



ANNUAL REPORT

2008-2009



The Strength of Family



Westcoast Family Resources Society

Message from the Executive Director & Board Chair



Ann Kutcher,
Executive Director

Happy 25th Anniversary

In 1984 our Agency was formed in response to the Provincial Government's move to privatize service. Our founder – Bruce Cooke-Dallin named the organization *The Lower Mainland Association of Parenting Education and Assessment*. At that time we had only one program called Project Parent East, a day program which had very successful outcomes.

We were a group of 10 staff with a board of directors and together we built our philosophy and objectives. Put simply, our objective was and continues to be to strengthen families so that it can function to the benefit of all its members.

Our philosophy was and continues to be that when we begin our work with the family we assume they have a desire and commitment to care well for their children. It is also assumed that is both natural and desirable for children to grow up in their own families.

Mission

Westcoast Family Resources Society contributes to the healthy development of children by providing services to strengthen the relationships between children and families and between families and their communities.

We assume that everyone does the best that they can, given the resources available to them and the environmental stressors they face.

It wasn't long before we changed the name to Westcoast Prep which stood for *Parenting Resources and Education Projects*.

Between 1985 and 1989, five new programs were opened in the North Shore, Poco, Ridge Meadows and two in Vancouver all with the project parent model of programming.

Our organization became known for work in providing Intensive Parenting Programs to the Vancouver and Fraser Region communities. We enjoyed a long period of stability and carried on our work proudly.

Our Agency constantly looked for new research on best practice and in partnership with United Way, we developed a standardized assessment tool to measure outcomes. By 1997, we felt that our agency was in need of a name that described what we provided and we changed our name to *Westcoast Family Resources Society*.

In 2002 we were successful in our bid to pilot the first family preservation



Petra St. Pierre,
Board Chair

Program in the North Shore. In 2003 our world began to change and we faced many challenges.

In 2005 through our numerous respected partnerships we were successful in our bids to provide Family Preservation and Reunification services throughout our Agency. We have succeeded in continuing to grow and develop and we have succeeded because:

- We provide effective, excellent service
- We are flexible and adaptive
- We are professional
- We are accessible
- We are culturally diverse
- We stick to our core values and
- Most of all because our strength is in the skill and the passion of our board and staff.

Currently we are undergoing our third accreditation and anticipate that we will excel through the process. Congratulations to all the staff and board at WFRS for making our Agency one that provides outstanding service to our communities.

Board of Directors

Petra St. Pierre, Chair

Petra St. Pierre was elected to the Board of Directors in 2004 and as an active board member over the years, served as Board Secretary and Vice-Chair. Petra was elected to Board Chair in 2008. Petra was born in Jamaica and immigrated to Edmonton, Alberta when she was 13 years old. She completed a Diploma of Nursing in 1989 and has worked for the last 18 years in Oncology Nursing. In January 2008, Petra changed careers and is now working as a Labour Relations Officer for the British Columbia Nurses' Union.

John Clark, Vice-Chair

John Clark was elected to the Board of Directors in 1990. He served as Chair of the Board in 2007 and currently John is serving on the Board as Vice-Chair. John is a lawyer and was called to the bar in 1986. He has practiced in the area of Environmental Law for the Federal Department of Justice for the last 15 years. Before practicing law, John worked for a year with an emergency aid organization in the downtown eastside of Vancouver called Lookout. For the last several years John has been active with the annual fundraising drives of both United Way and Canadian Diabetes Foundation.

Mikaela Taylor, Treasurer

Mikaela Taylor was elected to the Board of Directors in 2005 and has since been serving as the Board Treasurer. Ms. Taylor is a Chartered Accountant with KPMG LLP. She spent twelve years at KPMG LLP, providing business advisory and auditing services in the biotechnology and pharmaceutical sectors. Prior to rejoining KPMG LLP, Ms. Taylor was the corporate controller of Coastal Contacts Inc., a publicly traded multi-national optical products company based in Vancouver, BC. She holds a Bachelor of Commerce in International Business and Accounting from McGill University. She also serves on the Board of the Student Biotech Network.

Trish Wallace, Secretary

Trish Wallace was elected to the Board of Directors

in 2000. In her current term, Trish is serving as Board Secretary. Trish enjoys being part of the community and has volunteered with several organizations in the past, including the Elizabeth Fry Society. Trish is currently employed by Hollyburn House in West Vancouver.

Yasmin Kanani, Director

Yasmin Kanani was elected to the Board in 2005 and has since been an active member of the Board as a Director. Yasmin is an Ismaili Muslim who immigrated to Canada in 2001. She is an entrepreneur and runs a successful business in Vancouver that employs more than 40 people.

