

ANNUAL REPORT



FAMILY SERVICES OF GREATER VANCOUVER

2006/2007

Family Services of Greater Vancouver
*Strengthening people, families and
communities since 1928*

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Message from ED & Board President

2006/2007 was another successful year at Family Services. We are pleased to present the enclosed newsletter and annual report—providing an overview to the work of the agency and many of the highlights from this past year.

While the past few years of operation have seen us focused on growth and sustainability, this year our activities were strongly driven by our future. It was a year filled with many significant milestones.

We purchased a building at 1638 E Broadway—a strategic move to help ensure long-term financial stability, but one that will also make it easier for families to access our services. The new building is located in the heart of East Vancouver, with easy access to bus and skytrain.

To support the purchase of this building, we embarked on a capital campaign. Initial support for this campaign has exceeded our expectations. We are tremendously appreciative to our fabulous team of volunteers for their tireless efforts to date. Much more will be shared about this campaign in the weeks ahead.

In the spring, we launched our first ever television public service announcement to help us achieve greater name recognition across the general public, support our fundraising efforts, and bring further awareness of the issue of violence in our community. If you have not yet had an opportunity to see it, we encourage you to take a look. It's available at www.fsgv.ca.

We developed a strategic plan that will guide the agency in its work for the next five years. Six strategic objectives emerged from the process:

1. To be the employer of choice in the community services sector, attracting and retaining quality professionals.
2. To set the highest standards of practice in the delivery of our services and be looked to as leaders in the contracted and community-based social service field.
3. To strengthen the lives of children, youth, and families, by planning for our future—defining key outcomes, establishing deliverables, and measuring results.
4. To provide a strong and stable financial base to ensure we maintain our commitment to service excellence and have the flexibility to address current social issues and challenges that affect the people and communities we serve.
5. To ensure sustainability through sound financial practices—mitigating risk and maximizing utilizations of resources, with appropriate reserves to finance continuing improvements in programs and facilities.
6. To influence social change as a recognized voice for the people we serve about the issues they face.

Our staff participated in an employee climate survey to give our senior leadership insight into how staff perceive their working environment, their job, and the agency as a whole. The feedback from the survey was overwhelmingly positive, yet provided some concrete areas for improvement which helped shape our strategic objectives.

While the board and agency leadership has been planning for our future, our front-line staff have been strongly grounded in the present, fulfilling our mission. 79 years after we started out, our 585 staff, together with 181 volunteers and 48 students, continue to deliver crucial social services in over 30 different languages at 20 locations throughout the lower mainland, Vancouver Island, and Northern BC. Annual agency revenues were \$21,736,693.



