



ANNUAL REPORT

2016-2017



2016 – 2017 Board of Directors and Staff

Board of Directors:

| | | |
|----------------------------|---------------------------|------------------------------|
| <i>Cyrus Sy</i> | <i>Catharine Schiller</i> | <i>Lana Cullis</i> |
| <i>Kamy Zargarpour</i> | <i>Warren Camp</i> | <i>Randall Gillis</i> |
| <i>Louise Costello</i> | <i>Shaun Wilson</i> | <i>Sarah Elisabeth Allan</i> |
| <i>Jade Chui Tang Chan</i> | | |

Staff:

| | |
|---------------------------------|--|
| <i>Carol Madsen</i> | <i>Executive Director</i> |
| <i>Viktor Panfilenok</i> | <i>Office Administrator</i> |
| <i>Bella Cenezero</i> | <i>Program Director of Circles & Community Development</i> |
| <i>Annette De Boer</i> | <i>Program Coordinator, Victoria</i> |
| <i>Jessica Turner</i> | <i>Program Coordinator, Prince George</i> |
| <i>Sandi Halvorson</i> | <i>Program Coordinator, Central Vancouver Island</i> |
| <i>Christina Campbell</i> | <i>GRG Support Line Advocate</i> |
| <i>Dennis Nkojo</i> | <i>GRG Support Line Advocate</i> |
| <i>Jessie Caryl</i> | <i>GRG Support Line Advocate</i> |
| <i>Samrah Mian</i> | <i>GRG Program Coordinator</i> |
| <i>Jane Bouey</i> | <i>Communications / Executive Assistant</i> |
| <i>Ioana Bisca</i> | <i>Summer Student, Burnaby</i> |
| <i>Neyousha Alamzadeh</i> | <i>Summer Student, Burnaby</i> |
| <i>Emma De Paoli</i> | <i>Summer Student, Nanaimo</i> |
| <i>Nakisha Bauer</i> | <i>Summer Student, Prince George</i> |
| <i>Rachel Kinakin</i> | <i>Summer Student, Victoria</i> |
| <i>Marissa Andersen</i> | <i>Vancouver Community Network Practicum Student</i> |

Accounting services provided by Yvette Harrison



Message From the President Sarah Elisabeth Allan

I joined the board of Parent Support Services Society of BC in 2016, and was asked to take on the role of President shortly thereafter. I had big shoes to fill, as our outgoing President had done a fantastic job for the past 5 years, but was up for the challenge! As a parent myself, I was eager to further contribute to the amazing work that PSS does supporting parents, grandparents and others who have taken on this vital, but immensely challenging, role in our society. With the support of my fellow board members and their wealth of expertise, and the passion and energy of the outstanding PSS staff and volunteers, it has been a great year for the organization and community members that it aims to serve.

The Support Circles that PSS is known for have continued to grow and spread across the province, and will shortly include a circle for parents and caregivers of Trans, Two-Spirit, gender creative, and gender non-conforming children and youth; and do include circles for parents and caregivers of children and youth on the Autism Spectrum; and circles based out of partnering Indigenous organizations. Our training for volunteer facilitators continued to improve, and our Grandparents Raising Grandchildren Support Line advocates offered essential support and information to GRG's and service providers who work with GRG's across BC. Our camp for GRG families was a complete success and our Grandparents Day Stroll and Fundraiser went off without a hitch.

None of this important work would be possible without the hard work and dedication of our Executive Director, Carol Madsen, who constantly seeks out new funding sources and opportunities for collaboration, and provides much needed direction, and regular reflection, for the organization. Supported by a diverse and experienced staff, and a community of selfless volunteers, including our Board of Directors, this small but mighty organization does a lot with a little! I am excited to see where the next year will take Parent Support Services Society of BC!

*Sarah Elisabeth Allan
President, PSS Board of Directors*



Letter From the Executive Director Carol Madsen

Dear Friends,

Thank you for making 2016-2017 yet another remarkable year for Parent Support Services Society of BC! This year marked our 43rd year of operation. Our mission remains as relevant today as it was four decades ago. Our dedicated volunteers, board members and staff have done an incredible job of expanding our outreach while strengthening our Support Circle programs, organizing educational workshops, and providing Kinship Support Line services while simultaneously building increased awareness of parenting and kinship care issues around the province.

