

# 2024 Annual Report



THE FEDERATION  
of COMMUNITY SOCIAL SERVICES of BC

Since its inception in 1982, The Federation of Community Social Services of BC has been a steadfast advocate for community social services. With a deep-rooted commitment to representing a diverse range of member agencies, the Federation has firmly established itself as a cornerstone of British Columbia's social services landscape.

#### Whom we represent

As a collective voice, the Federation brings together a vibrant and committed array of member agencies. From grassroots community organizations to province-wide service providers, we are united by a shared mission: to uplift and support children, families, seniors, and the most vulnerable individuals in our society.

#### The importance of our work

At the core of the Federation's mission lies the well-being of our community's most vulnerable groups: children, families, and seniors. By placing their needs at the forefront, the Federation ensures that the social services sector remains finely tuned and responsive to the challenges these individuals face. Our work provides mental health support, fosters professional development, and offers comprehensive assistance, with every action we take aimed at enhancing the lives of those we serve.

#### The benefits of membership

Membership with the Federation offers a multitude of advantages:

**Insurance** Members gain access to comprehensive insurance options, safeguarding their operations and allowing them to focus on service delivery.

**Advocacy** The Federation acts as a powerful advocate, engaging with policymakers to influence decisions that affect the sector and those it serves.

**Mentorship and networking** A robust network of leaders provide mentorship and support, fostering a collaborative environment for sharing industry knowledge.

**Events** Members enjoy discounted rates for conferences and workshops, which serve as learning, innovation, and networking platforms.

#### Who we are

The Federation's approach is member-driven and community-focused. It operates on behalf of its members to promote a vibrant and sustainable social services sector, ensuring that their collective voice is heard and that their needs are met.



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The Federation of Community Social Services of BC remains a cornerstone of the province's social services landscape. Through its unwavering dedication to advocacy, support, and member-driven initiatives, the Federation continues to champion the cause of the most vulnerable and strengthen the fabric of community social services in British Columbia. Members of the Federation are not just part of an organization; they are part of a movement towards a more inclusive and supportive society.

- **Connect with a supportive network:** Members are part of a supportive network, accessing mentorship and support from seasoned community social services leaders.
- **Influence policy and innovation:** The Federation provides opportunities to engage with provincial government decision-makers, driving change and supporting vulnerable populations more effectively.
- **Exclusive perks:** Members enjoy various exclusive benefits, including extended health and insurance benefits, RRSP options, and discounted rates for professional development opportunities.

## Our commitment to reconciliation

Our commitment to reconciliation and decolonization includes recognizing that our work takes place on the unceded lands of many First Nations. In all that we do, The Federation strives to create more equitable relationships for and with our Indigenous partners and community members.

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# President's message

Over the past year, we have made progress in building an amazing staff team within the Federation of Community Social Services. At our last annual general meeting we introduced Kishone Roy as our new Executive Director and since this time Kishone has been expanding the talented team that serve the members of the Federation.



This year, the board engaged in governance training to strengthen our practices and move the board toward established benchmarks to guide the staff team. As well, the board's time has been spent on fiduciary matters. The balance of this work is shifting back to the staff team. There continues to be work for the board to strengthen our orientation process, policies, and bylaws review. Once we reset the board of directors at the AGM, we will turn our efforts towards the strategic direction of the Federation. To support both our fiduciary and strategic initiatives the board has committed to getting back to future generative thinking on how the Federation can spend more time shaping the future that will benefit the people, communities, and members we serve.

To accomplish our governance responsibilities, we have established the following committees: Governance, Finance, Membership, Bursary, and Awards. We are also interested in welcoming members to be involved in advisory and committee work. We believe these opportunities will create greater connection of the membership to the work of the Federation as well as encourage succession planning for the board of directors.

The work of the Federation is delivered through the exceptional work of the staff in partnership with our membership. We appreciate all you do for the people we serve every day.

