

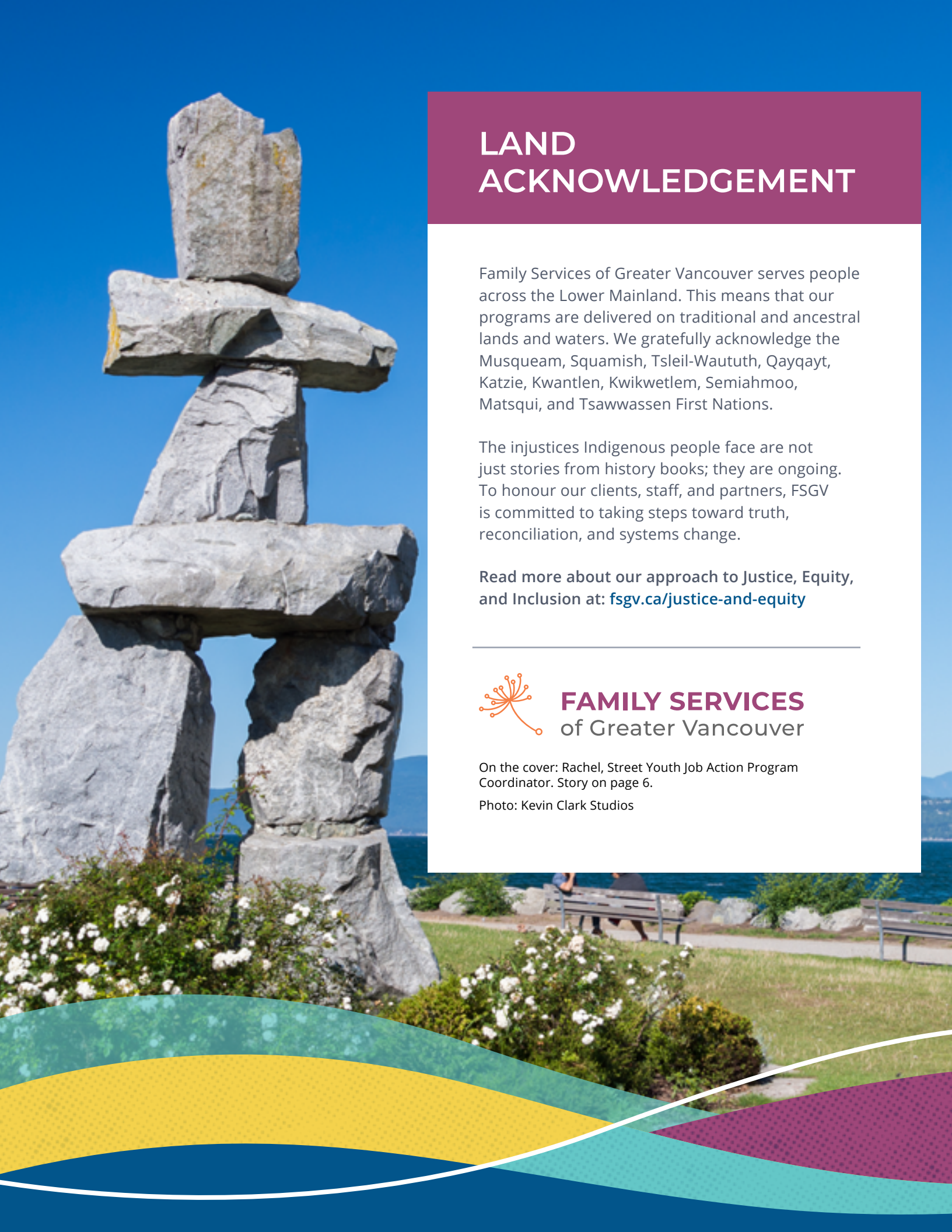
CHANGE WE CAN SEE



REPORT TO THE COMMUNITY
2025/26



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 ancestral lands and waters. We gratefully acknowledge the Musqueam, Squamish, Tsleil-Waututh, Qayqayt, Katzie, Kwantlen, Kwikwetlem, 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: Rachel, Street Youth Job Action Program Coordinator. Story on page 6.

Photo: Kevin Clark Studios



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

Change We Can See

In this year's annual report, we highlight programs from our three core pillars of support: youth, families, and survivors. There is a common thread woven throughout these stories—the **role the client plays in creating change**.

Every day, the staff and volunteers at FSGV are supporting people as they navigate challenging times in their lives. Whether someone is fleeing violence, unhoused, struggling with debt, or trying to create a safe home environment for their children, asking for help is hard.