We saw two of our beloved permanent staff, Samrah Mian and Dennis Nkojo move on to new opportunities, but we welcomed three new staff to the organization: Annette

De Boer, Jessie Caryl and Kim McKay. We were also fortunate to have the support of five summer interns: Ioana Bisca, Neyousha Alamzadeh in the head office, Emma De Paoli in Nanaimo Nakisha Bauer in Prince George and Rachel Kinakin in Victoria. The Vancouver Community Network provided us with Marissa Andersen, who is a skilled graphic artist that supported us for many months on numerous projects throughout several months of the year.

We were delighted to present Ardith (Walpetko We'dax) Walkem with the *Bill McFarland Award for Excellence for the Advancement of Child Welfare* for her groundbreaking analytical contribution, *Wrapping our Ways around them: Aboriginal Community and the Child, Family and Community Services ACT (CFCSA) Guidebook* in December.

We said goodbye to our long time president Cyrus Sy in December, and were pleased when our newest board member, Sarah Allan, agreed to serve as president. We said goodbye to Catharine Schiller from Prince George and Lana Cullis from Vancouver, who both left the board to spend more time with their families.

In our Circle Work this year, we recorded:

- 1293 group sessions
- 2586 hours of circle time
- 1526 unique families
- 1060 children attended 5563 times
- 22 core training sessions and trained 235 volunteers
- 389 participants attending 33 regional training sessions

We offered Parenting Support Circles in 5 languages this year.

With Communications efforts, we:

- increased our twitter followers by 24%
- grew our Facebook followers by 19.5%
- amplified hits to our website by 223%
- increased calls to the Kinship Care Support line by 19 %
- Calls from Grandparents and other kin expanded by 18.75%.

Our Sustainability efforts resulted in:

- increased revenue of 8.7% while reduced expenses of 2.8%
- increased retained earnings by almost 60%





We hosted our 2nd Annual Grandparents Day Festival and Stroll in four communities and netted close to \$14,000.

All five of our summer interns did an amazing job of supporting staff to organize and secure items for our silent auctions. Special thanks to all staff, board and volunteers for pitching in on this event!

We worked hard to diversify our funding and identified new funders. We have now moved away from a deficit position and are moving towards a more secure financial future for the organization.

Big thank you to Viktor Panfilenok for keeping our stats up to date, for dealing with our numerous pieces of administrative work with staff, volunteers, funders and accounting. We should also give a shout out to Yvette Harrison, our accountant who ensures that everyone is paid and that we correctly follow procedures required by our funders and the Canada Revenue Agency.

As part of our Community Development and Research efforts we:

- produced an asset map and community scan for the capital regional district. Big thanks to Rachel Kinakin, summer intern supervised by Bella Cenezero for her work on this.
- organized two camps in collaboration with the Galiano Conservancy Association in July and August for kinship care givers and the children in their care. Thanks to Sandi Halvorson, Samrah Mian and summer interns, Neyousha, Ioana, and Emma.
- secured partnerships with the BC



Autism Society, the Indigenous Legal Clinic of the Allard School of Law, UBC and with the Child Development Centre in Nanaimo. Excellent coordination by Sandi Halvorson, Christina Campbell, Denis Nkojo and Samrah Mian. Thanks to Jessica Turner, Bella Cenezero and Annette De Boer for opening other new doors and ensuring that existing partnerships were maintained.

- conducted a dialogue session and workshops concerning the intersection of Kinship Care, MCFD policy and Family Law Matters.

Congratulations to Christina Campbell and Jessie Caryl for their hard work on this. We heard back from the Law Foundation that they were pleased with our results.

As part of our Kinship Care workshop series, Christina and Jessie also created a webinar that was hosted on the Courthouse Library and delivered to more than 90 lawyers from around the province.

By hiring Annette De Boer from the Capital Regional District in the Fall of 2016, we have expanded our presence in the region and opened 4 new circles in the last 6 months of the fiscal year. Big thanks to Annette for getting our name back on the map in Victoria and the surrounding communities.