I would like to thank Kari Hutchison and Vicki Kipps, who are retiring from the Board of Directors. Thank you for your many contributions to the work of the Federation of Community Social Services of British Columbia.

Tim Veresh  
President, Board of Directors

# Board members

## Home Organization

**Tim Veresh**  
President

Chief Executive Officer of PLEA Community Services Society of BC

**Julia Staub-French**  
Vice President

Executive Director of Family Services of the North Shore

**Maria Howard**  
Secretary-Treasurer

Chief Executive Officer of Family Services of Greater Vancouver

**Tanya Behardien**  
Past President

Executive Director of One Sky Community Resources

**Christine Mohr**  
Director at Large

Chief Executive Officer of Options BC

**Judy Valsonis**  
Director at Large

Executive Director of Touchstone Family Association

**Karen Dickenson Smith**  
Director at Large

Executive Director of Fraser Valley Child Development Centre

**Shairose Jinnah**  
Director at Large

Director of Counselling, Child, Youth & Family Services of Archway Community Services

**Kari Hutchison**  
Regional Director, Vancouver Island

Assistant Executive Director of Victoria Native Friendship Centre

**Jeremy Welder**  
Regional Director, Interior

Chief Executive Officer of BGC Okanagan

**Joshua Myers**  
Regional Director, Vancouver Coastal

Executive Director of BC Centre for Ability

**Vicki Kipps**  
Regional Director, Fraser Region

Executive Director, Maple Ridge/Pitt Meadows Community Services

**Vacant**  
Regional Director, North

# Highlights of the year

Change and transition were key themes this year. But our commitment to our members, and to providing support, information, training, and opportunities to connect, remained our utmost priority. We are proud of what was accomplished this year. Here are some highlights.

## The Federation's Fall Forum

Our Fall Forum was the first major event under new Executive Director Kishone Roy's direction. Held virtually over Zoom, it brought over 90 members together to connect, hear from Kishone directly, meet the new staff members, and learn more about of the new ideas taking shape at the Federation. We had been working hard behind the scenes. The Fall Forum gave us an opportunity to show our faces and to see yours.

## Youth Education Bursary

Established by Federation members in 2009, the Youth Education Bursary assists young people, ages 30 or younger, who are in or have been in care, and want to pursue a career in the field of human and social services.

In 2023/24, the Federation awarded \$29,000 to 19 students. Since 2009, the bursary program has awarded \$296,925 in bursaries to 217 students (as of August 2023).

## Social Policy Forum 2024

The Federation's annual Social Policy Forum took place February 15th, with a General Meeting following on February 16th. With dozens of our colleagues and peers, as well as government officials and community organizers all in one place, sessions proved informative and lively.

## Workplace Mental Health

Our partnership with the BC division of the Canadian Mental Health Association is in its third year and going strong. The Federation's Workplace Learning Coach, Suncha Baptiste, continues to provide 1-to-1 support to our member organizations through presentations and resources that reflect the specific needs of the community social services sector.

This initiative was the result of consistent efforts by The Federation, our members, and our partners to advocate for new and more mental health supports for our staff and for the people we serve. The Federation continues to explore what more we can do support our members in pursuit of improved mental health.

## Reconciliation

The Federation's commitment to reconciliation is unwavering. We continue to work to make reconciliation a way of being within the organization. We are listening and learning from our Indigenous partners and community leaders and finding ways to weave reconciliation and indigenous values into our governance and everyday practice. This work is not easy. Nor is it fast. But we are open and committed. We recognize it is a process and we are prepared to make mistakes.

Reconciliation is also foundational to our approach towards social policy and education more globally. We play a central roll in bringing the sector together as part of the Transformative Reconciliation training program. We will continue to invest our knowledge and resources towards this important work.

## Advocacy Efforts with Government

The Federation continues to meet regularly with representatives from a number of Ministries to advocate and raise issues that are affecting community-based social services and the people they serve.