When a client comes to FSGV, we're ready to help them create positive change in their lives. In our work, we believe that when clients are given the opportunity to set their own goals, the agency that comes with it enables change. **Clients are doing the work behind that change; we're the ones beside them, with the opportunities, supports, and resources to help make it happen.**

At FSGV, change is also happening within our operations. Recent economic uncertainty and an evolving technology landscape have impacted the social services sector. Together, we are engaged in ongoing reflection and improvement so that FSGV can continue to be there for our neighbours for decades to come. As we near our 100th anniversary, FSGV is excited for what comes next.

On behalf of all of us at Family Services of Greater Vancouver, thank you for embracing change with us—for our staff, for our clients, and for our community. We could not do this without our supporters, and we're grateful for your trust as we build brighter tomorrows.



Maria Howard
CEO

A handwritten signature in grey ink that reads "Maria".



Jacqueline Per
Board Co-chair

A handwritten signature in grey ink that reads "Jacqueline Per".



Trevor Zeck
Board Co-chair

A handwritten signature in grey ink that reads "Trevor Zeck".

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Our Impact

HIGHLIGHTS FROM 2025-2026



\$2.24M+
of new income accessed
by individuals

Each dollar accessed means more freedom to choose, plan, and pursue what matters to clients most.

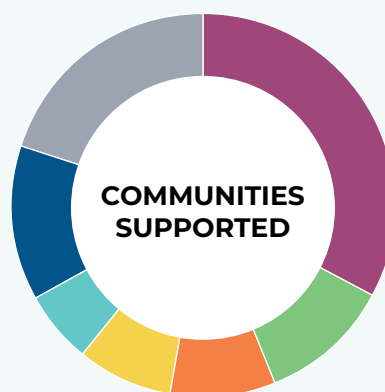


34,000+
hours of counselling
across our Family
Supports programs



2,400+
children and youth
supported under
the age of 25

Supporting Our Community in the Lower Mainland and Beyond



Vancouver:	33%
Surrey:	11%
Burnaby:	9%
Richmond:	8%
New Westminster:	6%
Lower Mainland:	13%
Other, BC & Yukon:	20%



Photo: Kevin Clark Studios

SYJA

Rachel works with youth at
Directions Youth Services Centre

Building Confidence, One Shift at a Time

“It doesn’t matter how many times I watch a youth finish the program, ready for whatever’s next. It’s always different and it always fills my heart.”

YOUTH IMPACT

6,000+

hours of paid work experience
completed by youth in our
pre-employment program

At Directions, youth also access supports outside of SYJA, including the Food Program where we served more than 37,000 meals and snacks last year.



Street Youth Job Action (SYJA) is one of the longest running programs in the Directions Youth Services division at FSGV. As the Program Coordinator, Rachel Hrechka gets to have a lot of conversations with youth about their experiences and see the changes they experience. Something she hears again and again? How much SYJA grew their confidence.

"It's beautiful and it always surprises me just how much I feel seeing it happen," says Rachel. "Maybe it seems weird to say, but youth leaving my program is my favourite part. Because I know they're ready for something else." Youth typically leave SYJA once they've gotten a steady job or started a training or education program. **Rachel gets to see exactly what happens when youth are given a chance.**

CHANCES WITHOUT BARRIERS

One of the most important qualities of SYJA is that it's low barrier. Youth don't need to have prior work experience, and the program provides same-day pay, lunch, and all the equipment required for work (including weather-appropriate clothing and shoes).

In addition to paid work shifts, youth receive in-depth 1-on-1 support. These sessions are where Rachel really gets to know her clients. They talk about their dreams and make plans, with youth leading the way. **Rachel serves as an important connection point, bridging youth into other FSGV resources:** workshops on employment, housing,

and life skills; support applying for and securing jobs; housing subsidies; Financial Empowerment coaching; and other supports, based on what the youth identifies needing.

PURSuing A DREAM

Many young people in SYJA go on to pursue an education and build a career. Within the last year, Rachel has seen youth move out of SYJA into programs for woodworking and design, forklift certification programs, Food Safe certifications, and nail technician programs. **In the long run, this leads to full-time, sustainable employment opportunities.**

SUCCESSES THAT ADD UP

While education and training may be the goal for some youth, there are many successes along the way in SYJA. From a youth showing up and working a full shift to stepping into a lead role within the team, landing an interview, or securing housing, each success builds confidence.

Of course Rachel and the other staff are there too, believing in and cheering youth on—but **nothing can replace that confidence coming from within.** This is what it looks like when programs are designed to help people create positive change in their lives. Across our services, clients are the ones doing the work behind that change; FSGV is right there beside them, with opportunities, supports, and resources to make it happen.



33%

of clients across all our programming are children and youth, 24 and under

Our programs provide the support and resources they need to build brighter tomorrows.