After many years in the works, we are pleased announce that we were able to open a Korean language circle in the Lower Mainland, a third Mandarin circle, and a Mothers'

Circle in the Fraser Valley Institution.
Well done, Bella Cenezero!

Congratulations to Jessica Turner for identifying new funders for us in the North and for pushing us to conduct some future research in the Terrace region. **Jessica should be commended for her great work** in getting media coverage in the North, and in connecting and helping to identify a new board member for the Society.

As part of our Evaluation efforts, we developed and designed our First Circle Snapshot report. Good team work conducted by Bella, Carol, Jane, Sandi, Annette and Jessica.

I am pleased to report that we managed to revise our targets with the Ministry to ensure that the actual numbers properly aligned with the projections.

Where we stand on our three year Strategic Plan (2015-2018)

We made significant strides in all four pillars of our Strategic plan.

By the end of March 2017, we had worked towards our goal of developing and applying solid evaluation tools to our program work so that we can effectively answer the question for our families, and communities and our stakeholders: **"What is the true social and economic value of the work we are doing?"**

We have made some progress with our Parenting Support Circles Snapshot Report, but still have a way to go. We have worked hard to diversify our funding, and did manage to develop new funding partners with the City of Coquitlam, the City

of New Westminster and the Law Foundation of BC.

We have moved out of the deficit position that we had been in the last couple of years and are now reporting growing net assets. We are conscious of the need to diversify our funding and we monitor our ratio of government to non-government funds on an ongoing basis. As we grow the organization, it is crucial that we continue to seek funders outside of government.

Jane Bouey as lead, in collaboration with the staff team, revisited our communication plan developed the year previous.

We have made great strides to communicate our message to the public and we witnessed rising interest and awareness of our programs. This in turn helped us in our efforts to diversify our funding. We crafted new and very much improved marketing and promotional material with the help of a graphic design student who worked closely with Jane.

Our three year goal to engage in province wide consultation and dialogue on the needs of parents and grandparents still has a long way to go. As we seek new funders and look for opportunities to consult directly with our stakeholders, **we are planting the seeds to advance this pillar in the next fiscal year.**

Our mission remains to protect the safety and wellbeing of children and promote the health of all families by partnering with those in a parenting role and their community to build support, advocacy, education, research and resources.

Our ongoing goal of being an effective and efficient organization is key.

Our members, supporters, volunteers and staff truly make this possible!

