



ANNUAL REPORT 2021-22



THE FEDERATION
of COMMUNITY SOCIAL SERVICES of BC

THE FEDERATION IS A CATALYST FOR POSITIVE CHANGE TO BRITISH COLUMBIA'S SOCIAL POLICIES AND COMMUNITY PROGRAMS



THE FEDERATION represents more than 135 member agencies serving over 250 communities across BC, both on and off recognized First Nations territories. Our members represent more than 60 different service and program areas, providing services and supports to people of all ages, and they employ more than 6000 British Columbians, representing over \$500 million of community investment in BC's social services sector.

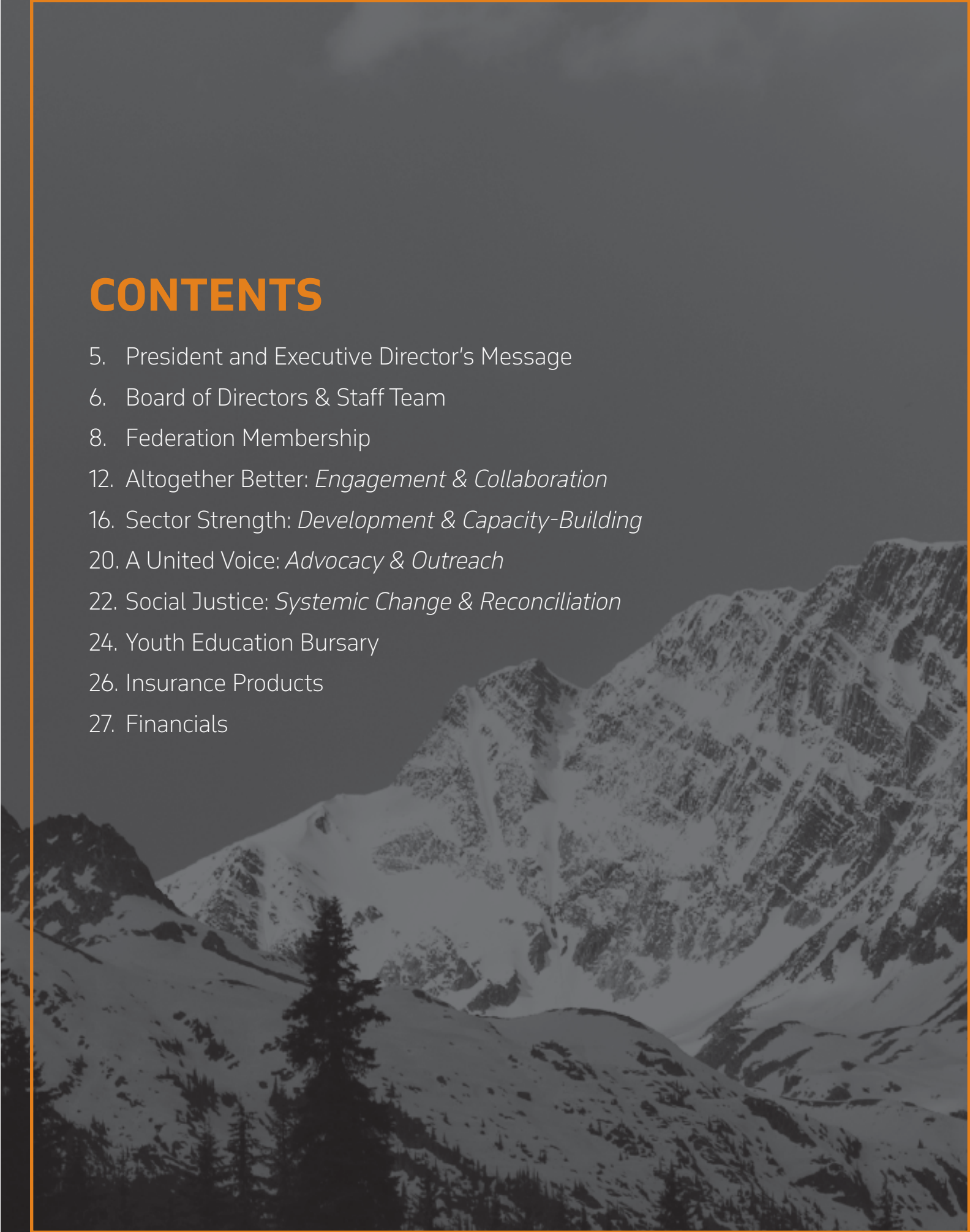
OUR MEMBERS support communities through a wide spectrum of services such as support for those with disabilities, employment programs, early childhood education, homeless outreach, and family programs.

