

Serving families for 81 years

Message from the

Board Chair & CEO

Against a backdrop of challenging economic times and increased demand for crucial social services, Family Services of Greater Vancouver continues its proud tradition – now 81 years strong – of helping people in need.

Whether it's providing food and shelter, transitioning someone into the workplace or offering at-risk youth a safe, supportive environment, we give people the tools they need to create new life opportunities.

In the face of an economic downturn which has created uncertainty and hardship for so many, Family Services continues to be a bedrock in the community – assisting children, youth and families most in need. Our clients struggle with increasing poverty, homelessness, social isolation, family violence and other challenges. For many, Family Services represents a turning point in their lives.

This past year our 430 staff members, together with 123 volunteers and 52 students provided services to, and touched the lives of 26,814 people at 20 locations throughout the Lower Mainland and other major centres across the province.

Key accomplishments include the opening of the Joanne Brown Centre for Families, a successful three year CARF Accreditation Survey, and becoming the Host Agency for First Call (a coalition committed to advocating for child and youth poverty).

During this past year, the Board has enhanced its strategic oversight by actively reviewing its

governance role and how it can best support the agency's strategic plan. A significant amount of work was done and highlights include: implementing a streamlined consent agenda, reconstituting various committees, updating titles and clarifying roles, changing the Board's meeting frequency and order, and placing a greater emphasis on strategic items.

The agency's Board Chair has taken a leadership role as the Founding Co-Chair of 'Board Voice' representing community-based social services agency boards across the province. The group advocates for the voluntary social services sector in British Columbia and helps to influence social policy and build healthy, sustainable communities. We will also continue our leadership role with the Government Non-Profit Initiative, recognizing that government and the non-profit sector can work together to improve the well-being of our communities.

As we look to the future, Family Services is challenged to be more effective despite diminishing resources. A true measure of our success will be staying true to our mission and continuing to provide the best possible social services to the Lower Mainland. By building relationships and collaborating with like-minded partners, we are able to achieve far greater outcomes than we could on our own, especially in the prevailing social and economic climate.

Reflecting on our 81 years of service and the difference that our combined efforts have made, we are deeply indebted to our staff, volunteers, partners and supporters who share a profound sense of the importance of the work that we do.



Anthony Ostler



Teri Nicholas

Anthony Ostler
BOARD CHAIR

Teri Nicholas
CHIEF EXECUTIVE OFFICER

Annual Report

Building Stronger Families Since 1928

2008
2009



**FAMILY SERVICES OF
GREATER VANCOUVER**

*Strengthening People,
Families & Communities*

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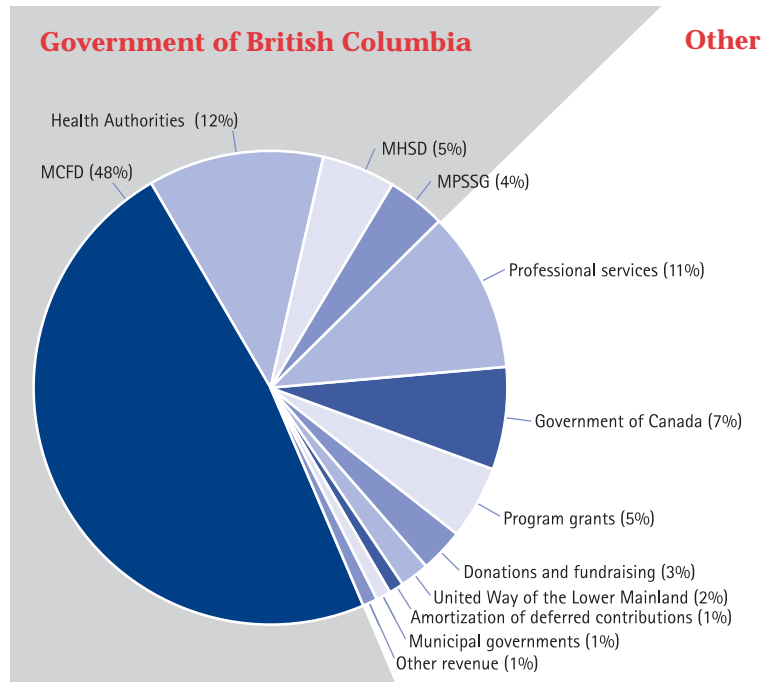
Partners

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

City of New Westminster
 City of Richmond
 City of Vancouver
 Fraser Health Authority
 Government of Canada
 Province of British Columbia (Ministry of Children and Family Development, Ministry of Public Safety and Solicitor General, Ministry of Housing and Social Development)
 Vancouver Coastal Health Authority

Statement of Operations/Revenue Breakdown

For the year ended March 31



Revenues

	2009	2008
Government of British Columbia	15,431,156	14,256,403
Professional services	2,485,545	2,353,426
Government of Canada	1,508,789	1,712,440
Program grants	1,063,173	614,799
Donations and fundraising	584,516	772,871
United Way of the Lower Mainland	509,747	509,747
Amortization of deferred contributions	198,704	187,600
Municipal governments	157,602	151,325
Other revenue	130,582	185,836
Gaming revenue	33,000	33,689
Miscellaneous	30,815	24,999
	22,133,629	20,803,135

Expenses

Salaries, wages and benefits	14,409,221	13,711,100
Purchased services	4,036,343	3,694,037
Building occupancy	1,320,389	1,239,212
General program expenses	756,528	764,734
Direct program expenses	702,383	686,929
Amortization	309,899	312,404
Insurance, dues and other fees	116,050	186,358
Recruitment and professional development	126,471	133,091
Pension solvency	100,800	100,800
Promotion and fundraising	83,521	84,895
Miscellaneous expenses	73,830	73,491
Audit and legal	76,413	45,707
	22,111,848	21,032,758

(Deficiency) excess of revenues over expenses
 for the year

21,781 (229,623)

A heartfelt thank you to all of our donors over the past year

Leadership Circle

Platinum

Gifts of \$100,000+

United Way of the Lower Mainland
Vancity
Vancouver Foundation

Gold

Gifts of \$50,000 - \$99,999

CKNW Orphans' Fund
Anonymous

Silver

Gifts of \$10,000 - \$49,999

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Shawn Bergman
Blake, Cassels & Graydon LLP
Canucks for Kids Fund
CIBC Wood Gundy (Caring for Kids
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Coca-Cola Ltd.
Diamond Foundation
IODE Canada
Irwin Commercial Finance Foundation
Douglas H. Knight
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Moffat Family Fund
The Edith Lando Charitable Foundation
Vancity Community Foundation
Vancouver Police Union Charitable
Foundation
Vancouver School Board
Estate of Gordon Anderson Hall
Anonymous (2)

Our Family Circle

Gold

Gifts of \$5,000 - \$9,999

Coast Capital Savings Foundation
GiveMeaning Foundation
Ipsos Charity Trust
Minerva Foundation
PricewaterhouseCoopers LLP
Radical Foundation
Vancouver Sun Children's Fund

Silver

Gifts of \$1,000 - \$4,999

Al Roadburg Foundation
B.C. Council For Families
BMO Employee Charitable Foundation
George Burke
Gabrielle and Richard Campbell
Canadian Business For Social Responsibility
Employees of Cargill
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Phillips, Hager & North
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Gifts of \$1,000+

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Sandra Bradford Agency
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Thank you

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Gifts up to \$999

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**FAMILY SERVICES OF
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