



2017 ANNUAL REPORT

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Our Mission

Our Mission and purpose at *Moving Forward Family Services* is to provide affordable counselling services in a safe and ethical environment with a client-centered, anti-racist and anti-oppressive approach.

Our Vision

Our vision at *Moving Forward Family Services Society* is to bridge the gaps in services by eliminating counselling wait lists, deconstructing barriers in accessing affordable counselling and developing strong relationships within the community.

Services are provided by insured and highly qualified, fully supervised Registered Clinical Counsellors, Registered Social Workers with Masters Degrees, and interns from accredited Masters of Counselling Psychology or Masters of Social Work programs.



MFFS counsellors and SFU students at our Art & Mindfulness event at SFU Surrey in March 2018. Photograph credit: Shakeel Khan

MESSAGE FROM GARY THANDI



2017 was a year filled with incredible growth and change. Moving Forward Family Services (MFFS) has expanded offerings across the lower mainland, made new and meaningful partnerships throughout the social-services community, and provided access to high quality counseling to thousands of people who would have otherwise gone unserved. This little mission-driven organization has been recognized by our peers, by government and by health agencies. MFFS has been in the news and we are expanding both our reach and our impact, and have accomplished a great deal in a very short time. We are innovating, asking questions, and making change where we live. Our interns, clients, counsellors and community partners have all been impacted by our programs, and we are getting bigger, better, and stronger every day.

With growth and change also comes challenges. With a no-barrier mandate and a commitment

to saying “yes”, we sometimes struggle with the need all around us. Our youngest client is in just single digits and our oldest has been in their 90s. We serve all genders, all ages, all races and religions. We do all this with absolutely no government funding. We provide community programming, and are on the front lines of the poisoning epidemic known as the overdose crisis. We are a geographically dispersed, small team and every bit as diverse as our clients. MFFS does not struggle with vision and mission but we are growing into our workplace culture and are looking forward to attaining financial and organizational stability in 2018. To that end we have begun strategically examining both funding and fundraising opportunities, and are working towards harnessing the incredible talent of our committed volunteers.

I am humbled by the impact Moving Forward Family Services has had on so many people and so many communities throughout the lower mainland. We have created a space for interns to explore their passions, for new and emerging counselors to practice their trade. We are making new connections in our community and provide our services in 11 different languages at any given time. I am grateful every day to be able to do this meaningful work.

Gary Thandi

Founder and Executive Director
Moving Forward Family Services

2017 MILESTONES

PARTNERSHIPS & SERVICES

It was a busy year for us at MFFS developing new partnerships and therefore broadening our services across the Lower Mainland. Some of our key partnerships and services are highlighted below.

Ministry of Children and Family Development

With the Ministry of Children and Family Development (MCFD), we began services within youth probation and Aboriginal Youth Justice; our intern counsellors provide counselling services to youth on community court orders.

Lookout Housing Society

Another very exciting partnership that developed was with Lookout Housing Society, providing services at their newest site Crawford Manor, a transitional recovery home for young men between the ages of 19 and 24. Here, our dedicated team offers daily groups for the men as well as individual counselling services.

Fraser Health Authority

Our intern counsellors provided counselling services at Maxxine Wright, a Community Health Centre that supports women who are pregnant or who have very young children at the time of intake, and are also impacted by substance use and/or violence and abuse.

Elementary Schools

Over the year, we partnered with three private elementary schools in Surrey: The Sikh Academy, Guru Angad Dev Elementary School, and Gobind Sarvar Schools. Here,

our team offers workshops to students on various mental health topics as well as provides individual counselling services.

Gurudwaras

We developed new partnerships with two Gurudwaras to offer individual counselling services on site: Sahib Kalghidar Darbar Gurdwara in Abbotsford and Sukh Sagar Gurdwara in New Westminster.

Pacific ABA Academy

Our intern counsellors provided play and art counselling services to children living with Autism/Asbergers.

John Volken Academy

Our intern counsellors provided individual and group counselling services to residents at Welcome Home, a residential recovery centre for young adults.

Other notable partnerships that developed include:

- Lower Mainland Purpose Society in New Westminster
- Faith Fellowship Baptist Church in Vancouver
- Durrant House
- ThirdSpace
- Sikh Students Associations of UBC and SFU

New Locations

Through our partnerships, we are so excited to have opened up offices in **Vancouver, New Westminster, White Rock** and **Abbotsford**. These in-kind spaces have allowed us to continue to offer our accessible and low-barrier counselling services outside of Surrey and across the Lower Mainland.

