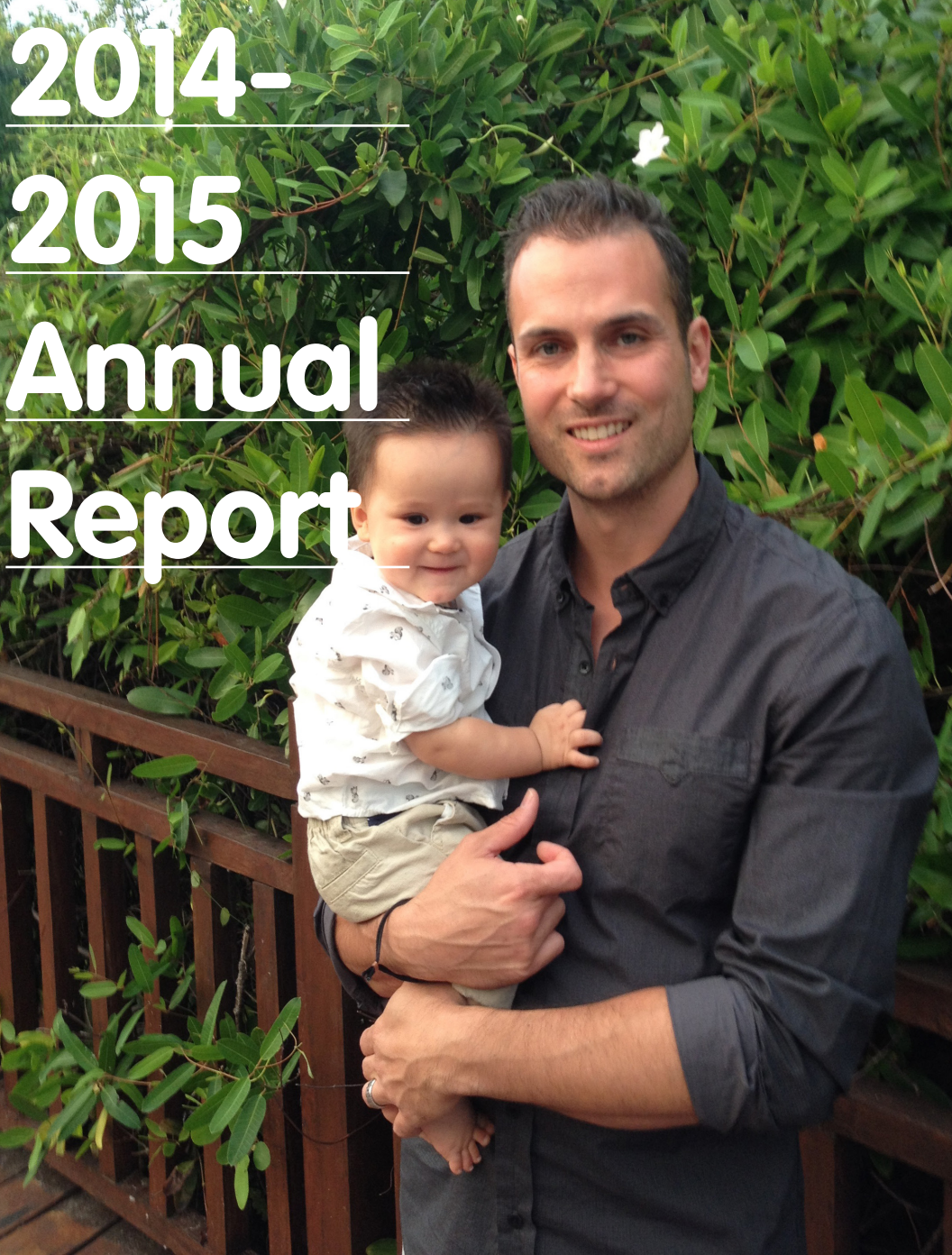


2014- 2015 Annual Report



Message from Board President and Executive Director

“Now in our 31st year of operation we look back at our strategic plan goals and the direction that was set by WFC’s Board of Directors, Management and individual program Staff teams.”

