/23 fiscal year

New and Expanded

Finding ways to do right by our clients is always top of mind.

At **Directions Youth Services** we re-opened our workshops and group activities that were sidelined by the pandemic, including pre-employment, life skills, and sexual health workshops. To support 2SLGBTQIA+ youth, a pilot program evolved into fully implemented programming at the Centre. On the housing front, a new rent subsidy program helped 84 youth meet their housing needs.

To address significant waitlists in our **Stopping the Violence** program, we ran six new counselling groups for a total of 53 sessions with 46 participants. Participants shared that they found the group encouraging and supportive, helping them build trust. It's also been a big year for Financial Empowerment, where we've expanded our workshop and coaching services to reach 34% more people.

Sharing Our Expertise

There's a wealth of expertise among our 400+ staff and volunteers—and we like to share it.

A counsellor from our **PEACE program** did a series of arts-based workshops at alternative high schools to explore the nervous system and the ways it can help people develop a sense of safety and boundaries. The training wasn't just for students. We also presented to school counsellors and educators about how to support kids who have experienced trauma and to the BC Society of Transition Houses at their annual training forum.

FSEAP played host on the Calltime Mental Health podcast, part of a mental health campaign for workers in the film and performing arts industry that we consult on as subject matter experts. As leaders in identifying and supporting victims of human trafficking and exploitation, one of our **Victim Support Workers** was part of a series of panels and advisory committees, even sharing their expertise for an opera production, *Angel's Bone*.

Working with Our Community

Our work is made better when we collaborate with others.

A new partnership between our **PRIYD** program and Special Olympics BC resulted in a Try-It Event that brought smiles to children and youth with support needs. In the words of one child: "This is the best day ever!"

To diversify service delivery in the **SAIP** program, a group counsellor developed workshops for other service providers about how to support children who have experienced trauma and sexual abuse.

This fiscal also marked 25 years of collaboration between **Victim Services** and the Vancouver Police Department, providing high-impact support to high-risk victims of violence.

Making an Impact

Everything we do is for our clients—and the impact is tangible.

One participant in our **Financial Empowerment** program received access to \$19,000 in benefits after working with us! In **Healthy Connections**, the program resumed its in-person group supports. Participants share that the group helped them to feel connected to others, feel less alone, and process trauma in a safe, supportive, and healthy way. Inflation has hit food prices and when you're a youth experiencing homelessness, finding high-quality food on a budget is a challenge. Our **Directions Pantry** program provided 1,426 youth with access to healthier food.

Saying Goodbye

It's always hard to say goodbye to programs.

This year, we said farewell to the **Directions Youth Detox** program after 30 years of providing voluntary social detox with room, board, counselling, and other wrap-around supports to youth. In New Westminster, we closed our **Youth Counselling** program, and in March, we made the difficult decision to close a number of our **Community Programs**. Our heartfelt thanks to all the staff and volunteers who have dedicated their time and energy to these programs.



Top: PRIYD staff at the Try-It event.
Bottom: FSGV staff say farewell to Directions Detox.

There's more to our story at FSGV.

If you want to keep up with the latest news about our programs and advocacy, check out Our Backyard, the FSGV blog. Visit fsgv.ca/stories or scan the QR code.



A Year of Learning

Engaging staff in conversations about colonialism, heteronormativity, racism, sexism, ableism, and other forms of discrimination.

Diversity, equity, and inclusion (DEI) are critical components of any process that seeks to respect human capital, life experiences, individual differences, and self-expression. DEI is a journey, not a destination. We are all unique and we must learn to value all our differences. At FSGV, our staff are constantly learning and unlearning—all to create a more inclusive environment for our clients and coworkers.

As part of our commitment to supporting our employees on their DEI journeys, the Justice & Equity Committee launched agency-wide Lunch and Learns. The Committee hosts these free, accessible, and collaborative learning and conversation sessions regularly throughout the year. Some are facilitated by agency staff and others bring in external consultants to share their expertise.



MAY

Intentional Inclusion

Facilitated by Parris Consulting, in this session we explored how to create a culture of inclusion across the organization. It requires intention. In Tamisha Parris's words: "Don't just invite me to the party, ask me to dance."