THERE'S MORE SUPPORT FOR YOUTH AT FSGV:

- 1:1 coaching in Financial Empowerment
- Programs for children and youth with support needs
- Trauma Counselling
- Victim Support Services

fsgv.ca/youth-services/

A portrait of Irene Guinand, a woman with curly brown hair and blue eyes, smiling. She is wearing an orange top. The background is a solid grey color.

Irene

Program Coordinator &
Therapist at FSGV

Photo: Kevin Clark Studios

HEALTHY CONNECTIONS

Support for Breaking Cycles

“You start from the beginning. Parenthood is a window of opportunity to heal your own past. You want to be the best of yourself for your baby. You want to heal.”

Irene Guinand, the therapist for every person who comes to the Healthy Connections program, sees her clients through beautiful, if at times difficult, transitions throughout the long-term therapy. Healthy Connections is one of the Trauma Counselling programs at FSGV. Birthing parents enter the program as early as possible and then participate through that child’s third birthday. Irene sees babies born and through each milestone as they grow at astonishing rates—and she sees the parent grow right alongside their baby.

This program works with birthing parents toward establishing strong, healthy relationships with their babies. **It isn’t just preventative work; it’s restorative, additive, and nurturing.** To break cycles, we help people find where they want to go instead.

SURVIVOR IMPACT

370+

hours of support offered to each client over three years in the Healthy Connections program

These long-term hours of support are breaking cycles for new parents every year.

1,093

clients served in Trauma Counselling and Victim Support Services

With waitlists across most of our survivor-serving programming, this number represents only a fraction of the survivors in need of support each year.



“What cycles do I want to break? What are the behaviours that I don’t want to repeat?” These are the questions Irene covers with parents. **With our client-led approach, each person gets to define what it is they want to focus on, what they need, and what their goals are.** Many parents Irene works with learn how to play with their babies. “Play is the language of babies and kids. Sometimes the parents I work with never had the chance to play because they had to take care of their own parents, or they’ve experienced war, or maybe there was no food.” Their bodies learned that slowing and letting their guard down, like play requires, was unsafe. So, Irene helps people to understand what’s happening inside, and then they practice playing together with baby, giving the body opportunities to slow down and learn a new way to be.

Parents learn about their own feelings and making space for them. For those with pre-existing trauma, the chaos of early parenthood can be particularly overwhelming. “We don’t understand that it can be very triggering when babies cry. And then even in those moments, in the panic of a baby crying, being able to self-soothe and to be with baby: that’s being attuned,” Irene explains.

You can help us bridge the gap and stand with survivors today:

fsgv.ca/support-survivors



“

“We learn to validate the upset in a contained, safe way.”

—Irene Guinand, Therapist

Getting in touch with their own feelings, learning that even difficult feelings are safe to experience, paves the way for parents to make room for their children’s feelings too. **These children are growing up with play and with a parent who is confident in naming and making space for their feelings.** This is what it looks like to provide support for a brighter tomorrow.



Photo: Kevin Clark Studios

PROJECT PARENT

Crystal with a client at
our Surrey office

Creating New Pathways with Families

“It takes a lot of bravery to sit in that chair, to be vulnerable, take ownership of the things that you did or didn’t do, and to aspire to do something different.”

When asked what she does in her work as a Family Counsellor in the Project Parent program, Crystal laughs and answers honestly: “There’s a lot of things. It’s individual counselling, couple’s counselling, child therapy, in-home observations, basic needs, trauma therapy.” It’s a lot of things because the work is tailored.

FAMILY IMPACT



1,228 families supported last year

Supporting a family is never really supporting just one family; it’s indirectly supporting everyone they come into contact with. When we nurture one family, there’s a ripple effect throughout the community.

MORE THAN COUNSELLING

This tailoring is part of our trauma-informed, client-led approach. “Folks are going through mental health, financial struggles, homelessness,” explains Crystal. “We’re trying to figure out how we can help them meet their basic needs and do therapy and parenting education. It’s why we offer services for such a long time, because these things are not going to be solved in eight to ten sessions.”

Project Parent effects real change because counsellors tune into what their clients are going through. At FSGV, we bridge people to additional supports like housing subsidies, legal aid, and Financial Empowerment to navigate benefits. **The more stability we can help people establish, the more available they can be for healing in counselling.** The more healing they’re able to access, the more stability they’re able to achieve in their lives. This is meeting people where they’re at.

In Project Parent, parents develop new ways of meeting their children’s physical, emotional, and developmental needs—fostering a safer and more supportive foundation for the family. “Creating a new behaviour, it’s like walking through a forest,” says Crystal.

“ There’s no path. The more times you visit the same place, you’re making that new pathway.