This year will mark the beginning of a highly anticipated transition and change for our Vancouver staff and programs as we embark on a new journey together with some of our partner organizations in Vancouver as well as the Ministry of Child and Family Development Services. We look forward to the development of a new Hub called the Child, Youth and Family Innovation Centre Cooperative. This Centre will be a new community ‘go to place’ for families, youth and children for services that will support them for change and growth.

Westcoast Family Centres (WFC) Society is an accredited organization by Council on Accreditation (COA) and it was one of the first organizations to receive accreditation in 2002 through COA and has since been reaccredited three times, continuing to meet high standards and quality services in the human services field. As part of the reaccreditation process, and as part of best practice WFC develops a strategic plan every four years to ensure the organization continues with its mandate and delivering on its policies and program priorities to provide services to children and families in the various communities we serve.

Now in our 31st year of operation we look back at our strategic plan goals and the direction that was set by WFC’s Board of Directors, Management and individual program Staff teams. Annually the plan is reviewed by each team, management and the board to ensure

our work is meeting our goals and we are fulfilling our mandate.

Now in the third year of our four year plan (2013-2016), we look at the great success in fulfilling the four strategic directions that were chosen:

- 1. Continuously Improve the Quality and Range of Services within the Community** by developing new programs and services, in collaboration with community partners and increase awareness of the services and capacity of our organization. We have successfully implemented numerous new programs and projects that are underway such as the Healthy Babies program, Avenues of Change, Parenting Plus program for mothers and babies at the Alouette Corrections Centre for women and many other new initiatives that are making a difference for the families in these communities.
- 2. Increase Financial Sustainability** by building our capacity through organizational development strategies such as the Family TIES fee for service program and most importantly to look for opportunities to partner with other organizations to achieve economic efficiencies and increased service quality. Our most recent examples of this goal are our efforts to develop a multi-service, social services HUB in Vancouver and participate in the Tri-Cities Innovation and Sustainability table which endeavors to find efficiencies and streamlining services through partnership and innovation.

3. Continue to Improve Agency Infrastructure by enhancing internal and external agency communications through social media channels and through our participation on various community tables.

Our Board members, Staff and Management work together to build and support the agency infrastructure through their participation on various internal committees such as the Occupational Health and Safety Committee, Finance Committee, Labour Management Committee and the Performance and Quality Improvement Committee. We continue to promote and adhere to agency-wide environmental sustainability plan through green initiatives that are promoted in our day to day work. Our Board and Management team are committed to our Quality Improvement practices ensuring we are meeting best practices and providing effective service delivery to our Clients and measuring outcomes.

4. Continue to build Organizational Capacity by addressing Staff and Program needs, providing a training platform for Staff, Students and Volunteers. We continue to look for ways to keep abreast of new technology to support our staff in their work with clients.

Over the past several years we have been in high demand for internship placements from a variety of educational institutes and chosen students have added tremendous value to our agency programs. For our staff we provide continuous learning opportunity in the form of professional development training on agency days, joint trainings with other like-minded organizations as well as other types of learning opportunities in the rapidly changing world of technological advances.

As we meet our challenges with enthusiasm we continue to grow, exploring all opportunities while embracing change and continue to have HOPE for Building Blocks for Better Lives for families and children in the communities we serve.

Fran Maclean Board President
Ann Kutcher Executive Director



4/5

Family Preservation & Reunification Services

Vancouver

“(WFC Worker) was very helpful, helped with government documents & gave me advice on how to manage my children” Client Vancouver

Throughout this last year we continued to deliver a wide variety of services in multiple different languages to families in Vancouver. These supports included; various types of counselling, a variety of groups, concrete services like housing and daycare, as well as supervised access services. Westcoast Family Centres always strives to deliver a gold standard of service to the families we serve. In addition to the families we serve, we also interact daily with our funders.

We continue working cooperatively with the Ministry of Children and Family Development (MCFD) and other community partners to come up with creative solutions in a time of dwindling resources with extra Parenting Groups, with group supervisions, with sharing space and in the small extras that support family.