Fran Maclean, Director

Fran Maclean was elected to the Board in 1999. She served as Chair on the Board from 2004-2007 and is currently serving as a Director. Fran was called to the Bar in 1985 and serves as Crown Counsel since 1988. Fran is one of four Deputy Regional Crown Counsel assisting the Regional Crown Counsel with leadership/management in the Fraser Region, a geographic area comprised of seven Crown Counsel offices and over 180 Crown Counsel and support staff. Her responsibilities include application and review of Criminal Justice Branch policies.

Jim Bahen, Director

Jim Bahen is the newest member on the Board and was elected to the Board of Directors in December 2008. Jim received his education in Calgary and Toronto. He has been practicing Criminal Law since 1985. In January 2009, Jim was appointed Queen's Counsel. Jim is a member of the Legal Aid committee of BC Bar Association and also holds a position as adjunct faculty in the U.B.C. Law School as one of the Lawyers who supervise Law students in the U.B.C. Law School's Criminal Law Clinic course. Jim is a volunteer Lawyer/Instructor in the Trial Advocacy Programs at the U.B.C. Law School.

Family Preservation & Support

Julie Renton, Program Director NE

Paul Sheaves, Program Director NW

The year has been one of change and continued growth as the North West Team said goodbye to Team Leader Doreen Sutton and welcomed Paul Sheaves into the role as Team Leader. Although there has been some transition we continue to hire qualified and dedicated staff.

Both sites of Family Preservation and Re-Unification Services continue to grow as a center for counselling and parenting Support. The workload and complexity of casework remains high and the entire team is committed to providing respectful support to the many families and children attending the program. In addition to the Family Counsellors working with Family Preservation and Re-Unification we also support families with Play Therapy, Couples' Counselling and Individual Counselling at both offices. We are excited this year by some new initiatives including using the North West office for a pilot project with Parent Child Interaction Therapy (PCIT).

The North West office is home to a Westcoast Family Resources Library on diversity issues. We were able to host a meeting of service providers from the Vietnamese community to introduce support services to each other. There are plans to continue meeting and to provide greater support to the overall community and to MCFD in respect to working with this rich community.



The North East office is busy on Thursdays with the Family Day program. We also run successful evening parenting education groups out of the North East office offered by our team of dedicated Group Facilitators.

This past year we hosted a very successful open house during Christmas time and welcomed a large number of children and parents who enjoyed food, fun and activities for children planned by our staff.

We continue to work collaboratively with MCFD. Joint training with MCFD this past year was very successful. In May of 2008 we jointly participated in a training entitled "The Collaborative Conversation." As a follow up we developed a questionnaire for Social Workers and Family Counsellors to ascertain if the plan of action developed at the training was being implemented. We are pleased to report that communication is healthy and all are working collaboratively.

We presented at the Vancouver MCFD Regional Congress on the Community Engagement Process. This past spring we received joint training for the Supervised Access Pilot Project on "Making Visits Meaningful".

Westcoast continues to attract university students. We welcomed two students in the last year for a six month practicum.

We look forward to an exciting year ahead with a dedicated team who are passionate about their work and committed to our work in the community.

Family Preservation & Support

Wayne Wong - Program Director

In this year's report, the statistics continue to reflect how busy the Teams that I oversee in the Vancouver Family Preservation Program were and that they were working to capacity. Three of the four Programs I oversee shared a particular challenging dynamic from the effects of staffing changes. In spite of this, we continue to provide a high level of services to children, families, and the Ministry of Children and Family Development (MCFD), and to work collaboratively and effectively with its professional and community partners.

In the **Clinical Counselling Program**, staff had full case loads throughout the year that required specialized services.

The services provided included: play therapy/art therapy for children, art/expressive therapy for adults, individual counselling for adults, family therapy, filial therapy for parents and children, and couple's therapy. The issues we address 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.

While the Clinical Counselling Program continues to be a critical part of the Vancouver Preservation Program, it also continues to be sought after as a place for Graduate Students to conduct their final field practicum placement. This past year the Students from Adlerian Training Institute and Dalhousie University completed their placements with great enthusiasm.

The Clinical Counselling Program accepted another Graduate Student from the University of British Columbia's Counselling Psychology Program this year in September 2008 and two more Graduate Students (from Adlerian Training Institute in Vancouver and Argosy University in Seattle) for September 2009. We had to deflect several requests as our capacity to provide appropriate and effective supervision is limited to two students. It is clear from the continued interests of students inquiring to conduct their final field placements at WFRS that we provide an environment for training and professional development, where there is expertise, quality supervision, and high level of standards for practitioners. This puts WFRS further in the forefront of shaping and influencing the future development of therapeutic services.