OUR COMMITMENT to reconciliation and Indigenous resurgence includes recognizing that the work of The Federation and our member organizations takes place on the unceded lands of many First Nations.

Altogether better

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In past years, the two of us have used this space to sing the praises of our organization and recognize the work of our membership and board of directors and staff team. We would list off our various accomplishments, our new programs, our strategic relationships, and our successful advocacy efforts.

But after another year of uncertainty, chaos, grief, and conflict, we found ourselves thinking less about the boxes checked and the progress made and more about who achieved those milestones.

It was hard to focus on the *things* listed in these pages because we couldn't stop thinking about the *people* behind them: the people who continued to show up with creativity and compassion; the people who provided guidance and security through the upheaval and turmoil; the people who have been patient and caring and flexible and generous.

It's also hard to reflect on the past year without thinking about the loss of Rick's son, Wade. He was a beautiful human who made the world a better place and his strength and determination inspired many of us throughout this Federation.

In the weeks that followed Wade's passing, people were patient and caring and generous. It seemed like every single Federation member sent a message or flowers. The two of us exchanged emails and phone calls, but what we wanted was to hug each other and be together.

The thing that we have all missed during the pandemic has been that connection between people. Every one of us has had a personal moment of joy or grief or fear or relief that they weren't able to share in the way that they were used to or in the way they wanted to.

And perhaps some of us feel that lack more acutely because that kind of connection and what it contains and involves—compassion, dedication, empathy—is fundamental to the work we do. It is why we were drawn to this work and why we continue to do it even in the hardest, darkest days.

Because when you get right down to it, this work is about being there for others when they need someone. This sector is made up of people who are helpers, who welcome sharing both joy and pain, and who want to work together to make things better for others.

And our organization is increasingly relevant and strong and effective because of those connections, because of that compassion, and because of the way we work together.

Thank you for being a part of this Federation. Thank you for your kindness and dedication and generosity. When we are gone, people will remember us not for the things we did, but for the kind of people we were—the way we treated each other, the things we stood for, and the way we showed up when it mattered.

”

*A message
from our
President &
Executive
Director*



Tanya Behardien
Federation President

Rick FitzZaland
Federation Executive Director

board of directors staff team



The Federation is governed by a **BOARD OF DIRECTORS** who volunteer to serve on The Federation's board, guiding our organization, on top of running their own agencies across the province. We are very grateful for the hard-working and committed board members who have stepped up and contributed their time, energy, experience, and expertise in service of our organization, our members, and all the people and communities of BC.

BOARD EXECUTIVE

Tanya Behardien
President

Kendra Gage
Vice-President

Julia Staub-French
Secretary-Treasurer

David Young
Past President

REGIONAL DIRECTORS

Kelly Kelland (Interior)

Vicki Kipps (Fraser)

Gwen Cardinal (North)

Ann Kutcher (Van Coastal)

Kari Hutchison (Van Island)

DIRECTORS AT LARGE

Karen Dickenson Smith

Tim Veresh

Liz Barnett

Christine Mohr

Bess Williams
Events Coordinator

Bryan Travers
Administrative Assistant

Catherine Rana
Director of Programs and Services

Erin Malette
Executive Coordinator

Marshall Watson
Communications Manager

Michelle Bell
Child, Youth and Family Strategic Lead

Rebecca Ataya Lang
Associate Executive Director

Rick FitzZaland
Executive Director

Riley McKenzie
Indigenous Advisor

Taylor Logan
Director of Finance and Administration

Federation Membership

\$1,000,000,000 FEDERATION MEMBERSHIP REPRESENTS A TOTAL OF NEARLY **1 BILLION DOLLARS** IN NON-CHARITABLE REVENUE

Federation Membership

Federation members are the foundation of our organization. They guide our direction, they provide the information needed to act on behalf of the sector, they provide the financial capacity to undertake the work we do, and they give this organization its purpose.

