



FAMILY
service CANADA

Fostering excellence in leadership

Annual Report 2009/2010

Message from the chair, Teri Nicholas (Vancouver)

This has been a defining year in the history of Family Service Canada. In December 2009, the Board of Directors met to establish its strategic objectives and redefine its mandate and purpose—all with a view to revitalizing the Family Service Canada network. The agency's mandate is **"Fostering Excellence in Leadership"** and its newly defined mission—*Family Service Canada is a national organization that promotes learning and the exchange of expertise through the dynamic relationships of not-for-profit executive leaders in Canada.*

The following strategic objectives have been identified:

Communication: The organization will reach out to potential members through a newly designed website; and will regularly communicate with new and established members through regular email communication, the "At Work" communications website for members, and through in person interactions at the Executive Leadership Summit.

Learning Opportunities: The organization will continue to use the Executive Leadership Summit as its main forum for connecting with the membership. Technology (such as webinars) will be utilized to provide learning opportunities throughout the year.

Membership: The organization will establish and begin implementing a plan to increase the membership base.

Governance/Management Structure: The organization will undergo a review and revision of its bylaws and policies to ensure these align with the organization's new mandate and mission.

Financial Health: The organization will look to increase financial health through cost containment, membership fees, and exploring new revenue generating and granting opportunities.

Thank you to all of you for your thoughtful feedback and insights as we have worked through the re-shaping of

this organization. Through your efforts, we are well positioned to emerge as a national organization that will better meet your local organization's needs, while supporting you in your important work.

Heartfelt thanks also go out to the Board of Directors and Operations Manager for an incredible amount of time, patience, commitment, and collaboration as we have re-defined ourselves. We have gotten to this point collectively as an organization, and for this, I thank you.

This coming year, the Board will continue its focus on the most significant and pressing issues, trends and challenges facing not-for-profit leaders in the social service sector in Canada. We are excited to partner with our members and welcoming new members from our sector to participate in the new direction for Family Service Canada.

Highlights/Achievements

New Strategic Direction with revitalized mandate and mission

Much of the work this past year was re-charting the course of Family Service Canada. After consultation with the membership, what emerged was an energized board, armed with a new mandate “**Fostering Excellence in Leadership**” and its newly defined mission—*Family Service Canada is a national organization that promotes learning and the exchange of expertise through the dynamic relationships of not-for-profit executive leaders in Canada*. Five strategic objectives will be the focus of the board in the coming year: communication, learning opportunities, membership, governance/management structure, and financial health. The organization has invested in an Operations Manager to help us with the delivery of our objectives.

Executive Leadership Summit

The 2010 Executive Leadership Summit in Niagara-on-the-Lake provided a fantastic opportunity for Family Service Canada members to come together to learn from and share with one another, helping identify emerging issues and trends in the sector. What a success this summit was, seeing the largest group ever in attendance. The scope was expanded this year to include anyone in a senior

leadership position. The Executive Leadership Summit provided a wonderful chance for members to provide face-to-face feedback on the direction the organization is going.

At-Work

In order to provide a forum to members to keep better connected, a password-enabled member communication website was established and is being kept up-to-date with new and relevant information. If you require a password to “At-Work”, please contact Heather Parker, Operations manager at heatherp@familyservicecanada.org, or at our toll-free number: 1-877-451-1055.

Redesign of Family Service Canada Website

A re-designed Family Service Canada website has been launched with a fresh look and new content to reflect our emerging strategic direction. As part of the new design, FSC members can log on to our At Work site directly through the FSC website so that you can stay in touch with your colleagues across Canada.

If you have any thoughts or questions you would like the organization to address, please feel free to contact Heather Parker, Operations Manager at heatherp@familyservicecanada.org, or at our toll-free number: 1-877-451-1055.

Statement of Operations

For the year ended March 31, 2010



REVENUES



EXPENSES

Revenues	%	2010	2009
Membership fees	83%	\$191,708	\$176,671
Leadership conference fees	14%	\$32,376	-
Interest and others	3%	\$6,210	\$3,618
		\$230,294	\$180,289

Expenses	%	2010	2009
Management fees	47%	\$104,000	\$100,000
Leadership conference	10%	\$21,648	-
National conference costs	3%	\$7,500	-
Professional fees and contracts	5%	\$12,109	\$24,952
Travel and meetings	9%	\$19,864	\$20,889
Website and internet	3%	\$7,880	\$5,413
Miscellaneous	2%	\$4,308	\$4,264
Special projects	13%	\$28,355	\$26,117
Amortization	3%	\$5,670	\$5,132
Telephone and teleconferencing	3%	\$6,630	\$5,234
Marketing and promotion	2%	\$3,914	\$2,772
		\$221,878	\$194,413

Excess (deficiency) or revenue over expenses **\$8,416** **(\$14,124)**

Note: National FSEAP included in the above revenue and expenses

FSEAP Revenue	\$118,948	\$108,608
FSEAP Expenses	\$127,728	\$111,781

FSEAP deficiency of revenue over expenses **\$(8,780)** **(\$3,173)**

2009/2010 Board of Directors

Teri Nicholas, *Chair* | Home agency: Family Services of Greater Vancouver (Vancouver, BC)

Tim Simboli, *Vice Chair* | Home agency: Family Services à la famille Ottawa (Ottawa, ON)

Paddy Ramsingh, *Treasurer* | Home agency: Family Services of Peel (Peel Region, ON)

David Sax, *Secretary* | Home agency: Catholic Family Service Society of Regina (Regina, SK)

Valerie Bobyk, *Director* | Home agency: Family Service Association (Halifax, NS)

Keith Harding, *Director* | Home agency: Family Services EAP Toronto (Toronto, ON)

Sue Mallon, *Director* | Home agency: Calgary Family Services (Calgary, AB)



Contact:

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NEW! Toll-Free number: 1-877-451-1055
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