



Parent Support Services Society of BC

Annual Report

2014-2015



Parent Support Services Society of BC

41st Annual General Meeting

Monday, November 02, 2015

5:45 PM to 6:30 PM at

Parent Support Services Society of BC
204 -5623 Imperial Street. Burnaby, B.C.

Agenda

Light refreshments will be provided at 5:30 PM

5:45 AGM Call to Order

- Adoption of Minutes of the Annual General Meeting held October 25, 2014
- President's Report
- Treasurer's Report and Approval of Financial Statements
- Appointment of Auditor
- Executive Director's and Program Reports
- Nominating Committee Report and Election of Directors

6:30 Adjourn AGM

Nominations Committee Report 2015

The following members are continuing the **second** year of their 2 year term (2014-2016):

- Cyrus Sy
- Warren Camp
- Jade Chan

The following Directors are nominated to **begin a new 2-year term** (2015-2017):

- Kamy Zargarpour
- Rob Kaufman
- Louise Costello
- Catharine Schiller
- Kendra Milne
- Shaun Wilson

PARENT SUPPORT SERVICES SOCIETY OF BC

Minutes of ANNUAL GERERAL MEETING October 25th, 2014

Held at The Centre for Peace, Vancouver BC

Board Members in Attendance: Kamy Zargarpour, Rob Kaufman, Cyrus Sy, Louise Costello, Gloria Mashallah, Jade Chan and Warren Camp.

Other Members in Attendance: Carol Ross, Bella Cenezero, Sandi Halvorson, Viktor Panfilenok, Christina Campbell, Jane Bouey, Carol McFarland, Deborah Thomas, Jessica Turner, Kalbir Chahal, Kim Pender, Rick Downie, Tsighereda Alemayo, Sonia Blanco and Catherine Qiao.

1. **Call to Order:** The meeting was called to order at 5:50 pm by Cyrus Sy, President.
2. **Adoption of Minutes** from 2013 Annual General Meeting held on Oct 17th, 2013:
MOTION: Cyrus Sy moved to adopt the minutes of last year's AGM; seconded by Rick Downie and passed unanimously.
3. **President's Report:** President Cyrus Sy reviewed the key points of the report including:
 - A memorable year to celebrate our 40th anniversary – we had our May Breakfast Fundraiser – added an additional day to our Grandparents Raising Grandchildren (GRG) trip to Galliano - and increased our social media and outreach across the province.
 - The GRG support line continues to be a key program for PSS.
 - He expressed his thanks for all the great work of our volunteers, staff and board that continues to be the foundation for all that PSS is doing.
 - We had several sub committees to help progress our work – Marketing and Promotions – Finance – 40th Anniversary/fundraising – PSS Peer Support Model development and our GRG films.
 - We continue to stay on course for our 3-5 year strategic plan, with the key items being:
 - Developing a predictable and diversified funding stream.
 - Become a leading resource for GRG/ kinship care providers.
 - Formalize a peer based parenting model.
 - Create a dedicated advocacy program

Full report is included in the Annual Report
4. **Treasurer's Report and Approval of Financial Statements:** Treasurer Rob Kaufman reported that finances including the funding reserves for the PSS place us in a good position and are stable and well managed. The draft audit has also been completed with no issues.

Total revenues were \$671,751 as compared to \$640,124 in 2013 leaving us with a deficit of \$4223 versus an excess of \$616 for 2012. The primary funding sources for the PSS remain the MCFD, United Way and gaming grants.

The key question that should be asked is whether the money was well spent? If we look, the majority of the expenses are salaries, benefits and rent.

The society received a clean audit report from our auditor at Wolrige Mahon – Chartered Accountants for the PSS's Financial Statements for the 2013-2014 fiscal year.

MOTION: Rob Kaufman moved to approve the draft Financial Statements for the 2013-2014 fiscal years. This was seconded by Kamy Zargarpour and passed unanimously.

5. **Appointment of Auditor:** Rob Kaufman recommended we continue to use Wolrige Mahon as they have experience with Not for Profits organizations.

MOTION: Rob Kaufman moved to appoint Wolrige Mahon as auditors for the 2014/2015 fiscal year. This was seconded by by Cyrus Sy and passed unanimously.