Our member organizations offer nearly 700 different programs in 250 communities throughout British Columbia both on and off reserve. They are committed to delivering high-quality services to the children, youth, adults, and families of BC. They are incredibly diverse in terms of governance (for-profit, non-profit, and charities), size (with budgets from \$25,000 to \$25 million), and scope (from single-service to multi-service, multi-location agencies).

New Federation Members

We would like to extend a very warm welcome to the following organizations that joined The Federation over the past year.

The Family Education and Support Centre
Prana Services Incorporated
Tri-City Transition Houses Society
BC Society of Transition Houses
First Call Child and Youth Advocacy Society

Full Member
Full Member
Full Member
Associate Member
Associate Member

Join our Membership

The Federation of Community Social Services of BC has been a provincial leader in the child, youth, adult, and family serving field for over 30 years. We provide the support and advocacy and tools that enable organizations to do their best work. By becoming a member, you join the ranks of thousands of committed and caring people working together to improve the well-being of all our community members. [Visit our website for a list of member benefits and an explanation of the different membership categories.](#)

Federation Full Members 2021-22 (and joining year)

1-Up – Victoria Single Parent Resource Centre	2003	Foster Parent Support Services Society	2010
ACT 2 Child and Family Services	1992	Fraser Valley Child Development Centre	2020
Alternate Shelter Society	1991	Fraserside Community Services Society	2012
ARC Programs	1991	Freedom Quest Youth Services Society	2005
Archway Community Services	1993	Golden Family Centre Society	2020
Archway Society for Domestic Peace	2019	Greater Vancouver Community Services Society	2010
Aspiral Youth Partners Association	2010	High Road Services Society	2008
Axis Family Resources Ltd	1993	Hollyburn Family Services Ltd.	1992
BC Centre for Ability Association	2020	Hulitan Family & Community Services Society	2012
BeConnected Support Services Ltd	2020	IDM Youth Services Inc.	2019
Bella Coola Community Support Society	2011	Interior Community Services	2000
The Bloom Group	2019	Intersect Youth & Family Services	1992
Boundary Family Services Society	2017	Island Métis Family & Community Services Society	2016
The Bridge Youth & Family Services Society	2018	Janus Family Programs	1987
Building Healthy Families Society	1993	Jewish Family Service	2012
Burnaby Association for Community Inclusion	2012	Kalum Community School Society	2014
Cariboo Family Enrichment Centre Society	1994	Kamloops Society for Alcohol & Drug Services	2011
Chilliwack Community Services	1996	Kindale Developmental Association	2010
Chilliwack Society For Community Living	2016	Kootenay Boundary Community Services Co-op	2006
Coastal Mountain Child & Youth Services Ltd.	2002	Langley Community Services Society	2020
Columbia Basin Family Resource Society	2004	Maple Ridge/Pitt Meadows Community Services	2005
Communitas Supportive Care Society	2015	Marpole Oakridge Family Place Society	2011
Community Bridge	1993	Milieu Children and Family Services	2013
Community Ventures Society	2017	Mount Pleasant Family Centre Society	2001
Connect Counselling & Therapy Central Okanagan	1997	MSA Society for Community Living	2018
Connections Community Services Society	1995	Nanaimo Child Development Centre	2020
Connexus Community Resources Society	2017	Nanaimo Family Resource Programs	1994
Cowichan Valley Youth Services Society	2001	Nanaimo Youth Services Association	1994
The Cridge Centre for the Family	2010	NARSF Programs Ltd.	1995
Dawson Creek Catholic Social Services	1996	Nelson Community Services	2009
Deltassist Family & Community Services	1982	North Coast Community Services	1989
Eastside Family Place	2019	North Island Community Services Society	1992
Elizabeth Fry Society of Greater Vancouver	1984	North Kootenay Lake Community Services Society	1998
Encompass Support Services Society	2020	North Okanagan Youth & Family Services	1982
The Family Education and Support Centre	2021	Okanagan Boys and Girls Clubs	1982
Family Services of Greater Vancouver	1985	OneSky Community Resources	1996
Family Services of Greater Victoria	2018	Options Community Services Society	1993
Family Services of the North Shore	2012	Orenda Services to Children	2003
Federation of BC Youth in Care Networks	2005	The PACE Child and Family Society	2008