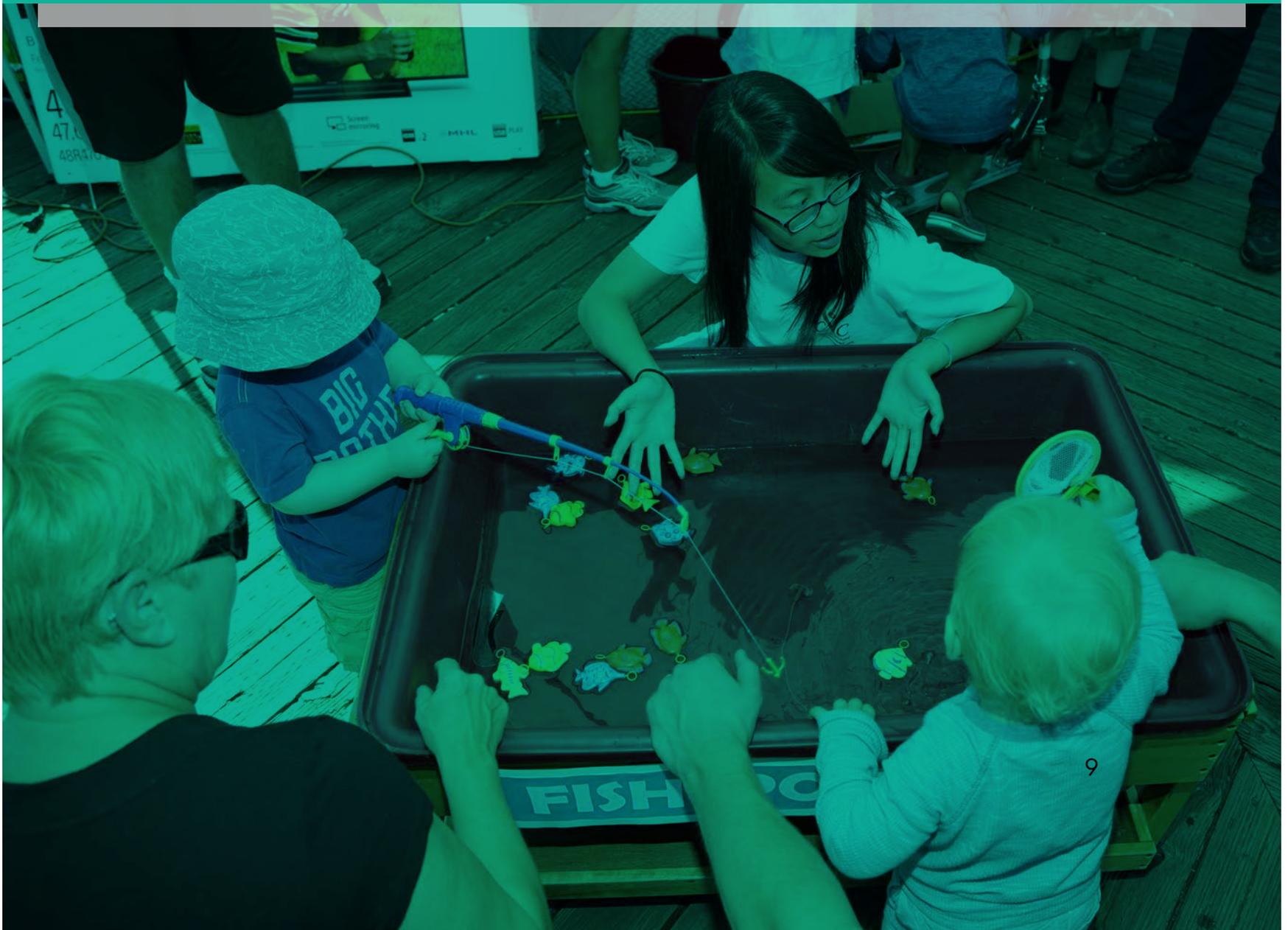
Parent Support Services Society is much stronger due to our continually expanding community, who comes together to donate time, resources, and talent in support of our important mission. This year alone we worked with 251 volunteers who logged 8145 hours; our Board of Directors has helped us increase our donor base and awareness about the services of our Society.

Thank you for wholeheartedly being a part of Parent Support Services Society of BC.

We look forward to continuing the trend of a positive trajectory in 2017-2018.

Sincerely,

Carol Madsen
Executive Director
October 16, 2017



2016-2017 Contributors

Ministry of Children and Family
Development

Ministry of Public Safety and Solicitor
General, Gaming Policy and
Enforcement Branch

United Way of the Lower Mainland

United Way Central & Northern
Vancouver Island

United Way Northern British
Columbia

Human Resource Development
Canada

Vancouver Community Network

City of Prince George

City of New Westminster

Lex Reynolds Permanency and
Adoption Fund

The Law Foundation of BC

Donors

Adrena LINE Zipline Adventures

Anita McKay

Anita Romaniuk

Annemarie Taylor

Annette Madsen

Annie Ehma

Anonymous

Aurea Lucas

Bandidas Taqueria

barbara findlay, Q.C.

