

## Caring for our Community

The last decades have seen much growth and change for Family Services of the North Shore. The annual budget is now close to \$3.5 million and over one third is fundraised. Last year your generosity helped us serve over 6,100 individuals and families:

- 1,886 individuals received food, toys and hampers at the Christmas Bureau.
- 427 individuals and families received counselling services.
- Over 200 women, who were victims of violence, received counselling.
- Over 300 parents and their children were supported by the I hope family centre.

As we continue to evolve to meet the needs of our community, your generous support has helped us to provide exceptional services to ensure a healthy and safe community for all.

Thank you to our 347 Volunteers who delivered close to 13,422 hours of service, our Donors and Community Partners who financially supported us throughout this past year and our dedicated staff. You have allowed us to continue our work and Care for our Community.

# ANNUAL REPORT

2009 — 2010

## Caring for our Community

## 2009 - 2010 Accomplishments

Family Services of the North Shore is a caring and progressive not-for-profit agency that has offered services to the North Shore for close to 60 years. We annually reach over 6,000 individuals and families. Family Services of the North Shore is continually evolving to meet the needs of our community with a variety of programs that include education, support and counselling. Your assistance either in time, gifts or donations has allowed us to care for our community and accomplish the following in 2009/10:

- Family Services of the North Shore was re-accredited to June 2013 by the Council on Accreditation, a North American standard.
- With the help of Contact Printing and Tora Design we redesigned our logo and our branding.
- Our staff authored a bimonthly column in the North Shore News.
- Family Services of the North Shore developed a number of significant new programs in Farsi and Korean.
- Our partnership with SafeTeen and funding from TELUS and the Northshore Auto Mall helped us reach students as part of our outreach efforts for youth.
- We developed the Takaya Family Place at Maplewood I hope family centre for on and off reserve Aboriginal parents and caregivers and their children under six years of age.

- Our volunteers fundraised over \$1.3 million through initiatives such as our highly successful Connexions event, and our wonderful family tradition, the Winter Family Ball.
- Family Services of the North Shore assumed the provincial contract for work in eating disorders prevention education, resources and support for BC youth, families, educators and professionals, a role previously taken by Jessie's Hope Society. The program will be known as Jessie's Legacy.
- With the Northshore Auto Mall, we presented Anita Roberts of SafeTeen as the key note speaker to over 350 parents at Centennial Theatre.
- The support of the North Shore News and Northshore Auto Mall helped us assist close to 2,000 individuals through the Christmas Bureau.

With the generous support of our significant funders, generous donors, dedicated staff and hard working volunteers, we will continue to provide exceptional care and support to the North Shore. This will ensure a healthy and safe community for all.

**Sue Chow**  
President Board Of Directors

**Sue Bauman**  
Executive Director

## 2009 - 2010 Board of Directors

### AGENCY

Sue Chow, <i>President</i>	Susan Green
Nancy Harrison, <i>Treasurer</i>	Darlene Kennedy
Elki Babicki	Kim Larsen-Mellor
Daniel Bennett	Graham McIsaac
Bohdan Bodnar	Christine Read

### FOUNDATION

Lisa Wolverton, <i>Chair</i>	Sue Chow
Nancy Harrison, <i>Treasurer</i>	Marilyn Diligenti-Smith
Joanne Houssian <i>Honourary Chair</i>	Susan Green
Kristy Brinkley	



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We recognize and acknowledge the financial assistance of the Province of British Columbia, City of North Vancouver, District of North Vancouver, and District of West Vancouver.

**OUR VISION** is a connected community where people care for one another.

**OUR MISSION** is to provide education, support and counselling to heal and connect our community.

**WE BELIEVE** that reaching out for help, connecting with others, and finding new ways of coping is a healthy way of dealing with life's struggles.

**WE OFFER** a broad range of services to children, youth, adults, couples and families from a diverse array of ethno-cultural and economic backgrounds. These services are offered at either no fee or on a sliding fee scale thanks to the generous support of our donors and funders.