In this last year we saw changes in the length of time MCFD chose to refer cases. Specifically, there was an increase in the number of shorter term interventions (8 to 12 week cases) in comparison to the more typical length of 6 months and longer. As a result, we have about 50% of our cases now referred for 8 to 12 weeks. There are plans as well to look at being able to host very long term cases with the goal of providing basic support to prevent re-referrals. Another example of the evolution in the work is with Supervised Access where ideas and strategies to enhance the service are being discussed in joint meetings.

As in previous years, trends in the work include domestic violence referrals, as well as referrals that are related to addiction and mental health. Changes in MCFD practice encourage both parent’s to participate in programs and supports so the work now includes a wider range of family members.

We participated in shared training with MCFD on the new Family Law Act and report writing, documenting case notes and attending Court. We attend regular meetings with each other to discuss challenges, successes and in how to best support the families we work with.

After more than a decade in supporting family and in working with MCFD through a Family Preservation Program in Vancouver there are some similarities year to year in our work and at the same time, each family, each plan of care carries unique and interesting challenges. Overall, we are confident that our teamwork contributes to healthier outcomes.

Clinical Counselling Department

Over the past year, the Clinical Counseling Department has continued to provide exemplary services! There are two areas that need to be highlighted and that is our very successful Practicum Student Program and a Research and Development project related to Parent Child Interaction Therapy (PCIT) program.

We had practicum students with us from September 2014 to August 2015. Two of the Clinical Counselling Staff co-supervised Interns in Play Therapy, with Wayne as the primary supervisor.

This year we again had an Intern from University of British Columbia's Counselling Psychology Department and our first experience working with the University of Victoria. With this opportunity, we will have worked with all three primary BC universities. This is a great source of pride for WFC Clinical Department as we commit to support the professional development of students from all three provincial universities!

We also were approached to be involved in a research project with Simon Fraser University examining the impact of Parent Child Interaction Therapy (PCIT), with an initial examination of PCIT skill development in parenting through the Parenting with PRIDE Program.

The thrust of this SFU research project is based on a report on a Ministry of Children and Family Development services associated with residential care. The Report emphasizes the need to involve a family early on in reunification servicing (with the child[ren] out of the family home) to have 'specialized programs' after the child[ren] are placed in care.

The research project and its precursor project are exciting endeavors as they are the first significant opportunities WFC has had to contribute to the evidence-based or research based work impacting the field of Child Welfare and Protection work as well as Family Preservation and Reunification work. We are very excited and humbled by this opportunity and look forward to our involvement with these Projects this upcoming year!

Paul Sheaves Program Director, VFPS NW
Theresa Thompson Program Director, VFPS NE
Wayne Wong Program Director Clinical Counselling



Tri-Cities Program

“Learned how to use stress management techniques to not worry so much about the future.” Client TC

This past year has brought about many changes and exciting projects in the Tri Cities as highlighted below.

Healthy Babies Program

WFC celebrated our first anniversary of administering the Healthy Babies program in the Tri Cities and Maple Ridge communities. In that time we have received over 140 new intakes of pregnant and new mothers with babies under six months of age living below the poverty line. The program includes education about pre and post-natal nutrition, cooking skills through facilitated collective cooking, group parent support and education and connection to relevant community services upon graduation from the program.

We are pleased to maintain a strong, collaborative relationship with Fraser Health in Maple Ridge. Public health nurses attend groups weekly, connecting with participants and co-facilitating education sessions. We have also formed a collaboration with Douglas College’s nursing program and have nursing students joining us at most of our locations for 6-8 week sessions. They participate in all aspects of the program and by the end of their practicum facilitate an education session in collaboration with the Program Coordinator.

United Way Avenues of Change

We are also very proud to have been named the host agency for the United Way Avenues of Change (UWAOC), formerly known as My Neighborhood My Future, in the Coquitlam River community. This initiative aims to reduce vulnerability and increase assets of children under the age of six in the Coquitlam River neighborhood.



WFC was an active partner in the engagement phase of the project and we are excited to be moving ahead with the implementation phase, which was formally launched on April 1, 2015. We are looking forward to re-engaging the community through ongoing events and working with our community partners from the Tri Cities Early Childhood Development Committee to move forward with our business plan for the project, led by Navreen Gill, the Initiative Coordinator and UWAOC staff.

