



FAMILY SERVICES OF GREATER VANCOUVER

*Strengthening People,
Families & Communities*
— since 1928 —

EXECUTIVE DIRECTOR

Teri Nicholas, M.S.W. R.S.W.

January 26, 2006

General Purpose Committee
c/o Mayor Malcolm Brodie
City of Richmond
6911 No.3 Road
Richmond BC V6Y 2C1

Dear Mayor Brodie,

Last December, I met with several Richmond City Councillors to discuss the counselling, support, and community education programs that Family Services of Greater Vancouver provides to the citizens of Richmond. I would like to request another opportunity to meet with you at the General Purpose Committee meeting on February 6th, 2006.

We would like to talk to you about the services and programming that we offer to the citizens of Richmond—particularly the Counselling Program, partially funded by a City of Richmond grant. This program plays an important role in the community and its funding needs are critical. I understand that the format of General Purpose Committee meetings would provide us with up to ten minutes on the meeting agenda.

Joining me will be James Musgrave, Senior Manager of our Richmond programs and Peter Kafka, Board Director who lives in Richmond.

Please contact me at your earliest convenience to advise as to whether a meeting with you and the General Purpose Committee is possible at the February 6th meeting. I can be reached at 604.731.4951 ext 28 or tnicholas@fsgv.ca.

Thank you for your time and consideration.

Sincerely,

Teri Nicholas



Canadian Family Services
Pratiques Familiales



Canadian Family Services
Pratiques Familiales



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City of Richmond

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Telephone (604) 276-4000
www.city.richmond.bc.ca

January 31, 2006
File: 01-0060-01

Family Services of Greater Vancouver
1616 West 7th Avenue
Vancouver, BC V6J 1S5

Attention: Teri Nicholas

Dear Mr. Nicholas:

Re: Services and Programming offered by Family Services of Greater Vancouver to Richmond Residents

I am responding to your letter dated January 26th, 2006, in which you request to appear as a delegation at the February 6th meeting of the General Purposes Committee. Please be advised that the Chair of the Committee would prefer that you appear when discussion of the 2006 Community Grants is scheduled to take place. At this time, we can only say that this is likely to be toward the end of February.

Fran Ashton, Executive Assistant, City Clerk's Office will be in touch with you further to confirm the exact date for your appearance. If you have any questions, please do not hesitate to contact her at 604 276-4163.

Yours truly,

David Weber
Director, City Clerk's Office

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FAMILY SERVICES OF GREATER VANCOUVER

REPORT TO RICHMOND CITY COUNCIL 2006 City Grants

Contacts: James Musgrave, Senior Manager of Richmond Services
Judith Kerr, Director, Counselling, Specialized Intervention & Community Services

Date: February 20th, 2006

Uniqueness of Family Services of Greater Vancouver's (FSGV) Counselling Program

FSGV's Counselling Program has offered services to Richmond since 1970.

Our counselling program is unique to Richmond in that the community has *no* other place for families, couples or individuals to reach out, of their own accord, and receive affordable counselling. As the only "ungated" counselling service in the community, we are situated to offer the people who live and work in Richmond the preventive and interventive benefits that professional counselling can provide without having to have a referral from a third party such as MCFD.

As a subsidized, sliding scale service, the Counselling Program is able to offer professional, accredited, Master's level counselling opportunities to people in the community who could benefit from such a service but would not otherwise be able to afford to do so. Our sliding scale ranges from \$15 - \$70 an hour depending on the gross annual combined earnings in the household. The cost of similar, private practice counselling typically ranges from \$90 - \$125 an hour. The average fee charged to the families served by the Counselling Program in the past year was under \$20.

Description of the Counselling Program

The City of Richmond Grant helps fund:

- One part-time counsellor who serves our Cantonese and Mandarin speaking clients at 2 days/wk.
- A second counsellor who serves our English speaking clients, at 3 days/wk.

In the past year, the Counselling Program in Richmond has provided service to over 100 clients. The vast majority of these clients were between the ages of 20 - 39 (43%) and 40 - 59 (52%).