**WE PROMOTE** community involvement through:

- Special Events
- Volunteer Opportunities



Family Services of the North Shore Board of Directors

**LEADERSHIP TEAM**

- |  |   |
|--|---|
| Sue Bauman<br><i>Executive Director</i>              | Vivian Martin<br><i>Director of Finance</i>                   |
| Mimi Hudson<br><i>Director of Community Programs</i> | Julia Staub-French<br><i>Director of Clinical Counselling</i> |

**MESSAGE FROM THE BOARD TREASURER**

At Family Services of the North Shore, we are thankful for all of the financial support we continue to receive from our donors, funders and partners. It is largely because of this support that we are pleased to report an operating surplus of \$105,187 for this fiscal year. This surplus offsets the operating deficit from the previous year, and puts the Agency on a solid financial base going forward to 2010-11.

The Provincial and Federal Governments, the United Way, and the North Shore Municipalities continued to support the breadth of programs we offer. Generous donations from many individuals and corporations such as Northshore Auto Mall, TELUS, North Shore Credit Union, North Shore News, Contact Printing, Cisco, Odium Brown, Picton Mahoney Asset Management, Park Shore BMW, Park Royal, and Redfish Kids Clothing contributed to the achievement of our fundraising target of \$1.3 million. The value of our investments, primarily held by the Vancouver Foundation, has rebounded throughout the year, resulting in an unrealized gain of \$51,190.

Given last year's operating deficit and continued uncertainty in the economy and financial markets, management and the Board felt it prudent to take proactive action in reducing expenses wherever possible, resulting in an overall reduction of over 4%. Sacrifices were made by the dedicated staff with minimal impact to the services provided to the community.

The Agency's goal for fiscal 2011 is to continue to provide the current level of services and expand where possible. With this goal in mind, the fundraising target is \$1.3 million. We are confident that with your support we will succeed in our vision of a connected community where people care for one another.

**Nancy Harrison**  
Board Treasurer

**FAMILY SERVICES OF THE NORTH SHORE AGENCY & FOUNDATION**

**COMBINED OPERATIONS**

For the 12 months ending March 31st

REVENUES	2010	2009
Government Contracts	1,962,766	1,878,491
Fundraising, Donations & Grants	1,316,886	1,345,976
Client Fees	140,665	151,042
Interest and Other	41,889	52,659
<b>TOTAL REVENUES</b>	<b>3,462,206</b>	3,428,168
<b>EXPENSES</b>		
Salaries and Benefits	2,017,854	2,175,657
Transfers to Other Agencies	678,740	648,469
Event and Fundraising	215,842	187,515
Premises	192,993	198,777
Office and Sundry	112,231	118,511
Program	102,929	112,353
Amortization	29,048	33,951
Staff Development	7,382	26,833
Accreditation Costs	-	14,560
<b>TOTAL EXPENSES</b>	<b>3,357,019</b>	3,516,626
<b>OPERATING SURPLUS/(DEFICIT)</b>	<b>105,187</b>	(88,458)
Unrealized Gain/(Loss) on Investments	51,190	(75,704)
<b>NET SURPLUS/(DEFICIT)</b>	<b>156,377</b>	(164,162)

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

Performance and Quality Improvement (PQI) is an on-going internal process by which we review all of our policies, procedures and processes to ensure that we continue to meet or exceed standards of practice as determined by the Council on Accreditation (COA), an international accrediting body for social services agencies. In June of 2009, Family Services of the North Shore received a further 5 year accreditation from the Council on Accreditation (COA).

Our accomplishments of the last year include the development of new client agreements and information packages that help orient clients to the Agency. The new client agreements replace an older form which was general to all clinical programs. Instead, the agreements are now tailored to each clinical program providing only relevant information about the program the client attends. The forms are easier and cleaner for clients to use and understand. Likewise, new client information packets were designed to provide clients with clear expectations of the Agency's services, along with other pertinent information.

A new activity implemented during the reporting period is the development and implementation of new program outcomes measures. These measures are used to assess individual client progress as well as overall program outcome data. These results are reviewed quarterly by our program managers and also reported to our Performance Quality Improvement committee.

In our various services from clinical counselling, to our I hope family centers; from our governance and human resources to financial procedures, we continue the hard work to ensure we monitor and improve the performance and quality of our work at Family Services of the North Shore.

**Miriam McClellan**  
Chair PQI Committee

**Kathleen Whyte**  
Co-chair PQI Committee

