



FAMILY SUPPORT
Institute of **BC**
families supporting families

FAMILY SUPPORT INSTITUTE
**ANNUAL
REPORT
2018-19**



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MESSAGE FROM THE PRESIDENT

I cannot believe it has been another year already. Time seems to fly by when you're doing what you love, and I truly do love the work that FSIBC does. I am so grateful to be part of FSIBC's board, and to be able to contribute to this wonderful organization in that way, alongside my fellow board members and the amazing staff team and, of course, our wonderful Executive Director, Angela.

Over the past year, there have been many changes to the board, which I've shared in each of our quarterly newsletters. To recap, Melanie Angus joined the board in May 2019, bringing important representation for the North. As well as being from the North and having crucial insight into Northern issues, Melanie is Indigenous and able to share her view as Gitxsan and Wet'suwet'en. Her experiences in social work and supporting Indigenous families in rural, northern BC is invaluable, and I am grateful to have the opportunity to work alongside her with FSIBC. Then in June of last year, Ross Chilton stepped down from the board to take up his new role as the CEO of CLBC.

We were fortunate to have Jane Holland come onto the board and fill Ross' position. Jane is a past Executive Director of FSIBC, and one of the original founding members of the organization. She has also been a past board member for CLBC as well as the past Advocate for Service Quality, and brings a wealth of knowledge and experience to the board. In February of this year, Robert Bansal stepped off the board, and then at the start of March Alejandro Diaz did as well. The board is currently running with two vacancies, as we look for the right people to fill those spots.

Even with the turnover that's taken place, the board has continued to meet regularly. Our board meetings always include some form of board development, and we were fortunate to have some wonderful guests to help us in our learning over the past year. When we met in October, as there were many new board members, we focussed on the history of FSIBC. We had the privilege of learning about FSIBC's roots from Al Etmanski, Vicki Cammack, Pat Tesan, Cathy



Anthony, Debbie Wilson, Randy Wilson, and Bobbi Taylor. We also were able to meet with Ross Chilton and hear about what to expect in the near future from CLBC. Our final guest was Karla Verschoor of Inclusion BC, who was able to talk with us about proposed changes to the Medical Assistance in Death (MAiD) legislation, and what that could mean for the families FSIBC supports. The board met again on January 31st and February 1st, and had the opportunity to learn from Doug Tennant, a long time friend of FSIBC. Doug spent some time teaching us about policy governance and encouraging us to think deeply about who FSIBC's "owners" are. We also spent time with FSIBC's amazing staff team, learning about MyBooklet and various projects they are working on. We finished the meeting with some deep conversation about services and supports for individuals with multiple, complex needs and how FSIBC can best support those families.

Our next scheduled board meeting is to take place at Training Weekend, although it is unclear, as I write this, if it will proceed as scheduled due to the current pandemic of COVID-19. We are all being advised to practice "social distancing", which is uniquely challenging for an organization that is all about providing connection and support. However, the FSIBC family is known for being resilient and creative, and I am confident we will find new and thoughtful ways to connect with and support one another from a distance during this challenging time. I am so grateful to be part of the FSIBC community, as I know we will all be even more intentional in reaching out (metaphorically!) and helping families of people with disabilities to feel a little less isolated.

I hope to see you all soon!

Danielle Cross, President



EXECUTIVE DIRECTOR REPORT

SIGNIFICANT GROWTH AND LEARNING are the key words that perfectly summarize the 2018-2019 year for the Family Support Institute of BC (FSIBC).

2018-2019 HIGHLIGHTS



6497

FAMILY SUPPORT REQUESTS



34+

YEARS OF FAMILY SUPPORT



28

STAFF

UP 18 FROM 2018

FSIBC has experienced growth in:

- human resources
- funding and finances
- volunteer network strength, engagement and growth
- board composition
- quality of family support perspectives

A great deal of deep thought and contemplation brought about those areas of growth and more thought will happen as we learn to slow down and consider all the ways in which we want FSIBC to continue to evolve and grow. Whenever there is great change and transformation it always comes with a bit of turbulence. Growth and change are never totally smooth; there's always some growing pains. This year of change for FSIBC has not been an exception as we have learned deeply how to adjust to such rapid growth; we have even made a few wrong turns. But throughout all of the learning I am grateful that we took time; we paused, thought, and reminded ourselves again to hold on to the grass roots of community which is the foundation of how FSIBC began and has continued and evolved over the years. We continue our authentic way of assisting families through our peer-to-peer support as we have done from the beginning. We strive to remain relevant and meet families in whatever situation of life they are at. One of the challenges of growth is factoring in how technology can play a role in supporting families while being respectful to those families that still prefer the direct in-person (or telephone) support.

We are navigating all the challenges of our modern times and we are all learning together alongside families.

FSIBC VOLUNTEER NETWORK OF PEER SUPPORT PARENTS / FAMILY MEMBERS (Resource Parents and Resource Family Members)

Since 1985, when FSIBC began, we have followed the model of peer support or family-to-family supports to assist families through, who we now call, "Resource Parents and Resource Family Members" (RPs/RFM). All our RP/RFM volunteers have family members living with disabilities and have come into this volunteer role with a desire to support other families in need. They provide one-on-one support using their own knowledge and experience. None of us are experts in all areas and so our volunteers can always draw upon the support of the FSIBC office staff.

Our volunteers can meet families in person or by telephone, attend meetings with them, provide advocacy support, and help them with paperwork, among many other ways.



As they, and the families they support, share their personal stories, this often builds relationships, often long-lasting, as the volunteers guide the families to supports and services as requested and for as long as needed. The relationship between the volunteers and families receiving support is frequently reciprocal with the volunteers often receiving support and mentorship from the families they are assisting. The FSIBC office staff also receive support, encouragement, knowledge, and mentorship from both our volunteers, and the families we support.

We are always seeking new ways to maximize mentorship and learning opportunities in our organization; we know this model works.

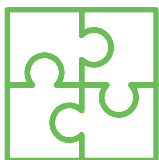
FSIBC has 237 volunteers in most regions of BC. Each year our FSIBC office in New Westminster receives almost 6,500 requests for support. These calls are handled by our office staff who pass many of the requests to our volunteers as appropriate. Together we help reduce isolation for families in BC while also building strength and capacity.

PARTNERSHIPS AND ENGAGEMENT / WHAT ARE FAMILIES TELLING US?

FSIBC currently has 28 staff. This past year has seen tremendous Human Resource growth. This comes with considerable benefits, significant learning, and a rich impact in community. FSIBC has never been bigger; however, we are not naïve to the notion that bigger does not necessarily mean stronger or better quality.

With a trend toward more professional and often specialist models which can inadvertently create a separation between those people providing services and those who are receiving that help, we are focused on ensuring that our staff remain grounded in our grass roots and engaged with our volunteer network.

