

ANNUAL REPORT 2004-2005



WESTCOAST FAMILY RESOURCES SOCIETY



Mission and Guiding Principles

revised February 2005

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 are guided by the best interests of the child in all that we do.

We believe in the strength of family.

We treat all families with dignity, respect and compassion.

We respect the uniqueness of individuals, celebrate diversity and promote understanding.

We believe children and families grow and develop in healthy communities.

We believe community is developed through the relationships we have with the families we serve, our community partners and each other.

We believe working together strengthens our collective ability to make a difference.

We are a progressive, flexible organization responsive to client and community needs.

Report from Ann Kutcher, Executive Director

All Westcoast programs have faced numerous changes and made adaptations to do so. The staff have risen to many challenges, and once again, shown their adaptability. They are the reason that we are able to consistently provide a high level of service to the community.

This past year we developed a thorough strategic plan to guide us over the next three years. Our North Shore program has had two moves this year and is now settled into a very suitable site. All programs have been collaborating and developing partnerships with other community agencies over this last year. Some are co-locating and providing an integrated service delivery model.

We have been working this year on re-accreditation. After our recent site visit, the peer reviewers reflected that our service is of very high quality, and that our management and staff are a real strength.

Sue Fitzwilson, our North Shore program director, will be retiring this year after a 20 year career with Westcoast. She will be missed.

What people say about Westcoast

“I have been supported in connecting emotionally with my family and discovering our true needs and wants.”

- “I look at my life today and I feel satisfied and proud. I have accomplished goals that I had set years ago when I was still a rebellious teenager and didn’t know that I was setting goals. ... I know that my sense of satisfaction has come about with a lot of hard work on my part, but also a lot of support from my community, especially Westcoast Family Resources. “
- “WFRS introduced me to many community resources and helped me to build a strong support network.”
- “I am very grateful for the knowledge and resulting wisdom that I have gained.”
- “She [my worker] really respects me and she really has a big heart.”
- “We didn’t have to go into an office where we wouldn’t feel comfortable”.
- “I found the talks we had extremely valuable.”
- A woman who had attended a Community Kitchen program is now working as a full time cook . She was back to visit recently and said that she uses the Community Kitchen techniques and recipes in her work now.

Social Worker:

- [The worker’s] language skill has helped me understand the cultural aspect of this family

Clients served by our Lower Mainland programs

Program Type	Number of Adults	Number of Children	Comments
Family Preservation	526	676	Full statistics may not be available for every category. Some activities, like parent education groups, are for adults only.
Family Support	61	100	
Short-term/early intervention programs	143		
Groups	444	120	
Community workshops	122		
Total	1296	896	

Thank you to our funders and donors

Contract funding from: Ministry of Children and Family Development

Grants and individuals:

Kimberly Barber Canadian Tire Donna Chao Chocolates by Grace Cob's Bread David Oppenheimer Elementary School Department of Justice Empty Stocking Fund Nina Fitzwilson Fraser Health Authority Gaming Commission of BC Gurmeet Gill Richard Knowler Karen Lepinski Legal Services Society Dixie McIlwraith Maple Ridge 7th Day Adventist Church Municipality of Maple Ridge PEO Sisterhood Planet Organic Purdy's Chocolates Leona Robson Paul Robson Barbara Rubanenko Robert Sargent Soroptimists: North Shore & Tri-Cities John Tessier Travel Underwriters United Way Vancouver Focus Variety Christmas Angel Fund Westminster Savings Louisa Zerbe

President's report: from Fran Maclean

It is a privilege to serve on the Board of Directors of Westcoast Family Resources Society. This past year I have been particularly honoured to serve as the society's president.

The year has been marked by many significant challenges and achievements. Those who work with and support Westcoast Family Resources Society have every reason to be proud of the manner in which the challenges were met, and of the society's many significant achievements. There are two reasons why this is so.

First, the society is in a very solid financial position: The society has adequate funding for staffing and programs; the sound fiscal management that has marked the last couple of years at the society is continuing; and the recent financial audit of the society did not identify any issues of concern. In order for the quality of work done by the society to have meaning, it must be recognized through the provision of funding for staffing and programs. It is a credit to all of those who work at Westcoast that this has occurred.

Second, significant challenges and achievements rarely come without hard work, long hours, compromise, and sometimes sacrifice. Rewarding times were often preceded by difficult times, and some were more affected by the difficult times than others. Throughout the year, however, there was an unflinching commitment by all of those who work at Westcoast to a single and common goal, the sight of which was never lost: The maintenance of the highest of standards in serving the clients of Westcoast.