Family Outreach and Access Support Program

Both the Family Outreach and Access Support programs have remained busy this past year. In general, when caseloads are full, our staff are collectively serving an average of 30-35 clients at any given time, with clients facing struggles such as trauma and addiction, mental illness and domestic violence. The majority of referrals focus on outcomes such as developing effective parenting skills, improving parent/child interactions and supporting parents to enhance their ability to meet the developmental needs of their children.

Access Support also continues to be highly sought after, with demand frequently outweighing the capacity of the one full-time staff we have historically been funded for in this program. As well, the focus of this service has been that of staff monitoring visits and reporting observations to MCFD rather than an intervention based service. Through conversations with MCFD we began to look at ways we could restructure with the goal of increasing capacity while providing in-depth assessment and goal focused intervention. Out of this, MCFD has recently amended our contract, shifting the Access Support program to an intervention based service called Therapeutic Access Support. This change increases our capacity by amalgamating service hours for both programs into one team. We now have a team of Family Counsellors collectively providing both services within their caseloads. Our hope is that families will report feeling more supported during visits and will have increased opportunities to develop skills that will positively impact their families.

Community Collaboration

We remain active in the community representing WFC at a variety of community tables, advisory committees and working groups. Some examples are Early Childhood and Middle Childhood planning tables, Safe Relationships, Safe Children advisory committee, and the Complex Case Review committee. This work has proven to be essential in developing strong relationships with our partners as well as providing opportunities for innovative service delivery.

Tanya Valois Program Director Tri-Cities

Community Groups and Workshops

“(WFC Worker) helped us to understand our kids needs and sent us to PAS & Family Justice & co-parenting”

Client Vancouver

It has been another busy year for Community Groups and Workshops for Westcoast Family Centres as there is continued demand for more education and group programs in our various communities.

We continued to offer the popular **Parent Child Mother Goose** funded by BC Gaming Commission and the United Way of the Lower Mainland, in both the Tri-Cities and Ridge Meadows regions. The 8 week groups allow parents and their babies and young children to enjoy the pleasure of using rhymes, songs and stories together. Parents gain skills and confidence which can enable them to give their children healthy early experiences with language and communication. Not only is the bond between parent and child strengthened, the parents/caregivers create a “community” and mutual support within the group with the other adults and children.

Through **You Make the Difference** funded by United Way of the Lower Mainland, Tri-Cities families with children 0-6 learn to foster and enrich their child’s early language, social and literacy development during everyday interactions. Attachment and attunement are fundamental to the program.

The Budget Gourmet program is funded by BC Gaming Commission, which brings together 6-8 families to plan, budget, prepare and eat agreed upon menus. Attention is given to financially challenged families and much of the program is designed around cooking on a limited budget and utilizing received from local Food Banks. The program encourages parents to stretch their dollars and their creativity and even teaches safe food handling skills to parents.

In Ridge Meadows, families can experience the **Nobody’s Perfect Parenting** group funded by Fraser Health Authority. This is an eight week group that supports participants as they work together to discover positive ways of parenting. The principle is to build off the strengths that already exist and to use parent’s personal experiences and interests to actively involve participants in the learning process.

Delivered at various locations in the Tri-Cities, **the Strong Kids Program** funded by United Way of the Lower Mainland is a Middle Childhood initiative aimed at teaching social and emotional competency in children aged 6-12. Children have the opportunity to learn and practice the skills of conflict resolution, dealing appropriately with difficult feelings, or sharing their feelings with others, for example. Written exercises, art projects, games and problem solving are some of the ways in which this program engages the children on a weekly basis. The Strong Kids Program is also active in several Vancouver elementary schools through funding support from Coast Capital Savings. We are very thankful for these funders that allow us to provide this much needed program to provide resources and building confidence for many vulnerable children.

Successful Co-Parenting funded by the City of North Vancouver; Lower Lonsdale Legacy Fund was introduced to the North Shore this past year with groups being offered to divorced or separated parents in North Vancouver. This is a comprehensive program to learn about the impact of separation/divorce on children and to obtain skills, strategies, resources and support for effective parenting and co-parenting. We look forward to facilitating this program for families who are going through transition in their lives.