Federation Associate Members 2021-22

Association of Neighbourhood Houses of BC	2007
BC Association of Community Response Networks	2016
BC Association of Family Resource Programs	1997
BC Council for Families	1996
BC Federation of Foster Parents Association	1990
BC Society of Transition Houses	2021
BJP Case Administration Management Ltd.	2013
Board Voice Society	2016
Camosun College (Community Family & Child Studies)	2008
Canadian Mental Health Association BC	2020
CARF Canada	2004
Child and Youth Care Association of BC	2012
Community Action Initiative (CAI)	2019
Council on Accreditation (COA)	2007
Douglas College (Child, Family & Community Studies)	2008
Ending Violence Association of BC	2013
First Call Child and Youth Advocacy Society	2021
Foundry Central Office	2019
Langara College (Department of Social Services)	2011
McCreary Centre Society	2011
NucleusLabs Information Technologies (Canada) Ltd.	2012
Options for Sexual Health Association	2017
ShareVision	2020
Sincron HR Software	2019
SPARC BC – Social Planning Research Council of BC	2015
Teg Bains IT Specialists	2020
The Treehouse Vancouver Child & Youth Advocacy Centre	2016
University of the Fraser Valley (Child, Youth & Family Studies)	2008
University of Victoria (School of Child & Youth Care)	1993
Vancouver Island University (Human Services Program)	1996

Please visit fcssbc.ca/about/our-members for a detailed, searchable list of our members, descriptions of different membership types, and a list of Honourary Members.

All of the work we undertake at The Federation, every initiative and endeavour, is guided by a set of commitments—not just about the **why** and the **what**, but also the **how**. These are the ways we engage with others and the principles that inform everything we do. Learn more about our mission, principles, and approach at fcssbc.ca/about

- Building trusting relationships.
- Advancing proven and promising practices.
- Connecting purposefully and collaboratively.
- Engaging inclusively.
- Consciously and boldly involving ourselves in social justice and reconciliation.

Member Support & Engagement

Federation Regional Meetings, supported by our five dedicated and hard-working Regional Directors, continue to be an important method of connection and engagement our members.

Members discuss ongoing issues and pressures facing each region—recruitment and retention, wage discrepancies, sustainability—and explore how we can come together to address them.

Federation members also engage with MCFD leadership, who attend these meetings to provide relevant updates, answer questions, and try to better understand the realities facing organizations and the communities they serve.

In addition, monthly organization-wide Member Support and Information Exchange meetings give members an opportunity to raise policy and practice concerns, connect with each other, and get updates on Federation initiatives and advocacy efforts.

Virtual Conferences & Events

One of the best benefits of being a member of The Federation is the ability to network, brainstorm, coordinate, and plan with other members and colleagues from across BC..

In October 2021, we partnered with the Vancouver chapter of Emerging Health Leaders to reflect on the recommendations in the report *In Plain Sight: Addressing Indigenous-specific Racism and Discrimination in BC Health Care*.

In February 2022, we partnered with the Office of the Representative for Children and Youth to explore what is needed to better support the mental health needs for young people in BC.

And while two years of virtual meetings and conferences required a lot of patience and enthusiasm, it did allow us to include and connect with more Federation members who no longer had to overcome the barriers of cost and travel and time away from the office.



