



102 - 2456 Rosewall Cres Courtenay BC V9N 8R9
 250.871.0343 info@yanacomoxvalley.com
 Charitable Registration # 11930 5449 RR0001

yanacomoxvalley.com

Executive Director Report – Annual General Meeting October 4, 2018

I am so extremely honoured to have joined the YANA family and to present this report that details the success of the 2017-2018 fiscal year.

It is a massive privilege to connect families in need with the extraordinary community support the Comox Valley provides. Every member of this beautiful organization can take great pride in counting themselves as part of the staff, volunteers, sponsors, supporters, community champions and YANA families that come together in the circle of support.

Our clients experienced many serious health challenges this past year and YANA responded with increased travel funding and accommodation support. Our YANA family and community responded as generously as they have since YANA’s inception 32 years ago, and ensured that the necessary funds were available to help. The legacy of caring and compassion passed on by our founder, Sandra Williams, is stronger than ever and we are proud to act as stewards of this generosity.

The following report summarizes our programs with a focus on YANA’s 2017-18 fiscal year.

OUR COURAGEOUS CLIENTS

This past year we helped 176 children from 161 families, assisting with 482 medical trips. Our clients reside across communities within School District 71 including Denman and Hornby Island. Courtenay (56%) and Comox (18%) residents account for almost ¾ of the service records, with the remaining ¼ distributed amongst the smaller communities.

Figure 1 – YANA Client Care

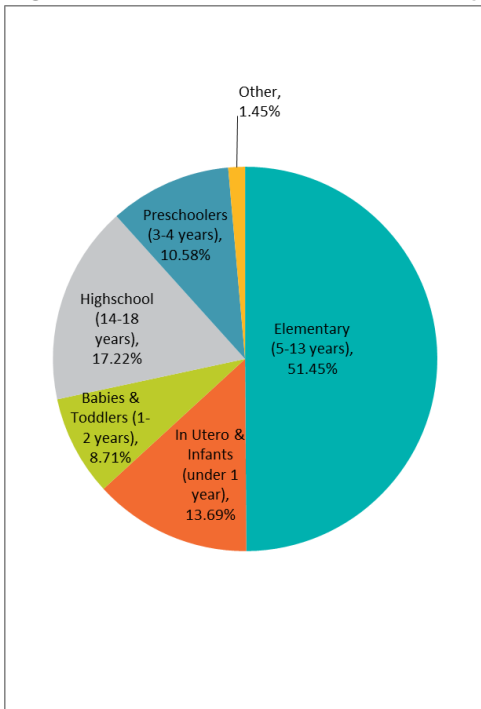
YANA	2018	2017	2016	2015	2014	2013	% change 2018 to 2017
Clients	176	172	141	146	134	100	2%
Families	161	156	126	128	119	95	3%
Service Records	482	384	334	358	309	272	26%

The destinations for our client’s medical trips were 57% Vancouver, 30% Victoria , 9% Nanaimo and 3% to other locations.

Most of the medical trips we supported required overnight stays (78%) with YANA helping families to access free accommodation either by booking accommodation directly for clients, through reimbursement of accommodation receipts or by referring clients to other programs to cover accommodation expenses.

As Figure 2 indicates, we helped with medical trips for children of all ages with elementary-school children accounting for over half the cases. Our vision is to facilitate equal opportunities for families to access quality medical care. Fortunately our definition of medical care is broad enough to cover the wide variety of services that our clients require. With reasons for medical travel related to cancer, birth complications, high-risk pregnancies, neurology, gastroenterology, respiratory, autism/ADHD assessments, endocrinology, ophthalmology, surgeries, specialty dental, mental health, genetic testing, multi-system diseases and beyond, YANA continues to help our clients with the hugely diverse range of medical needs they are faced with.