A new program, **My Tween and Me** funded by BC Council for Families was offered for the first time in Ridge Meadows to assist grandparents in better communicating and relating to their grandchildren regarding issues of substances, technology and sexual activity.

Parenting After Separation (PAS)

WFC in partnership with the Ministry of Justice, is able to provide this valuable program to parents going through transition in their lives. Our administrative staff ensure smooth operation of this program and support the PAS facilitators and Family Justice Counsellors in their work facilitating these workshops in Vancouver and the North Shore region.

We would like to thank all our funders for their support allowing us to deliver much needed programs and services in our communities!!

Michelle Picard Community Projects Supervisor
Jan Waldbillig Community Development Coordinator



10/11

Ridge Meadows Program

"Very pleased with the service received. (WFC Worker) was knowledgeable, professional, prompt and courteous."

Client RM

This past year, the Ridge Meadows program experienced some staff changes and program development.

There has been an addition of a new program and subsequently a new member to the team. One of our Staff returned to her position after a maternity leave which resulted to shifts as people returned to previous positions. I must note that my team has proven to be adaptable and this along with their level of commitment to their work resulted in changes occurring without disruption in service to clients and responsibility to our funders.

Family Development Response (FDR)

The main bulk of service provided remains to be FDR. Over the past six months we have experienced an increase in referrals resulting in high caseloads for all. This is in part due to the result of Ministry of Child and Family Development Services (MCFD) service redesign and how they manage the intake process which is when the initial call, reporting a protection concern is received. Our strong relationship with MCFD is a sig-

nificant element in the management of our service delivery as there cannot be a wait list for Clients due to the nature of the referrals. When needed, assessment of needs is done to make adjustments to service delivery to individuals. It is a real advantage to work with MCFD in such a collaborative manner.

It has been a year of learning, balancing service delivery of FDR to the Aboriginal team in the manner that is so successful in this area while recognizing the unique needs of that team and the families that they serve. We have come to realize that being co-located with an MCFD team allows for a different level of relationship building and communication. We continue to build relationships with the Aboriginal services team, getting to know the greater aboriginal community and participate in culturally relevant trainings and events. Again my team has shown patience and resourcefulness in working to develop these relationships.

Parenting Plus-Mother Baby Program

In June of 2014 we were successful in our application to provide the "Parent-

ing Plus-Mother Baby Program” at Alouette Correctional Centre for Women in Maple Ridge. WFC previously provided parenting support to mothers in prison and so we had some solid experience to help us in our proposal and program development. A fast and collaborative response from us to the request for proposal resulted in an excellent document and success for us. Staff was hired into a part time position to provide the service at Alouette and again we were able to provide opportunity to current staff. One criteria for a woman applying to the Mother Baby Program is that she gives birth while in custody. As sentences tend to be short, the number of babies in the prison are very low. For this reason the majority of service is provided to women in the main population. We predicted a slow start to the service as we educated the women on what the program had to offer, groups on various parenting topics as well as one-on-one appointments. I am pleased to say we were very much wrong on this point.

Between July 2014 and March 31st 2015, 137 women have received service through this program. One-to-one appointments are offered focusing on their individual needs and plans upon release as well as groups focused on a variety of parenting topics. Goals of misbehavior, Positive Parenting 16-19yrs, Teaching your Child Boundaries, Impact of Domestic Violence on Child Development, Money Management for Children, Parenting your Special Needs Child, Communicating Love to your Child and Staying Connected are examples of topics covered in groups. Groups had good attendance from the start and word of mouth has resulted in a continued increase in numbers of women using the program.

The Ridge Meadows-Katzie community continues to be collaborative in its approach to meeting the needs of its community members. This year WFC has continued to be involved at the community level with membership on the Integrated Case Management Committee, The Community Network Facilitators committee, as well as attendance at the Community Network monthly meetings, the Aboriginal service providers meetings and a newly formed Trauma Informed Practice Community of Practice Initiative.

I am proud to be repetitive in expressing my appreciation of the collaborative relationships in this community and in acknowledging the contribution my team makes by their approach to their work, their personal dedication and their sense of responsibility in the overall success of Westcoast Family Centres in this community.