Our staff and volunteers are very aware of our mandate, mission and vision, and keep those close



THE HIGHER COMPLEXITY

OF SUPPORT CALLS IS JUST ONE OF THE CHALLENGES FACING FSIBC STAFF ON A DAILY BASIS

to our hearts and minds as we do our work and communicate with our stakeholders and families. The creation of the 12 FSIBC Regional Network Coordinators (RNC) positions was a result of a new partnership with the Ministry for Child and Family Development (MCFD). As part of the development of the new Early Years Services Framework, MCFD entered into a partnership with FSIBC to expand and collaborate on our peer supports for young families in British Columbia. When we entered this partnership, there is a mutual recognition that families are better supported when they are connected to one another when accessing services and supports in their home communities. This will ultimately lead to reduced feelings of isolation among parents and will help build enhanced capacity and feelings of wellbeing.

For years, FSIBC volunteers, board members, and families have talked about the need for more enhanced supports for families in the Early Years (birth to age six), and a stronger investment in peer support for families when they are facing transitions and isolating times. At the FSIBC office our family support calls have become more complex and challenging. We feel this can be addressed, at least in part, through the Early Years Framework and this new alliance.

Our staff are all committed, dedicated and hard-working people who bring with them a wealth of information and wisdom every day to their roles. I am so grateful to have this wonderful team behind FSIBC every day, engaging and talking to people and families in community about the work that they believe in so deeply! Thank you to our amazing FSIBC family!

ISSUES OF CONCERN FOR FAMILIES:

As mentioned, the complexity and diversity of calls to the FSIBC provincial office have steadily increased. We have seen:

- the need for more complex mental health supports for families
- families are not receiving diagnoses for their children in the same way as previously or as quickly as needed
- the diagnoses are much more complex
- children are needing more enhanced behavior supports at earlier ages than before
- the navigation for services is much more complicated and challenging to maneuver and understand
- the need of parental mental health supports has increased
- some parents, especially single parents, are experiencing more and more struggles due to the economy
- times of transition for families are also an extremely difficult times with more questions than answers, and often people feel isolated not knowing who to turn to for support
- many families have experienced trauma in various ways and are needing people who understand the complexity of trauma to assist them without judgment

As the FSIBC office sees the complexity of supports for families increase, we realize that our volunteers need more support as they strive to help families. We are grateful for this new relationship with MCFD which gives rise to an opportunity to maximize connections for families during these times. and for that we are grateful.

We has wonderful connections and partnerships all over BC. We continue to work on developing new projects that align with the needs of families, sit on committees, advisories and focus groups that require the perspectives of families and invite families to attend these meetings with our organization. We meet with government representatives and share the messages that we hear from families and the trends we see in our office from the supports calls that we experience.

Our staff and volunteers seek training and make every effort to remain current on policies and procedures, and issues of concern, in order to ensure that families have the information they need to make informed decisions for their sons and daughters. We are proud of our mandate and will continue to focus on our mission, vision, beliefs, and goals.

I wish to give a special thanks to the board, volunteers, staff and families who support the work of FSIBC and share with us without any hesitation. Without you, and your commitment and dedication, we would not be here doing this work in the way that we do. Your wisdom and guidance are our North Star leading us to where we need to be. Thank you!

Angela Clancy, Executive Director



STRATEGIC PLAN REVIEW

FSIBC's CURRENT STRATEGIC PLAN (YEARS 2018-2020)

FSIBC is two years into our 5-year Strategic Plan. We feel we are making steady progress on our goals and objectives.

VOLUNTEERS

FSIBC will have a strong and effective volunteer network that is engaged, responsive and involved

1

GOAL #1

We have focused on Resource Parent engagement ensuring that all volunteers in our network:

- have been connected with, and
- have the tools they need to do their volunteer roles to the best of their ability including having mentorship opportunities, training, and access to other parents and shared experiences

Implementing this plan has required a massive learning curve for FSIBC, and we have made significant new relationships in all these areas. We have built new skills and have recruited some new volunteers in areas where there were gaps. This will help us fill the increasing diversity of support call requests that come through our office.

One of the important things we have realized is that this Diversity Action plan will need to be an on-going project that must continue past the current 5-year strategic plan. This is an area we look forward to building on for many years to come.

GOAL #4

Our board of directors has been working diligently at board development as we have had new directors join our board. We know that strong board governance is imperative to an effective and rich organization so while we have a wonderful board, training for all board directors is still necessary and ongoing.

The board has done training on:

- overall board governance
- use of effective committee structures
- the history of FSIBC
- finance 101
- gaining a clearer understanding of the overall team and their roles at FSIBC

The board is diverse, passionate, and brings a wealth of history, commitment and family perspectives to the leadership of FSIBC.

GOAL #5

FSIBC continues to seek diversity of funding sources and projects that can meet the needs of families. We wish to be less financially reliant on governmental funding.

The core criteria for any new projects include:

- must meet a need identified by families
- need to be family led
- need to follow the mission, vision, and goals of FSIBC
- need to be sustainable over time

When these criteria are met, we know the project will have a high likelihood of success and will help make FSIBC financially secure today and in the future.

EVALUATION AND COMMUNICATION

FSIBC will have established a system for reevaluating and communicating our impact to our stakeholders and the public

2

GOAL #2

FSIBC is continuously striving to ensure that we are meeting the needs of the people we support. Understanding the nature and scope of our contribution to the well-being of the children, families and communities that we serve is central to our mission. There are a number of ways in which we can gauge to the extent to which we are achieving this mission. First, families continue to call us and connect with our volunteers. Requests for support continue to increase in numbers (6497 support request in 2019). Second, the anecdotal feedback we receive is all extremely positive. Families continue to tell us that after connecting with other families, they feel less alone. Families then seem to be more empowered and able to speak for themselves. Third, we have partnered with Dr. David Nicholas from the University of Calgary, and Dr. Lucyna Lach, from McGill University, to co-design an evaluation of our programs. They are researchers associated with Kids Brain Health Network and will be supporting our continuous quality improvement by systematically collecting information from our stakeholders (families supported, resource parents, government partners, staff, board, organizational partners), to ascertain how they have experienced support from FSIBC. We are finalizing the approach that we plan to take, so you will be hearing more about this in the near future. We are excited to learn about what we are doing well and how we can improve and strengthen our supports to families.

GOAL #3

Goal #3 of our Strategic Plan involves creating and implementing a Diversity Action plan, and for the past two years we have been focusing on:

- outreach to younger families
- culturally diverse families
- the LGBTQ+ communities
- refugee families
- newcomers to BC

DIVERSITY

FSIBC will have developed and implemented an informed diversity action plan that reflects the demographics of BC

3

BOARD & COMMITTEES

FSIBC will have a board and committees that are educated and informed to confidently lead and govern the organisation and ensure its vibrancy into the future

4

REVENUE

FSIBC will increase it's revenue by 15%

5

ABOUT US

The Family Support Institute of BC (FSIBC) is a provincial not for profit society committed to supporting families who have a family member with a disability. FSIBC is unique in Canada and the only grass roots family-to-family organization with a broad and ever increasing volunteer network. FSIBC's supports and services are FREE to any family requesting support.