ALTOGETHER BETTER
engagement & collaboration

294
FUNDING GRANTS AWARD TO
ORGANIZATIONS THROUGH
THE **COMMUNITY SOCIAL
SERVICES TRAINING FUND**

500K
CANADIANS THAT ARE UNABLE
TO WORK PER WEEK DUE TO
POOR MENTAL HEALTH
ACCORDING TO THE CMHA

Social Services Sector Round Table

In 2019, the BC government created the Social Services Sector Round Table which brings together the social care ministries and representatives from the sector to collaboratively address the issues we face.

The Round Table continues to be a valuable mechanism for achieving our goals and building strong relationships with sector partners. It is a venue for sector-wide problem-solving, learning, and information sharing.

Through our continued work with the Round Table, the sector has received significant new funding for technology costs and sector-specific research and has helped to create a made-in-BC Indigenous-focused MBA program.

The Round Table continues to work on improving procurement practices and developing a sector-wide compensation plan—a huge step toward addressing the long-standing wage parity and compression issues affecting recruitment and retention for community social services organizations.

Partnering on Mental Health Support

Understanding, responding to, and raising awareness about the toll the pandemic has had on community social services workers has been a central part of our advocacy for the past two years—with both sector partners and government decision-makers.

As such, we were excited to be invited to partner with the BC division of the Canadian Mental Health Association to support the mental health of social services staff.

Starting in 2022, The Federation and CMHA BC will be supporting two dedicated learning coach positions focused on improving workplace mental health in our sector.

The learning coaches will help employers navigate assessments and implement the national standards for psychological health and safety in the workplace.

This new resource will be supported by other programs developed for the sector by CMHA, the CARE 2 SPEAK peer support service and CARE online resources and training.

“

**THANK YOU FOR CONTINUING TO ADVOCATE
FOR ALL OF US WITHIN THE FEDERATION.
I FEEL OUR VOICES ARE AMPLIFIED AS A
RESULT OF OUR MEMBERSHIP AND YOUR
CONTINUED EFFORT AND SUPPORT**

Janice Lambert, Executive Director
Richmond Family Place Society

**THANK YOU FOR THE PHENOMENAL WORK
THAT YOU CONTINUE TO DO ON A DAILY
BASIS. THE FEDERATION IS CHANGING THE
DIAL AND MAKING AN IMPACT AT A HIGH
LEVEL SO US WITH THE BOOTS ON THE
GROUND CAN MAKE OURS**

Tracy Beshara, Executive Director
Marpole Oakridge Family Place

SECTOR STRENGTH

development & capacity-building



THE IMPACTS OF INCREASED STAFF RETENTION WILL NOT ONLY IMPACT OUR ORGANIZATION, BUT THE CLIENTS THAT WE SERVE. AS A RELATIONAL PROGRAM, CONSISTENCY IN STAFF IS A KEY SUCCESS FACTOR. THE IMPACTS OF INCREASED STAFF RETENTION WILL ECHO INTO OUR CLIENT POPULATION AND CONTRIBUTE TO IMPROVED HEALTH AND SOCIAL OUTCOMES

Community Social Services Training Fund Recipient

Training Fund Coordination

In August 2020, thanks to the work of The Community Social Service Round Table, the BC government made available \$10 million of one-time training funds for the social services sector to “build capacity, support recruitment and retention, and improve occupational health and safety programs.”

The Federation was granted \$3 million of that money to administer as the [Community Social Service Training Fund \(CSSTF\)](#) which we coordinated and administered from September 2020 through March 2022.

Community social services organizations from across the province were encouraged and supported in assessing for themselves the training and development they needed at both the individual and organizational levels.

Many organizations took advantage of the opportunity and applied for multiple rounds of funding and grantees consistently cited the flexibility of the fund’s administration as being critical to their ability to access training dollars, manage their finances, and support their staff.

Labour Market Planning

In the spring of 2021, The Federation released [the Final Report and Aggregated Data of the Social Services Labour Market Research Project](#)—a detailed exploration of the nuanced, complex recruitment and retention challenges our sector faces as well as recommendations and next steps to address those challenges.

