

the strength of family



Westcoast Family Resources Society

ANNUAL REPORT **2007-2008**



Message from the Executive Director & Board President



John Clark, Board President
Ann Kutcher, Executive Director

Changes and collaborative partnerships were themes for the past year. This current year we have a level of stability in programming and the favourable situation of retaining employees and funding levels, or entering into new programming and partnership opportunities.

Over the past year in Tri-Cities, Westcoast has had the pleasure of solidifying our collaborative relationship within the Tri-Cities East Neighbourhood Centre with MCFD, FORCE, Tri City Family Place, Share Society, PLEA and others. Protocols and co-location agreements have been developed, and discussions on true collaborative practices have been the topic of numerous meetings. This Hub is a wonderful model of the effectiveness of a storefront multiservice site fulfilling the needs of the community under one roof.

In the North Shore, the programs and service delivery units have stabilized over the past year and we were more than able to deliver our contracted services. We offered many successful community groups, and inter-agency discussions showed true collaboration and

partnership in providing the community with the best possible service. Our partnership with Family Services of the North Shore has solidified over the past year and is one of inclusion and openness.

In Vancouver, the Family Preservation Program has been highly active over the past year in terms of the number of referrals and in the service delivery. Staffing in this program has been remaining fairly constant with many of our staff having a solid history with the agency – some with up to 20 years of service. Our employees have an excellent understanding, commitment and passion for the work of family preservation. Our partnership with Family Services of Greater Vancouver continues to be one of strength, collaboration and fun.

In the Ridge Meadows Program we were presented with the opportunity to focus our work on Family Development Response. Sharon Sargent, a previous long term Westcoast manager, facilitated this change, and was the driving force in the stabilization of this program and in the successful move to a co-location relationship with MCFD.

As we move into our 5th year of our new programming and 25th year of providing services in four lower mainland communities, it is not difficult to understand why we continue to be valued by the community that we serve and by the partners that we work with. Westcoast Staff and the Board of Directors embody our mission and values with excellence and passion in their work.

Ann Kutcher, Executive Director
John Clark, Board President

Board of Directors

John Clark
President

Mikaela Taylor
Treasurer

Fran Maclean
Director

Petra St. Pierre
Vice President

Trish Wallace
Secretary

Yasmin Kanani
Director

Vancouver Family Preservation Program

Program Directors: Julie Renton, Dorene Sutton, Wayne Wong

The Vancouver Family Preservation Program (VFPP) had a very busy and productive year. The year was filled with diverse involvements and saw transitions and development. This Report describes some of the activities and happenings of the VFPP.

In spite of the statistics (see pg. 6) indicating how busy we were, the VFPP was still not able to meet all the demands for services. There was a consistent stream of referrals coming in all areas of service including clinical counseling, PACE Play Therapy services, PRIYD, One-To-One services for children and Home Support and Doula Services. We (especially in the VFPP) are looking for creative ways to meet the service demands for our families by participating in Area Service Meetings throughout Vancouver communities.

In serving the families and/or individuals referred, the VFPP had a complement of 42 Staff. We also had 5 students from a variety of academic institutions and at a variety of levels of study (from a Child and Youth Care Diploma Program to a Master's of Social Work Program). This was an exciting development for the VFPP as part of Westcoast Family Resources Society (WFRS). We are becoming recognized as a place for students to further learn about their roles as helping professionals and practice the skills they have been learning. Moreover, it is heartening to consider that, in the role of providing a place for students to have their practicum placements, we (WFRS) are shaping, influencing, and contributing to the development of the helping profession as a whole.

In May, VFPP Staff was involved in joint training with MCFD Social Workers and Team Leaders. The training was led by Kathy Coyne, who is a private consultant specializing in Collaboration. The workshop was entitled "The Collaboration Conversation". We looked at what do we mean by collaboration, what our roles are and ways to improve communication. Overall the training was a success and a number of practical strategies to improve communication were implemented. Another training will take place in the fall. Other significant training for the VFPP involved the Parent Interaction Training Therapy and the Disorganized Attachment Training by Dr. Diane Benoit. The VFPP Staff who attended these training opportunities found them extremely insightful and useful.