Thank you for taking time to provide us with such care and love. If this isn't a blessing then I don't know what is. It takes an immense amount of strength to do what you do, the emotion, love, time & care that you put in to lift up other parents and mend their rotting hearts is life saving.

I will reach out to all the sources that you have kindly informed me of and I hope that my reaching hand won't be rejected.

This is every hope that we need to cling on right now to find strength to be able to paddle on for our two year old.



OUR FAMILY SUPPORT MODEL

FSIBC has trained volunteers throughout the province. These volunteers are referred to as "Resource Parents" (RPs) and/or "Resource Family Members" (RFMs). All of our volunteers have a family member with a disability which gives this network of people the unique ability to connect with families by sharing experiences, expertise and guidance.

WE OFFER

- family support for anyone, any age, with any disability
- connection to other families
- encouragement and guidance
- networking opportunities
- information sharing and referral
- workshops and training

OUR VOLUNTEERS WILL

- connect by phone, email or in person
- guide families to community resources
- attend meetings; take notes; debrief
- mentor and coach
- listen, empathise and learn
- share successes and celebrate families

DO WE ADVOCATE?

FSIBC will coach and mentor families to advocate for themselves.

WE WILL

- help families develop relationships
- work collaboratively with families and stakeholders to problem solve together

- accompany families as their voices are being heard
- assist families and individuals to understand and navigate systems
- help families and individuals to understand their and their family members rights
- help families and individuals find policy/resources to inform their own advocacy
- advise government and decision makers of trends/issues

OUR VISION

All individuals and families are supported, connected and fully valued in their communities.

OUR MISSION

To strengthen, connect and build communities and resources with families of people with disabilities in BC.

OUR BELIEFS

We honour that the Family Support Institute of BC grew out of an era that did not value the pivotal role of families.

Therefore, we believe:

- families are the best voice to speak for their unique circumstance
- families have a critical role in shaping the future for their family members
- families are the best resource to support one another
- informed families are more empowered to speak for themselves when needed
- informed, involved and confident families are the most effective agents for creating social change



BOARD AND STAFF

EXECUTIVE



Danielle Cross
President
Region: Fraser Valley
Came on board: August 8, 2017

Jay Goddard
Vice-President
Region: Interior
Came on board: June 25, 2017

Robert Bansal
Treasurer
Region: Vancouver Coastal
Came on board: April 25, 2019

DIRECTORS



Fred Ford
Region: Interior
Came on board: June 25, 2017

Dominic Rockall
Region: Island
Appointed: December 3, 2018

Rob Bromley
Region: Vancouver Coastal
Appointed: April 25, 2019



Nancy Hoyano
Region: Island
Came on board: June 25, 2017

Lori Woods
Region: Fraser Valley
Appointed: December 3, 2018

Melanie Angus
Region: North
Appointed: May 27, 2019

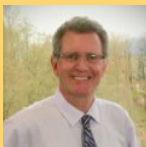
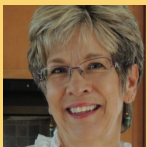


David Paynter
Region: Interior
Appointed: October 27, 2018

Alejandro Diaz
Region: Vancouver Coastal
Appointed: December 11, 2018

Jane Holland
Region: Vancouver Coastal
Appointed: June 17, 2019

BOARD MEMBERS WHO STEPPED DOWN MID-TERM



Laney Brynton
Served: April 20, 2013 - April 25, 2019

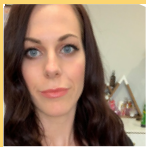
Ross Chilton
Served: June 12, 2015 - May 23, 2019



Adam Gartland
Served: May 12, 2013 - April 25, 2019

Debbie Roblin
Served: April 20, 2013 - April 25, 2019

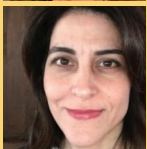
STAFF



Angela Clancy
Executive Director

Mandy Young
Provincial Community
Engagement Coordinator

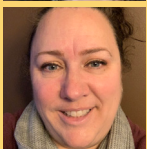
Tina Rudy
FindSupport BC Data Entry
& FSIBC Newsletter



Melodie Pace
Acting Office Manager

Franceska Grantzidis
Provincial Network Manager

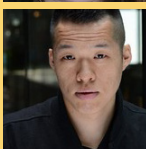
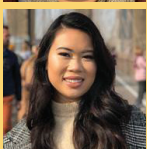
Murray George
Editor, FSIBC Newsletter



Lisa Butt
Acting Office Manager

Bobbi Taylor
Provincial Family
Support Coordinator

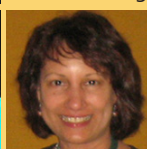
Mazy Tolentino
Director of Finance



Nancy Chan
Office Manager (on leave)

Jessica La
Communications
Specialist

Joe Liang
Technology Support



Bob Kashyap
Provincial Family
Support Coordinator

Lydia Kang
Planning Booklet
Coordinator

Erin Tesan
Office
Volunteer

Valerie Irving
Provincial Training
Coordinator



VOLUNTEER GROWTH
GREATER VANCOUVER
 HAD THE GREATEST
 INCREASE IN NEW RPS



1185
SUPPORT REQUESTS
GREATER VANCOUVER
 HAD THE MOST SUPPORT
 REQUESTS IN BRITISH
 COLUMBIA IN 2019

"I think the Family Support Institute is so worthwhile and valuable for families as it isn't often that we get people on 'our page'. The understanding seems to be a given (cross-disability) and that gives us hope!"



FSIBC'S CORE WORK

FSIBC's foundational source of support is through a peer support model – or family-to-family supports. We have built this model from the beginning of our organization in 1985 with what we now call "Resource Parents" (RPs) and "Resource Family Members" (RFMs).

WHAT CAN FAMILIES EXPECT?

Families reaching out to FSIBC can expect to be met with empathy, compassion and understanding. FSIBC strives to have every family feel heard with confidential and non-judgmental support. This model builds relationships, reduces isolation and increases individual and family capacity.

FSIBC VOLUNTEERS (RPS/RFMS) STATS *

REGION	#	REGION	#
Greater Vancouver	28	South Island	25
Fraser North	44	Thompson/Okanagan	26
Fraser South	32	Kootenays	20
Fraser Valley	11	Great North West	5
North Island	23	Great North East	23

* Numbers as of October 31, 2019

FSIBC SUPPORT REQUESTS FROM FAMILIES STATS **

REGION	#	REGION	#
Greater Vancouver	1185	South Island	481
Fraser North	811	Thompson/Okanagan	352
Fraser South	201	Kootenays	781
Fraser Valley	1181	Great North West	299
North Island	604	Great North East	602

** From November 1, 2018 to October 31, 2019

237***
VOLUNTEERS

6497***
SUPPORT REQUESTS
 UP FROM 6,027 IN 2018

***Our stats often overlap into many categories and are captured in several areas/categories so numbers may not always be completely accurate. They are also based on manual entry.