In terms of the **Intake Team**, it has been an extremely busy year again. This Team saw one Staff leave the Program to attain a position as a Social Worker and the other go on temporary leave. This resulted in two new staff being hired. They both have Master's Degrees in Counselling Psychology and language capacity in Cantonese and Mandarin. The range of issues continue to be diverse. They include (some within a cultural and language context): domestic violence, mental health issues, post partum and new families being over

whelmed, physical emotional abuse, single father parenting issues, neglected and abused children, inappropriate discipline and parenting issues, and so forth.

Supervised Access Visitation Services: continue to be a highly busy and intense part of the Vancouver Preservation Program in terms of providing and supporting Family Counsellors in providing visitations between children and parents. Staff transitions challenge us to continue to ensure that we have the scheduling coverage throughout the week and weekends, increasing WFRS' provision of preservation services.

North Shore Program was very busy providing one-to-one services in family preservation and family support. There were high numbers of Self or Community Referrals which was probably indicative of the collective efforts of the MCFD and the three Agencies providing Family Support Services (North Shore Family Services, Hollyburn Family Services, and Westcoast Family Resources Society) attending community meetings and forums generated by School Counsellors, the NS Inter-Agency Network, and other groups to promote the NS Self-Referral Line for children, youth, and families. The Family Preservation Services also provided Supervised Access Visitation Services. While only 2 of the 13 cases resulted in the children returned to their parents from out-of-home care, it was critical that access was provided to ensure that the connection and relationships between children and their parents be maintained whether the work of the Family Counsellor and the parent or parents result in the return of the children into their care. The access services reduced the struggle and trauma for parents and children when children are in out-of-home care, and support and provided an opportunity for the family members to stay connected.

The North Shore Program offered one Family Preservation Group (focusing on Parent Reactivity). There were also six different Family Support and Information Groups: (Dads' Parenting Group, Parenting Through the Ages, Family of Origin Group for Parents, Stress Management and Assertiveness Skill Training for Parents, Stress and Anger Management for Women, and Parents of Teens Group in Cantonese).

From the standpoint of general demographics, there are a whole host of cultural groups represented in the NS Program Client cases including: African, Arabic, Chinese, East Indian, Iranian, Italian, Japanese, Korean, Filipino, Russian, and so forth, as well as the NS Aboriginal Nations.

The NS Program has and always will be highly committed to working collaboratively with our current service providing partners. 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 another exciting and busy year of program service delivery and development!

Family Preservation & Support

Tanya Valois - Program Director, Tri-Cities

Jan Waldbillig - Asst. Program Director and Special Projects Manager

Westcoast Family Resources continues to strive towards continued collaboration with various partners at the Tri Cities East Neighborhood Centre. May 30, 2009 marked two years from our Open House where we celebrated the hub concept coming to life in the Tri Cities. Founding partners, Westcoast, MCFD and SHARE have seen our partnership grow with Family Place, Step by Step, ACT II, Tri City Women's Society and others joining us in our effort to provide a one stop service to clients. In collaboration with Tri City Women's Society, we are currently offering, a Healthy Relationships group at the Centre. We hope to continue this partnership and run the group again in the fall.

We have had considerable changes within our team; a new Program Director, an Assistant Program Director position being created and fluctuation within the Family Counsellor team. We currently have 4 Family Counsellors, 2 part time Office Managers and 4 Access Support Staff.

We continue to provide families with individualized, diverse support services through the Outreach, Family Development Response and Support Facilitation programs. Families receive service for 3-12 months. Self referral programs have run successfully this year and in fact we received additional funding allowing us to increase the scope of programs we are offering to the Tri Cities community.

The "Special Projects" component of the Tri-Cities program has really taken off this year. December saw the inception of a full-time permanent Assistant Program Director, who is now able to commit much of her workload to program development, program evaluation, staff supervision, community liaising and advertising in both the Tri-Cities and Ridge Meadows communities. This past year we hired two more facilitators and a child-minder and presently there are 13 casual employees working hard for families in a variety of programs.

This year our Learning Kitchen group was reborn with the catchy name of "**Budget Gourmet**" and our Family Drop-in moved to a more parent interactive/child developmental focus with the question "what is my child learning in play today"? We have renamed this group aptly, "**Make the Connection**". **Mother Goose** continues to be our most popular and well-attended group. **You Make the Difference** and **Nobody's Perfect** are invaluable in building on skills parents already possess. The women at **Alouette Correctional Centre** are working hard on issues such as self-esteem and communication and relaxation with another of our facilitators. **Strong Kids** is a program being delivered in a Port Coquitlam elementary school to help those 6-12 enhance their empathy, problem solving and social/emotional abilities in their peer and family relationships. **Community Kitchens** are going strong at six sites in the Maple Ridge, Pitt Meadows and Katzie areas.