Wendy Fitzjohn Program Supervisor

"We both love our worker, (WFC Worker). She has truly been an inspiration and she has much knowledge, experience (both personal and professional) to guide our family in positive ways. She has a non-judgement side which helps us do the work. She has much compassion and understanding.... and that she has the knowledge and understanding to help us become better parents...Your services saved our family and continue to do so." Client NS

As Westcoast Family Centres (WFC) continues to grow and expand, as a Program Director, I have had the opportunity to oversee various areas of programming and be a part of these significant changes.

The most important and significant update for the North Shore Program is that we are now co-located with our contracting partner Family Services of the North Shore (FSNS) on Lonsdale and 11th Avenue. The move occurred at the end of January 2015 and was very efficiently completed with the overseeing and coordination from Administrative Staff from WFC and FSNS. The office space is a beautiful 'open-concept space' with an abundance of natural light, six to eight open work spaces, and many counselling rooms for play therapy, individual sessions, and family or couples work. The Office is also very accessible to Client via public transportation and driving. More-

over, the office is along a green belt that provides a very pleasant natural environment for walking to and from the office.

We greatly appreciate our collaborative relationship with FSNS as we work together to address our community needs and look forward to being in a stable and beautiful environment in which to continue to provide effective and meaningful services to our clients.

From the standpoint of the North Shore Program provision of Services, we have noted that there are two primary presenting issues that are dominant in our case work other than providing parenting support and education, there is a huge impact of separation and divorce and/or marital issues stemming from domestic violence on children. Other significant areas includes the impact of a child's or youth's mental health issues on parenting and parental (or individual) requiring stress management and support.

In addition to providing the presenting issue specific information, education, and support through 1/1 outreach services on how marital issues or a child's/youth's mental health can affect parenting skills, we offer Group Services to further the education and support process for the Clients. We continue to work with the Child and Youth Mental Health Clinician (of Child and Youth Mental Health and Addictions Services North Shore, Vancouver Coastal Health) to deliver the Parent Group – Support and Education: for Families of Youth with Co-Occurring Mental Health and Substance Use. As well we continue to offer the Self-Help Mutual Aid or Support and Follow-Up Group for those participants who have completed the initial parent education group. Both Groups get tremendously positive feedback as the issue persists greatly in the community and critical education and support services are needed to help parents and families function well.

We are also co-facilitating a Men's Anger Group with FSNS. This Group is for Men with anger management issues, where these anger management issues exacerbate struggles in marital or ex-marital relationship dynamics. The key service focus of being involved with offering this Group is that if anger management issues are best supported and addressed, then co-parenting and parenting tasks are less impacted and co-parenting and parenting tasks can be more effective.

I am heartened by the ongoing development in all areas I oversee, and look forward to being involved with the Agency's development and growth this upcoming year!

Wayne Wong Program Director



North Shore Team

Family TIES Program

Opening Doors to All Families

“(FC) came to my home and taught me how to manage my children...we did PCIT and I learned how to praise and discipline my kids” PCIT Client

This program is available to individuals and families on a Fee for Service basis. We receive many calls for these services from a combination of Clients, Family Justice Counsellors, Lawyers, and other professionals.

The primary areas of services include Supervised Access Services; Parent-Child Interaction Therapy (PCIT); Play Therapy; Individual and Family Counselling.

The revision and expansion of the website through the work of the IT Manager and the Clinical Supervisor of the Family TIES (to provide pertinent information on process of accessing and receiving services more clearly, and to access various service and agreement forms.) has led to more efficient response to request for services and increase in service provision.

In late September 2014, Kate Saunders and Jan Waldbillig had the pleasure of meeting with two members of the Variety family; Board members Lisa and Yasmin.

We felt honoured to share our innovative Parent Child Interaction Therapy success stories with them while touring both the Nanaimo and Head Office therapy sites.

Due to the specialized equipment needed for this program, we were fortunate enough to receive some funding from Variety-The Children’s Charity. We received \$10,000 toward new PCIT audio and visual equipment and the purchase of a variety of diagnostic assessment tools. We want to whole-heartedly thank the charity, not only for their generous donation, but also for their belief in our agency and in the work that we do.

We recognize the growing trend, and the need for further program and service development over this upcoming year and look forward to expanding this service to families in all communities.