SEPTEMBER

Truth and Reconciliation

In this conversation, some of our staff generously shared their individual and family histories to center the need for truth and reconciliation. We discussed the ways history is dismissed and how FSGV can firmly stand with Indigenous leaders who are calling out ongoing discrimination.

DECEMBER

Neurodivergence in the Workplace

This Lunch and Learn facilitated by Suzanne Perreault, an inclusive education consultant, broke down common accommodations, the role of masking, how difficult it can be to see some disabilities in which masking is common, and why embracing the social model (rather than the medical model) of disability creates truly inclusive spaces.

LOOKING AHEAD

We plan to continue Lunch and Learns next year. They deepen our compassion, give us a space to be seen, and provide a pathway to actionable ways to be more mindful of those around us. It's exciting to see the effects these lunch hours have on our interactions with one another and with our clients. There's more to our justice, equity, and inclusion story. The FSGV Justice & Equity Committee is committing to action through working groups, community engagement, and regular reporting.

To see where we'll be in the community, follow us on social media. And to learn more about our commitments, scan the QR code or visit us online at fsgv.ca/rje.





PROGRAM HIGHLIGHT

Parent-Teen Mediation: Conflict Skills for Life

Raising kids is tough. Growing into adulthood is tough. Our Parent Teen Mediation (PTM) program is there for families when things on these two difficult journeys create tension and conflict.

PTM supports families (of all kinds) who are experiencing interpersonal conflict between caregivers and teenage youth.

Families are referred to our program by a social worker when they need a helping hand to improve their relationship. Our mediators have unique training to work with families, rather than in business settings. One mediator, Karen Bondi, has dedicated more than 20 years to working with caregivers and children through FSGV.

Mediators like Karen meet with families for three months, with an option to extend for another three months if needed. Karen shared one family's journey through PTM.

A single parent and their teen were referred to the program by a social worker after tension between the two had escalated to the point of the parent slapping the child across the face.

Karen began by meeting with the parent and teen separately, one-on-one, to discuss what they individually saw as the major issues in their relationship. These pre-mediation sessions are all about grounding the work with a client -focus, where both the teens and parents have equal opportunities to identify the problems they'd like to tackle.

For this family, the issues they focused on were schoolwork, household responsibilities, and curfew. With Karen's guidance, they learned healthier methods of communication with a focus on approaching one another with curiosity, a desire to understand, compassion, and respect. Karen told us, "We built so much trust that, by the last session, the two were hugging each other, crying."

The depth of rapport built was not only between parent and teen—it was also with their mediator. The family stayed in contact with Karen, providing her with updates on their adventures and time together. Karen says the work she does is made easier because both parties want to have a better relationship. "I have a lot to work with: love. I always build on this in mediation. I remind people how much they love each other." Even when she meets initial resistance to mediation, the underlying desire to be close usually wins out.

With early intervention programs like PTM, we can prevent further escalation. Learning better communication skills sets families on a different path—one that can avoid the levels of crisis we see in our other programming, like Directions Youth Services where youth are often estranged from their families, or in Specialized Family Supports where children have sometimes been removed from the home.

“We promote constructive dialogue and help them find mutual benefits and outcomes. It’s all about being curious. The mediator helps each party to see the other’s needs.”
— Karen Bondi, Mediator, FSGV

This kind of learning can create a ripple effect in the rest of their lives as they encounter interpersonal conflict in their community, at work, and in relationships of all kinds. Parent-Teen Mediation has an obvious positive impact on the families we work with—but the whole community benefits from healthier families and people who are empowered to approach conflict with curiosity and respect for the others involved.



Contribute to the Healthy Families Fund to help bring programs like Parent-Teen Mediation to more families.



Excellence: It's Where We Start

We're dedicated to excellence (it's one of our values) and our staff are striving for it

To keep up with best practices and service innovation, many of our staff continue their education through workshops and training. The impacts are personal, such as being better prepared for high levels of stress, and client-facing, like developing new techniques for working with program participants. Both make a difference in our work.

Jennie Evans, Street Youth Job Action Case Manager, says "it's important to expand my knowledge to ensure I'm passing on relevant skills to the youth I'm supporting." Because her job involves workshop facilitation for youth, Jennie aims to take four training courses per month. "Staying informed on the latest topics that affect our youth demographic is an invaluable part of connecting with and guiding them." One of Jennie's recent accomplishments includes completing the Naloxone Instructor Training with Vancouver Coastal Health. She's now the designated Naloxone trainer at Directions Youth Services.