Theresa Thompson – Asst. Program Director, Ridge Meadows

This last year has been a very busy one for the Ridge Meadows Family Development Response Program. We have increased the number of families we serve by 75%. This is a result of exclusively focusing on Family Development Response as opposed to Outreach work. We are pleased that the program has become so popular and successful and that we have been able to reach out to more families in this way. In October of 2008, our team received a very positive evaluation completed by the social workers and team leaders in Maple Ridge. We have truly become partners and more than ever, we participate in a collaborative and supportive relationship with the social workers. It is pleasure to work so closely with them and identify goals that will help improve each family's functioning.

Over this last year, in addition to client work, we have contributed to a variety of committees in the community, including the Integrated Case Management committee, The Child Youth and Family Network committee, and the Facilitators Child Youth and Family committee. Ridge Meadows has a progressive, inclusive and co-operative approach for all professionals and service provider and it is a wonderful place to work.

Director of Development

Carol Anderson

Our on-going major funder, the provincial MCFD, sustains our work throughout the Lower Mainland. We are grateful to be signing more multi-year contracts of late, giving our agency more stability.

We received a grant from United Way to do innovative work at the Alouette Correctional Centre for Women in Maple Ridge and a grant from Vancity to do community development work to develop the Tri Cities West Neighbourhood Centre in Coquitlam.

With MCFD funds we were able to pilot a 6-week Art Therapy group for parents in Vancouver. Facilitated by Clinical Counsellors, the group allowed participants a safe place to analyze thoughts and feelings in a non-threatening way. Having child care and a meal enriched the experience for parents and their children.

We were so grateful to receive hampers, toys, food, gift certificates and financial donations from Variety Club and individual donors at Christmas time to support low-income children and families that we serve.

Please see our website for a complete list of our funders and supporters.



This year we produced a DVD on the importance of play between parents and their children, narrated in seven languages, Cantonese, English, Farsi, Mandarin, Punjabi, Spanish and Vietnamese. Thank you to the parents and children who appeared in the film playing together; to staff who translated and narrated for the 7 versions of the disc; to Sheila Lindfield, Westcoast's Registered Play Therapist who appeared in and helped shape the film; and to the staff who helped steer the project. Funding for this film was from MCFD and private donors. Vancouver Foundation funds allowed us to copy and distribute copies (over 650 so far) of the film free of charge to groups serving parents throughout the province.

I'd like to thank all who gave funds, energy, time and commitment to Westcoast. The children and families we serve are enriched by the generosity of our community.

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

Paul Sheaves
Team Leader, VFPS NW

Clo Gilbert
Assistant Program Director, VFPS

Theresa Thompson
Assistant Program Director, RM

Wayne Wong
Program Director, North Shore Intake Team, Clinical Counselling, Supervised Visitation

Nancy Ross
Assistant Program Director, NS

Tanya Valois
Program Director, Tri-Cities

Jan Waldbillig,
Asst. Program Director Tri-Cities & Special Projects Manager

Clients Served

Programs	Children served	Adults served	No. of hours Client Service
Vancouver Family Preservation Program	410	469	18,119 hrs.
North Shore Family Preservation & Support	145	118	5,048 hrs.
Tri-Cities Family Outreach & Support	216	132	8,072 hrs.
Ridge Meadows Family Development Response	127	85	2,816 hrs.
Totals:	898	804	34,055 hrs.
Our programs include services such as one to one Outreach, Clinical Counselling, Play Therapy and Supervised Access. We also provide education and support groups in all programs. Participant rates are not included in the above statistics. For more information on our programs, visit our website at www.westcoastfamily.org			

What Clients say about us...

- “Your program is amazing, I only wish it was more accessible to more people. I have a lot of family and friends who could benefit from your services, my worker is awesome.”
- “I think my life changed since I met my worker. She has given me life since we started to work together.”
- “(My Westcoast worker) was amazing to work with. She improved my relationship with my daughter so much...I appreciate her work.”
- “In my time working with Westcoast, I have felt very fortunate to have had such amazing support and encouragement. My family and I have become a better team and know if we need help we know where to turn.”
- “Since being referred to Westcoast, (my Westcoast Workers) have gotten me to accomplish a lot of personal (items that left undone). They’ve given me that extra push instead of running from my problems. They’ve done an excellent job. Thank you.”
- “Westcoast is a great service to all individuals who are in need of help in their lives.”