Wayne Wong, Program Director
Kate Saunders, Clinical Supervisor

Performance and Quality Improvement (PQI)

The Westcoast Family Centre's (WFC) Performance and Quality Improvement Committee's Annual Plan outlines the committee's goals and objectives and helps the organization to assess and improve our practices and identify areas of possible risks and improvements.

The PQI plan consists of some key principles which include continuously examining our systems and processes which affect how services are delivered and Client outcomes. In order to make any organizational change, we need to examine what we are doing and how we are doing it?

Data collection is the cornerstone of Quality Improvement. It is used to describe how well current systems are working; what happens when changes are applied, and to document successful performance. Using data, separates **what is thought to be happening** from **what is really happening**.

PQI Activities 2014-2015:

Client file reviews are done quarterly.

Areas of focus included:

July 2014 – Client File Maintenance;
 October 2014 – Client Feedback Review;
 January 2015 – Critical Incidents (CI) Review
 April 2015 – Client Case Related Forms Review

Client Satisfaction Surveys

Feedback is collected semi-annually in April and October from our Clients to ensure we are meeting their service needs and ensure we follow up on any recommendations they may have for the agency to improve our service. The Client feedback is shared at Management meetings, Team Meetings as well as shared with our funders MCFD at joint team meetings.

Majority of our Clients have reported they are benefitting from the programs and services provided by WFC as summed up by one of our clients:

"My experience was professional and supportive; I was offered good referrals such as available support groups in the community; empathetic and a non-judgmental case worker....I think my grandson and son has benefited greatly from the support they received through a very difficult time."

Follow up Feedback (after 3 mos. of closing)

Most families appreciate a service call has been made to them to find out how they are doing after their services have completed with WFC. The feedback reflects some people are able to use the skills they learnt to maintain healthy relationships.

"My son is less disruptive thanks to the play therapy & the PRIYD worker. (FC) has helped me get these services and gave me good advice on discipline and taught me how to use that."

Program Feedback

Formal feedback is collected from Social Workers on an annual basis and shared with the Management team and the program Staff.

"I would like to take this opportunity to thank everyone at Westcoast for always helping us and the work you guys all do to help us keep our children and families safe. Thank you for helping us be creative and open to our needs and the family's needs. I agree with you, it truly is a collaborative effort!"
 (Team Leader, MCFD)

Freza Anand Director of Development

Service Stats

2014-2015

PROGRAMS & SERVICES

	Children	Parents/ Guardians	Other Family Members	Total Number of Participants
Vancouver Family Preservation & Reunification	567	539	1053	2,159
North Shore Family Preservation & Support	129	108	264	501
Tri-Cities Family Preservation & Support	152	100	255	507
Ridge Meadows Family Development Response	331	204	526	1,061
	1,179	951	2,098	4,228

COMMUNITY GROUPS & WORKSHOPS

	Children	Parents/ Guardians	Other Family Members	Total Number of Participants
Community Groups and Workshops	554	1,620	N/A	2,174

Community Groups and Workshops for individuals and families include education groups such as: Mother Goose, Nobody's Perfect, Budget Gourmet, You Make the Difference, Strong Kids Program, Parenting After Separation, Successful Co-parenting, Family T.I.E.S. Program, Healthy Babies and the Parenting Plus Mother Baby Program.