Our efforts this past year focused primarily on the Ministry of Children and Family Development's transformation of the child and family services system. Federation representatives lead a number of educational initiatives and sat on a number of working groups in an effort to share updates, raise issues, and problem solve. There is much work to do but The Federation is committed to building positive relationships and using accurate and solid information work through problems and enable good outcomes.

# Letter from Executive Director

Dear Members,

You will have seen your staff and board work tirelessly this past year to host events around the province, update our governance and internal procedures, and guide several transitions in our HR and financial practices. What you may not have seen is how effectively the Federation staff team have been working together, how well they support each other, how they plan ahead, learn quickly, and adapt. This has been my first year as your Executive Director, and while I have worked with many teams over my life, I can say with great pride that one of the great strengths emerging for the Federation is a world class staff.

For individuals, it is often valuable to root our work in our strengths. This allows people to learn and expand in new areas while also ensuring the calibre of our core work remains strong and innovative. I believe it's possible for organizations to grow in this way too. As we consider strategic planning, I have been reflecting on the strengths of the Federation.

The Fed's greatest strength is you — our membership. You are the leaders who understand the complexity and context of this sector. You have an adept understanding of how provincial and federal social programs are enacted locally. You see the results firsthand when a new policy goes awry or succeeds; and find ways to assist people at risk in community regardless. Linking over 150 member organizations from across the province — along with important partners and the broader social service sector — and keeping them connected for four decades is a great achievement and the foundation of The Federation.

There is also a strength in the Federation's roots as children serving organizations. Our former Executive Director, Dr. Jennifer Charlesworth, The Representative for Children and Youth, tells me that one of the primary reasons she led our transition from The Federation of Children and Family Services of BC to The Federation of Community Social Services of BC is because the intersecting needs of children and families connects your work to almost every area of social service. The Federation will continue to play an important role in fostering dialogue between government and the community social services sector broadly through activities like the Social Service Sector Roundtable, but also specifically with the Ministry of Children and Family Development. In fact, as we talk about mental health, homelessness, and reconciliation I try to look at each through the lens of youth, and for opportunities to highlight the important work of Dr. Charlesworth because I believe it's important to always remember where you came from.

Our collective voice is key to our success, and as we develop our strategic plan in the year ahead, we are looking forward to working closely with you to ensure we deploy our strengths in ways that guide and grow the collective health of the sector. Thank you for a tremendous year.



Sincerely,  
Kishone

# Our staff

The Federation staff team, with their wealth of expertise, is united by a deep commitment to service and a shared vision. This vision aligns seamlessly with the Federation's noble mission, reflecting their belief that all citizens, including our most vulnerable, deserve the attention and resources needed to thrive.

The Federation's mission, which places children, families, and seniors at the forefront of all endeavours, profoundly resonates with each staff person. They are united in the belief that all citizens, including our most vulnerable, deserve the attention and the resources needed to thrive.

The staff team also continues to work to make reconciliation a way of being — in terms of how we conduct ourselves, how we approach our work, and the new and diverse ways we provide support to our members across the province. The staff is equally passionate about the Federation's dedication to its members, particularly in the realms of mental health, professional development, and support. That is not just a job requirement but a personal commitment because they recognize the critical importance of these areas in fostering a robust and resilient social service sector. Their dedication is a testament to their unwavering commitment.

Every staff member, with their unique skills and dedication, plays a crucial role in the Federation's work. Their collective ambition to create an inclusive and caring society drives them to collaborate, innovate, and participate in meaningful initiatives. This commitment not only advances the Federation's mission but also improves the lives of those it serves.