The Federation is very pleased to be working with the BC Association of Aboriginal Friendship Centres on the next phase of this project: developing a labour market strategy that will embody and encourage decolonization, improve education and training opportunities, meet the changing needs of our workplaces, and address increasing levels of burnout and stress.

The development (and funding) of this plan is a positive and necessary next step in our work toward a sector-specific approach to recruitment and retention.

The Federation and our partners acknowledge and appreciate the funding for this work provided through the Canada-British Columbia Labour Market Development Agreement.

Building a **STRONG AND SUSTAINABLE** community social services sector requires creating spaces and opportunities for new relationships to form. It requires diverse learning and development opportunities. It requires undertaking and sharing research—both data and statistics as well as lived experience, wisdom, and stories. These are some of the many ways we are building capacity and strengthening BC's community social services sector.



Sector Health & Safety

After years of advocacy, 2022 saw the much-anticipated launch of the Community Social Service Health and Safety Association of BC, the first such association in Canada focused on the specific needs of the social care industry. In the months and years ahead, the association will be addressing a variety of issues and developing a suite of supports in order to improve the health, wellness, and safety of social services employees in the workplace. As partners in this ongoing work, The Federation will be launching a series of new cultural safety workshops for the community social services sector in the spring and summer of 2022.

Specialized Homes

The early implementation of the new iteration of Specialized Homes and Support Services (formerly known as Residential Redesign to Federation members) is now underway. Over the past year, the Ministry of Children and Family Development has partnered with The Federation on sector engagement and implementation. This process is being co-managed and co-hosted by MCFD and The Federation in order to establish a more collaborative model of working together and both sides are committed to this work and this approach. Additional engagement sessions with contract holders will take place through 2022.

Learning & Development

One of The Federation's most fundamental goals is to support our members in delivering services of the highest quality, grounded in the best practices. That goal informs everything we do, including the learning opportunities we offer. These programs reflect the diversity of our members as well as the changing and complex service demands placed on community social services workers. In 2021, we launched a custom-built Support to Practice Supervision Training in partnership with Community Action Initiative and CityU. Seven cohorts (a total of 90 sector leaders) have completed the program and learned how to better support their staff.



13,551

THE NUMBER OF INDIVIDUALS WORKING IN THE SOCIAL SERVICES SECTOR WHO HAVE DIRECTLY PARTICIPATED IN TRAINING MADE POSSIBLE BY THE COMMUNITY SOCIAL SERVICES TRAINING FUND



357

THE NUMBER OF BRITISH COLUMBIA SOCIAL SERVICES ORGANIZATIONS THAT HAVE RECEIVED FUNDING FOR TRAINING AND/OR STAFF CERTIFICATION THROUGH THE COMMUNITY SOCIAL SERVICES TRAINING FUND



170

THE NUMBER OF PARTICIPANTS WHO ATTENDED THE COLLABORATIVE ENGAGEMENT SESSION ON SPECIALIZED HOMES AND SUPPORT SERVICES TRANSFORMATION IN DECEMBER 2021



115

THE NUMBER OF ATTENDEES
FOR THE FIRST **CHILD, FAMILY
AND COMMUNITY SERVICE
ACT LEGISLATION** REFORM
ENGAGEMENT SESSION HOSTED
BY THE FEDERATION

72

THE NUMBER OF MEMBER
ORGANIZATIONS THAT
ATTENDED A DECEMBER 2021
PRESENTATION AND DISCUSSION
WITH MCFD ABOUT THE **CYSN
TRANSFORMATION**

Advocacy Efforts with Government

The Federation continues to sit on the MCFD Social Services Advisory Council to discuss issues such as engagement on social work oversight, youth aging out of care, and UNDRIP. MCFD is also begun the process of updating and modernizing the *Child, Family and Community Service Act* with the goal of tabling new legislation in 2024. The CFCSA team within MCFD has partnered with The Federation and we are meeting regularly and will be engaging with members and other stakeholders in 2022.