6. **Executive Director's Report:** Carol Ross stressed the extensive work carried out by staff and volunteers to support parents and grandparents and all families across the province. Some highlights include:

- Updating our GRG legal guide.
- GRG legal seminars designed and held.
- Working on our GRG film – portions were shown for the 40th anniversary AGM.
- Work on Child Protection Advocacy Best Practise Model.
- Paper on Peer Support Model.
- We continued to add to our self advocacy resources and workshops.
- Several GRG picnics held over the province.
- Two Galliano picnics were organized for grandparents and the children
- Fundraising drive for our GRG film started.
- We had 66 active Parent Support Circle facilitators and 33 different circles all over the province.
- We appreciate the work that MCFD is doing in collaboration, on case consultations, policy development, and social work practise relating to kinship care.
- Our GRG support line had 210 calls in the year.
- Much recognition goes to our many volunteers and the thousands of hours they contribute.
- We are fortunate to attract highly skilled, experienced workers who are dedicated to the goals and values of PSS.

Full report is included in the Annual Report.

7. **Nomination Committee Report and Election of Directors:** The following members are continuing the second year of their 2-year term (2013-2015): Kamy Zargarpour, Rob Kaufman, Catharine Schiller and Louise Costello.

MOTION: that the following current members are nominated to begin a new 2-year term (2014-2016): Cyrus Sy, Gloria Mashallah, Marg Dorazio-Migliore, Jade Chan and Warren Camp.

Rob Kaufman moved to accept the nominations. This was seconded by Catharine Schiller and passed unanimously.

8. **Adjournment**

MOTION: Cyrus Sy, moved to adjourn the meeting at 6:10 PM This was seconded by Kamy Zargarpour and passed unanimously.

2014 – 2015 Board of Directors and Staff

Board of Directors:

Cyrus Sy
Kamy Zargarpour
Kostya Polyakov
Rob Kaufman
Gloria Mashaollah

Poh Tan
Louise Costello
Jayne Blemings
Catharine Schiller
Jade Chui Tang Chan

Kendra Milne
Warren Camp
Shaun Wilson
Margaret Dorazio-Migliore

Staff:

Carol Ross
Carol Madsen
Vivean Ready
Yvette Harrison
Viktor Panfilenok
Bella Cenezero
Annie Lavack
Jessica Turner
Sandi Halvorson
Christina Campbell
Nathalie Leveille
Dennis Nkojo
Alvin Naidu
Jane Bouey
Jennifer Brown
Lily Lok
Samrah Mian
Suhaila Jaafar
Amanda Duke
Mona Teymory
Milagros Martinez

Executive Director (up to December 31, 2014)
Executive Director (after January 01, 2015)
Accountant
Accountant
Office Administrator
Program Director; Lower Mainland, Fraser Valley and Interior
Program Coordinator, Victoria
Program Coordinator, Prince George
Program Coordinator, Central Vancouver Island
GRG Support Line Advocate
GRG Support Line Advocate
GRG Support Line Advocate
Summer Student, Burnaby
Communications / Executive Assistant
Special Events Planner
GRG Program Coordinator
GRG Program Coordinator
MSW Practicum Student
MSQ Practicum Student
MSW Practicum Student
MSW Practicum Student

Parent Support Services Society of BC extend our gratitude to volunteers in British Columbia who contributed to our programs in 2014 - 2015

Board Members

Catharine	Schiller	Louise	Costello
Cheryl	Dawson	Margaret	Dorazio-Migliore
Cyrus	Sy	Pam	Warner
Jayne	Blemings	Poh	Tan
Kamy	Zargarpour	Rob	Kaufman
Kendra	Milne	Shaun	Wilson
Kostya	Polyakov	Warren	Camp

GRG Summer Picnic, New Westminster

Aleesa	Sutton	Jane	Bouey
Alvin	Naidu	Jean-Francois	Pageau
Anton	Panfilenok	Jennifer	Contreras
Bella	Cenezero	Jungmin (Jamie)	Moon
Carmeliza	Florida	Kalbir	Chahal
Carol	Ross	Karen	Contreras
Cheryl	Arnold	Linda	Disterhoeft
Dan	Breaux	New Westminster Fire Crew	
Deb	Thomas	Patricia	Contreras
Eva	Habib (NWPL)	Samuel	Edurese
Hazel	Edurese	Valerie	Ross
Jackelyn	Contreras	Viktor	Panfilenok