Culturally, clients had backgrounds from around the globe and included those of European, North and South Asian, Middle Eastern, Latin American, Aboriginal and African descent.

With the primary clientele of the program being those who would not otherwise be able to afford counselling, the past year's statistics show that 46% of the clients served listed their income as

being between \$0 and \$19,999. An additional 41% placed themselves equally between \$20,000 - \$34,999 and \$35,000 - \$49,999.

Parents with children under the age of 19 represented 62% of our clientele (27% were single parents, 34% were married with children and 6% described themselves as a blended family). Fully 94% of the children involved in counselling were under the age of 19. This is an age range that falls under the mandate of the Ministry for Children and Family Development (MCFD), but because the families we serve are not involved with MCFD, they are not eligible for any of the gated services provided, or funded, by MCFD.

We collect information from our clients, via exit surveys, in an effort to continually improve our program and gauge the benefits of the program to the community. These collated scores are presented below:

As a result of participation in counselling:

- *90% of respondents indicated a greater sense of emotional and psychological well-being*
- *74% of respondents indicated that they were more able to manage the stresses of daily life*
- *80% of respondents indicated that their ability to calm themselves when upset had changed*
- *100% of respondents indicated that our services had helped them with their feelings of anxiety*
- *80% of respondents indicated that our services had helped them with their depression*
- *80% of respondents indicated that our services had made a difference in the way they communicated with people and had helped them feel more satisfied in relationships with people that were important to them*
- *100% of respondents indicated that they were very or mostly satisfied with services received*

What follows are some quotes from our clients, also collected from our exit surveys:

- *“My sense of optimism and positive thinking has changed dramatically because of my therapist.”*
- *“I was presented with several new outlooks on how I think. This was a major turning point, helping me understand issues that have been nagging me for 20 plus years.”*
- *“The counsellor had great insights into my background and issues and helped me clarify and work through problems that I had difficulty working through in the past even with other counsellors.”*
- *“I have specific tools, my “visualization work”, to help me with daily life, and its working.”*

Service to the Community

While this is an excellent service that has been designed with Richmond’s unique cultural make up in mind, it is also one that is clearly understaffed. At the time of writing (early February 2006) both of our daytime and evening waitlists have clients who have been waiting since November 2005 for service to commence. Staff are fully booked and take on new clients as soon as they have a timeslot open up through closure.

The last few years have seen Richmond's population increase steadily as more and more people move to enjoy our fine city. Over that same period of time the City's support for this service has been reduced from \$78,000 to last year's allotment of \$45,000.

FSGV has historically augmented the City of Richmond Grant for the Counselling Program, with the current fiscal year seeing an additional \$41,275 in funding. This funding comes from a variety of sources that the agency's Board of Directors chooses to allocate to the community of Richmond. In addition to this, any fees collected from full fee clients are put back into the program, further supporting the costs incurred to offer this program.

As a whole, the Richmond based services of FSGV represent almost \$1.5 million in services to the community. These monies are made up of government funded contracts for service provision in Richmond as well as non-governmental funding sources that FSGV has brought to Richmond in the form of relevant, timely and responsive programming for various parts of the community that are in need. FSGV takes pride in the services it offers to the citizens of Richmond, makes a point of partnering with the City, as well as many other agencies in the community whenever possible, and has historically made a net contribution to the community of Richmond.

Explanation of Finances

The Statement of Financial Position is a 'snap shot' view of the financial position as of the date of the Statement. It will generally show a large amount of cash and cash equivalents for several reasons:

- Deferred Revenue – this is funding received in advance (depending on the particular arrangements made with individual funders) of incurring expenses for which it is intended. For example, we might receive quarterly funding at the beginning of a quarter, which would mean that on that date we have funds for three future months worth of expenditures (e.g., upcoming program expenses including salaries, rent, etc.). In other words, the timing of our expenses vs. the receipt of funds to pay for those expenses is not always matching. We may receive funding for capital expenditure items in advance of the capital project or purchase.
- All of the cash and cash equivalents dollars, including deferred revenue, have been earmarked for specific programs throughout the lower mainland, namely, Vancouver, Richmond, Burnaby, New Westminster and Surrey. Our agency is basically a large cluster of programs with many economies of scale and efficiencies due to our infrastructure which supports all of these programs.
- The accounts payable and accrued liabilities are expenses which have been incurred for which payment has been made but not cleared from the bank (outstanding cheques) or for which payment will be made. These expenditures are for specific, approved programs which we offer throughout the lower mainland.
- The Net Assets (equity) is earmarked specifically for contingent liabilities, working capital shortages, capital project (youth building for downtown youth services), net capital assets (net of depreciation), and accumulated program funds to be specifically used for those programs only (these cannot be transferred to other programs in the agency).

The above Explanation of Finances is based on the information provided by Kam Rai, Director of Finance. She can be reached at 604.731.4951 for further clarification.



RICHMOND SERVICES 2006

AGENCY PROFILE:

Family Services of Greater Vancouver (FSGV), is a *non-profit, community-based organization*, and has provided social services to individuals and families in *Richmond for over 35 years* and in the Lower Mainland for over 78 years. FSGV endeavors to identify and meet the changing and increasingly complex needs of our communities. The strength and commitment we bring to the communities we serve is reflected, not only in our sound organizational structure, but also in our financial accountability, our program policies, and the professionalism of our staff. We are in compliance with standards of practice as established and accredited through the Commission of Accreditation and Rehabilitation Facilities (CARF).

HISTORY IN RICHMOND:

Our history of service to the Richmond community started by offering counselling and presenting group workshops from our office in a portable on Park Road in the 1970's, which we shared with The United Way. Through the years we have been a strong community partner on countless committees and a key player on many initiatives such as the development of *The Caring Place*. The strength of Richmond has always been its spirit of collaboration, which has supported our commitment to provide responsive and accessible services addressing the diversity of the community we serve. Currently we have 5 work sites, 7 staff teams and the following 12 programs in Richmond.

- ❖ **COUNSELLING PROGRAM:** Professional, confidential counselling to families, couples and individuals who are experiencing difficulty or disruption in their personal relationships. Counselling is available in *Cantonese, Mandarin and English* and is offered on a sliding scale, fee for services basis. This service is located at the Richmond Caring Place, 250- 7000 Minoru Blvd. Staff also provide outreach services and group education and support to the Chinese community through a partnership with the Canadian Martyr's Catholic Church. Our Orchid Circle draws up to 50 women for workshops and support on a weekly basis. Clients are primarily self-referred. Fees for service are charged on a sliding scale based on household income. Tel: 604-279-7100

❖ **TASA (Richmond's Trauma and Sexual Abuse Counselling Centre):** Specialized Intervention Team providing trauma and sexual abuse counselling for children, youth and their families as well as adult female survivors of sexual abuse. Located at the Richmond Caring Place, 250-7000 Minoru Blvd., this program is free of charge and is funded by Ministry of Children and Family Development (MCFD), Ministry of Community, Aboriginal and Women (MCAW) and Vancouver Coastal Health Authority. Clients can self refer, except to the Trauma Program which is by MCFD referral only. Tel: 604-279-7100

❖ **FAMILY LIFE EDUCATION:** Parenting and life skills groups and workshops for women, men and couples are offered primarily at the Caring Place in partnership with the Richmond School Board. These services are offered at an affordable cost to participants with some subsidies available. Workshops and groups are designed in response to specific request from the community and are funded through our partnership with The United Way and other community funders. Participants pay a minimal fee and are primarily self-referred.