WorkSafe BC Representation

The Federation and our partners at the BC Association of Aboriginal Friendship Centres also met with BC's Minister of Labour about the need for social services sector representation on the WorkSafeBC Board of Directors. He agreed to pursue structural around representation and to consult our sector regarding future vacancies.

2022 BC Budget Consultations

Every year, The Federation presents to the Select Standing Committee on Finance and Government Services, making recommendations for the next provincial budget. In 2021, we urged the government to invest in strengthening our sector, prioritize reconciliation-informed policy changes government-wide, and invest in the mental health of British Columbians.

Children & Youth with Support Needs

In 2019, The Federation made multiple submissions to the Select Standing Committee on Children and Youth regarding what was then called the Special Project on Children and Youth with Neuro-diverse Special Needs.

In late 2021, MCFD announced the results of those consultations–proposed changes to the system of care for children and youth with support needs.

The Federation met with BC's Representative for Children and Youth, the Minister for Children and Family Development, and our colleagues within the ministry. We connected with members and organized joint sessions for our member organizations to hear from ministry staff and ask questions about the proposed changes.

Moving forward, the BC Association of Aboriginal Friendship Centres, The BC Association for Child Development and Intervention, The Federation, and Inclusion BC have come together to promote a collaborative, community-led approach to the implementation of the framework.

Our collective goal is to support a process that harnesses the existing strength of individuals and organizations throughout the province, community by community, in order to ensure the best possible system of support for children and youth with support needs and their families.

It is not enough for the social service sector in BC to be strong and sustainable. We need to champion **EQUITY AND SOCIAL JUSTICE**. We need to dedicate ourselves to the kind of systemic change that only happens through a deliberate and enduring effort to address the underlying issues. Because the people we serve—low-income families, folks with disabilities, kids in care, Indigenous people—are often treated as if their situation is a result of poor choices or character flaws. They are called vulnerable. But the language of “vulnerability” is a rhetorical sleight that hides the truth: that they have intentionally been left out of policies and programs that cater to the dominant groups in society. Their “vulnerability” is a symptom of underlying issues like colonialism, racism, bureaucracy, and stigma. It is our fault they are “vulnerable” and it is our duty to right those wrongs and change those systems and address that inequity.

Transformative Change

The Federation is committed to intentionally and consistently working toward reconciliation while also encouraging and supporting our members to do the same. As part of this commitment, we are continuing to offer our Transformative Reconciliation program in partnership with facilitator Dr. Dustin Louie from UBC.

As of spring 2021, the program has engaged 98 sector leaders across 30 different organizations (including Federation staff and board members) in difficult conversations, practical and personal approaches to reconciliation, and networks of support across the province.

Through group discussions, witnessing sessions, and organization-specific coaching, participants are learning how to decolonize their unique workplaces and programs and create more equitable relationships with Indigenous clients, partners and communities.

Youth Transitions

Along with our sector partners, The Federation has been continually advocating for the renewal of the Agreements with Young Adults (AYA) program and the development of enhanced supports for youth aging out of care. Thanks to these efforts, the government announced the extension of COVID-19 emergency measures as well as new and improved supports for youth up to the age of 27.

The access to housing supports, assistance transitioning to adult services, and easier access to life-skills, mental health, and education supports will remove barriers for young people aging out of care while creating stronger support networks and a vital safety net as they enter adulthood.

Our advocacy work is ongoing and we are expecting to help guide the implementation of a new youth transitions program in 2022.

THROUGHOUT THIS COURSE, WE HAVE
LEARNED AND BEEN GUIDED TO UNDERSTAND
HOW WE CAN DECOLONIZE OUR PROGRAMS
AND WHAT IS REQUIRED TO DO SO

Transformative Reconciliation Participant



YOUTH EDUCATION BURSARY

supporting youth in care since 2009

WELCOMING THE NEXT GENERATION

The Federation Youth Education Bursary assists young people that are or have been in care and want to pursue a career in the field of Human and Social Services. Bursaries support students with the financial costs of tuition, books, and supplies for post-secondary academic education, training, or upgrading.