—Crystal Graff, Counsellor

“Bit by bit you get there, pruning out the old ways until the new one solidifies.” In counselling, parents learn about their emotions, how to identify them, and how to take care of themselves. “It’s a strengths-based approach,” explains Crystal. “They know how to be a parent. There’s just some things they need to unlearn and relearn. It shifts their worldview and then they’re not stuck in a particular emotional state: not in their anger or fear. They’re able to experience joy. They’re able to see the big picture and make choices. They can see or take ownership of mistakes and self-correct.”

IMPACT FOR THE NEXT GENERATION

Over decades of doing this work, we see the **rippling impact of supporting one person.** “These parents are making changes and shifts that are beneficial and the children respond to that,” says Crystal. “If the parent shifts, the child shifts. If we figure those pieces out, the child will benefit too.” **The work parents do with counsellors like Crystal empowers them to show up and make new pathways in their parenting. It changes the kind of support and care their children have at home.** Over time, parents discover new tools, knowledge, and confidence to change what tomorrow looks like: building a brighter future for themselves and, naturally, their children.

11,700+

counselling and support hours provided to families in our Project Parent program

We walk alongside each family, building trust, understanding their needs, and supporting their goals.



THERE’S MORE SUPPORT FOR FAMILIES AT FSGV:

- Parenting Groups
- Financial Empowerment
- Employee Assistance Program
- Early Childhood Education Supports
- Resource Workers
- Parent-Teen Mediation

fsgv.ca/support-families

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You Make it All Possible

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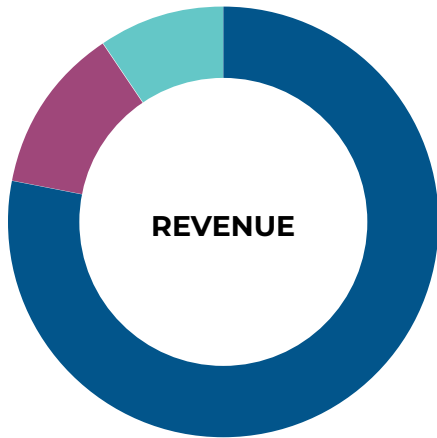
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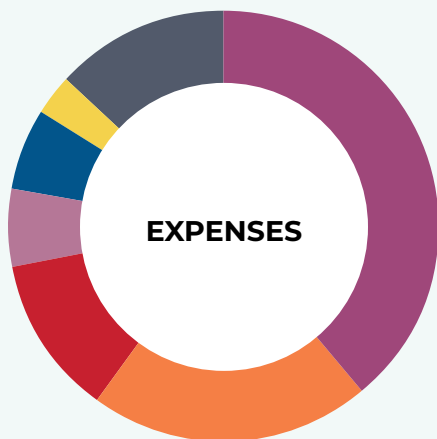
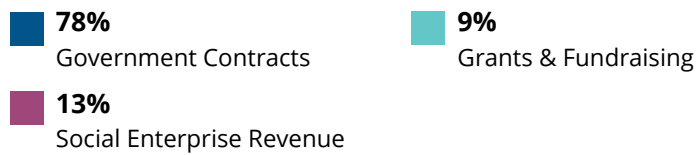
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Our Finances



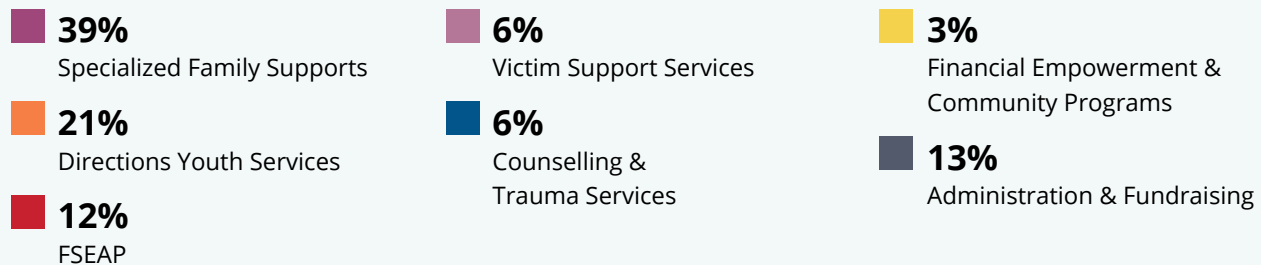
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Where our support comes from



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fsgv.ca/donate



DONATE

Help us support the youth, families, and survivors who come through our doors. Your one-time, monthly, or legacy gift makes our work possible.

fsgv.ca/you-can-help

OUR PROGRAMS

Learn more about how we support youth, families, and survivors across the Lower Mainland and BC with a client-led and trauma-informed approach.

fsgv.ca/what-we-do

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