# Meet the team

## Leadership

<b>Executive Director</b>	Kishone Roy
<b>Executive Assistant</b>	Lisa Itterman
<b>Managing Director</b>	Brandon Yan

## Operations

<b>Director of Operations</b>	Kathy Borneman
<b>Financial Controller</b>	Parveen Chand
<b>Manager of Operations</b>	Grace Cattle
<b>Administrative Coordinator</b>	Blesilda Mangahas

## Communications & Education

<b>Director of Communications &amp; Education</b>	Amy Mullis
<b>Manager of Education</b>	Suncha Baptiste
<b>Manager of Communications</b>	Giovani Izidorio Cesconetto
<b>Engagement Coordinator</b>	Katherine Lim

## Partnerships

<b>Director of Partnerships</b>	Caleigh Garland
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## Policies

<b>Director of Policy</b>	Diamond Isinger
<b>Expert Advisor</b>	Dr. Warren Helfrich
<b>Expert Advisor</b>	Kim Lyster

# Our members

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, size, and scope.

## Federation Full Members 2023-2024

1-Up - Victoria Single Parent Resource Centre	2003	Connections Community Services Society (previously Richmond Youth Services Agency)	1995
ACT 2 Child and Family Services	1992	Connexus Community Resources Society (Nechako Valley Community Services Society)	2017
Alternate Shelter Society	1993	Covenant House Vancouver	2022
ARC Programs	1991	Cowichan Valley Youth Services Society	2001
Archway Community Services	1993	Cridge Centre for the Family, The	2010
Archway Society for Domestic Peace	2019	Day One Treatment Society (previously Kamloops Society For Alcohol & Drug Services - Phoenix Centre)	2011
Aspiral Youth Partners Association	2010	Deltassist Family & Community Services	1982
Axis Family Resources Ltd	1993	Eastside Family Place	2019
BC Centre for Ability Association	2020	Elizabeth Fry Society of Greater Vancouver, The	1984
Beacon Community Services	2024	Encompass Support Services Society	2020
BeConnected Support Services Ltd.	2020	Family Education and Support Centre, The	2021
Bella Coola Community Support Society	2011	Family Services of Greater Vancouver	1985
Bloom Group, the	2019	Family Services of Greater Victoria	2018
Boundary Family Services Society	2017	Family Services of the North Shore	
Bridge Youth & Family Services Society, The	2018	Federation of BC Youth in Care Networks	2005
Building Healthy Families Society	1993	FIVE Behaviour & Education Services Inc	2023
Burnaby Association for Community Inclusion (BACI)	2012	Foster Parent Support Services Society - FPSSS	2010
Burnaby Family Life Institute	2022	Fraser Valley Child Development Centre	2020
Cariboo Family Enrichment Centre Society	1994	Fraserside Community Services Society	2012
"Child Advocacy Centre of Kelowna Society"	2022	Freedom Quest Youth Services Society	2005
Chilliwack Community Services	1996	Golden Family Center Society	2020
Chilliwack Society For Community Living	2016	Greater Vancouver Community Services Society	2010
Clements Centre Society	2023	High Road Services Society	2008
Coastal Mountain Child & Youth Services Ltd (Integrity Family Services Ltd)	2002	Hollyburn Family Services Ltd.	1992
Columbia Basin Family Resource Society	2004	IDM Youth Services Inc.	2019
Community Ventures Society	2017	Inclusion Powell River Society	2022
Connect Counselling & Therapy Central Okanagan (previously Kelowna Family Centre)	1997	Interior Community Services	2000

