

ANNUAL REPORT 2010/11





for **60** years we have been
we  **caring for the community**
family services
we assist over **6500**
volunteer hours **16080**
individuals & families
every year

Message from the President and Executive Director

With your support, our 2010/11 accomplishments have been truly significant

2010/2011



Jessie's Legacy

We successfully implemented Jessie's Legacy - our first provincial program for the prevention of eating disorders.

New Website

We successfully developed and launched our new web site.

www.familyservices.bc.ca

North Shore Hospice

With our partners Lions Gate Hospital Foundation, North Shore Hospice Society and Vancouver Coastal Health, we celebrated the opening of the first North Shore Hospice.

DISH

We held an incredible event, DISH, and fundraised close to \$300,000 for our programs.

Winter Family Ball

We celebrated the 25th anniversary of the Annual Winter Family Ball.

Christmas Bureau

We served 1888 individuals and families at the Christmas Bureau.

Help Kids Make Wise Choices

Over 200 guests attended "Help Kids Make Wise Choices" and learned new strategies to keep their children safe from bullies and "creepy guys".

What a year!

As we look forward to 2011/12 we will maintain our focus on being the heart of the North Shore Community, and with the support of our staff, volunteers, funders and donors, we will continue our efforts to care for our community.

Sincerely,
**Sue Chow, President and
Sue Bauman, Executive Director**

“ Though I do not know your names, I do know your hearts and they have touched ours! Thank you so much for your kindness and generosity although “thank you” does not seem enough. ”

- Family Services of the North Shore client



The dedicated staff of Family Services of the North Shore

Caring for our Community

Education, support & counselling to heal and connect our community



Family Services of the North Shore

Family Services of the North Shore is an accredited, not-for-profit, community- based organization. For sixty years, we have provided education, support, and counselling to heal and connect the North Shore community. The Agency serves three municipalities: the City of North Vancouver, District of North Vancouver, the District of West Vancouver, as well as the Village of Lions Bay, and Bowen Island. We also lead the provincial work in the prevention of eating disorders.

Performance and Quality Improvement 2010-2011 How do we know we are doing a good job?

Performance and Quality Improvement (PQI) provides us with a mechanism to monitor our work performance. We review our policies, procedures and processes to ensure that there is evidence that we are meeting or exceeding standards of practice as determined by the Council on Accreditation (COA), an international accrediting body for Social Services agencies.

The goal is simple. We need to answer these four questions:

- 1) Are we doing a good job?
- 2) Are our clients doing better because of us?
- 3) How do we know?
- 4) How can we make it even better?

Each year we strive to answer these questions and through the PQI process we are able to monitor our progress and ensure that we continue to improve and grow as an agency.

Agency Board

Daniel Bennett

Bohdan Bodnar

President: Sue Chow

Susan Green

Treasurer: Nancy Harrison

Darlene Kennedy

Kim Larsen-Mellor

Graham McIsaac

Christine Read

Foundation Board

Joan Chambers

Sue Chow

Marilyn Diligenti-Smith

Susan Green

Treasurer: Nancy Harrison

Honourary Chair: Joanne Houssian

Janice O'Sullivan

Monica Soprovich

Chair: Lisa Wolverton

Leadership Team

Executive Director: Sue Bauman

Director of Clinical Programs: Julia Staub-French

Director of Community Programs: Mimi Hudson

Director of Finance: Vivian Martin



Caring for our Community

“ I am always moved by a community of individuals who give so generously to people they’ve never met. ”

- Family Services of the North Shore client

Thank you for Caring for our Community



60  + 289  + 2214  = 6500 
staff & professionals volunteers donors people served in the community

Vision

A connected community where people care for one another.

Mission

Providing education, support and counselling to heal and connect our community.

Values

Integrity: Our word is our bond. We act fairly, responsibly and consistently.

Respect: We honour people, their differences and similarities. We act with compassion and openness towards others.

Community: We work as a community to serve our community. To us community is about creating healthy environments that allow us to achieve balance in all aspects of our lives.