Statement of Operations - For the year ended March 31st, 2009

Johnny Zheng - Controller

Revenue	2009	2008
MCFD Grants	3,915,261	3,777,534
Donations	171,418	132,826
Interest & other income	155,340	143,262
Amortization of deferred contributions	32,060	32,060
		4,085,682
Expenses		
Advertising & Promotion	197	2,637
Amortization	107,747	135,718
Automobile and travel	114,742	108,265
Computer expenses	47,940	83,954
Education and Recreation	41,185	8,461
Equipment & Furniture	28,276	9,971
Equipment rentals, Telephone, Communications & Utilities	105,972	102,351
Food and Kitchen	34,486	31,380
Insurance	9879	18,790
Interest and bank charges	1264	2,780
Membership fees	8243	6,217
Office & general	59,016	55,049
Professional fees	20,799	17,296
Program supplies	23,372	20,576
Rent & occupancy	268,450	242,307
Repairs & maintenance	52,853	45,114
Salaries, wages & benefits	3,142,020	3,034,934
Sub-contract services	123,243	78,040
Training, Recruitment & Accreditation	40,463	43,361
	4,230,147	4,047,165
Excess of revenue over expenses from operations	43,392	38,517

Blue Fish Chartered Accountants, Auditors

PQI - Performance Quality Improvement Report

Paul Sheaves, PQI Director VFPS NW

Westcoast Family Resources continues to embrace the PQI ideals of gathering information, reviewing the data, proposing changes and acting on the changes to sustain, enhance and improve practice and working environment throughout the organization.

Our PQI Committee conducted regular "File Pulls" where random files were reviewed, and observations were noted and reported back to Program Supervisors. Individual workers were given discrete reports/feedback on their files. This information, along with an analysis of Critical Incident reports, Grievances and Client/Community feedback was reviewed within the PQI Committee and reported to Management Team.

There continue to be challenges for this committee in being able to recruit and retain active committee members. As volunteers come and go, the work fell to a few passionate advocates. The agency continued to support PQI by encouraging participation, by recognizing volunteers and by keeping the committee as active as possible but it became a struggle to meet our own expectations.

On a positive note, our process of reporting became more direct, i.e. issues, concerns and observations were carried directly to the Management Team, with PQI as a regular agenda item at each meeting. As we close out 2008, there is a sense of renewal in PQI with new volunteers and a re-commitment to PQI reporting to management and feedback directly to staff at Team Meetings.

The year's annual plan sets out goals, training and an expanding role in the agency. Much has been accomplished by paying attention to our employees, to clients, to external comments and recommending changes based on this analysis. Examples include the writing/creation of a Family Counsellor Handbook; workshops on mental health, car seat safety, and case notes; joint training with MCFD staff; additional in-house safety measures; inclusion of accreditation at each board meeting; PQI on the agenda at each management and team meeting; recognition for committee work; negotiating committee work into MCFD contracts, and the Executive Director's open door policy.

Service Award Recipients



Ann Kutcher,
25 years of service
Executive Director



Susan Scott,
15 years of service
Group Facilitator, TC



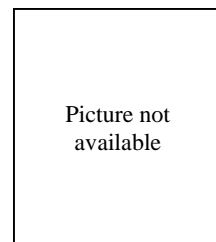
Kam Gillis,
10 years of service
HR Manager



Mary-Ayles McCall,
15 years of service
Family Response Worker, VFPS



Kathy Jut,
8 years of service
Group Facilitator, TC



Candace Gordon,
7 years of service
Community Kitchen Coordinator, RM

Service Award Recipients



Paul Bains,
10 years of service
FC/Clinical Counsellor, VFPS NW



Vivian Cheng,
5 years of service
Family Counsellor, VFPS NE



Sheela Dodd,
5 years of service
Family Counsellor, North Shore



Joanna Duong,
5 years of service
Family Counsellor, VFPS NW



Clo Gilbert,
5 years of service
Asst. Program Director, VFPS NE



Lisa Lopez,
5 years of service
Supervised Access Worker



Sheila Lindfield,
5 years of service
Clinical Counsellor, VFPS



Bruce MacLeod,
5 years of service
Supervised Access Worker



Colleen Neely,
5 years of service
Resource Worker, VFPS NE



Ninna Snider,
5 years of service
Family Counsellor/Facilitator, RM



Paul Sheaves,
5 years of service
Program Director, VFPS NW



Sue Tan,
5 years of service
Family Counsellor, VFPS NE



Wayne Wong,
5 years of service
Program Director, NS, CC, SVA

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