OF VOLUNTEERS ATTENDED IN 2019



Training Weekend explored the history of Community Living and how this history has guided us to where we are today also we focused on First Nations history and on the broader theme of celebrating diversity in community. We have come so far with how people with disabilities and their families are viewed and supported in our society that it is sometimes easy to forget where we've been.

TRAINING WEEKEND 2019

The 2019 Training Weekend was held at beautiful Manning Park Resort with 64 volunteer parents from April 25th to April 28th.

For 32 years our volunteer network has gotten together for training, networking and information sharing - all of which broaden their skills when supporting families in their respective communities. Each year new faces and new topics keep it exciting and a blast to attend.

Not only does the annual Training Weekend allow our volunteers the opportunity to learn from one another but it also offers information, skill building and dialogue-based sessions. This provides them the opportunity to hear about how things have been successful in other parts of BC so that they can be warriors of inclusion in their own community.

We are very grateful to our volunteers and special guests who take this time away from their loved ones to make this event happen!

TRAINING WEEKEND 2019 SESSIONS

- Kairos Blankets Exercise
- History of Community Living | *Key Note: Laney Brenton*
- Government Session and Parent Panel: *Various government representatives and parent speakers*
- Advocacy and Allies Panel: *Various organization representatives & parent speakers*
- Decision Making | *Alison Leaney*
- Celebrating Diversity in Our Connections: *Aaron Johannes*



38
WORKSHOPS
DELIVERED
 DOWN FROM 86



127
WORKSHOP
FACILITATORS

456*

ABOUT FSI
PRESENTATIONS
 WERE DELIVERED
 THROUGHTOUT BC

As a parent, having someone 'walk through' the steps and explain the rationale for how the booklet was designed etc. was invaluable, and it really is user friendly (even for the non tech savvy, like me!)

WORKSHOPS

FSIBC offers many workshops that are designed for both family members and professional audiences. These workshops are written with the purpose to educate and promote diversity and are presented by trained workshop facilitators.

TOPICS INCLUDE:

- FSIBC - How we can support your community
- Brothers and Sisters
- Circle of Friends
- Effective Advocacy Strengthens Community
- Families Leading the Way
- Families Promoting Employment First
- Key Roles for Families Ensuring Good Lives
- Leaving High School - What's Next?
- Parents, Partners in Education
- Parent Professional Relationships
- Preschool Transition - Preparing for Change Together
- Safeguards: Addressing Personal Vulnerability Through Planning
- Sexual Health
- About the Family Support Institute

ABOUT FSI PRESENTATIONS

About FSI presentations are presentations that share all about the Family Support Institute of BC. Our presenters are all family members who are either staff or volunteers. They tell the audience about who we are as an organization, our mission statement, our vision and the history of how families came together some 30+ years ago to create the network we are today. They will also highlight the value and impact of being connected to a larger provincial network of families all experiencing a similar journey and the importance and impact of our peer to peer support. The presentations cover the numerous initiatives and projects that FSI has spearheaded over the years as well as the tools and workshops that have been developed- all in response to families' requests and needs.

MYBOOKLET BC WORKSHOPS

We would like to acknowledge our Regional Network Coordinators (RNCs) across the province for their unwavering efforts to promote myBooklet BC in their communities. Their community outreach and relationship development efforts sparked requests for 31 myBooklet BC presentation across the province which resulted in connecting and training families all over BC including many rural and remote communities.

* From November 1, 2018 to October 31, 2019

PUBLICATIONS

FSIBC has several publications available to families FREE of charge. All of our publications are created as a means to provide learning, inspiration, education and information to families all over BC.

FSIBC QUARTERLY NEWSLETTER **POSSIBILITIES**

The FSIBC quarterly newsletter was first published over 30 years ago. It is filled with inspirational stories, tangible resources and personal accounts of how strategies and supports have worked for families and testimonials from various individuals and groups regarding initiatives, projects, supports, and much, much more.

FSIBC MONTHLY BULLETIN **KINDRED THOUGHTS OF LEARNING**

The FSIBC monthly bulletin was first published over 30 years ago. It contains categorized resources, tools, strategies and up-to-date information for families with the sole purpose to inform and educate and keep families current on things going on for families in BC.



4189*
NEW USERS
UP FROM 3245



6240*
TOTAL SESSIONS
UP FROM 4567



PROJECTS, INITIATIVES & PARTNERSHIPS

FINDSUPPORT BC


FindSupport BC is an all-encompassing and searchable online database that hosts 5,000 resources related to disability and mental health, for all ages. The FindSupport BC website provides an inclusive list of current resources from in-home supports, community programs, grants, government run, non-profit agencies and much more.

Through collaborative efforts of community members, organizations and a dedicated FSIBC staff member, the resource database grows and so does the ability for those requiring services to gain the awareness and knowledge to access them.

FINDSUPPORT BC TRANSITIONS TIMELINE

FindSupport BC Transitions Timeline is an online support service that provides information for children, youth, adults, as well as their families to navigate pivotal stages in ones life. It uses a comprehensive checklist, along with short write-ups for each step to appraise at various transitional stages. Accompanied with links and helpful hints from those who have gone through similar or the same process.

* From November 1, 2018 to October 31, 2019

 **AVG TIME PER SESSION**
1:27



MY COMMUNITY BC

myCommunity BC

myCommunity BC is an online tool for people to share and celebrate the gifts and assets in their community with the goal of building more connected and inclusive communities for all. It was recently launched to the public in 2019 through partnership with Family Support Institute, Community Living BC, and BC Community Asset Mapping Network. Engaging with the public libraries and other avenues to promote this tool, myCommunity BC has grown to over 400 Inclusive community resources and is growing weekly. This tool enables community members to not only suggest places, but share their personal stories as to what makes it inclusive, as well as save community resources to their our personal map by creating a profile based on their geographical location.

I'm so happy to have found myCommunityBC! It's helped me find so many new places to take my sensory sensitive son so we can have a enjoyable day out.



 **407**
COMMUNITY RESOURCES SUBMITTED BY PUBLIC USERS





PROJECTS, INITIATIVES & PARTNERSHIPS

MY BOOKLET BC

myBooklet BC is a FREE online tool that the individuals and families can use to create a beautiful and personalized information booklet to store and share their strengths, gifts, goals and much, much more. It is simple-to-use and user-friendly.

People can download their own myBooklet as a PDF file for sharing via email or printing. Since launching the site on October 29, 2018, myBooklet BC had over 4,500 users as of March 31, 2019. We will be moving on to additions on the site this year as a second phase to the project.