Educational opportunities come in all shapes and sizes. **Brinn Edgington**, PRIYD Assistant Manager, volunteers with the Down Syndrome Resource Foundation in the Raise Me Up program. "Volunteering has taught me more about how to support people with Down syndrome and has given me tools that I can bring back to PRIYD and share with our support workers," she says. In PRIYD, our staff work with children and youth with support needs—so building relationships with values-aligned organizations gives us confidence to partner and make referrals. "Seeing how other programs support the community is also motivating and inspiring."

“Volunteering has taught me more about how to support people with Down syndrome and has given me tools that I can bring back to PRIYD and share with our support workers.”

"The field of counselling is always developing and evolving," says **Katrina Grabner**, a counsellor in the Stopping the Violence and PEACE programs. "We are just at the beginning of understanding the impacts of trauma in the body and in the nervous system." Over the past three years, Katrina's been working toward becoming a Somatic Experiencing (SE) Practitioner. SE takes a body-oriented approach to healing trauma, releasing traumatic shock and restoring healthy physiological responses. "My level of groundedness and sensory perception has increased tenfold," Katrina says of the new approach in her practice. And now she's able to pass that along to her clients.

Our staff are passionate about their work and dedicated to positive client outcomes. Continuing education empowers them with new tools and knowledge to bring to the frontlines. Thank you to all our staff for the excellence you bring to our work!

Decolonizing our Work

Staff in our Specialized Family Supports program took part in a training this year with Dr. Dustin Louie, Director of the Indigenous Teacher Education Program in The Faculty of Education at UBC and instructor for the BC Federation of Social Services Transformative Reconciliation course. His presentation focused on family preservation, and break out conversations gave participants an opportunity to discuss how to decolonize child protection and other family focused work.

This kind of educational opportunity supports both our program delivery and our advocacy efforts with government—all to improve outcomes for Indigenous clients and end cycles of trauma.



Jennie Evans
Street Youth Job Action Case Manager



Brinn Edgington
PRIYD Assistant Manager



Katrina Grabner
Counsellor



Rocio Vasquez
Manager, Financial Empowerment

SECTOR ENGAGEMENT

Together, We Prosper

Family Services of Greater Vancouver has offered financial literacy coaching and workshops since 2006. What started as a small program has evolved into a high-impact financial empowerment service that bridges multiple program areas across the agency, serving low-income and at-risk clients.

As Canadians grapple with the affordability crisis across the country, financial empowerment has emerged as a key poverty reduction solution.

The model is about so much more than literacy; it relies on a suite of client-centered financial help tools, resources, and education to help people overcome barriers to building their financial wellbeing.

“The idea that financial education alone will help people with terrible debt problems or complicated financial lives is like asking someone to pick up a medical textbook and heal themselves,” says Liz Mulholland, CEO of Prosper Canada. Finances are complex these days: there are more products, life is more expensive, government programs are difficult to navigate, and there are more financial risks. “All of that means people need specialized support. It needs to be affordable and people need to be able to trust it.”

Prosper Canada is the country's leading national champion of financial empowerment solutions that help people with low incomes to measurably improve their financial health. FSGV provides direct financial help services to British Columbians, while Prosper Canada works with community partners like FSGV, as well as business, research, and government partners, to develop, test, and scale policies, programs, tools, and resources that enable more Canadians to prosper. We're two sides of the same coin.

Empowerment is a key value of both organizations. FSGV and Prosper Canada give British Columbians the support they need to pursue their hopes and dreams, to move forward with their lives in the direction they want. “We don't see people just in terms of their needs,” explains Liz. “We see people as having extraordinary potential and the capacity to thrive, if we can just provide a little targeted help and remove the barriers in their way.”

Systemic and institutional barriers often prevent people with low incomes from accessing quality, relevant, and appropriate financial services. Prosper Canada's advocacy helps to dismantle those barriers—with the input of Financial Empowerment Champions like FSGV. As an agency that works directly with clients, we gather real-world insights and feedback. Prosper Canada rolls these up and translates them into advice for governments. “FSGV brings credibility to our role as an advocate,” says Liz.

“We see people as having extraordinary potential and the capacity to thrive, if we can just provide a little targeted help and remove the barriers in their way.”

