

Report From The Finance Department

Submitted by Moon Yee, Director of Finance

GVCSS had a challenging past 12 months as the Agency incurred an overall operating deficit mainly from dealing with significant repairs and maintenance issues at the six group homes, and winding down the Handydart operations in New Westminster and Richmond. The repairs at the homes were long overdue and it was necessary to complete the work to maintain client health and safety standards. The biggest impact to our operations was the loss of the custom transit contract which resulted in major one-time expenditures to shut down the offices in our two locations and fulfill our obligations to program staff.

As a result of TransLink's decision not to renew our contracts, and the contracts of eight other operators, and granting all the contracts to a single private American operator, the Finance Department spent many hours winding down its business operations at both the New Westminster and Richmond offices. The loss of both HandyDART contracts represented a significant portion of our revenue.

The Community Living program has been experiencing serious funding issues with the upkeep of its six group homes in the past several years. As a result of this funding problem, GVCSS had no choice but to spend a considerable amount of money in the past fiscal year to address deteriorating conditions to the exterior and interior of its six group homes. Given the lack of financial relief to address serious cost pressures within the homes, we decided to spend the money to ensure the houses were safe and liveable for our clients.

Finance also spent time meeting with Community Living BC personnel to re-cast the program budgets on a CLBC customized excel template to identify staffing levels, wages, benefits, operating expenses, and administration expenses needed to manage each house. CLBC's objective is to ensure that the dollars allocated are appropriate for the level of care required by our clients in each home. Another CLBC objective is to compare our wages and benefits levels to their own established benchmarks.

The Finance Department also had to prepare for the CARF accreditation review. During the two

days the CARF Surveyors were in our offices, the Director of Finance was interviewed to review the sections relating to Financial Planning, Management, and Technology.

In the accreditation process, GVCSS was deemed to be financially responsible and solvent, conducting fiscal management in a manner that supported our missions, values, and annual performance objectives. Our fiscal practices adhered to established accounting principles and business practices. Our fiscal management covered daily operational cost management and incorporated plans to ensure long-term solvency.

The Surveyors reported that the budget was prepared, shared, and reflective of strategic planning. Financial results were reported /compared to budgeted performance, and our fiscal policies and procedures were up to date. In addition, praise was given to our performance in the recent BDO financial audit and to our policies and procedures to safeguard client funds.

In the area of Technology, GVCSS successfully met CARF's requirement to use technology to support and advance effective and efficient service and business practices as was evidenced by our written technology and system plans.

The entire GVCSS team did an outstanding job with the overall accreditation process. In the final report the Surveyors had no recommendations in the Finance and Technology area. GVCSS was rewarded with the granting of another 3 year accreditation certificate in June 2009.

The Home Support program had another good year as the service hours increased again from last year. All performance indicators required by Vancouver Coastal Health Authority were met and submitted on time. More clusters will be added for the upcoming year. One significant event was the implementation of the Vancouver Coastal Health Authority's Paris system for all our monthly invoicing.

The Finance department had great success with training and skills upgrading during the year. Staff members were cross-trained to handle all

aspects of payroll, payables, and receivables to support each other at any given time. Team members took part in team building, advanced Microsoft Excel, Microsoft Word, and Industrial First Aid training. As well, some members attended the annual Procura conference to catch up on new innovations.

Sustainability continues to be the major financial goal as we are financially dependent on

contracts with the Vancouver Coastal Health Authority and Community Living BC. Any reductions in contracted dollars from either funding sources may result in further restructuring in Home Support and Community Living. Every effort to mitigate the impact on staff and clients will be made if this happens.