There were many challenges for the VFPP. Case work for the VFPP Staff has been infused with themes of poverty, mental health issues, and differences in how different cultural values and beliefs influence parenting and child welfare/protection understanding. The nature of the referrals, continue to remind us of the impact of poverty on our clients. An extremely high percentage of need relates to the severe housing shortage and limited daycare spaces. Also as many of our clients are immigrant families, who are unfamiliar with our system and have limited supports, meeting basic food, clothing, and furniture needs can be an ongoing challenge. Family Counsellors and Resource Workers are constantly networking within the community to find opportunity for clients. Further, the referrals have long displayed the challenge of

complex needs of families dealing with parental mental health issues. The cases involve serious pathologies requiring considerable knowledge and understanding. Although Mental Health Services are unable to provide direct consultation for our client files, they have invited the VFPP Staff to attend seminars that are held on a regular basis for orientation of their new staff. These sessions present information on many topics relevant to practitioners working with the mentally ill. VFPP Staff who have attended sessions this spring report that the information and discussion was valuable and an important support in their work. It also has made it possible for our Staff to have some initial contact with new Mental Health Workers in Vancouver.

A recent development in Vancouver involved organizations of community professionals in a steering committee to develop practical support for children of the mentally ill. Representatives from VFPP are involved and, over the next six months, will work in collaboration with the Ministry for Children and Family Development (MCFD), Mental Health Services, and other concerned organizations and practitioners to develop strategies to deal with the particular needs of these children and youth.

There will be Diversity Training for the VFPP Staff in the Fall of 2008. This is intended to increase our ability to serve a diverse population of clients as well as joint training to enhance our partnership with Family Services of Greater Vancouver (FSGV). Choosing appropriate facilitators for this training is currently in process.

From a development point of view, the SectorLynx web-based case management system is in full operation now so Staff are writing all reports using the new system. The learning curve is steep and we thank VFPP Staff for being the first to use this system for WFRS.

Another developmental project involves the production a DVD on the importance of play. In our case work, we are seeing that an emphasis in the importance of play is a valuable invention for parents who have limited experience in this area. For many new immigrants, basic priorities of life have taken precedence over play. Play is often seen as a luxury rather than a necessity and focus is put on children's school and parents' work. Training in this area can be a new awakening for the family.

WFRS is planning to create a series of short, multilingual DVD's to use as teaching tools with parents on the topic of value of play with children. The DVD's will show children of various ages playing with their parents while narration (in Cantonese, English, Farsi, Mandarin, Punjabi, Spanish, and Vietnamese) describes the play and offers hands-on ways for viewers to engage in similar activities.

Family Preservation & Support

Wayne Wong - Program Director, North Shore

This has been a very busy and an exciting year in the North Shore Program. This is clearly reflected in the program service statistics. For One-To-One Family Preservation Services, there were 26 new clients served with an average of 22 cases per month, while for One-to-One Family Support Services, there were 54 new clients served with an average of 35 cases per month. The North Shore Program offered one Family Preservation Group (focusing Parent Reactivity) that had 29 sessions over 7 months.. There were also five different Family Support and Information Groups provided in the North Shore (Dads' Parenting Group, Parenting Through the Ages, Family of Origin Group for Parents, Stress Management and Assertiveness Skill Training for Parents, and Parent Teens Group in Cantonese). Overall, these Groups had 96 sessions over 12 months. Moreover, there were 72 sessions over 10 months for the Self-Help Mutual Aid. Indeed, in combining their One-To-One and Group work, the 4.5 Full-Time North shore Staff Team had full case loads and working to capacity.