Facilitators for Parent and Grandparents Raising Grandchildren Support Circles

Aiden	Carlton
Aleesa	Sutton
Aleya	Ladha
Alma	Saplala
Alma "Gaby"	Blanco
Amanda	Duke
Amanda	Prince
Ana	Racho
Ann	Richards
Annie	Lavack
Aurea	Lucas

Aurora	Ferrera
Bev	Gruhn
Blessing	Ude
Carol	Kersbergen
Charlene	Vankoughnett
Cheryl	Arnold
Chris	Branigan
Cynthia	Schrunder
Darlene	Vermette
Dawn	Murphy
Dawn	Agno

Deirdre Anne	Miles
Donna	Eckert
Eroca	Russell
Evelyn	Uy
Filomena	Pereira
Gail	Moilliet
Genevieve	McMahon
Gloria	Tam
Grace	Love
Hazel	Edurese
Jacob	Carpenter

Jeff	Dircks
Jenna	Girard
Jinny	Rodrigo
Joa	Lazarus
Joe	Chan
Joe	Roberts
Jose	Rafer
Joy	Jhocson
Julie	Folland
Karen	Came
Kim	Pender
Kit	Griffiths
Kuan-Ming	
Mandy	Lai
Leonida	Panlilio
Li Xin (Sarah)	Ma
Linda	Disterhoeft
Lo Lo	Wong

Lot	Ramirez
Lovepreet	Brar
Lynn	Leach
Maria Helena	Morales Silva
Maria Isabel	Veloso
Marie	Naylor
Mary	
Anthonette	Tecson
May Lai-Sin	Cheng
Merialisa	Salvador
Milagros	Martinez
Molly	Mo
Monica Mei Lan	Mah
Nasim	Mosallaei
Nicole	Guo
Patricia	Wang
Patricia	Contreras
Reynaldo	Blasco

Rhea	Villavicencio
Rio	Bates
Robyn	Hastings
Romeo	Flores
Rosa	Villalobos
Sandi	Halvorson
Sandra	Solomon
Sarah	Stirling
Serina	Chen
Shirley	Piedt
Sonia	Blanco
Susan	Havinga
Tatiana	Nunez
Tatjana	Simic
Wanda	Smith
Wang "Ada"	Tianfei
Yan (Catherine)	Qiao

Child-minders for Parent and Grandparents Raising Grandchildren Support Circles

Aiden	Carlton	Louisa	Cheng
Alysha	Casimel	Natalie	Choi
Chuu	Hong	Nina	Choursina
Darlene	Vermette	Ofelia	Ramirez
Jacquelyn	Contreras	Rachel	Kidd
Kathleen	Thomlinson	Serena	Parrent
Kathy		Teresa	Sze

Steering Committees Members

Amy	Lui	Grace	Quiddaoen	Merialisa	Salvador
Alma	Saplala	Hazel	Edurese	Pat	Formento
Ana	Racho	Judith	Ferry	Resochita	Arma
Ana Marie	Caday	Kalbir	Chahal	Reynaldo	Blasco
Aurea	Lucas	Kim	Lu	Romeo	Flores
Avis	Lam	Kuan-Ming	Lai	Rommel	Manikan
Bella	Cenezero	Lilian	Bocol	Sandra	Solomon
Beth	Rivera	Lo Lo	Wong	Serina	Chen
Blair	Chang	Mary	Tecson	Sonia	Blanco
Diane	Chan	Max	Innes	Sylvia	Cabeiro
Esaine	Mo	May Lai-Sing	Cheng	Yan	Qiao
Gina	Hortelano	Mayvelyn	Remigio		
Gloria	Tam	Melinda	Urmaza		

GRG Film Project

Ana	Mateescu	Jane	Bouey	Max	Innes
Carol	Ross	Jessica	Turner	Mo	Barrett
Christina	Campbell	Kamy	Zargarpour		