* From November 1, 2018 to October 31, 2019



865+
**BOOKLETS
CREATED***



575**
TOTAL USERS

SUPPORT WORKER CENTRAL

Support Worker Central is an online database designed to match individuals, families and agencies with support workers/caregivers in their communities. FSIBC created this matching site almost 9 years ago as we know that finding good, qualified support workers is an ongoing challenge for many families.

The site does need some upgrades and we are currently working on a re-fresh. This is normal after running for 9 years and we hope to revitalize the site in 2020.



TRANSITIONING TO WAYFINDERS FROM FAMILYWORKS

FamilyWORKs has evolved over the last 10 years, but in this fast changing world, the needs and resource availability for families have changed. As a result, attendance in monthly program meetings has decreased substantially in recent years. A range of stakeholders from the sector met to re-image the program as it begins its second 10-years and came to the decision that the format and content of the program needed a complete re-vamp to stay relevant and be accessible.

The outcome of the discussions was to move away from the current model and it was reimagined as **WayFinders** - a more person centered model, starting January, 2020.

With employment as it's North Star, WayFinders envisions broader and personalised discussions around holistic inclusion, as guided by an individual's needs. To overcome barriers faced by some families/ individuals in seeking support, this model "Meets families/individuals where they are at" by offering them choices of where and when they would like to meet. This expanded reach will encourage inclusion of a larger base and age of participants looking for individualized coaching and connecting with partners to leverage various community resources

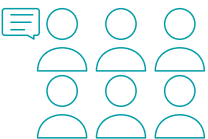
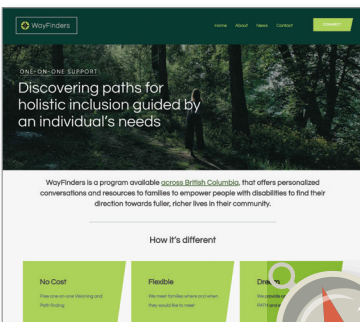
Having multiple connection points will increase the attractiveness and draw of program as it has the potential to establish cohorts of people (e.g. Visioning; Social; Transitioning; Transit; employment etc.) that want to work together based on similar interests and needs. These like-minded individuals would drive the meetings to be about what they need.

VISION STATEMENT

Every individual be empowered to find their direction towards fuller, richer lives in their community.

MISSION STATEMENT

To offer families personalized conversations and resources that empower people with disabilities find their direction towards fuller, richer lives in community.



**6 WAYFINDERS
IN BC**
LOCATED IN VANCOUVER,
BURNABY, LANGLEY,
VICTORIA, KOOTENAYS
AND PRINCE GEORGE

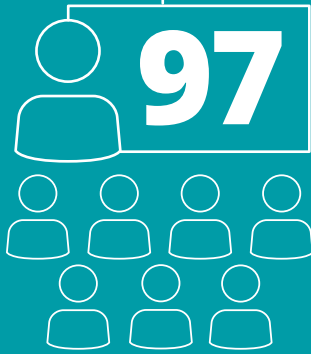
PATH PLANNING & FSIBC PATH FACILITATOR TRAINING

A PATH (Planning Alternative Tomorrows with Hope) is a facilitated process which graphically captures an individual's hopes, dreams and aspirations. This session is meant to be a visual depiction of collective brainstorming and identifies short, medium- and long-term goals. The individual and their family, friends, school and community contacts contribute to this process which is led by two trained PATH facilitators. Over the years, families have told us repeatedly how they thoroughly enjoyed the process of a PATH. However, one hindrance to getting a PATH is cost which typically ranges from \$1,000-\$2,000.

FSIBC never wants an individual's financial status to be a barrier to access these types of services, we sought out funding and developed a plan to bring affordable PATHs to families in BC. And with this secured funding, FSIBC trained 97 PATH facilitators in 38 communities in BC. In exchange for this FREE training, these newly trained PATH facilitators committed to deliver 3 FREE PATHs to families in their communities as a community development exercise. Upon completion of the free PATHs, each facilitator can offer PATHs on an ongoing basis at a fee of no more than \$150 for a period of two years. We are able to say as of February 2020, FSIBC trained PATH facilitators have provided 152 free PATHs and have 156 free PATHs left to provide.

TRAINED PATH FACILITATORS

UP FROM 94



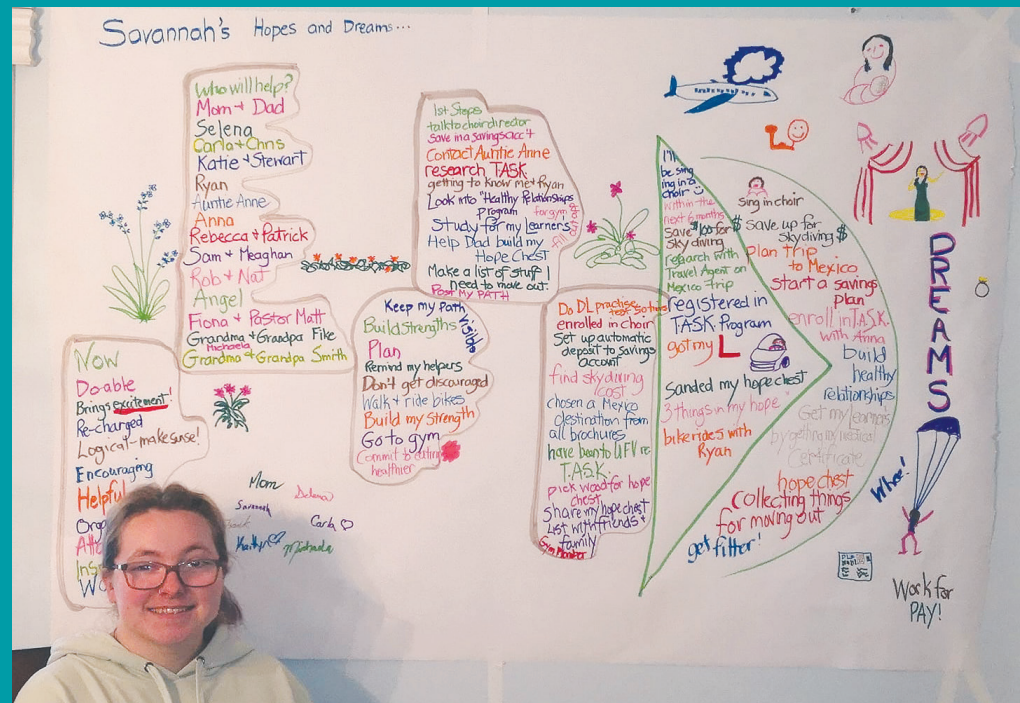
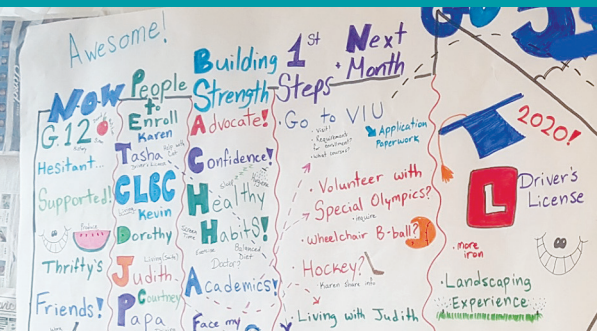
152

FREE PATHS DELIVERED TO DATE

UP FROM 60



Thinking about the future has always been difficult for Savannah and our family. We are unsure how she will move forward in life towards independence because her interests change so quickly, and her abilities have not yet been maximized. I had heard about the PATH but I wasn't sure exactly how it worked and what it would accomplish. Laurie and Cheryl came and gently guided us through goals and dreams for Savannah. Together we were able to set those goals and figure out how to achieve them! Having the poster to refer to and talk about has been a daily event for all of us! The PATH has not only helped Savannah but my other girls have also become more aware of what their goals might be and have thought about the future as well!