Community-University Engagement

Our work is not possible without the support and commitment of our counselling and social work students. They are the heart of Moving Forward Family Services. Much of 2017 was dedicated to developing and building relationships with universities and colleges across the country to create enriched learning opportunities while engaging educational institutions with community development. We formalized relationships with:

Simon Fraser University
University of British Columbia
Yorkville University
University of the Fraser Valley
University of Windsor (Ontario)
University of Calgary (Alberta)
City University of Seattle

University of New England
Adler University
University of Northern British Columbia
University of Victoria
Palo Alto University (California)
Dalhousie University (Nova Scotia)
University of Lethbridge (Alberta)
Athabasca University (Alberta)

Fundraising

In November 2017, we held our second annual fundraiser at the Aria Banquet Hall. Going along with our family-based model, the fundraiser was a Halloween-themed event, complete with a costume party and competition, silent auction, entertainment, speakers, raffles, door prizes, dinner & a cash bar. We also continue to promote our services and seek donations at outreach events to those who are interested in supporting and promoting our mission.

In 2017 we began working on a grant strategy and have begun putting the necessary documentation in place to be able to apply for local and national grants throughout this year and beyond.

Community Training

Part of our commitment to community-university engagement includes offering our interns and practicum students opportunities to further their professional learning as well as provide learning opportunities for their peers. We encourage our students and partners to create workshops sharing their areas of expertise, allowing our students to keep learning and expanding their scopes of practice.

In 2017, we were able to offer student-led introductory workshops for Cognitive Behavioural Therapy, Dialectical Behaviour Therapy, and Trauma-Informed practices.

Awards

We are so humbled and honoured to have received the following awards for our work:

- Centre for Addiction and Mental Health *Difference Makers Award* recognizing *150 Leading Canadians for Mental Health*
- The 2017 *Roopchand Seebaran Legacy Social Work Award for Advocacy*
- The 2017 *DRISHTI Magazine Award for Community Engagement*
- The 2017 *Shakti Awards* for Programming for Women
- The 2016 *Dr. Nancy Hall Public Policy Leadership Award* (awarded by *Canadian Mental Health Association, BC Branch*)
- The 2016 *Inspiring Social Worker of the Year Award* by the *BC Association of Social Workers*
- The 2016 *BC Public Health Association Award of Merit*
- 2016 *Honourable Mention for Community Builder* from the *Surrey Leader Newspaper*



MFFS 2017 Fundraiser

Moving Forward Family Services Society Income Statement 01/01/2017 to 12/31/2017

REVENUE

Sales Revenue

Donations	6,897.81
Canadahelps Donations	843.25
Rent Income	9,451.24
Fundraising	32,043.50
Counselling Income	8,400.00
Grant Income	759.20

Net Sales	<u>58,395.00</u>
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TOTAL REVENUE	<u>58,395.00</u>
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EXPENSE

Payroll Expenses

Wages & Salaries	26,000.00
EI Expense	570.50
CPP Expense	1,071.00
WCB Expense	293.80

Total Payroll Expense	<u>27,935.30</u>
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General & Administrative Expe...

Accounting & Legal	547.81
Advertising & Promotions	147.35
Courier & Postage	9.55
Canadahelps Fee's	9.30
Counselling Expense	1,000.00
Counselling Supplies	2,107.11
Event Expenses	2,563.01
Group Facilitation	120.00
Insurance	4,560.00
Interest & Bank Charges	153.86
Office Expense	450.12
Professional Fees	475.00
Rent	18,792.96
Telephone/Internet	94.11
Utilities	950.05

Total General & Admin. Expen...	<u>31,980.23</u>
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TOTAL EXPENSE	<u>59,915.53</u>
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NET INCOME	<u><u>-1,520.53</u></u>
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Moving Forward Family Services Society Balance Sheet As at 12/31/2017

ASSET

Current Assets

Scotiabank	11,750.51	
Total Cash		11,750.51
Investments		0.00
Rent Deposits	4,029.79	
Total Receivable		4,029.79
Total Current Assets		15,780.30

TOTAL ASSET

15,780.30

LIABILITY

Current Liabilities

Accounts Payable		5,574.55
Due to Gary Thandi		-5,226.29
Vacation payable		1,000.00
EI Payable	0.00	
CPP Payable	0.00	
Federal Income Tax Payable	0.00	
Total Receiver General		0.00
GST/HST Charged on Sales	413.15	
GST/HST Paid on Purchases	-1,014.28	
GST/HST Owing (Refund)		-601.13
Total Current Liabilities		747.13

TOTAL LIABILITY

747.13

EQUITY

Owners Equity

Retained Earnings - Previous Year		16,553.70
Current Earnings		-1,520.53
Total Owners Equity		15,033.17

TOTAL EQUITY

15,033.17

TESTIMONIALS

WHAT OUR CLIENTS ARE SAYING...