Professional Consultants. Promotion and Project Assistance

Bella	Cenezero	Dennis	Nkojo	Larysa	Fedarava
Carol	Ross	Jane	Bouey	Viktor	Panfilenok
Conrad	Turner	Jane	Arnott		
Deborah	Thomas	Jessica	Turner		

Practicum Students

Amanda	Duke	Mona	Teymory
Milagros	Martinez	Suhaila	Jaafar

President's Report 2015

2015 was a year of change and remarkable achievement for the Society. As part of a succession planning that was months in the making, the Society undertook a search for new Executive Director near the end of 2014. After an intense search and interview process we appointed Carol Madsen as our new Executive Director. Our outgoing ED, Carol Ross graciously stayed on in order to support the transition and take on a fixed-term position of Director of Kinship Care and Advocacy which ended at the end of September.

I would like to personally thank Carol Ross on behalf of the Board and Society for her 7 years of service to the PSS. Carol made a tremendously positive contribution to the organization. The Society will be eternally grateful for her role in its history. I would also like to extend my gratitude to the new ED, Carol Madsen for her patience and her dedication to learn about the organization, staff and the community it serves.

On the heels of our Anniversary year, we made an effort to leverage the experience and learnings from last year. The marquee event of the year was Grandparents Raising Grandchildren (GRG) Stroll. Months in making, the staff and organizing committee put together an amazing program, put in countless hours to raise money for GRG, and perhaps most importantly raised the profile of the Society. We garnered media attention and support in the community (most notably a proclamation by the Mayor of New Westminster). The event was successful from a fundraising perspective and proved that a small organization like ours could pull off such a high visibility event.

This year, we also completed a review of the Strategic Plan and made some notable updates to the 2015-2018 plan. Four key themes that need to be identified over the next three years were: **Evaluation, Sustainability, Community Research and Engagement, Communications**. With those themes, the team identified the follow top-level strategic goals for 2018.

1. Learn about, develop and apply 2 or 3 solid evaluation tools to our program work so that we can effectively answer the question for our families, our communities and our stakeholders "What is the true social and economic value of the work we are doing?"
2. Increase our funding by 10% each year, with at least half of that new funding from non-government sources.
3. Develop, apply and assess annual Fund Development plans that will build long-term, sustainable and Diversified funding.

4. Have human resource policies in place that support our staff team effectively and increase staff retention, including transparent change management policies and procedures.
5. Develop, apply, assess and redevelop an annual Communications Plan that ensures the public is aware of our programs, the government seeks our advice, and our funding is more diverse and sustainable.
6. Apply the best tools it can and engage in province-wide consultation and dialogue on the needs of parents and parenting grandparents.
7. Analyze the social and financial impact of its community presence and apply that information to ensure the organization is where it needs to be throughout the province

In order to maintain a high-level of board engagement we continue do much work through sub-committees such as Marketing and Promotions, Finance. In the coming months, each of these committees will renew their focus to achieving our strategic goals. Each committee is led by a board member, and some committees, such as fundraising, include staff and other volunteers.

It goes without saying that the staff and volunteers, with the support of our funders, donors and many community partners, continue to be the foundation of the work of PSS. I remain deeply grateful for the time, energy and commitment everyone has put into PSS over the past year.

In Closing

The entire PSS membership, past and present, staff, board and volunteers have much to be proud about. We continue to face the challenge of operating in an uncertain funding environment. We must increase the diversity of funding sources. I am confident, that with new leadership at an ED level, an updated Strategic Plan and a re-invigorated staff, PSS will face these challenges head on and achieve our goals.



Cyrus Sy
President, Board of Directors

Message from the Executive Director

(April 1, 2014-March 31, 2015)

I joined the *Parent Support Services* team mid-January, 2015. The outgoing ED, Carol Ross stayed in her role for one month of overlap and then moved on to a term position as *Director of Kinship Care and Advocacy*. A report that Carol Ross and I jointly produced for the *Ministry for Children and Families* is a major source for the following report.

In the initial few weeks of 2015, working closely with Carol Ross, I dedicated myself to getting to know the staff, the board and the programs. Viktor Panfilenok and Yvette Harrison assisted with my familiarization of the financial procedures of PSS and the organizations' policies and procedures.