Barbara Gauthier

Barbara Moore

Barkerville Historic Town & Park

BC Lions

Bella Cenezero

BES Investments

Beth Andruscon

Brenda Baumeister

Brenda Penton

Brian Dodd

Britannia Mine Museum

Butterfly Gardens

Café Etico

Canadian Red Cross

Capilano Suspension Bridge Park

Carol Anderson

Carol Madsen

Carol Ross

Carolynne Bouey Shank

Charles E. Young

Chateau Victoria Hotel and Suites

Chemainus Theatre

Christina Campbell

Club 16 Fitness

Coleen McVeight

Comedy Mix

Corinne's Quest

Cristina Bonilla

Cyrus Sy

Danela Parks

Darlene Newburg

David Hahn

Dawn Pollan

Deanne Ziebart

Denise Byrnes

Dennis Peterson

Donisa Bernardo

DOXA

Ecomarine Paddlesport

Elisa Combinido

Elizabeth Bouey

Elizabeth Loughheed Green

Elizabeth Ranada

Erlinda Hall

Ethical Bean Coffee

Eunice Allan

Evelyn Lee

Faith Kuboniwa

Faye Wu

First United Church, Kelowna

FlyOver Canada

Gardens at the Horticultural Centre of
the Pacific

Galiano Conservancy Association

Geraldine Gillis

Gina Hortelano

Glen Schmidt

Gloria Tam

Grape Friends Lounge & Tours

Harbinder Hara

Health Employee Union

Heather Allen

Ian Mass

Inn at Laurel Point

Irene Wahl

Iris Taylor

Jade Chan

James Richard Downie

James Sy

Jessica Turner

Jiggers Fish and Chips

Jocelyn Sy

Jocelyne Hamel

Jodi Yager

Joe Wan

John Barber

John White

Jordan Guo

Kamy Zargarpour

Kathleen Webster

Kathy McGrenera

Kelly Nordin

Kim Lai

Kirsten Madsen

Lagrimas Salazar

Landsea Tours

Larissa Blasing

Lauren Campbell

Leonard Schein

Lisa Chapeskie

Liz Charyna

Louise Costello

Lulu Island Winery

Magida Chatil

Maria Luzviminda Nombrado

Marin Investments Limited

Mark Pritchard

Mary Johnston

Mary Tecson

Max Newhouse

Melinda Ifada

Michelle Beam

Miniature World

Museum of Anthropology

Nicole Lew

Norma Duffner

Norwoods Restaurant

Oak Bay Beach Hotel

Oak Bay Kiwanis Club

Ocean and Crow Yoga

Odd Fellows

Pacific Coast Airlines

Pacific National Exhibition

Parkside Hotel and Spa

Peter Orr

Port Theatre

Purdy's Chocolates

Rachel Kinakin

Randall Gillis

Richard Earthy

Richmond Go Karts

Rick Downie

Riptide Lagoon Adventure Golf

River Market

Rob Kaufman

Robert Kraft

Rotary Club of Vancouver Centennial

Royal BC Museum

Samrah Mian

Sandi Halvorson

Sarah Allan

Sarah Stirling

Science World

Semperviva Yoga

Thank you for your generous support

2016-2017 Contributors

Donors Continued

Serina Chen
Shaun Wilson
Shelley Chaney
Sheryl Burns
SmartyPantz Escape Rooms
Socorro Maminta
Stan Milacek
Stuart Brambley
Susan Levang
Susan Otto
Tammy Simpson
The Cultch
The Magnolia Hotel & Spa
Trevor Linden Fitness
Two Rivers Gallery
Ukee Dogs
Unity Yoga
Valerie Overgaard
Valerie Ross
Valerie Taylor
Vancouver Aquarium
Vancouver Art Gallery
Vancouver Canadians
Vancouver Canucks
Vancouver International Film Festival
Vancouver Opera
Vancouver Symphony Orchestra
Vancouver Water Adventures
Vancouver Whitecaps
Vancouver Gallery Café
VanDusen Botanical Garden
Victoria Regent Waterfront Hotel and Suites
Wai Ling Yim Lok
Water's Edge Resort
WestJet
William Dickson
Wyman Wai Man Chan
YMCA Health + Fitness
YMCA Hotel
Yuk Yuk's Comedy Club
Zibi Nowak