This year, we were able to award 14 worthy applicants \$2,000 each for a total of \$28,000 in bursary funding. Since 2009, The Federation's Youth Education Bursary has awarded a total of \$265,925 to 197 recipients to help with the financial costs of tuition, books, and supplies for post-secondary study.

The bursary was established by Federation members in 2009 to encourage and support young people to develop a career in our sector. Students are welcome to apply over multiple years as we share a long-term interest in their studies and development into social services professionals.

Support the Youth Education Bursary

The bursary continues to be as important as ever. That's why The Federation will continue to support those young people who want to join our committed, caring, and hardworking sector by pursuing post-secondary education in the social or human services.

[Visit the Youth Education Bursary page on our website](#), share it with your colleagues and friends and family, and consider supporting the bursary fund in whatever way you can—either directly or by raising awareness about this wonderful program and its impact on young people in and from care.

MESSAGES FROM BURSARY RECIPIENTS

"I feel like a role model to my community of former youth-in-care peers. I completed my Bachelors of Social Work and now I am on my way to completing my Masters in Social Work."

"I've challenged myself, my critical thinking, enhanced my skills, and broke that concern of poverty for myself and my future family."

"I will continue to work to make changes in our communities and institutions that are in need of change."

"The Youth Education Bursary will significantly impact my current academic and career journey. I will put forth my valuable energy towards accomplishing my goals within the field and beyond."



Insurance

The Federation believes that a strong and sustainable community social services sector must have access to high-quality and affordable insurance products. As such, Federation members have access to a suite of comprehensive and reliable insurance products and services at a reasonable cost. Our insurance providers deliver excellent service to members and tailor coverage to fit agency and employee needs. And purchasing insurance through our providers helps benefit The Federation's financial operations—enabling us to do even more work advocating for and improving BC's social care sector. [Contact our office or visit our website](#) to learn more.

Federation Associate Benefit Plan

In 1984 we began working with Schmunk Gatt Smith & Associates to develop the Federation Associate Benefit Plan (FABP). Thirty-eight years later, we're still working together to offer this plan—one of only three compliant with the BC Community Social Services Collective Agreement. This partnership is one of our oldest and strongest relationships and we are immensely proud of what the FABP stands for. Schmunk Gatt Smith & Associates work incredibly hard on our behalf and consistently go above and beyond for our members.



General Insurance Coverage

We know that many Federation members have long-standing relationships with insurance providers in their communities. But we also know that many of our members (particularly smaller, rural, and remote organizations) have often struggled to access high-quality, affordable insurance products that work for them. That's why The Federation partnered with HUB International Limited to provide our membership with insurance coverage that is grounded in a solid understanding of the diverse and complex social services landscape.



REVENUE

Insurance	440,000
Membership Dues	350,000
Conference Registration Fees	29,972
Sponsorships	23,500
Workshop and Training Registration Fees	39,375
Grants	2,981,774
Fundraising/Bursary Donations	15,000
Interest/Other	25,000
Total	3,904,621

EXPENSES

Accommodation	4,449
Meals	24,205
Transportation	8,928
Meetings	21,855
Memberships & Subscriptions	1,600
Salaries	425,000
Contracting, Consultants and Honoraria	858,074
Staff & Board Training/Development	2,000
Professional Fees	17,000
Advertising and Promotion	3,050
Bank, Credit Card, and Other Service Fees	2,250
Website, IT, Software	27,900
Office Equipment & Furniture	7,500
Office Supplies	1,550
Telecommuting and Other Office Expenses	13,350
Telephone, Fax and Cable	8,750
Postage and Couriers	3,000
Printing	1,450
Rent	25,200
Insurance	3,100
Youth In Care Bursary	15,000
Travel Subsidy	24,000
Award for Excellence	4,500
Grant Disbursements	2,400,000
Total	3,903,711



THE FEDERATION
of COMMUNITY SOCIAL SERVICES of BC

Altogether better.

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