— Liz Mulholland, CEO of Prosper Canada

It goes both ways. In the past year, FSGV has been engaged in advocacy with the Province of BC and partnerships with the financial services sector to expand our reach to as many British Columbians as possible. Our relationship with Prosper Canada adds to our credibility and provides access to stories and evidence from across Canada that prove the efficacy of financial empowerment in reducing poverty.

When asked about the path forward, Liz points to a recent Prosper Canada report documenting a structural gap in the marketplace for appropriate, trustworthy, and affordable financial help for low-income Canadians. “The next step is working with community, financial sector, and government partners to identify solutions to fill this gap, including those for rural, remote, and Indigenous communities, and other vulnerable groups who are currently not being adequately served,” says Liz. “These solutions need to include sustained investment in regional financial empowerment hubs like FSGV.”

Together, FSGV and Prosper Canada are paving the way and we invite you to join us!

Support our work at fsgv.ca/donate.



A GIVING STORY

The Lasting Impact of Thinking Ahead

Longtime supporters and partners will remember Teri Nicholas, a visionary leader who made a long-lasting impact on our community. Even today, she's still thinking ahead.

During her 25 years at the agency, including 10 years as the CEO, Teri's forward-thinking leadership made a significant impact for individuals and families across the Lower Mainland.

She played an integral role in opening the first 24/7 resource centre for street-entrenched youth; Directions is still the only 24-hour facility for youth in the city. Another first was the Domestic Violence Response Team, providing wraparound support to survivors of intimate partner violence. Under her leadership, FSGV acquired our head office location at Broadway and Commercial—a central, accessible location for clients and staff.

There's a common thread among all of these achievements: collaboration. "It's the only way to do business," says Teri from her home on Vancouver Island. "Collaborating with partners, bringing programs together in one space to better serve people—you can provide better services at the end of the day."

It's also a way to bring together the professionals who specialize in supporting the most complex clients—whether that's in victim or youth services, trauma counselling, or family preservation. "When I think of the range of critical services FSGV provides for women, children, and families, I can't think of anyone else that has the skillset to address the core issues at play," says Teri.

"Times are harder than ever before," she explains. "The world has changed, the cost of living is exorbitant, and it saddens me that there are still so many that live in poverty. With this comes all kinds of problems—the kinds of problems that FSGV addresses."

Now retired, Teri spends her days with her husband, Lee, as well as her children and grandchildren. Despite stepping away from her professional responsibilities, Teri's passion for creating a positive change in the world has not wavered. "FSGV needs to be there because the agency is a voice for those who have been neglected," she says.

“I see FSGV continuing well beyond 100 years and even one day celebrating 200. That's why I choose to donate.”

Teri's legacy will continue to inspire and shape the future of FSGV, allowing us to carry on her remarkable work to support the most vulnerable members of our community. We are deeply grateful for her dedication and generosity, and we honour her commitment to build a better world for all.



GIVING BACK

There are many ways to give to FSGV, including annual gifts or a legacy donation.

Now more than ever, Canadians are leaving a gift to a charity in their will. A legacy gift enables FSGV to do our work for years to come. Even 1% of your estate has the power to fund innovation. Above all, it can change lives.

Contact giving@fsgv.ca to learn more or scan the QR code.





COMMUNITY GIVING

Action Speaks Louder Than Words

Ayaaz Jamal came to the 2022 Soirée fundraiser as a guest. He left that night feeling inspired and ready to take action.

Learning about our impact—including a client experience in Project Parent, our day-to-day work with youth experiencing homelessness, and the reach of our financial empowerment program—Ayaaz knew he wanted to do more for the community. The new location of Express Auto Wash (EAW), was opening soon. It was the perfect opportunity.

In celebration of Family Day and the grand opening of their Boundary Road location, Express Auto Wash held a 10-day Grand Splash Fundraiser to raise funds for FSGV. Customers received a free car wash in exchange for a donation. The end result? Hundreds of sparkling clean cars and more than \$18,000 in to support life-changing programs at FSGV.

When we asked why EAW chose FSGV as their charity partner, Ayaaz’s answer was simple: “We do right by our people and community.” Express Auto Wash strives to take care of their customers, but Ayaaz and his team also want to provide an opportunity for their staff to do good in the community—and it truly shows.