PROJECTS, INITIATIVES & PARTNERSHIPS

FAMILY SUPPORT INSTITUTE AND THE MINISTRY OF CHILDREN AND FAMILY DEVELOPMENT

In November 2018, the FSIBC partnered with the Ministry of Children and Family Development (MCFD) with the mandate of scaling FSIBC's important work of peer to peer support with an intentional focus on the early years. As a first step, FSIBC hired 12 dynamic and passionate Regional Network Coordinators (RNCs) to serve as ambassadors of FSIBC across the province and to spearhead this work. The RNCs were chosen from FSIBC's existing network of committed and high capacity Resource Parents and Resource Family members and represent FSIBC's 10 main regions:

Greater Vancouver North/Central	Great North West North Fraser
Vancouver Island	Kootenays
South Fraser	South Vancouver Island
Great North East	Thompson Okanagan
Fraser Valley	

This team of RNCs have stepped into their roles with commitment and zeal and have led the charge with the following principals as their guiding posts:

1. To engage with a wide variety of community partners to increase awareness of FSIBC and its model of peer to peer family support.
2. To engage with and increase the capacity of the existing volunteer RP network.
3. To recruit and train new RPs (targeting specific gaps in the current network such as unrepresented regions of the province, younger families, refugee and immigrant families, LGBTQ2+, and Indigenous communities)
4. To identify themes of concern among families and coordinating training in response to these at a regional level.

During the first year and a half of this contract, the learning and growth for the FSIBC community - staff and volunteers - has been incredible! The impact of the broad outreach and relationship development across the province can be measured by the 1000+ new contacts made within a diverse mix of community partners including schools, school boards, homeschooling programs, post-secondary education, infant development programs, early years centers, child development centers, CLBC, MCFD and CYSN teams, associations for community living, Indigenous groups, ministry of health, mental health, family places, support groups, community centres, and the list goes on and on. Not only are these partners now aware of who we are and what we do as an organization, but they are also excited to collaborate with us and are confidently referring families requiring support.

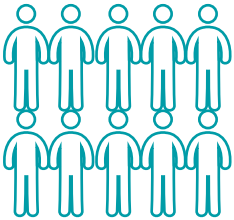
FSIBC's provincial office has felt the impact of this widespread outreach with a notable influx of family



support calls. Resource Parents and Resource Family Members, old and new, are responsive to this increased demand as they steadily support families, learn more with every call they take and expand their own circles at a local level. Equally as important to note is the number of families being supported by RPs who receive referrals directly from community partners as opposed to referrals from the provincial office. This is a credit to RPs who are establishing themselves as family support leaders in their communities and building reputations as effective and collaborative resource people. Although this process can interfere with accurate tracking of support calls which ultimately supports the impact of the RP role, it is a testament to a strong community unit and a more organic collaboration of efforts.

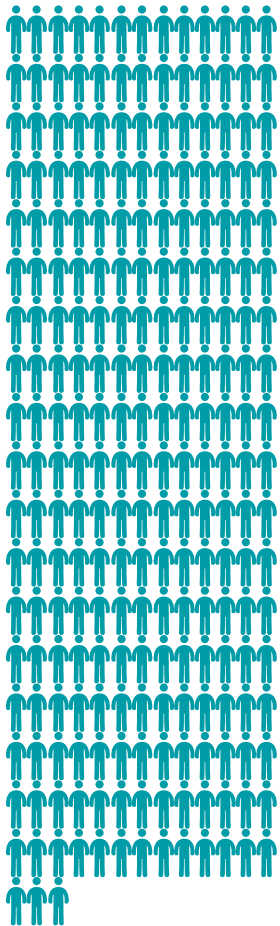
As RNCs promote the important model of peer to peer support across the province, they have also been steadily and thoughtfully recruiting new Resource Parents with a particular eye to filling gaps in the current network. Although certain demographics were identified as gaps for the RP network as a whole, (namely younger families, regions currently without RP presence, families new to Canada -immigrant and refugee- the LGBTQ2+ and Indigenous communities) each region also targets its specific individual needs at a more local level. That said, we are happy to share that an exciting 29 new RPs have been brought into the FSIBC family in the past year! These spirited and engaged new RPs are now well-positioned to be mentored by RNCs and seasoned RPs to support others in their communities, man display tables, participate in local committees and advisory tables, facilitate workshops and more!

Being a Ministry of Children and Family Development contract, a liaison role between FSIBC's RNCs and MCFD's Early Year's Directors of Operations is also in place. This connection allows both parties to check in with each other, share information and brainstorm about how to best support families across the province, including those who do not easily find the support they need for a variety of reasons such as no diagnosis for their child, a diagnosis not attached to funding but still in need of supports, or families with children on waitlists. With an intentional focus on the early



12

REGIONAL NETWORK CO-ORDINATORS MENTORING...



237

VOLUNTEER RESOURCE PARENTS (RPs)