❖ **OUTREACH TO CHINESE PARENTS** is done through monthly workshops on relevant issues about parenting in a new country. Topics range from 'the importance of play' to 'dealing with discipline issues with teens'. Speakers and facilitators are able to offer up-to date information and hand-outs in *Cantonese* and *Mandarin*. We use these workshops as opportunities to link parents to other programs in the agency and services in the community including counselling, community kitchens and immigrant services. Workshops take place primarily at the Caring Place. A nominal fee is charged. Tel: 604-279-7100

❖ **NOBODY'S PERFECT:** Free 6 session parenting groups for parents of pre-schoolers are offered in partnership with Family Place and various Richmond Community Centres. Close to half of these groups are offered in the participant's first language such as *Spanish*, *Hindi/Punjabi* or *Chinese*. This program is free of charge and participants are primarily self-referred. Tel: 604-279-7100

❖ **COMMUNITY KITCHENS:** Small groups or cooking clubs meet to share food, recipes and to cook together in various locations throughout Richmond. This Health Authority funded project aims to target isolated newcomers and helps them build social networks, practice English skills and learn about the community while they cook and learn about nutrition, budgeting and shopping. This program is free of charge (with a nominal cost for groceries) and participants are primarily self-referred. Tel: 604-279-7100



❖ **IMMIGRANT MOTHERS AND PRESCHOOLER PROGRAMS:** Outreach, language skills training, community bridging and school readiness programs are offered for isolated immigrant families through a weekly or biweekly program for mothers to cook or sew while their children are in an adjunct pre-school program. For the last 6 years have offered *Somali, African, Iranian* (or *Farsi* speaking), *Chinese, Muslim* and mixed Multicultural programs. Currently we are focussing on the Chinese (*Mandarin* speaking) families in East Richmond. SUCCESS by 6, a division of The United Way, funds this program. This program is free of charge and participants are primarily self-referred. Tel: 604-279-7100

❖ **THE RICHMOND STUDENT PARENTS PROGRAM:** The "Colt Program" is open to all students in Richmond who are pregnant or parenting (up to and including the age of 19) and provides education, support services and day-care. Teenage parents are encouraged and assisted to complete an education program, increase parenting skills, enhance life skills, self-esteem, etc. The program also takes referrals from school personnel to work with other vulnerable youth. We serve up to 50 families per year. The program is a partnership with the Richmond School District. Family Services provides the Day Care component and a clinical social work staff position on site at the school. This program is free of charge and participants are primarily referred by MCFD. The program is located at 7171 Minoru Road in and adjacent to Richmond Secondary School. Tel: 604-718-4010

- ❖ **RICHMOND FOSTER FAMILY SUPPORT SERVICES:** The program offers a continuum of service to identified foster homes primarily in the Richmond community. These foster homes care for children and youth from 0 - 18 years of age. The program provides a broad range of services for MCFD foster families in Richmond/Vancouver, including both on-site and outreach services. On-site services include support and education groups, professional development and wellness workshops, individual support services, an onsite resource library and referral and advocacy services. Outreach services include: family and individual counselling, crisis management assistance, introduction to community resources, behaviour management strategies, foster parenting skill development and referral and advocacy services. This program is free of charge and accepts self-referrals as well as referrals from the Ministry of Children and Family Development. It is located at our 101-6411 Buswell Street location. Tel: 604-273-5027

- ❖ **TRANSITIONS TO INDEPENDENCE:** Life skills support to youth transitioning to adulthood. We provide support, counselling, and referrals in a wide variety of life skills areas, including housing, education and employment, personal health, homemaking, and advocacy. Program is funded by MCFD and is limited to youth who are referred by an MCFD – Richmond Social Worker. It is co-located within the MCFD office at #150 – 5840 Cedarbridge Way. Tel: 604-660-1071

- ❖ **THE CONNECT PROJECT:** A program to support youth leadership and connection to community for youth. The project includes a youth advisory committee and a community kitchen component as well as outreach and other relevant programming. This program is free of charge and participants are both self-referred and referred by MCFD. Sessions generally take place at the Caring Place location. Tel:607-729-5485

- ❖ **SKILLS LINK EMPLOYABILITY PROGRAM:** A peer counselling curriculum and work experience, currently focussing on the hospitality industry provides youth with the opportunity to learn and practice work skills that help them become job ready. This experience helps them to understand and put into context some of their own life experience while at the same time, preparing them for entry level positions in the hospitality field. Human Resources Development Canada funds the program. It is located at our 212-8171 Park Road location. Tel: 604-618-5472