As a new staff member, I attended the three day training for our volunteer circle facilitators. This training allowed me to get to know and work first hand with some of the new volunteers. I learned about the kind of work that is expected of our volunteers and my attendance allowed me to witness our skilled staff, Bella Cenezero and Samrah Mian in action. It also gave me, as ED, a deeper sense of the integral role that volunteers play within our Society.

In the fiscal year, we were very busy providing information to community about *Parent Support Services* via phone, pamphlet, email, direct contacts and public events.

Contact:

- Over the year we received over 725 unique calls and 25 repeat calls through our provincial reception in Burnaby. (These calls were in addition to those received through our GRG warm line and our regions.)
- More than 1000 of our rack cards were distributed this year. All staff provide our resource material at all events, conferences, meetings attended and we do not track those numbers.
- Over the fiscal year: we increased our Twitter followers from 230 to 408; our Facebook followers from 600 to 1139. We also tracked over 2000 views of our Grandparent Raising Grandchildren film trailer on our YouTube channel. Website traffic on the site has improved to an average of over 200 page views a month. We are on an upward trajectory.

GRG Support Line:

- Between April 1, 2014 and March 31st, 2015 the GRG support line recorded 197 calls. This included calls received from non-kinship caregivers such as service providers or grandparents seeking support around access to their grandchildren. This figure is lower than the calls received in the previous fiscal year but higher than the one preceding it (210 to 167). 144 calls of these calls were from kinship care

givers; significantly higher than the 99 calls recorded in the previous fiscal year and near the 153 recorded for the 2012/2013 fiscal year.

- The bulk of people heard about our line through our website, local community services, the Ministry of Children and Families, or through our GRG support circles.
- We averaged 16 calls per month.
- The majority of the calls were made from kinship caregivers living within the Coast Fraser Region. Figures from 127 distinct calls indicate that 41% of calls came from the Coast Fraser; 30% from the Interior; 24% from Vancouver Island and 5% from the North region. This indicates a small decrease in calls from Coast Fraser; a continued increase in calls from the Interior; a small increase in calls from Vancouver Island; with calls from the North Island remaining relatively unchanged.
- 82% of the calls to the GRG Support Line came from biological grandparents (74% grandmother and 8% grandfathers). The rest of the calls came from step grandparents or other relatives. 1% came from family friends.
- 74% of the kinship care givers are raising 1 child. 20% are raising 2 children. 4% are raising 3 children. 1% are raising 4 or more children.
- 72% reported either having been or currently involved with a child protection agency. 64% of the families tell us that they are not eligible for the extended family program and 26% are unaware of the program. 4% are in process. This is very significant as so many more people used to be covered on the *Child in the Home of a Relative* program that no longer takes applicants.
- Of the families, 55% have no legal status; 25% have sole legal status and 12% have interim/temporary custody of the grandchildren. 7% have joint legal status. 1% have unknown status.

Circle Programs

Our Parent Support Circles provide direct contact between parents in a safe, voluntary structured environment.

- These circles had 554 group sessions and 1108 hours. We recorded 1939 attendees with 474 family members and 574 children attending.
- We continued throughout the year to provide initial volunteer facilitator training and regular supplementary training to volunteers. 2 core training sessions and 2 regional training sessions took place this year with 35 and 44 participants attending respectively. We organized and facilitated 10 group sessions for/with the steering committees with 93 participants attending.
- In addition we provided 25 direct trainings for the parent circles with an overall attendance of 108 participants.
- We conducted 14 group skills training sessions with an overall attendance of 301 participants
- We conducted 14 group sessions of steering committee members with a total of 301 attendees. On average each steering committee session lasts approximately 2.5

hours for a total of 35 hours. We collaborated with more than 30 service providers with over 390 participants.