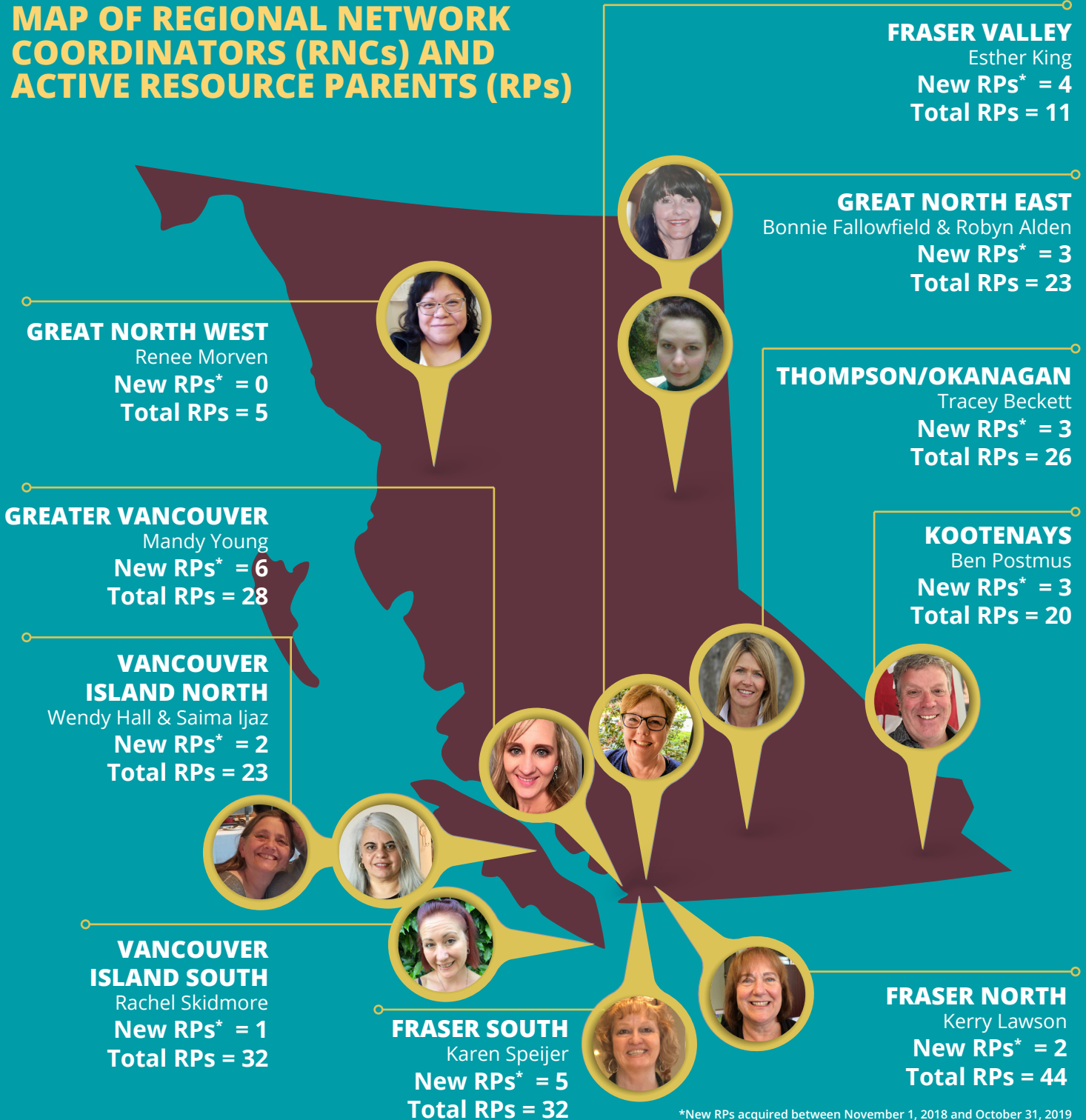
years, the RNCs – with their outreach to Early Years Centres, Child Development Centres, Infant Development Programs and schools- can position themselves in front of young families and catch them at the beginning of their journeys. This timing promotes more informed, more resilient families who are better able to effectively and collaboratively advocate for their children.

With the first half of the contract under our belts, FSIBC is excited about the continued efforts of widespread support to families and ongoing and

growing relationship development with community partners. FSIBC's aim for the second half of the contract is to more deeply engage with the Resource Parent network as well as families across the province to identify the most pressing needs for training and to work at bringing that specific training to the respective communities. The Family Support Institute community is growing and with it, the strength, the voice and the resilience of families!

Franceska Grantzidis,
Provincial Network Manager

MAP OF REGIONAL NETWORK COORDINATORS (RNCs) AND ACTIVE RESOURCE PARENTS (RPs)



*New RPs acquired between November 1, 2018 and October 31, 2019

TREASURER'S REPORT

FINANCIAL PERFORMANCE

The **Statement of Operations** listed the revenue and expenses of Family Support Institute of BC's (FSIBC) for the fiscal year November 1, 2018 to October 31, 2019. Also provided in the statement was the net surplus (excess of revenue over expenses) for the period, which can be used to measure financial performance.

For the fiscal year 2018-2019, FSIBC finished the year with a surplus of \$2,069 (budgeted at \$3,050).

Revenue increased by 52% in 2019 (\$1,269,265) compared to 2018 (\$831,719) which mainly attributed to increases in:

- Ministry of Children and Family Development (MCFD) contract – Early Years Outreach Program (EYOP) at \$587,144 (in 2018 at \$36,512)
- donations at \$44,483 (in 2018 at \$22,664)
- interest and other revenue at \$10,035 (in 2018 at \$5,703)

Expenses also increased by 54% in 2019 (\$1,267,196) compared to 2018 (\$818,666) which mainly attributed to increase in MCFD EYOP staffing and project expenses totaled to \$646,269 (in 2018 \$62,442).

FINANCIAL NET WORTH

The **Statement of Financial Position** listed the assets and liabilities of FSIBC as at October 31, 2019. Also provided in the statement was the fund balances (excess of assets over liabilities) that made up the financial net worth of FSIBC.

Assets totaled to \$434,577 comprised of:

- cash and equivalents \$397,943 (earmarked for projects)
- accounts receivable \$19,191
- prepaid expenses \$4,992
- property and equipment \$12,451

Liabilities totaled to \$377,806 comprised of:

- Accounts payable and accrued liabilities \$40,175
- Deferred revenue \$337,631 (advance payments of contracts)

The fund balances totaled to \$56,771 comprised of:

- investment of property and equipment at \$12,451
- internally restricted capital fund at \$38,793
- unrestricted fund at \$5,527 (can be used for future accounting periods)

FINANCIAL RISK

FSIBC remains in sound fiscal health, as its financial assets can well cover payment of all of its debts; however, its low reserves (fund balance) may not be able to sustain its operation should unexpected challenges occur.

Revenues and expenses continue to meet budget guidelines, and these continue to grow year over year; however, such positive growth create complexities that require fiscal management and attention to be sustainable.

FSIBC generates approximately 94% of its revenue from the following BC Government sources:

- BC Gaming Commission
- Community Living British Columbia (CLBC)
- BC Ministry of Children and Family Development (MCFD)

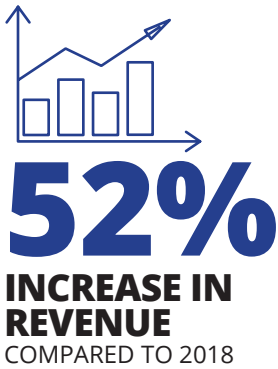
FSIBC economic dependence on provincial government funding poses serious risk when major provincial cutback occurs. Revenue concentration on the other hand, can also cause the organization to lose sight of its missions and objectives.

To mitigate financial risks, part of FSIBC strategic plan are to diversify and explore funding sources from government, non-government and corporate sponsorships.