# Our members

## Federation Full Members 2023-2024

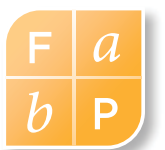
Intersect Youth & Family Services	1992	Progressive Intercultural Community Services Society	2011
Island Metis Family and Community Services Society	2016	Reach Child and Youth Development Society	1982
Janus Family Programs	1987	Richmond Addiction Services Society	2019
Jewish Family Services of Vancouver	2012	Richmond Family Place Society	1984
Kalum Community School Society	2014	Sea to Sky Community Services Society	2020
Kaslo Community Services Society (formerly North Kootenay Lake Community Services Society)	1998	Sechelt Community School Society	2021
Kindale Developmental Association	2010	SHARE Family & Community Services	1985
Kootenay Boundary Community Services Co-operative	2006	Sooke Family Resource Society	2018
Langley Community Services Society	2020	SOS Children's Village BC	
Maple Ridge Pitt Meadows Community Services	2005	Sources Community Resources Society	2005
Marpole Oakridge Family Place Society	2011	South Peace Community Resources Society	2023
Mount Pleasant Family Centre Society	2001	South Vancouver Family Place Society	2010
MSA Society for Community Living	2018	Spirit of the Children Society	2020
Nanaimo Child Development Centre	2020	St. Leonard's Youth & Family Services	2012
Nanaimo Family Resource Programs	1994	Starbright Children's Development Centre Association	2005
Nanaimo Youth Services Association	1994	Sunshine Coast Community Services Society	2020
NARSF Programs Ltd.	1995	Terrace District Community Services Society	2010
Nelson Community Services	2009	The Children's Foundation	1982
North Coast Community Services	1989	Thompson Community Services Inc.	2005
North Island Community Services Society	1992	Thrive Social Services Society (previously Phoenix Human Services Association)	1991
North Okanagan Youth & Family Services	1982	Thunderbird Neighbourhood Association	1997
Okanagan Boys and Girls Clubs	1982	Touchstone Family Association	1992
OneSky Community Resources	1996	Tri-City Transitions Society	2021
Options Community Services Society	1993	Valley Community Services Society	2020
Orenda Services to Children INC.	2003	Victoria Child Abuse Prevention & Counselling Centre	2005
Outlines Life Society (Previously Dawson Creek Catholic Social Services Society)	1996	Victoria Native Friendship Centre	2020
PACE Child and Family Society, The	2008	Victoria Youth Empowerment Society	1993
Pacific Community Resources Society	2017	West Side Family Place Society	2023
Peak House. Pacific Youth & Family Services Society	1997	Westcoast Family Centres Society	2004
PLEA Community Services Society of BC	1995	WJS Canada	2001
posAbilities Association of BC	2017	Yellowhead Community Services	2001
Powell River Child, Youth & Family Services Society	2022		
"Prana Services Incorporated"	2001		
Prince George Native Friendship Centre	2010		

# Our members

## Associate Members 2023-2024

Alliance to End Homelessness in the Capital Region	2024	John Howard Society of British Columbia	2022
Association of Neighbourhood Houses of British Columbia	2007	Lake Country Health	2023
BC Association of Community Response Networks	2016	Langara College Department of Social Services	2011
BC Association of Family Resource Programs	1997	McCreary Centre Society	2011
BC Council for Families	1996	NucleusLabs Information Technologies (Canada) Ltd.	2012
BC Federation of Foster Parents Association	1990	Options for Sexual Health Association	2017
BC Society of Transition Houses	2021	PAN (Formerly Pacific AIDS Network)	2022
BJP Case Administration Management System Ltd.	2013	ShareVision	2020
Board Voice Society	2016	Social Current (Council on Accreditation (COA))	2007
Camosun College-Community, Family and Child Studies	2008	Surrounded by Cedar Child & Family Services	2013
Canadian Mental Health Association BC	2020	SPARC BC - Social Planning and Research Council of BC	2015
CARF Canada	2004	Teg Bains IT Specialists	2020
Child and Youth Care Association of BC	2012	Therap Documentation Canada ULC	2024
City University	2022	Treehouse, The (Vancouver Child and Youth Advocacy Centre Society)	2016
Community Action Initiative (CAI)	2019	University of The Fraser Valley: Child, Youth & Family Studies	2008
Community Social Services Health & Safety Association of BC	2024	University of Victoria - The School of Child & Youth Care	1993
Douglas College: Faculty of Child, Family and Community Studies	2008	Vancouver Island University - Human Services Program, Child and Youth Care	1996
Ending Violence Association of BC	2013	Volunteer BC	2022
First Call Child and Youth Advocacy Society	2021	Freedom Quest Youth Services Society	2005
Foundry Central Office	2018	Golden Family Center Society	2020

# Our sponsors







# THE FEDERATION

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