From a program service perspective, we assumed the role of providing Supervised Access Visitation services from North Shore Family Services. (NSFS). This was a natural expansion of services for the North Shore Program as WFRS had already established an well functioning Supervised Access Visitation service in the Vancouver Preservation Program. Over the course of the year, we provided Supervised Visitation Services for an average of 4 families per month and an average of 6 children per month. Supervised Visitation Access services were a key contribution of the North Shore Program to the MCFD and the other North Shore Agencies

in providing Family Preservation Services, as it allowed for an increase in addressing client needs for contact with their children.

The nature of the issue we address continue to be wide-ranging. They include: abandonment, trauma, impacts of abuse (including physical, sexual, and emotional), addictions (substance and non-substance-based), attention deficit and hyperactive disorder, defiance/conduct disorder, relationship disorders, relationship conflicts (between child and parent as well as parents/caregivers), children affected by separation/divorce, and so on.

The NS Program has and always will be highly committed to working collaboratively with our current service providing partners, MCFD NS, Family Services of the North Shore, Hollyburn Family Services, and the Elizabeth Fry Society. We continue to expand this collaborative service network to increase our working relationships with the schools, mental health services, multicultural service agencies, and others. The NS Program is looking forward to an exciting and busy year of program service delivery and development!

Theresa Thompson – Asst. Program Director, Ridge Meadows

The last year has been a busy and transformative year for the Ridge Meadows program. During this period, we co-located with the Ministry for Children and Family Development at their office on 223rd Street in Maple Ridge. In addition, we transitioned our outreach cases to Community Service of Maple Ridge and we are now specialists in Family Development Response.

Family Development Response is an approach where our staff respond to families in a way that assists them to develop their own skills while responding to their challenges. When the Ministry for Children and Families decides that an alternate response to an investigation is warranted, they refer the family to our program.

The last year has also been a success for our ongoing and well established Mother Goose groups and Nobody's Perfect parenting sessions. Finally, the services we offered at the Allouette Corrections Facility for women included:

- A Nobody's perfect groups
- A Job skills workshop
- Training on budgeting
- A stress management workshop and
- A nutrition workshop

Overall, it has been a productive and an exciting year and I look forward to a great year ahead working with the Ministry staff and providing much needed services to our clients in Ridge Meadows.

Family Preservation & Support

Anthony Pynenburg - Program Director, Tri-Cities

Tri Cities East Neighbourhood Centre just celebrated its first year of operation. The Centre has become a busy Hub, with programming and activities being provided by various community partners during the day, evening and weekends.

Over the past year, six resources were co-located at the Centre and a further 10 resources were affiliated with the Centre. The activities at the Centre range from informal parent support groups, formal groups for children, youth and families, Family Drop-in program, counseling, Teaching Kitchens, and more. We continue to network with Tri Cities resources with the hope to develop even more opportunities to provide additional programs through the Centre.

As a staff, and in collaboration with our Centre partners, we continue to develop and grow in our understanding of collaborative and strength-based practices. Collaboration and strength-based work is not only crucial in our working relationships with our community partners but it is also

essential in our relational work with families.

It was through a collaborative process, that an interdependent office reception protocol was developed to jointly (MCFD and WFRS) provide reception services for the Tri Cities East Neighbourhood Centre. Although several changes in staff have occurred over the past year, through regularly schedule admin staff meetings, effective and positive reception services have been maintained.

Currently, WFRS-TC staff consists of 5 family counselors, 2 part-time office managers (a job share position), 4 casual access support staff, 5 casual group facilitators and 4 casual child minders.

Our Family Outreach programs continue to provide families with comprehensive individualized parenting support. The duration of the programs range from 3 to 12 months.

Our self-referral programs, funded by the United Way – Success by six, MCFD-ECD, and Gaming, have had a successful year again. The Mother Goose program, You Make The Difference, Family Drop-in program and Teaching Kitchens were all well attended.

The individual contributions and collective commitment by **all** involved in WFRS and Centre programs have made this past year a success and will facilitate us to grow in the year ahead. I would like to express my deep appreciation and thanks to each and every team member of Tri Cities East Neighbourhood Centre.