I would like to acknowledge the hard work and dedication of Angela and her team for prudently managing on a continuous basis the fiscal resources of the organization.

Please feel free to contact the Executive Director, President or the undersigned for any questions or concerns regarding FSIBC finances.

Rob Bromley, Treasurer, FSIBC



SNAPSHOT OF FSIBC SOURCES OF REVENUE

16%

COMMUNITY LIVING OF BRITISH COLUMBIA (CLBC) CONTRACTS

These contracts enable training support to families in regions to build capacity and growth. It also enhances our online platforms such as findsupportbc, myBookletbc, supportworkercentral and myCommunityBC.

13%

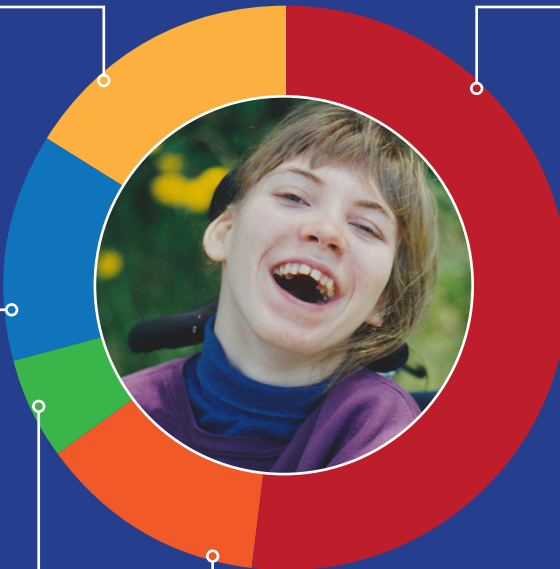
GAMING GRANT

Gaming is funded by the province that enables FSI to provide family support and RP/RFM capacity growth in our volunteer network.

6%

PRIVATE DONATIONS & FUNDRAISING

FSIBC is grateful for our donations and fundraising to support the ongoing work of FSI. We rely on our donors and their commitment to the work we do.



52%

MINISTRY OF CHILDREN AND FAMILY DEVELOPMENT (MCFD) CONTRACTS

The contract with MCFD is to enhance our peer support network to focus on the early years, diverse cultures, refugee families, LGBTQ+ communities, First Nations, and newcomers to BC. We have liaisons with the MCFD offices all over BC to work together.

13%

SPECIAL PROJECTS

Our special projects are new initiatives that FSI takes on, with needs identified by families, and funded by grants.

SNAPSHOT OF FSIBC TYPES OF EXPENSES

4%

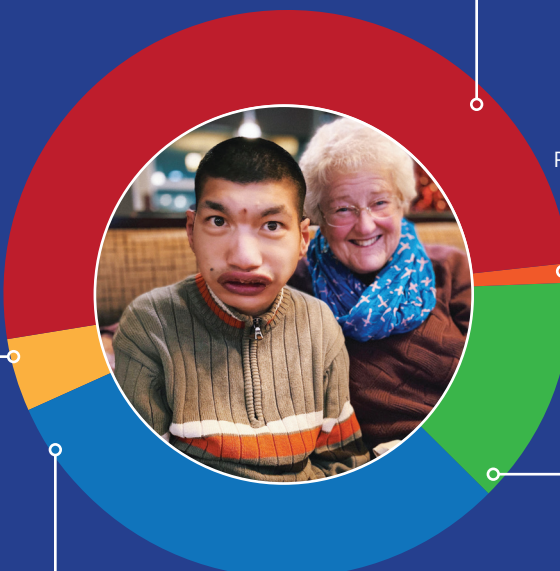
OFFICE

These expenses cover office supplies, rent, utilities and other miscellaneous expenses.

31%

RESOURCE PARENT/FAMILY SUPPORT

A significant portion of FSIBC expenses go towards training weekend, travel expenses and other supports of our volunteer RP network.



51%

MINISTRY OF CHILDREN AND FAMILY DEVELOPMENT (MCFD)

These expenses cover the Outreach Programs and Workshops presented by the Regional Network Coordinators to reach as many families as possible in the regional and provincial level.

1%

BOARD

Board meetings and training are paid for through these expenses.

13%

SPECIAL PROJECTS

Funded by grants, FSIBC takes on many special projects required by families in need.

FINANCIAL HIGHLIGHTS*

FAMILY SUPPORT INSTITUTE OF BC SOCIETY | STATEMENT OF OPERATIONS (UNAUDITED) for the year ended October 31, 2019

REVENUE	2019	2018
MCFD contract	\$660,401	\$123,697
CLBC contract	203,418	287,520
Gaming income	171,337	180,807
Special projects	160,151	181,493
Donations, fundraising and other income	73,958	58,202
TOTAL REVENUE	1,269,265	831,719
LESS: EXPENSES		
MCFD salaries, project and overhead expenses	646,269	62,442
Resources Parent/Family Support salaries, project and overhead expenses	397,577	586,007
Special projects salaries, project and overhead expenses	159,765	117,611
Office general and administration expenses	50,539	43,708
Board and committee expenses	13,046	8,898
TOTAL EXPENSES	1,267,196	818,666
NET SURPLUS	\$2,069	\$13,053

FAMILY SUPPORT INSTITUTE OF BC SOCIETY STATEMENT OF FINANCIAL POSITION (UNAUDITED) for the year ended October 31, 2019

ASSETS	2019	2018
Cash and equivalents	\$397,943	\$678,319
Accounts receivable	19,191	4,872
Prepaid expenses	4,992	2,672
Property and equipment	12,451	13,350
TOTAL ASSETS	\$434,577	\$699,213
LESS: LIABILITIES		
Accounts and lease payable and accrued liabilities	40,175	57,620
Deferred MCFD Projects	188,011	312,412
Deferred CLBC Projects	39,181	110,635
Deferred Gaming	6,581	10,373
Deferred Special Projects	95,667	145,968
Deferred Externally restricted	8,191	7,503
TOTAL LIABILITIES	377,806	644,511
FUND BALANCES		
Invested in property and equipment	12,451	13,350
Internally restricted capital fund	38,793	31,693
Internally restricted RDSP fund		7,100
Unrestricted balance	5,527	2,559
TOTAL FUND BALANCES	56,771	54,702
TOTAL LIABILITIES AND FUND BALANCES	\$434,577	\$699,213

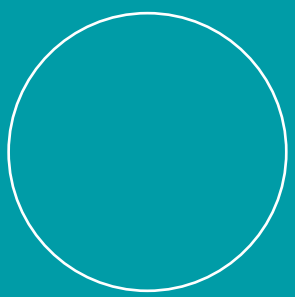
* approved by the FSI Board

DONORS, SPONSORS & FUNDERS



PLEASE NOTE that some sponsors and funders targeted their support towards a specific project or work.





fsi@fsibc.com



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FAMILY SUPPORT
Institute of **BC**
families supporting families



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