Growth: We are committed to expanding our knowledge and wisdom. We are creative in ensuring our approaches meet the ever changing needs of the people we serve.

Meeting the Needs of our Community

Your generous gifts of time and money ensure that Family Services of the North Shore is able to serve the most vulnerable in our society. As an Agency we strive to meet the needs of our community. We collaborate to ensure cost effective use of our resources and we partner to ensure the best possible service for our clients. It is your strong support of our work which enables us to serve the community.

Because of Your Heart

Because of your heart, Family Services of the North Shore has been able to care for our community for 60 years. Your support and generosity allow us to offer a variety of programs that will make our vision of a connected community where people care for one another a reality. Thank you!

“ You learn a lot of lessons when you suddenly lose everything you had, your money, your business, your health. Worst of all is everything your children are missing, but it was also very heartbreaking for us to see how people around you change in these situations. That is why we were most touched to know that people like you still exist. ”

- Family Services of the North Shore client

448♥
individuals & families

Clinical Counselling

A family going through divorce will be supported.

Our Clinical Counselling Services are available to children, youth, adults, couples and families who wish to make positive changes in their lives. 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. Our experienced counsellors work from various theoretical orientations and are able to help their clients work through many different issues.

1300 students & adults

Safer Places for Children and Youth

We help keep our children safe.

We know that Family Services can do a lot to help keep our children safe from social exclusion (bullying), sexual assault, and sexual abuse if we work together, find creative solutions, and focus our prevention efforts in sustained ways.

Jessie's Legacy

We lead the provincial work in the prevention of eating disorders.

Jessie's Legacy provides eating disorders prevention, education resources and support for BC youth, families, educators and professionals.

770♥
individuals,
students & families

Impact of your gifts



440 families and their children

I hope family centre

The I hope family centre works to ensure North Shore families have the support they need.

The I hope family centre is a multi-service family resource program working to ensure that all North Shore families and their children under the age of six have access to innovative prevention and support programs which provide a continuum of services from pregnancy through birth to Kindergarten entry.

women counselled

♥48
off waitlist

241♥

Stopping the Violence

Our Stopping the Violence Counselling Services (STV) include individual and group counselling for women age 19 and older who have experienced relationship abuse, sexual assault, and/or physical, emotional, or sexual abuse at any age. Counselling includes naming types of abuse, identifying coping strategies, honouring strengths, regaining a sense of safety and control, reducing self blame, improving self care, and building positive ways to live and love.

They all deserve a life free from violence. Working with our counsellors will give them that chance.

In 2009, Lisa Wolverton, Family Services of the North Shore Foundation Board member and local philanthropist, with her husband, Ford Nicholson were inspired by the urgent need of our Stopping the Violence program - a six to nine month wait for service for women victims of violence - and matched donations up to \$50,000 to hire counsellors for our program.

We raised \$103,000 and increased our counselling capacity by over 30%. As a result, forty eight women were taken off our waitlist and are now receiving counselling services.

However, since 2009, we have also experienced an overwhelming increased demand for service of 32%. This means more women are reaching out for help but they, like the women before them, are now waiting 6-9 months too.

735 hampers distributed

Christmas Bureau

Anyone can find themselves at risk of extreme financial difficulty.

The Christmas Bureau has symbolized our community's willingness to help low-income North Shore families and individuals for almost thirty years. Families and individuals celebrate and enjoy the holidays through the distribution of Christmas hampers filled with grocery gift cards, gifts and toys. Every request for assistance is treated with compassion, respect and confidentiality. Our goal is to help everyone enjoy a hearty meal on Christmas day and ensure that every child receives a toy on Christmas morning.

