

Report From The Finance Department

Submitted by Moon Yee, Director of Finance

GVCSS has completed another successful year due largely to the prudent fiscal practices of the Society's management team, and ongoing funding from the Society's three main funding sources - Community Living BC (CLBC), Vancouver Coastal Health and TransLink. An increase to service hours during the year for both the Home Support and HandyDART programs has also helped these programs thrive throughout the year. The Community Living program budget was buoyed by one-time funding from CLBC to help cover costs for accreditation expenses, and from funds received from WorkSafe BC as a result of a rate assessment.

The Community Living Program continues to deal with one-time maintenance and upkeep costs in the Group Homes as these houses continue to show their age. Additional resources will be required in order to maintain safety standards and to meet licensing requirements. A substantial amount of investment will be made in the upcoming year to ensure the long term sustainability of these properties.

During the past year GVCSS staff invested countless hours to prepare a submission for TransLink's custom transit request for proposal (RFP) for the "North of the Fraser Area" (NOFA), one of the three new operating areas in Metro Vancouver which was established by TransLink to replace the current eight regions, effective January 2009. Although TransLink was expected to announce a successful proponent in July 2008, as of the writing of this report (mid-September), a final contract has still not been signed between TransLink and the preferred service provider.

The Home Support Department experienced another productive year, with service hours increasing by 4.53% compared to levels in 2006/2007. The client numbers for the previous two years have maintained at the same level, with approximately 1,300 clients receiving service each month. The department's average monthly hours in 2007/2008 were 30,567, an increase from 29,243 in 2006/2007. The program exceeded all Vancouver Coastal Health performance indicators which resulted in a maximum per hour billing rate of \$33.35 throughout the entire year.

Block funding and clustering continues to be an increasing component of Home Support service. Three new clusters, Chelsie, North Fraser, and China Creek, were added into the block funding formula in the third quarter (October – December 2007). This trend will continue in 2008/2009 with additional clusters to be introduced to the Agency's Home Support program.

GVCSS management and staff continue to find ways to improve and optimize processes within the office environment. Throughout the year our Home Support Supervisors/Schedulers continued to focus on workload issues as the Program Director restructured roles within the department to achieve more efficiency. The Finance Department also reorganized, rotating the Accounting Assistants' roles and responsibilities to ensure that each staff learns a broader range of tasks. A brief trial period proved this initiative to be a resounding success. This enhancement also brings additional backup options for vacation relief and sick coverage for the Finance Department.

Education and knowledge is a necessity in this age of information technology. Finance and Home Support staff attended a Procura conference in the fall of 2007 to learn more about Procura upgrades and reporting tools in order to increase our proficiency with Procura's features in scheduling, billing, and payroll processing. The Finance Department also updated its accounting software with a new improved version, experiencing minimal interruption to its operation during the process. This is indeed considered an excellent outcome given the many challenges associated with software upgrades and conversions.

Sustainability continues to be the Society's major financial concern as we are financially dependent on contracts and associated funding. If shortfalls from our funding sources are incurred, further restructuring of our Home Support and Community Living programs may be required. At the time of this writing it is unclear what issues will be before GVCSS in its HandyDART program as we await TransLink's final decision regarding the successful bidder for the NOFA custom transit contract. As we face

the challenges before us in this time of ongoing change, GVCSS will continue to make every

effort to mitigate the impact from these changes on our staff and clients.