Total Number of Participants

6,402

Total Client Service Hours

30,168

Statement of Revenue & Expenditures

Westcoast Family Centres Society

Year Ended March 31st, 2015

	2015	%	2014	%
Revenue (Note 2)				
Ministry of Child & Family Development				
(MCFD) government grants	3,950,673	87.25	\$ 3,934,600	91.30
Other program revenue & donations	401,180	8.86	207,845	4.82
Interest & rental income	141,698	3.13	134,697	3.13
Ammortization of deferred capital				
contributions (Note 7)	731	0.02	3,854	0.09
Fee for service revenue	33,555	0.74	28,368	0.66
	4,527,837	100.00	4,309,364	100.00
Expenditures				
Advertising & promotion	1,261	0.03	3,603	.08
Amortization	8,679	0.19	18,679	.43
Automobiles & travel	78,286	1.73	83,878	1.95
Computer expenses	47,918	1.06	45,943	1.07
Education & recreation	4,872	0.11	4,722	0.11
Equipment rentals, technology services,				
telephone, communications & utilities	133,431	2.95	119,481	2.77
Food & Kitchen	17,918	0.40	15,952	0.37
Insurance	19,447	0.43	19,220	0.45
Interest & bank charges	2,725	0.06	3,020	0.07
Membership fees	16,498	0.36	8,874	0.21
Office & general	27,340	0.60	26,517	0.62
Professional fees	18,898	0.42	17,040	0.40
Program supplies	56,392	1.25	9,526	0.22
Rent & occupancy	350,916	7.75	341,093	7.92
Repairs & building maintenance	52,218	1.15	52,865	1.23
Salaries, wages & benefits	3,575,231	78.96	3,471,581	80.56
Sub-contract services	26,796	0.59	30,703	0.71
Training, recruitment & accreditation	44,268	0.98	59,478	1.38
	4,483,094	99.01	4,332,175	100.53
Excess of Revenue over Expenditures	\$ 44,743	0.99	\$ (22,812)	(0.53)

Thank You to Our Funders & Donors

Ministry of Children and Family Development
www.gov.bc.ca/mcfd/



United Way of Lower Mainland
www.uwlm.ca



Kids-Up Front
www.kidsupfront.com



Canadian Tire Jumpstart
www.jumpstart.canadiantire.com



Coast Capital Savings
www.coastcapitalsavings.com



Fraser Health Authority
www.fraserhealth.ca



CKNW Orphan's Fund
www.cknworphansfund.com



Ministry of Justice
www.gov.bc.ca/justice/



VanCity
www.vancity.com



Travel Underwriters
www.travelunderwriters.com



North Shore Optimist Club



City of North Vancouver



Public Health Agency of Canada
www.phac-aspc.gc.ca



BC Gaming
www.gaming.gov.bc.ca



TELUS Vancouver Community Board
www.Telus.com



Hastings Racecourse
www.hastingsracecourse.com



Variety The Children's Charity
www.variety.bc.ca



United Way Avenues of Change



For more detailed list of our funders, donors and supporters, please visit our website at www.westcoastfamily.org

Thank you for your support!!

Thank You to Our Staff & Board

Board of Directors

Fran Maclean President

John Clark Vice-President

Mikaela Taylor Treasurer

Major Brar Secretary

Jim Bahen Director

Trish Wallace Director

Jim Bahen Director

Shannon Svingen-Jones Director

Service Award Recipients

Twenty Five Years

Theresa Thompson

Twenty Years

Tanya Valois

Fifteen Years

Kate Saunders

TenYears

Mary Bohnen

Jeanette Cauley

Navreen Gill

Morena Mejia

Allison Blair

Executive Officers & Management Team

Ann Kutcher Executive Director

Freeza Anand Director of Development

Jan Waldbillig Community Development Coordinator

Aleta Bombase Information Technology Manager

Kam Gillis Director of Human Resources

Bill Worobec Manager of Human Resources & Finance

Johnny Zheng Contoller

Anne Fitzpatrick Administrative Coordinator

Paul Sheaves Program Director, VFPS NW

Theresa Thompson Program Director, VFPS NE

Wayne Wong Program Director, North Shore

Tanya Valois Program Director, Tri-Cities

Michelle Picard Assistant Program Director, Tri-Cities

Navreen Gill Initiative Co-Ordinator, Avenues of Change

Wendy Fitzjohn Program Supervisor, Ridge Meadows



Celebrating... the Strength of Family & Building Blocks for Better Lives



HEAD OFFICE/VANCOUVER NE

101-2780 East Broadway
Vancouver, BC V5M 1Y8

MAPLE RIDGE

22323-119th Avenue
Maple Ridge, BC V2X 2Z2

TRI-CITIES

2062 Manning Avenue
Port Coquitlam, BC V3B 1L6

NORTH SHORE

#203-1111 Lonsdale Ave.
North Vancouver, BC V7M 2H4

VANCOUVER NW

201-460 Nanaimo Street
Vancouver, BC V5L 4W3