1888
people served

Message from the Board Treasurer

A tremendous year

The financial support received from our donors, funders and partners during 2010-11 has been tremendous. With this support we have achieved our goal for the year in being able to continue to provide a breadth of programs, and have also been able to expand some of our services to the North Shore community and the province. Highlights for 2010-11 include the following:

- Received continued support from the Provincial and Federal Governments, the United Way, and the North Shore Municipalities;
- Surpassed our fundraising target of \$1.3MM and raised an incredible \$1.7MM through special events, individual and corporate donations, as well as grants;
- Carried a full staff complement throughout most of the year, including two additional counsellors hired to shorten the waitlist in our Stopping the Violence program, as well as additional contractors for our I hope family centre and Jessie’s Legacy programs;
- Completed a full year of eating disorders preventative programs and services (Jessie’s Legacy), as part of a new provincial contract received in January 2010;
- Redesigned and launched our new website funded through the Jessie’s Legacy provincial government contract, as well as a significant grant received from an anonymous donor;
- Received strong returns from our investments, resulting in increases in Interest and Investment Income.



We have concluded the year with an excess of revenues of over \$300,000 which is being held in the Foundation as investments. These funds will be used to financially support the following services and programs in 2011-12:

- Additional support staff for I hope family centre, which continues to operate at full-capacity for 10 months of the year;
- Continuation of funding for extra counselling to manage the waitlist in our Stopping the Violence program;
- Continuation of the Takaya Family Centre program to support families from the Tsleil Waututh First Nation;
- Development of a new Jessie’s Legacy program called FUNdamentals, an early childhood development program to help families foster a joyful and competent parent/child relationship with food and activity.

Our fundraising target for 2011-12 is \$1.5MM. 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

2010 - 2011 FINANCIALS (FOR THE 12 MONTHS ENDING MARCH 31ST)

FAMILY SERVICES OF THE NORTH SHORE

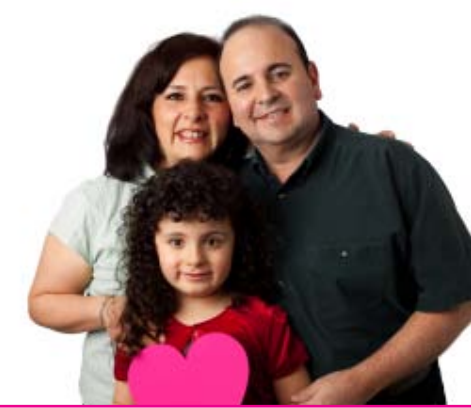
REVENUES:	2011	2010
Government Contracts	2,040,720	1,962,767
Fundraising, Donations and Grants	864,811	783,171
Client Fees	136,467	140,665
Investment and Other Income	46,257	31,572
TOTAL REVENUES	3,088,255	2,918,175
EXPENSES:		
Salaries and Benefits	2,136,039	1,936,854
Transfers to Other Agencies	654,795	678,740
Premises	204,562	192,993
Office and Sundry	134,520	108,764
Program	108,628	75,890
Promotion and Communication	60,764	53,305
Consulting Fees (website)	45,705	13,689
Amortization	25,817	29,048
Staff Development	12,543	7,382
Diversity Implementation	5,000	-
TOTAL EXPENSES	3,388,373	3,096,665
OPERATING DEFICIT	(300,118)	(178,490)
Transfer from FSNS Foundation	300,000	258,725
Gain on Investments	1,939	4,868
EXCESS OF REVENUES OVER EXPENSES	1,821	85,103

FAMILY SERVICES OF THE NORTH SHORE FOUNDATION

REVENUES:	2011	2010
Special Events	571,844	370,525
Donations	262,838	160,433
Investment Income	20,267	13,073
TOTAL REVENUES	854,949	544,031
EXPENSES:		
Special Events and Fundraising	167,632	172,680
Salaries and Benefits	81,000	81,000
Office and Sundry	7,042	6,674
TOTAL EXPENSES	255,674	260,354
FUNDS AVAILABLE FOR FSNS	599,275	283,677
Transfer to FSNS	(300,000)	(258,725)
Gain on Investments	15,493	46,322
FUNDS AVAILABLE FOR FUTURE PROGRAMS	314,768	71,274

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

we  family services





Caring for our Community

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

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