“Even if we made an impact on one or two families, we’ve done our job.”
— Ayaaz Jamal, Express Auto Wash

Not only does Express Auto Wash have a long history of supporting community organizations, but they are also making innovations in their business practices. They are one of the first in Canada to recycle 80% of their water—on top of reusing rainwater in their rinsing systems. They are also committed to hiring a diverse pool of talent and often hire new immigrants who face higher barriers to employment.

Looking back on the grand opening day, Ayaaz spoke with fondness and excitement. Getting everybody together, preparing for the fundraiser, and creating memories as a team was invaluable. For Ayaaz and Express Auto Wash, the ability to uplift lives and provide people with a chance for a happier future is a truly special opportunity. They are in the business of doing good for the long haul.

Thank you, Express Auto Wash, for your generous support!



Inspired to fundraise for FSGV?
Contact giving@fsgv.ca to learn more.



A GIVING STORY

Bringing Art to Youth in Need

The Raffi Foundation for Child Honouring is helping to create a safe space for youth in crisis to express themselves and find their voice.

Directions Youth Services is a 24/7/365 resource for unhoused youth ages 15-24.

While we often focus on crisis response and stabilization, our compassionate, client-informed approach means there's more to our services. It means we're listening to what youth need, so we know that access to creative expression is essential.

Ocean Kneeland, Executive Director at the Raffi Foundation for Child Honouring, sees their partnership with Directions as a natural fit, including its focus on respect for the child. Many of the young people we see at the Directions Drop-In Centre have experienced significant hardships and barriers in their lives. Some have been in Ministry care; others have left home due to conflict; and a disproportionate number are Indigenous or 2SLGBTQIA+ youth who have faced severe marginalization. Every young person that comes to Directions is struggling to find a place in the world where they feel heard and supported.

"The Raffi Foundation's intent is to inspire systemic change and build communities that create conditions that are ideal for young children, but also youth and adults," says Ocean. In supporting the Directions Art Program, Ocean sees an opportunity to uphold many of the principles of Child Honouring, including Diversity, Safe Environments, and a Caring Community.

The Art Program is a safe place where youth can express their feelings with peers and youth workers who respect their voices and see them as unique individuals. "I'm always excited about bringing the arts into spaces," says Ocean.

“

“It's important to support individuals to express themselves in ways that light them up, that stir their passion, and where they're not limited in terms of who they are in the world.”

— Ocean Kneeland, Executive Director at the Raffi Foundation

With a low-barrier drop-in model, the Art Program gives youth space to be themselves. While they may not be ready to tackle their trauma or find secure housing, youth are looking for community and a safe place to express themselves without judgement or fear. “As an early child educator, I know it always comes back to relationships and building trust,” says Ocean. “And that takes time.” The art program is a starting point: as youth build relationships with Directions staff, they are more likely to reach out for help with their mental health, substance use, employment, and housing challenges—all to give youth hope for their futures.

Thank you to the Raffi Foundation for supporting the Art Program and giving us space to bring the principles of Child Honouring to our work with youth in crisis.



SUPPORT YOUTH

There are many pathways to homelessness. However a young person got there, they deserve compassion, respect, autonomy, and access to resources. They deserve to have their basic needs met so they can turn their attention to the future. **Scan the QR code to support youth today.**



2022-2023

Events and Campaigns



The Soirée Oct 2022

The Soirée, presented by The McGrane-Pearson Endowment Fund, was a mesmerizing carnival wonderland hosted by Global BC's Michael Newton. In its fifth year, this fun-filled event was back in-person at the Terminal City Club, raising more than \$130,000 for vital child, youth and family programming.



caringneighbours.ca

Caring Neighbours Dec 2022

'Twas the season of giving! Our community of supporters came together to bring holiday cheer to 1,250 low-income families, youth, and seniors across Greater Vancouver. Thanks to the generosity of corporate and community donors, including our presenting sponsor Amazon, we raised vital funds to sustain our essential programming, and distributed gift cards directly to clients in need so they could choose how to celebrate the season.