- We produced 36 training manuals and 36 handbooks. We continue to update and revise the training manual and handbook regularly.
- Easily more than 10 000 copies of various pieces of information were produced either electronically or in paper format.
- Circles operating: Abbotsford (Grandparents Raising Grandchildren [GRG], Father's Circle at Pacific Institution), Burnaby (GRG, Filipino, Cantonese, English & Mandarin), Coquitlam (English), Delta (GRG), Duncan (GRG), Kelowna (GRG), Langley (GRG), Nanaimo (GRG), Parksville (Parents & GRG), Port Alberni (GRG), Prince George (Kikino Metis Services (Parents & GRG), and Carney Hill Neighbourhood Centre (Parents, Father's & GRG), Surrey (Filipino), Vancouver (Mt. Pleasant, Filipino, Mandarin, Cantonese, Spanish, GRG), Victoria (GRG regular circle).
- In consultation with LGBTQ Community.
- Updated and improved program monitoring and evaluation tools to be implemented annually across BC.
- Held series of facilitator's teleconferences across BC and participated by 44 facilitators.
- Provided parenting workshops using the recent researches by experts such as Whole Brain Child and Brainstorm The Power and Purpose of the Teenage Brain
- Provided Self-Advocacy Workshops to facilitators and Circles in the Lower Mainland.

Communications

- We published 4 newsletters from the provincial office and distributed them to upwards of 5000 partners, parents, agencies, and kinship care givers. The bulk of the publications were sent electronically.
- In addition, we also produced 12 monthly newsletters in Prince George called, *The Village* and a GRG newsletter for Vancouver Island families, 10 times per year 19200 copies were distributed. Our volunteer recruitment posters do go out in all four languages regularly.
- Our website, www.parentsupportbc.ca is constantly being updated and refreshed by our skilled Executive Assistant, Jane Bouey who has demonstrated a real knack for communications. Several overhauls of the website occurred during our 40th anniversary year. There have been numerous tweaks and edits and information updates. We are becoming more and more active on social media and plan to continue to track our social media traction on twitter, Facebook etc. We also created material and press releases in relation to Family Day, Volunteer Appreciation Week, Grandparents Day and our 40th anniversary. We did extensive research on our history and prepared a comprehensive draft history document that we will continue to refine over the coming year.

Grandparents Raising Grandchildren (Kinship Care)

- Our Grandparents Raising Grandchildren Program completed an update of *Grandparents Raising Grandchildren: A Legal Guide* and all chapters are now posted on our website with a request for feedback. We updated our *GRG Legal Resource* pamphlet; developed fact sheets related to kinship care and available benefits; created written content for our documentary, *Grandparents Raising Grandchildren: Telling Our Stories*; and created slide presentations and handouts for workshops on Self Advocacy Skills, GRG Legal Seminars, and GRG Families.
- In addition, we regularly provided in house skill building opportunities for our employees on topics such as Legal Rights and Resources for Kinship Care Providers; Self Advocacy; Ethics. We designed and presented workshops on Grandparents Raising Grandchildren at the BCASW and Early Years conferences (approx. 85 participants); delivered a Self- advocacy Workshop to our Circle facilitators as well as to staff.
- During the fiscal year, Dennis Nkojo our GRG line advocate was on much reduced hours (6/week) as he returned to school and to the law office to finish his articling and bar exam. While he was away Nathalie Leveille stepped in to fill his shoes. Christina Campbell diligently worked the lines and helped Carol Ross to mentor Nathalie.
- Our film *Grandparents Raising Grandchildren: Telling our Stories* was launched in Burnaby with most head office staff in attendance at the Burnaby Public Library and Annie Lavack (Victoria); Jessica Turner in Prince George and Sandi Halvorson (Central Island) were each able to show the film in their respective regions. Film showings happened on and around Family Day in February of 2015. Congratulations to the Film committee and staff for ensuring a successful film and launch.
- We had two trips to Galiano and several picnics in the Lower Mainland and the regions. Many grandparents raising Grandchildren reported how beneficial these opportunities were to them as a way to meet other families in similar situations and as means to break their isolation.

We continued throughout the year to create opportunities for parents and grandparents to foster independence and resourcefulness as they protect the safety and wellbeing of children and promote the health of all families. Staff continued throughout the year to provide support, education, advocacy research and resources to all those in a parenting role.

Carol Madsen

Parent Support Services Society of BC APPRECIATES THE FUNDING SUPPORT OF:



PROVINCIAL GOVERNMENT OF BRITISH COLUMBIA



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UNITED WAY CENTRAL AND NORTHERN VANCOUVER ISLAND
UNITED WAY OF NORTHERN BRITISH COLUMBIA



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Galiano Conservancy Association

And the many other donors, local businesses and partner agencies that regularly support our programs and events