

**ANNUAL REPORT
2003/04**



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**together we have made
our community a stronger,
more caring place**



**hope,
help,
healing.**



Annual Report Message



2003/2004 has been a year filled with new challenges and choices in setting the strategic direction of Family Services of the North Shore.

The Board of Directors and agency staff have been faced with changing funding priorities and external pressures to deliver more services. The agency has continued to proceed with a clearly articulated vision that emphasizes renewed Board governance with active sub committees that have taken on projects on behalf of the Board of Directors and to ensure that Board and staff expertise are fully utilized. Government funding strategies have been implemented in recognition of shifting government funding priorities to ensure that important services are maintained. The agency communicates regularly with all three levels of government to advocate on issues that affect our community and our clients. We are communicating more effectively with our supporters, our community and our clients. We continue to reach out to our service partners for consultation in developing service initiatives that will address unmet needs in our community. We continue to pay attention to agency operations to ensure that the agency operates in a cost effective manner.

To meet the new realities of reduced government funding while maintaining service integrity the agency has reorganized its service structure to minimize overhead and

ensure our funds are focused on service delivery.

At the same time, the agency has moved forward with its first accreditation. A total review of policies and operational procedures was undertaken, approved by the Board of Directors and implemented as operating procedures within the agency. No aspect of the agency has been unaffected by accreditation and when the process is completed in summer 2004, Family Services of the North Shore will be even more effective and accountable, both internally and externally. This has meant a lot of extra effort from Board and staff and we are grateful for their commitment to the process of change and adapting to a process of continual service improvement.

The Board has worked hard to ensure programs and service integrity is preserved throughout the process of organizational change that has been implemented by our senior management team. In addition, this year has been unprecedented in the amount of effort expended by the Board of Directors in advocating to the three levels of government on behalf of the agency, its clients and the community we serve. We are deeply grateful to all of the Board members who so generously gave of their time to meet with government representatives to tell the agency story and to demonstrate their personal commitment to the agency and its services.

In the face of adversity Family Services of the North Shore has proactively adapted to the new environment and continued to review the longer term community needs.

We continue with our commitment to ensure that our services are relevant to the community. For example, a specific strategic priority is to develop outreach clinical counseling services for senior citizens living on the North Shore. We are in the process of consulting with service partners who share our vision, to develop a service approach that will meet this important need.

We are not alone.

Family Services of the North Shore thanks all of our supporters for their commitment to assisting us with creating ways to deliver our programs to the community. Family Services relies to a great extent on its own fund raising efforts to support its programs and services. This ongoing and developing financial support from the North Shore community ensures we can continue to create the leading edge programs that we have delivered to the North Shore for the last twenty-five and more years. We thank all of our donors for their help both financially and through their services.

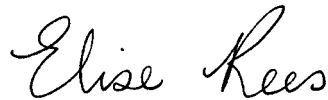
We could not continue to offer the high level of service without the participation of the hundreds of volunteers who are such a valuable and necessary part of the agency.

The Board of Directors has provided the leadership and strategic vision necessary to achieve our goals.

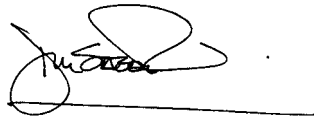
What does the future hold?

We know that there will be ongoing challenges in the future. However, we know that Family Services of the North Shore is a strong and dynamic organization with dedicated leadership committed to a vision of community service.

Our commitment remains to bring a vision of hope, help and healing to North Shore residents. Thank you for your help in delivering this vision.



Elise Rees, *President*
Family Services of the North Shore



Doug Sabourin, *Executive Director*
Family Services of the North Shore

President's Report, FSNS Foundation



2003-2004 was a very exciting year for the Foundation. All of the Board members and staff devoted enormous energy and time to define and implement our fundraising goals.

The numerous fundraising initiatives of the Foundation, to support the goals and aims of Family Services of the North Shore, were successfully carried out throughout the year. The May 12, 2004 Breakfast Meeting at Hollyburn Country Club was an especially poignant event as it brought home to everyone who attended the very real need in our community for all of the services offered by Family Services of the North Shore. The enormous success of the Christmas Bureau, the Winter Family Ball and the Moustache Café, all held in December, are a continuing tribute to both the volunteers and staff who organize and run these activities and to the donors who generously support them.

Over the next year, we will continue to improve and expand all of our fundraising activities while, at the same time, explore new opportunities to broaden our donor support across the North Shore. Planned giving continues to be a long term objective in order to build our endowment fund.

I would like to thank everyone who worked so hard for the Foundation this past year, especially Sue Bauman, our Managing Director, who handled the myriad of tasks asked of her in such a competent and cheerful manner throughout the year.

Handwritten signature of Kevin P. O'Neill

Kevin O'Neill, *President*
Family Services of the North Shore
Foundation



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 Anne Marie Kains
 Margaret Maclaren
 Bruce Orr
 Sheila Plumb – elected February 2004
 Tina Rowntree – resigned January 2004

Donors 2003/04



This list reflects contributions of \$500 or more made to Family Services of the North Shore, the Foundation and the Christmas Bureau between April 1, 2003 and March 31, 2004. We would also like to thank all the Anonymous donors who designated funds through the United Way campaign. Please report any errors to the fund development office at 604.988.5281. If you do not wish your name to appear on this annual list please call the Fund Development office at 604-988-5281.

Community Guardian

\$50,000+

Anonymous Foundation
District of North Vancouver
Duke Energy
Government of Canada
Province of British Columbia
United Way of the Lower Mainland

Community Leader

\$20,000 - 49,999

City of North Vancouver
District of West Vancouver
Face the World Foundation
Joanne and Joe Houssian

Community Patron

\$10,000 - 19,999

Margaret Maclaren and Greg Aasen
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Northshore Auto Mall
Yasmin and Azad Shamji
Roseline and Morgan Sturdy
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\$5,000 - 9,999

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Outline Graphic Design
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Panther Management
Red Lion Management
Tiger Phan
Westreal Realty





FAMILY SERVICES
of the
NORTH SHORE



FAMILY SERVICES
of the
NORTH SHORE

Foundation

We recognize the continuing contribution of the City of North Vancouver, District of North Vancouver and District of West Vancouver

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hope,
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MEMBER AGENCY

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