Explore the And May 2022

"Explore The And" launched during Victims and Survivors of Crime Week. Through thought-provoking graphics and messaging, we shed light on the emotional complexity of intimate partner violence, elder abuse, exploitation, and child sexual abuse survivors—four areas of victim support work that FSGV provides to the community. Our goal? To acknowledge the conflicting emotions that survivors experience in order to foster understanding and end stigma.



fsgv.ca/explore-the-and

Today I Oct 2022

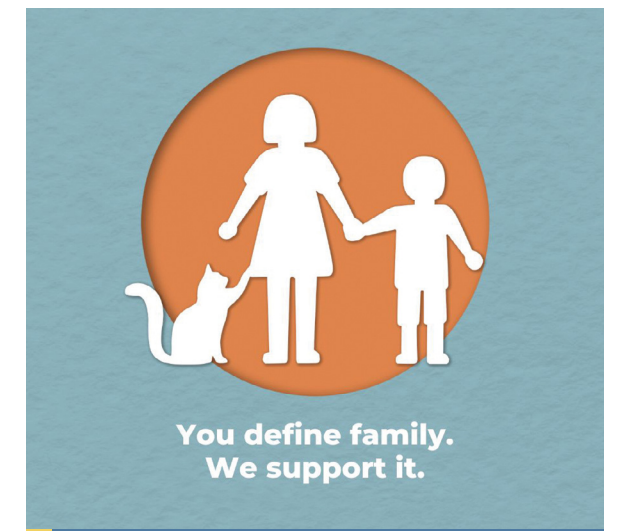
The "Today I" campaign—part of Homelessness Action Week—put into words the realities of youth homelessness. Through collaboration with youth and workers at Directions, we shared their daily experiences—both the positive and negative—and brought into focus the pathways to homelessness. With this campaign, we challenged misconceptions about youth homelessness and reminded the public about what many of us take for granted every day.



fsgv.ca/today-i

Family Day Feb 2023

"You define family. We support it." Through an online campaign and free event at the New Westminster Public Library, we brought attention to challenges that families of all shapes and sizes face today. We showcased how FSGV addresses these challenges through our Financial Empowerment program, Family Supports, and Community Programs.



fsgv.ca/family-day

OUR GENEROUS DONORS

You Make it All Possible

LEADERSHIP CIRCLE

\$100,000 or more

Canadian Women’s Foundation
Coast Capital
Grante Goodwyn & Co-Pilot Properties
Lu’ma Native Housing Society
Vancity
Vancity Community Foundation
Anonymous (1)

\$50,000 to \$99,999

Amazon
City of Vancouver
Grayross Foundation held at Vancouver Foundation
The Raffi Foundation for Child Honouring
United Way British Columbia
Anonymous (3)

\$10,000 to \$49,999

BC Housing Management Commission
Canucks for Kids Fund
City of New Westminster
City of Richmond
CKNW Kids’ Fund
Community Gaming Grants Branch
Diamond Foundation
The Federation of Community Social Services BC
Ray and Edie Ferris

Government of Canada
John Grot Memorial Fund held at Vancouver Foundation
H.E.L.P. for Youth Canada Society
The McGrane-Pearson Endowment Fund held at Vancouver Foundation
Nationwide Self Storage & Express Auto Wash
Pacific Blue Cross Foundation
Pattison Outdoor Advertising
PayPal Giving Fund Canada
Port of Vancouver
Prosper Canada
QuadReal Property Group
RBC Foundation
Richmond Family Place
Seedlings Foundation
Vancouver Coastal Health Authority
Anonymous (5)

FAMILY CIRCLE

\$5,000 to \$9,999

The Canadian Tilling Foundation
Centra Cares Foundation
Brian DeMuy and Marilyn Kwong
F12.NET INC.
Gulf & Fraser
Honda Canada Foundation
Tony Kirschner and Sylvia LeRoy
Leona Kolla and Alfred Schultz
KPMG
Raymond Lam and Tracy Defoe
Lawson Lundell LLP