The Board regrets having to say good-bye at this time to Shari Coltart, who has served the society in her capacity as a Director, Vice-Chair, and Treasurer, as well as to Joe Wurz, who has served the society in a number of capacities, including a four year term as President and Chair. However, we are very pleased to be welcoming two new directors to the board: Yasmin Kanani and Petra St. Pierre. The two new directors, along with me, John Clark, Peter Viau, and Trish Wallace, look forward to working with the society in the year ahead.

I know that everyone at Westcoast is looking forward in the coming months to receiving some positive news about reaccreditation, as well as to a period of stability that may allow for greater concentration on the work at hand. In the meantime, I hope that the summer will bring with it opportunities for rest and relaxation, which you are all so deserving of.

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Volunteers

Thank you so much to our volunteers who have given us their time and talents.

Nadine Amersh Poseidon Atienza John Clark Shari Coltart Lee Gamache
 Terry Kutcher Lisa Lopez Roberto Lopez Fran Maclean Carla Nicolas
 Maria Petrovici Petra St. Pierre Nellie Swaby Suguru Tanaka Peter Viau
 Trish Wallace Joe Wurz



Statement of Operations for the year ended March 31, 2005

Revenue	2005	2004		2005	2004
MCFD Grants	2,821,087	2,784,133	Membership fees	2,358	135
Donations	62,322	87,892	Office and general	52,783	56,314
Interest & other income	84,337	124,824	Professional fees	10,350	21,868
	2,967,746	2,996,849	Rent and occupancy	246,357	267,475
Expenses			Repairs and maintenance	31,872	31,873
Automobile and travel	51,616	59,898	Salaries and benefits	2,136,354	2,408,249
Computer expenses	4,493	9,991	Supplies and materials	12,690	-
Consulting	19,220	6,275	Taxes (GST)	21,471	18,104
Education & Recreation	5,892	6,842	Training and recruitment	55,185	30,369
Equipment & furniture	2,007	829		2,754,449	3,027,902
Equipment rentals	76,327	64,719	Excess of revenue over expenses – from operations	213,297	(31,053)
Food and kitchen	17,778	26,387	Non-cash expense - amortization	(56,874)	(52,195)
Insurance	7,696	18,574	Net assets, apportioned from contingency fund	-	83,248
			Increase (decrease) in net assets	156,423	0

Continuous Quality Improvement

The Continuous Quality Improvement (CQI) Committee has met throughout the year to monitor the quality of the services we provide. After a rocky few years where membership was small, the committee now has a strong team committed to the CQI process. Members include:

Scribe	Cheryl Ritter
Leader	Paul Sheaves
Coach	Sharon Sargent
Facilitator	Jacqueline Jones
Peer Reviewers:	Vivian Cheng, Anna Johnson, Bruce McLeod, Dianne Montgomery, Colleen Neely, Cheryl Ritter, Paul Sheaves, Sue Tan
Clinical Counsellor Reviewers:	Sheila Lindfield, Wayne Wong, Mary Yan

File pulls

Peer reviewers have: examined open and closed client files, and reviewed critical incidents, grievances from families, and client satisfaction forms in all program locations. Those who were new to the Agency had the opportunity to visit other locations and to learn about Agency expectations of a client file, although these expectations differed with the diverse programs we run. The team suggested that a File Contents Checklist would assist with the file pull process. This will be put in place.

Generally it was reported that Westcoast files are well maintained. The quality of the files was maintained even though programs went through significant change over the last while. No patterns were detected that would cause concern about the state of our client files or the work that is being done with families.

With our shift to Outreach programs, the number of critical incidents has been reduced throughout the Agency.

Return of our client feedback forms, distributed every three months, has been sporadic. Higher return rates were achieved when Family Counsellors hand-deliver forms, rather than mailing them. Responses are returned in sealed envelopes. Of the responses received, 90 – 100% of clients reported, "...The service that I received up to this date has helped me to be more connected to my family". Areas that people would like to see improved were: have prevention programs, less paperwork, have more input for social activities, have follow-up services, have a water cooler.

All of our programs work collaboratively in their respective communities.

- In Vancouver we have a strong partnership with Family Services of Greater Vancouver to provide Family Preservation programs.
- On the North Shore we are partnered with Family Services of the North Shore to deliver Family Preservation and Family Support programs.
- In Ridge Meadows we have a location partnership with the Family Education and Support Centre, and have collaborated with Maple Ridge Pitt Meadows Community Services to deliver Family Support services, and with MCFD for Family Development Response services.
- In Tri-Cities we work with MCFD, Early Childhood Development, and School District 43 to provide early literacy programs and a Family Resource Centre. We also collaborate with SHARE Society and MCFD, co-locating in three sites, and offering Family Preservation, Family Development Response, and Family Support services.