Executive Officers & Management Team

Ann Kutcher
Executive Director

Freeza Anand
Executive Assistant

Carol Anderson
Director of Development

Johnny Zheng
Controller

Kam Gillis
Payroll & H. R. Manager

Aleta Bombase
Information Technology Manager

Julie Renton
Team Leader, VFPS NE

Dorene Sutton
Team Leader, VFPS NW

Paul Sheaves
Assistant Program Director, VFPS

Theresa Thompson
Assistant Program Director, RM

Wayne Wong
Program Director, North Shore Team Leader, Referral Office & Supervised Visitation Director, Clinical Counselling

Nancy Ross
Assistant Program Director, NS

Anthony Pynenburg
Program Director, Tri-Cities

Clients Served

Programs	Families served	Children served	Adults served	No. of hours Client Service
Vancouver Family Preservation Program	186	270	547	13,544 hrs.
North Shore Family Preservation & Support	80	201	266	4291 hrs.
Tri-Cities Family Outreach & Support	136	267	173	8450 hrs.
Ridge Meadows Family Preservation & Family Development	60	158	106	4675 hrs.
Totals:	462	896	1092	30,960 hrs.
Other: Clinical Counseling Supervised Access	264	392	345	1278 hrs. 6332 hrs.
Groups: (no. of attendances) Parent Training and Education, Therapeutic, Community Kitchens, Nobody's Perfect, Mother Goose, You Make the Difference, Alouette Project		232	2058	1990 hrs.
Total no. of hrs. Client Service:				40,560 hrs.

** Full statistics may not be available for every category. Activities, like parent education groups, are for adults only. For more information on our programs please visit our website.

What Clients say about us...

- “Family Counsellor’s support kept me grounded. She helped me to keep my confidence high as a person and as a father.”
- “In my troubled times my Family Counsellor has always found a way to make me feel happy about myself. She has been a ray of sunshine for me.”
- “I am very satisfied with my Clinical Counsellor’s job. She is skilled and dedicated...”
- “My current Family Counselor is a quick and smart worker...”
- “My Family Counsellor has been a major asset to me while I worked on my issues as a parent. Her help is greatly appreciated.”
- “(Group Facilitators) are great at their job,...I thank this group about all the help and information they have provided to myself and others.....the effort they are putting in is working to make a better future for parents.”
- “I really appreciated my Family Counsellor. I feel a lot more confident as a parent. I now have specific suggestions on discipline and parenting issues.

Statement of Operations - For the year ended March 31st, 2008

Johnny Zheng - Controller

Revenue	2008	2007
MCFD Grants	3,777,534	3,901,854
Donations	132,826	123,624
Interest & other income	143,262	42,478
Amortization of deferred contributions	32,060	29,361
	4,085,682	4,097,317
Expenses		
Advertising & Promotion	2,637	2,259
Amortization	135,718	134,364
Automobile and travel	108,265	116,756
Computer expenses	83,954	51,904
Education and Recreation	8,461	5,157
Equipment & Furniture	9,971	21,818
Equipment rentals, Telephone, Communications & Utilities	102,351	105,896
Food and Kitchen	31,380	25,248
Insurance	18,790	11,753
Interest and bank charges	2,780	2,888
Membership fees	6,217	5,426
Office & general	55,049	78,712
Professional fees	17,296	16,364
Program supplies	20,576	17,475
Rent & occupancy	242,307	213,781
Repairs & maintenance	45,114	34,543
Salaries, wages & benefits	3,034,934	3,029,788
Sub-contract services	78,040	69,337
Training, Recruitment & Accreditation	43,361	31,585
	4,047,165	3,975,054
Excess of revenue over expenses from operations	38,517	122,263

Blue Fish Chartered Accountants, Auditors

Director of Development

Carol Anderson



Trish Wallace, WFRS Board Director; Jas Parmar, Mgr. Vancity S. Slope, and Carol Anderson