“Affordable Counseling is such a relief. I need extra support and couldn’t afford therapy until now. Thank you so much! And my counsellor is wonderful!”

“We were fortunate to be connected to our counsellor. She has been a great guide and an inspiration in our life. We got our lives back on track.”

“MFFS helped me through my life problems. The only thing I would like to see changed or improved is if my counselor didn’t have to leave. :(We had a great connection!”

“Our counsellor is wonderful, very professional. Made a huge difference in our relationship. I highly would recommend her to anybody seeking help. Thank you very much.”

WHAT OUR INTERNS ARE SAYING...

“The experience I have had as an intern at MFFS has been exceptional. The opportunity we have to curate our own learning with the support of Gary and our peers has been critical to building my counselling as well as other social work skills. I am humbled to have been a part of MFFS and hope to stay on board after my practicum as a volunteer and counsellor. Thank you MFFS and Gary for this incredible experience.”

“I thrive in a diversified milieu, thus having my practicum placement with MFFS was ideal as it facilitated my interests, curiosity, and learning opportunities. Everyone from clients to professionals provided me with valuable insight that I would not otherwise be exposed to; this has allowed me to truly appreciate the uniqueness of individuals and the circumstances surrounding their issues. Thank you MFFS for providing me with a memorable experience, and being a part of my overall learning and growing!”

“Having a placement with MFFS allowed me to have many opportunities that I couldn’t get elsewhere. The trust Gary puts in his students is a key element in our learning, and I would not have been able to make it the experience that it was without it. MFFS allowed me to identify areas where I could thrive as well as work outside my comfort zone in a safe and supportive place. The networks and supports I have gained from this experience are invaluable and I can’t thank MFFS and Gary enough for being such a crucial part of my education and growth!”

ACKNOWLEDGMENTS

We would like to thank our community partners for all of their support in making our work possible and imaginable.

Alder Garden
Ministry of Children & Family Development (MCFD)
The Sikh Academy
Guru Angad
Gobind Savar
Network to Eliminate Violence in Relationships (NEVR)
Delta Opposes Violence Everywhere (DOVE)
Lookout Housing Society – Crawford Manor
Maxxine Wright Community Health Centre
All Care Medical Clinic
Simon Fraser University
University of British Columbia
Stenberg College
University of Windsor
Yorkville University
University of the Fraser Valley
University of Calgary
City University
University of Victoria
University of Northern British Columbia
Palo Alto University
Dalhousie University
University of Lethbridge
Athabasca University
Adler University
Sahib Kalghidar Darbar Gurdwara
Lower Mainland Purpose Society
Durrant Transition House
Gurdwara Sahib Sukh Sagar
Pacific ABA Academy
Faith Fellowship Baptist Church
Master of Management Program, UBC Sauder School of Business

Our work is not possible without the hard work, dedication, and commitment of our interns, volunteers, board members and supervisors. The following interns, volunteers, board members and supervisors contributed significantly to Moving Forward Family Services' success in 2017:

Abby Chow	Crista Damato	Kal Sandhu
Adam Prytuluk	Daisy Mairena	Kalea Buckler
Aditi Mukesh	Dana Seidel	Kamya Bansal
Adri Henning	Danial Asadolahi	Kara Ko
Adrienne Davidson	Danisha Popat	Karen Aujla
Afsah Ahmad	Dave Rowbottom	Karolina Tatarenkova
Aiden Ansarian	Dean Pilkey	Kartik Kaushik
Ailey Jolie	Debi Shannon	Kathryn Schultz
Akwall Randhawa	Deepak Purewal	Katrina Onysko
Alex Oosterom	Deshpal Grewal	Kayla Fleming
Alina Birsan	Destinee Kreil	Kelly Mooker
Allen Haggstrom	Devinder Dhaliwal	Kelsey Murrin
Amanda Burns	Diljot Soin	Kim Brown
Amman Barmi	Dominic Brennan	Kim Kirby
Ammen Dhillon	Dora Resta	Kiran Dosanjh
Amrit Bains	Dorothy Brown	Kori Inne
Amy Marshall	Erica Nye	Kris Price
Ana Claudia Naoufal	Flavia Markman	Kristina Dixon
Ana Ferrari	Florence Laserna	Kuldip Gill
Angela Yung	Gigi Grewal	Kuljit Bhullar
Anjneet Panesar	Grace Kim	Lajuin Kadhim
Arianna Clarke-Watts	Gurjit Mather	Laura Tomalty
Asheel Rattan	Gurmeet Bal	Leah Douglas
Ayesha Shiva	Hala Abdul	Leslie Williams
Bal Khaira	Hannah Adam	Linda Tang
Barrett Carter	Harjot Wahid	Lindi Setiloane,
Beena Jaswal	Harkiran Deol	Lindsay Pavlou
Behnaz Khatam	Heather Lynn	Lucy Byrne
Belinda Unueroh-Okoye	Heather Macleod	Ly Mong
Bernard Jacob	Herman Janjua	Lysandra Chan
Bettina Hansen	Holly Gill	Mandy Leihl
Brandys Evans	Humaira Mohsin	Mandy Yeung
Brenda Sapitula	Irina Birsan	Manpreet Dhaliwal
Brendan Starling	Iris Kim	Manpreet Kaur Kohli
Brent Steele	Isabella Jiang	Manveer Khatkar
Brian Rerie	Isha Saini	Manvir Gill
Brittany Underhill	Izabela Zakrzewska	Marc Majorel ,
Brona Shadloo	Jackie Dowling	Maria Shehtman
Caitlyn James	Jaiinder Pangli	Marianne Stewart
Caitlyn O'Neill	Jas Lachar	Maxine Larmour
Camillia Manchur	Jason Dhaliwal	Michelle Johal
Cara Hykawy	Jeena Sandhu	Michelle Peck
Carly Watson	Jeewan Sidhu	Milos Despotovic
Cary Sheppard	Jen Kraeutner	Min-Chee Lo
Chad Coffin	Jena Amarsi	Mojdeh Rameshni
Claire Nicol	Jenna Braich	Monica DeRoo
Clara Wong	Jessica Sharma	Muriel McGillis
Clare Smith	Jordan White	Mya Singh
Colleen Franklin	Josh Paulton	Namrata Bratch
Coneitia McKim	Julianna Hunt	Natalie Dunse
Corinne Horvath	Jyoti Gill	Natalie Loi

Natalie Wildeman
 Nataliya Chorna
 Navneet Bains
 Navneet Bains
 Nindi Gill
 Nouran Omar
 Ola Abugharbiyeh
 Palwinder Gill
 Pamela Hamilton
 Pareen Sehat
 Paula Black
 Paveena Mahal
 Pinder Basran
 Pino Leporace
 Polly Fong
 Premila Markan
 Priyanka Patel
 Rachel Douglas
 Rachel Weinstein
 Raj Khadka
 Ratha Chek
 Rayumen Saggu

Rebecca Keen
 Rhea Jacobs
 Rita Schnarr
 Rosie Mahal
 Rupinder Sidhu
 Sacha Medine
 Sam Lerner
 Samantha Herbert
 Sandy Dhama
 Sarah Juvik
 Semhar Ghedelar
 Serena Zhang
 Shakiba Ahani-Masooleh
 Shameela Zaman
 Shannon Watson
 Sharon Lee
 Shawna Zuda
 Simone Maxwell
 Sonia Randhawa
 Stephanie Harris
 Sukhdeep Sidhu
 Sukhi Rangi

Sukhy Dhillon
 Sun Lee
 Sunny Wong
 Susan Kim
 Susana Farinha
 Tatiana Maranda
 Terrance Wilson
 Terri Pitts
 Tess Beauvais
 Torfeh Jahan
 Tristan Tjosvold
 Trudy Blair
 Twinkle Arora
 Vaishali Kumar
 Varinder Singh
 Vermonte Wong
 Victoria Ho
 Vinder Lalli
 Xun Liu
 Yoshiko Nonaka
 Zari Abtahi

We're so blessed to have such a rich community. If we have missed anyone, please accept our sincerest apologies.



Community members Alysha Gill and family donating toys to our child clients at Christmas. We rely on the generosity of the community to sustain our services.

CONTACT INFORMATION

Main Site:

All Care Medical Clinic
101 - 12827 76 Avenue
Surrey, BC V3W 1E6

Hours: 9 A.M. to 5 P.M. Monday to Sunday

Other Sites:

Vancouver

Jim Green Residence - Lookout
Society
415 Alexander St.
Vancouver, BC V6A 4G6

White Rock

ThirdSpace
1381 George St Unit 1
White Rock, BC V4B 2L1.

Abbotsford

Sahib Kalghidar Darbar Gurdwara
(Sikh Temple)
30640 Blueridge Dr
Abbotsford, BC V2T 5W3

New Westminster

Gurdwara Sahib Sukh Sagar (Sikh
Temple)
347 Wood St
New Westminister, BC V3M 5K6

Contact Us: counsellor@movingforwardfamilyservices.com