Leo and Frances Longo Fund for Charity to Animals held at Vancity Community Foundation
Karen L. MacMillan
Marin Investments Limited
Moms Against Poverty Canada
Mott Electric GP
Carol and Bob Oliver
Remembering Otto and Marie Pick Charitable Foundation
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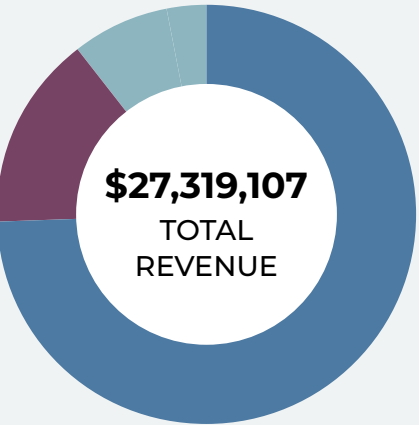
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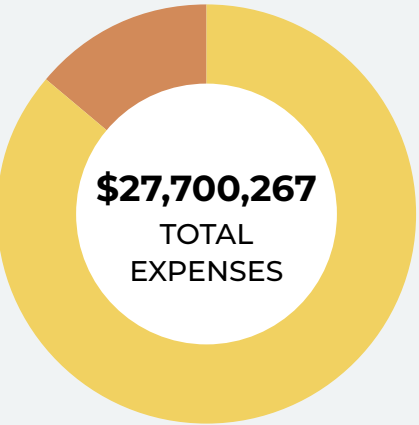
Our Finances

As a client-focused non-profit, our commitment is to provide excellent service across our diverse range of 35+ programs. Our purpose is to ensure the success of each and every client we serve. By diversifying revenue, closely managing budgets, and fostering innovative strategies, we ensure our goals translates into tangible results and meaningful change for individuals, families, and communities.



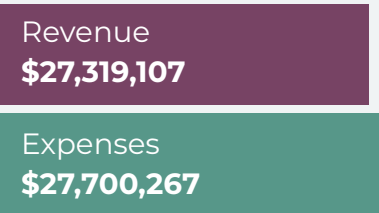
2023 Total Revenue | \$27,319,107

Where our support comes from

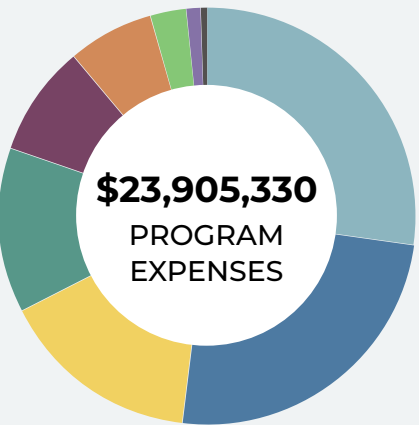


2023 Total Expenses | \$27,700,267

Expenditures

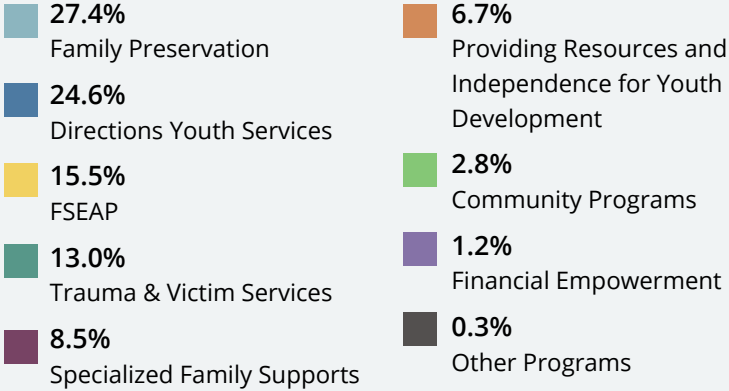


This year, FSGV experienced a deficit of \$381,160.



Program Expenditures | \$23,905,330

Areas of work this funding supported.



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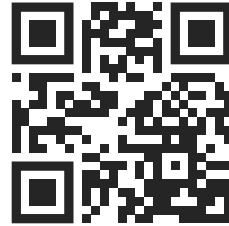
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Your lemonade stand, in-store activation, or office donation drives help us innovate, enhance programming, and address gaps in services for our clients.

fsgv.ca/partner

VOLUNTEER

Our volunteers have a profound impact on the people we serve. We have opportunities for groups and individuals to give back to the community.

fsgv.ca/volunteer

VANCOUVER – HEAD OFFICE

1638 E Broadway,
Vancouver, BC | V5N 1W1

604 731 4951

fsgv.ca

VANCOUVER – DIRECTIONS YOUTH SERVICES CENTRE

1138 Burrard Street,
Vancouver, BC | V6Z 2E3

604 633 1472

directionsyouthservices.ca

VANCOUVER – FRASER STREET

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Vancouver, BC | V5V 4E9

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