

VOLUNTEERS...

INTEGRITY...RESPECT...COMMUNITY...GROWTH

the heart of our community™

FSNS welcomed a number of new and talented Board Members and other keen volunteers who gave close to 15,000 hours of service to the agency. To ensure our success in all areas that impact us, we developed the following core Strategic Objectives this year:

People/Culture - To create an environment where our staff feel confident, valued and a part of an integrated team.

Financial - To create and sustain long-term viability.

Internal Process – To ensure our internal structure and processes enable the delivery of high quality services.

People We Serve – To develop and provide programs to meet the needs of our diverse community.

Stakeholder – To build awareness and trust with our community stakeholders.



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2007/2008 Accomplishments

For close to sixty years FSNS has made a difference in the lives of many people. As we move into the coming year, we once again look forward to continuing our work to build a safe, strong community.

Our accomplishments would not have been possible this year without our staff and contractors. Everyone at FSNS has contributed to the agency's accomplishments and successes while maintaining our core values of integrity, respect, community and growth. In a recent survey, 100% of our staff said that FSNS is "a good organization to work for."

- Secured and renovated additional space at our main offices for relocation of **I hope family centre** and the addition of two clinical playrooms.
- Partnered with District of North Vancouver to lease the Maplewood site at \$1 per year for the 2nd location of the **I hope family centre**.
- Offered Family Therapy, Stopping the Violence and Sexual Abuse programs in Farsi.
- Partnered with Lions Gate Hospital Foundation, Lions Gate Hospice Society and Vancouver Coastal Health to raise over 8 million dollars to build the first free-standing hospice on the North Shore.
- Fundraised over 1.1 million dollars through initiatives such as:
 - the highly successful Moustache Café event; and
 - our wonderful family tradition, the Winter Family Ball.
- Increased awareness of FSNS through initiatives such as the distribution of a "prescription pad of services" for referral to FSNS.
- Authored a parenting column in the North Shore Magazine written by Mimi Hudson, our Director of Community Programs.
- Authored On the Couch column in the North Shore News written by Julia Staub-French, our Director of Clinical Programs, Eve Adams, Bea Donald and Margaret Anne Speak, all FSNS counsellors.



2007/2008 BOARD OF DIRECTORS

FSNS

Christine Read
President

Graham McIsaac
Treasurer

Bohdan Bodnar
Elke Babicki
Daniel Bennett
Nancy Harrison
Lesley MacGregor
Gail Spurgeon
Roxanne Thornton
John Wheeler

FSNS Foundation

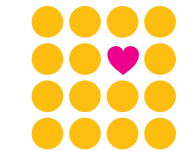
Christine Read
President

Graham McIsaac
Treasurer

Kristy Brinkley
Marilyn Diligenti-Smith
Anne-Marie Kains
Lisa Wolverton

FSNS Leadership Team

Sue Bauman
Diana Cowden
Mimi Hudson
David Nanton
Julia Staub-French
Kathleen Whyte



fsns

ANNUAL REPORT 2007/2008



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www.familyservices.bc.ca

Together,
building a
safe, strong
community.

2007 / 2008 Financials



Board President & Executive Director's Report

Continuous Quality Improvement Report

FAMILY SERVICES OF THE NORTH SHORE (FSNS) & FSNS FOUNDATION COMBINED OPERATIONS FOR THE 12 MONTHS ENDING 3/31/2008

RECEIPTS:

Government Contracts	1,830,006
Fundraising	1,266,060
Client Fees	140,836
Interest and Other	80,925
TOTAL RECEIPTS	3,317,827

DISBURSEMENTS:

Salaries and Benefits	2,002,963
Premises Costs	194,329
Event and Fundraising Costs	189,812
Office	148,984
Program	74,386
Amortization Expense	23,051
Flow Through Grants to Other Agencies	647,371
TOTAL EXPENSES	3,280,897
RETAINED BY FSNS FOUNDATION for FUTURE OPERATIONS	36,930

Although these words have been said before, we believe that they have never been more relevant: **At Family Services of the North Shore (FSNS) we understand that healthy families are the cornerstone to building a strong and connected community.**

FSNS is a community hub; a place where families, couples and individuals of all ages can access innovative, affordable, quality programs and services including: Parent Education classes, the *I hope family centre* at two new locations, North Shore Christmas Bureau, Volunteer programs, Clinical and Community Counselling and Trauma Counselling under the "Safer Places" umbrella.

At FSNS we take pride in our continued relationship with our funders, partners and sponsors. The United Way, the North Shore Municipalities and our Federal and Provincial government contracts accounted for over \$2 million in funding for the agency. Individual gifts totalled over \$500,000, while corporations such as: Northshore Auto Mall, Millennium, Davis LLP, Neptune Bulk Terminals, Park Royal Shopping Centre and the North Shore Credit Union provided \$120,000 in funding. North Shore News, Outline Graphics, Bond Reproductions and Contact Printing made the branding of the agency and it's print materials all happen. Their work had a value of over \$50,000.

As we look forward to 2008/2009 we will continue our focus on serving the North Shore community. We will support our volunteers, funders and donors. In our continued effort to meet the needs of our community, FSNS will develop new programs in collaboration with the North Shore Multicultural Society, Vancouver Coastal Health and Lions Gate Hospital Foundation, North Vancouver RCMP, the Municipalities and the Coordinating Committee to end Violence Against Women in Relationships.

The success of FSNS is truly the result of community effort. The commitment of our staff is strengthened by the support of our volunteers, donors and partners. We thank all of you for your valuable contributions. Together, we are building a safe, strong community.

Christine Read
Board President

Sue Bauman
Executive Director

Audit performed by Rolfe, Benson, Chartered
Accountants, Vancouver
Audited Statements Available on Request



We recognize the continuing contribution of the City of North Vancouver, District of North Vancouver
District of West Vancouver and Vancouver Coastal Health Region.



Continuous Quality Improvement (CQI) is an internal peer-review process where case and program records are reviewed quarterly to ensure that our records reflect the agency's identified best practice standards. The CQI team also reviews the agency's overall service quality practices and makes recommendations to the Leadership Team for improvements.

2007-2008 Summary of Findings:

Areas of Improvement

With few exceptions, client files are within accepted standards for documentation.

- Files are generally available for the file review.
- Client satisfaction surveys continue to be positive.

Areas in need of Improvement

- More consistency between electronic and paper records for file closures to ensure that our records are kept up to date.

New Initiatives

- New Client Agreement form in process which will be program-specific rather than generic.
- Information package to be provided to all clients at the start of therapy.
- CQI file review schedule will be adjusted to match the fiscal year.

Challenges in the Upcoming Year

- Ensure that the CQI process is aligned with the new Council on Accreditation, 8th edition North American Standards.

Kathleen Whyte, Coach
Miriam McClellan, Chair
CQI Committee