Craig Lindsay
Board President



Teri Nicholas
Executive Director

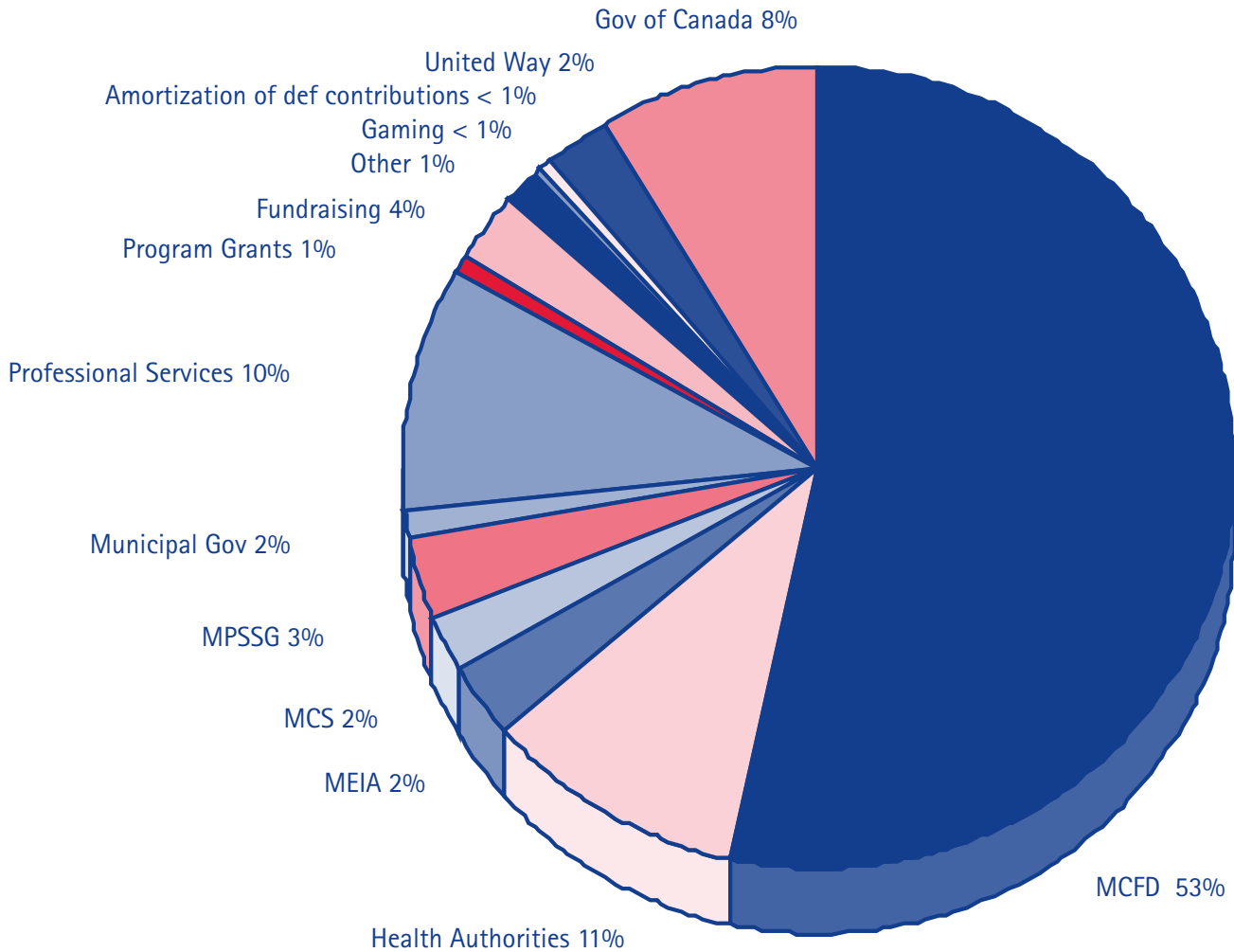
We send our heartfelt thanks to our staff, volunteers, partners, and supporters for helping us make a difference to the lives of children, youth, and families in our community.

Statement of Operations

FOR THE YEAR ENDED MARCH 31	2007	2006
REVENUES		
Government of British Columbia	\$15,469,849	\$14,266,380
Professional services	\$2,145,271	\$1,883,348
Government of Canada	\$1,683,769	\$1,680,991
Donations and fundraising	\$769,432	\$549,202
United Way of the Lower Mainland	\$509,747	\$509,747
Municipal governments	\$409,253	\$257,863
Other revenue	\$278,987	\$272,329
Program grants	\$264,701	\$185,611
Amortization of deferred contributions	\$167,772	\$134,757
Gaming revenue	\$34,374	\$33,224
Miscellaneous	\$3,538	\$10,952
	\$21,736,693	\$19,784,404
EXPENSES		
Salaries, wages and benefits	\$14,778,774	\$12,989,751
Purchased services	\$3,621,994	\$3,389,937
Building occupancy	\$1,289,634	\$1,191,439
Direct program expenses	\$657,477	\$574,668
General program expenses	\$651,261	\$769,917
Amortization	\$266,500	\$231,844
Recruitment and professional development	\$129,922	\$111,944
General administration expenses	\$121,223	\$115,821
Promotion and fundraising	\$86,789	\$82,184
Miscellaneous expenses	\$49,332	\$75,544
Audit and legal	\$38,790	\$36,700
	\$21,691,696	\$19,569,749
Excess of revenues over expenses before extraordinary item	\$44,997	\$214,655
EXTRAORDINARY ITEM		
Demutualization proceeds	—	\$205,185
Excess of revenues over expenses	\$44,997	\$419,840

Breakdown of Revenue

FOR THE YEAR ENDED MARCH 31, 2007



Provincial Government Ministries:

- MCFD: Ministry of Children and Family Development
- MCS: Ministry of Community Services
- MEIA: Ministry of Employment and Income Assistance
- MPSSG: Ministry of Public Safety and Solicitor General

We thank the following government & authority partnerships for their support:

City of New Westminster • City of Richmond • City of Vancouver • Fraser Health Authority • Government of Canada (Canadian Action Program for Children - Public Health Agency of Canada; National Crime Prevention Centre; Service Canada) • New Westminster Police Service • Province of British Columbia (Ministry of Children and Family Development; Ministry of Public Safety and Solicitor General; Ministry of Health; Ministry of Community Services; Ministry of Employment and Income Assistance) • Richmond RCMP • Richmond School District • Vancouver Agreement • Vancouver Coastal Health Authority • Vancouver Police Department • Vancouver School Board

benefactors

\$10,000+

Bartrac Holdings Ltd. • Blake, Cassels & Graydon LLP • Canaccord Capital Corporation • CIBC Wood Gundy Caring for Kids Fund • Coca-Cola Ltd. • Diamond Foundation • Essurve Fitness Inc. • Face The World Foundation • John Groot Memorial Fund • John Hardie Mitchell family foundation • Moffat Family Fund • Noble & Associates Realty Ltd. • Seaspan International Ltd. • The Edith Lando Charitable Foundation • United Way of the Lower Mainland • Vancity Community Foundation • Vancouver Police Union Charitable Foundation

friends of the family

\$1,000 - \$4,999

Robert Ahrens • Al Roadburg Foundation • Avista Energy Canada, Ltd. • Margaret Blackwell • BMO Fountain of Hope, Employees' Foundation • Richard Bradshaw • Gabrielle Campbell • Thomas Christy • CKNW Orphans' Fund • David and Susan Climie • Cornerstone 52 Foundation • Corporate Express Canada Inc. • Employees of Saskatchewan Wheat Pool North Van Terminal • Louise Grimwood • HBC Foundation • Gordon and Katherine Keep • Raymond Lam & Tracy Defoe • Lawson Lundell LLP • Marin Investments Limited • Stewart Marshall • Milan & Maureen Ilich Foundation • Frances Murray • New Westminster Firefighters Charitable Society • Teri Nicholas • OPUS Framing & Art Supplies • Anthony & Victoria Ostler • Peter and Joanne Brown Foundation • Gavin Reynolds • Richmond Mandarin Lions Club • Selwyn and Lorna Romilly • Bob Ross • Rotary Women's Auxiliary • St. Mary's Kerrisdale • Sanderson, Giffin and Gerard Families • Leonard Schein • Jonathan Stewart • Norman Taylor • John and Judy Taylor • The McLean Foundation • The Mechanical Contractors Association of BC • Charlene Wharton • York House School - Junior School • Dawn Zucchelli

community

\$10 - \$499

We express our sincere thanks to the 636 individuals, families, businesses, and associations who have supported us this year. Your donations are the foundation of our family circle, and you make our community work possible.

Our Family Circle

patrons

\$5,000 - \$9,999

Business Objects Fund • Coast Capital Savings Foundation • Colliers International • F. K. Morrow Foundation • Phillips, Hager & North Investment Management Ltd. • RBC Foundation • Ronald McDonald House Charities • The CanWest Global Foundation • Vancouver Sun Children's Fund

supporters

\$500 - \$999

S. Bradley Armstrong • Robert & Lisette Baker • Carey Bornn • Nicole Bradbury • Jonathan Burke • Canadian Business For Social Responsibility • Robert Carne • Karen Choi • Axel Christiansen • Daniel Corrin • Gartner Lee Limited • Gordon Gilley • Karen Gilmore • Happy Planet • Charles Harris • Neil Hershfield • Amanda Hill • Jeannette Hlavach • Kiwanis Club of New Westminster • Ava Lee • Craig Lindsay • Barry and E. Anne MacDonald • Mike and Karen MacNeill • Kathy Miltimore • Nancy Morrison • Ian and Ebie Pitfield • Heather Prittie • Russ and Barb Quinn • Jack Ridley • Patrick Robinson • The Sauder Foundation • Samantha Scholefield • Cara Sinclair • Steveston Lions Club • Angela Thiele • Vancouver Foundation • Westside Montessori School • John Wheeler