Partner Agencies

Abbotsford Community Services
Aboriginal Head Start Preschool, Courtney
AutismBC, Central Vancouver Island Branch
Bridges For Women Society
Burnaby Association for Community Inclusion
Burnaby Neighbourhood House
Cameray Child and Family Services
Carney Hill Neighbourhood Centre Society
Centennial Community Centre
Christian Life Assembly
Clinton Elementary School
Deltassist Family & Community Services Society
Early Years Centre, Langley
Esquimalt Recreation Centre
Family Services of Greater Vancouver
Filipino Social Workers Association of BC
First United Church, Kelowna
Fraser Valley Institution for Women
Galiano Conservancy Association
Immigrant Services Society of BC
Johnston Heights Secondary School, Surrey School District
Kelowna Community Resources
Kelowna Family Centre
Kikino Métis Children & Family Services Society
Kiwassa Neighbourhood House
Legal Services Society
Little Mountain Neighbourhood House
Mount Pleasant Family Centre Society
Mount Pleasant Neighbourhood House

Nanaimo Child Development Centre
Pacific Community Resources Society
Pacific Institution / Regional Treatment Centre, Abbotsford
Parksville Family Place
Pentecostal Church, Duncan
People's Law School
Powell River Child, Youth & Family Support Services Society
Representative for Children and Youth
Richmond School District – SWIS Program
Rotary Club of Vancouver Centennial
Royal Canadian Legion #91
Saanich Neighbourhood Place
Sands Funeral Chapel, Duncan
Sands Funeral Chapel, Victoria
Seniors Services Society of BC
SHARE Family & Community Services Society
Society of Organized Services (SOS), Parksville
South Vancouver Neighbourhood House
Sooke Family Resource Society
Spirit of the Children Society
St. Barnabas Church, New Westminster
SUCCESS
Taiwanese Canadian Cultural Society
Tri-Cities East Neighbourhood Centre, Port Coquitlam
Umbrella Multicultural Health Co-op
Upper Island Women of Native Ancestry, Courtney
Vancouver Island Regional Library, Nanaimo
Vancouver School Board
Westcoast Family Centres Society
West Shore and Sooke Public Health, Island Health

Thank you for your generous support

2016-2017 Contributors

Circle Facilitators

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Board Members

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Jade Chan
Lana Cullis
Louise Costello

Randall Gillis
Sarah Allan
Shaun Wilson
Warren Camp

Chinese Steering Committee

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Avis Lam
Blair Chang
Diane Chan
Esaine Mo
Kim (Jin Ying) Lu
Yan (Catherine)Qiao

Filipino Steering Committee

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Gina Hortelano
Judith Ferry
Lilian Bocol
Mayvelyn Remigio
Resochita Arma
Rommel Manikan
Sylvia Cabeiro

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Alejandra Zibes
Ana Machado
Ana Maria Bustamante
Byron Cruz
Daniela Escobar
Maria Cervino
Marisol Nacho
Stephanie Angel-Caray

Childminders

Begum Rameez
Chuu Hong
Corinna Hripunova
Diana Kao
Easelle Velasco
Elvia Coombes
Indreesh Sidhu
Karen Contreras
Lakeshia Hanson
Lynn Carty
Maria Auxiliadora Tobar
Natalie Choi
Ofelia Ramirez
Shalisha Marks

2016 GRG Stroll

Alison Downey
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Amanda Langelaan
Andy Pearson
Anne Janowicz
Anton Panfilenok
Ava Lougheed
Avis Lam
Bella Cenezero
Bob Nath
Brenda Salazaar
Christina Campbell
Colin Moorman
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Elwin Xie
Florence Moorman
Gisela Briceno
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Joy Jhocson
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Kody Dishlevoy
Krystal Wong
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Randall Gilles
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Sue Pearse
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Vaneta Aheer
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Zaena Tesfa

Thank you for your time and effort

2016-2017 Contributors

Pride Parade 2016

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Bella Cenezero
Bob Janowicz
Carol Madsen
Christopher Baumeister
Conrad Turner
Herda Lodia Maleng
Jane Bouey
Jeanne Desmornes
Jessica Turner
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Leana Cadet
Marcel Merkens
Nakisha Bauer
Odile Caram
Peter Orr
Raymart Tabasa
Rob Craig
Shelley Craig
Viktor Panfilenok

Volunteer Trainers and Parenting Educators

Chuck Anderson
Lindsay Sieger
Max Innes
Odile Caram
Randall Gillis

Other Volunteers

Marika Grabowski

Thank you for your time and effort