- Community development monies from Vancity and MCFD will facilitate the development of another social services hub in Tri-Cities, and to allow for learning and resource sharing between it and our Tri-Cities East Neighbourhood Centre.
- Christmas generosity from Variety, Telus, Travel Underwriters and so many others meant that children and families had a hamper or some extras at that special time of the year. **Please see our website for a complete list of our funders and supporters.**

Fund and awareness raising

We have received support in the following areas:

- Our on-going major funder, the provincial MCFD, sustains our work in Vancouver, the North Shore, Tri Cities and Maple Ridge.
- A grant from the Vancouver Sun Children's Fund allowed us to pilot parent training at a women's correctional facility, and United Way funding will mean this work can be broadened in the current year.

We hope to move forward with our plans to create a DVD on the importance of play between parents and their children. This will be narrated in seven languages and will be a tool to develop awareness of and comfort in this vital area.

We hosted our first [annual] Mother's Day Tea this spring, with Dr. Roberta Neault offering a look at the stages of motherhood and at strategies we all can use to balance and replenish ourselves. Thanks to all the silent auction donors and those who helped with planning and ideas.

The children and families we serve are enriched by the generosity of our community. Thank you so much,
Carol Anderson

CQI - Continuous Quality Improvement Report

Paul Sheaves, Assistant Program Director

Performance and Quality Improvement (PQI) or Continuous Quality Improvement (CQI)

"An organization-wide Performance and Quality Improvement program advances prudent use of resources, efficient, effective service delivery, and the achievement of strategic and program goals."

At Westcoast Family Resources Society the CQI team review records, suggests changes and plans future projects to support the philosophy of CQI. In part, the CQI pro-

gram supports our COA expectations but it is also part of a simple plan to use continuous feedback to improve services, support best practice and to make day to day activities both professional and efficient.

The past year has seen the CQI Team visiting each program to look at files, review critical incidents and to monitor the introduction of Client Management Information System (SectorLynx: TP Systems). Overall, staff continue to write and record their meetings with clients and others participants. The introduction of SectorLynx has added another layer of record keeping as many of the previous paper forms are now available through

computer based programs.

CQI Team notes that Westcoast has responded to significantly increased no. of Critical incidents with violence; personal, domestic and community, by enhancing education, improving workplace safety and employing Critical Incident Debriefing strategies.

In recent months, the CQI has sought to expand its role. New volunteers and a plan to seek more education, review outcomes and expand the CQI role to include more innovative survey and analysis for clients, staff and community partners is in the works.

Service Award Recipients

Congratulations!!



Anne Fitzpatrick
15 yrs. of Service
Office Administrator, VFPS NW



Nancy Ross
15 yrs. of Service
Asst. Prog. Director, NS



Diane Montgomery
20 yrs. of Service
Group Facilitator, VFPS



Wendy Fitzjohn
10 yrs. Of Service
Family Counsellor, TC



Stephen Wagner
15 yrs. of Service
Family Counsellor, NS



Anna Johnson
10 yrs. Of Service
Group Facilitator, VFPS



Michelle Picard
5 yrs. of Service
Family Counsellor, RM

Westcoast Family Resources Society

Family Preservation & Reunification Services

**For information on our Programs, Brochures,
Newsletters and Annual reports,
please contact us at :**

604-254-5457

Visit us on the web: www.westcoastfamily.org



Locations:

Head Office and Vancouver (NE): #101-2780 E. Broadway, Vancouver V5M 1Y8 Ph: (604) 254-5457
Vancouver (NW): #201-460 Nanaimo St. Vancouver V5L 4W3 Ph: (604) 255-9568
North Shore: #304-1200 Lynn Valley Rd. North Vancouver V7J 2A2 Ph: (604) 985-2202
Ridge Meadows: 22323-119 Ave. Maple Ridge, V2X 2Z2 Ph: (604) 466-7328
Tri Cities East Neighbourhood Ctr. 2062 Manning Ave. Port Coquitlam V3B 1L6 Ph: (604) 944-2500