Figure 2 – YANA Service Records by Age 2017-18

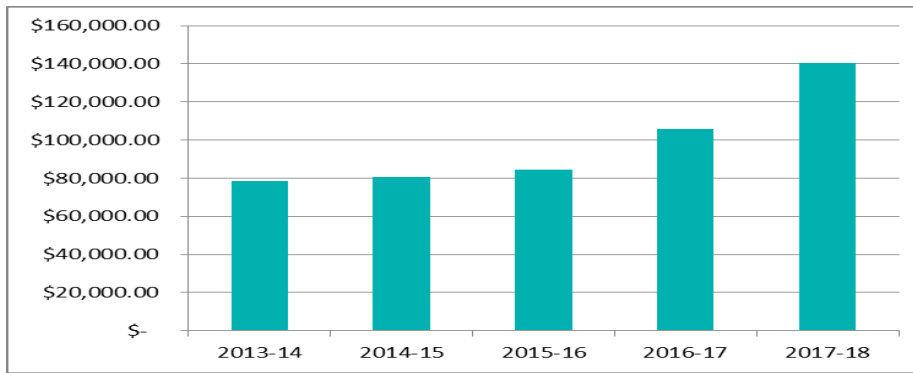


FAMILY FUNDING

Family funding was up significantly again this fiscal year. YANA provided \$140,500 in family funding for 2017-18, a 34% increase year over year.

The overall increase can be attributed to an increase in the number of families we served, the nature of their medical circumstances (requiring multiple trips and extensions of stays) and continued education and outreach. This year saw the highest (2.99) trip per client average in the last 6 years. Staff, board, volunteers and ambassadors help ensure that families know YANA will support not just their initial trip, but their ongoing care as well. Connecting with more Comox Valley families and providing long-term support to those families is something to be very proud of and something that is only possible with the continued support of our community.

Figure 3 – Family Funding for Medical Travel 2014 – 2018



Direct Funding Program

Through our direct funding program, funds are distributed to families to use, at their discretion, to assist with financial needs related to accessing medical care for a child or a pregnant mother away from home. We work directly with clients to develop a care plan. Central to this is determining the funding amount based on the location and duration of the required health care. YANA has a funding formula to guide decision-making and we factor in whether a family can access other support systems like the Travel Assistance Program offered by the BC Government. Families provide documentation verifying their required time away or we work together to ensure all necessary administration is complete.

Figure 4 – Duration of Medical Trip

Duration of Medical Trip	% of Medical Trips (n=451)
Daytrip	22%
Overnight trip	35%
3 days	15%
4-7 days	12%
8-14 days	7%
15-31 days	3%
Over 1 month-3 months	5%
More than 3 months	1%

The duration of medical trips ranged from daytrips (22%) to stays of well over 3 months (Figure 4). In stark contrast to previous years, the vast majority of our clients (82%) made multiple trips in the year (Figure 5). This further supports the likely reason for the overall increase in the number of service records being due to many complex medical issues requiring ongoing care.

Figure 5 – YANA Services

Services Per Year	% of Clients (2016-17)	% of Clients (2017-18)
10 or more services/year	2%	26%
7-9 services/year	4%	8%
5-6 services/year	5%	16%
3-4 services/year	14%	22%
2 services/year	25%	10%
1 service/year	50%	18%

Funding guidelines ensure we distribute funds fairly and help us manage program expenses with some certainty. Funding amounts are adjustable in special circumstances. We have a Client Services Committee to assist with decision-making when necessary. The committee also provides guidance to ensure our care aligns with YANA's mandate. Thank you to Laura Bomback, Ron Arksey, Kate Berg and Lauren Clark who were members of the Client Services Committee for the 2017-18 year.

Emergency Funding

\$1,000 is safely stored in the Maternal Child Unit at the local hospital to sustain our very important gateway program known as our Emergency Funding Program. The emergency funds are dispersed to families who have a child or a pregnant mother who requires emergency medical transport from the Comox Valley hospital to another location for medical treatment. \$200 is given to each family along with a letter of introduction to YANA's services and an invitation for the family to contact us for further help when they reach their treatment destination. Last year we provided \$9,600 in emergency funding at the North Island Hospital, Comox Valley.

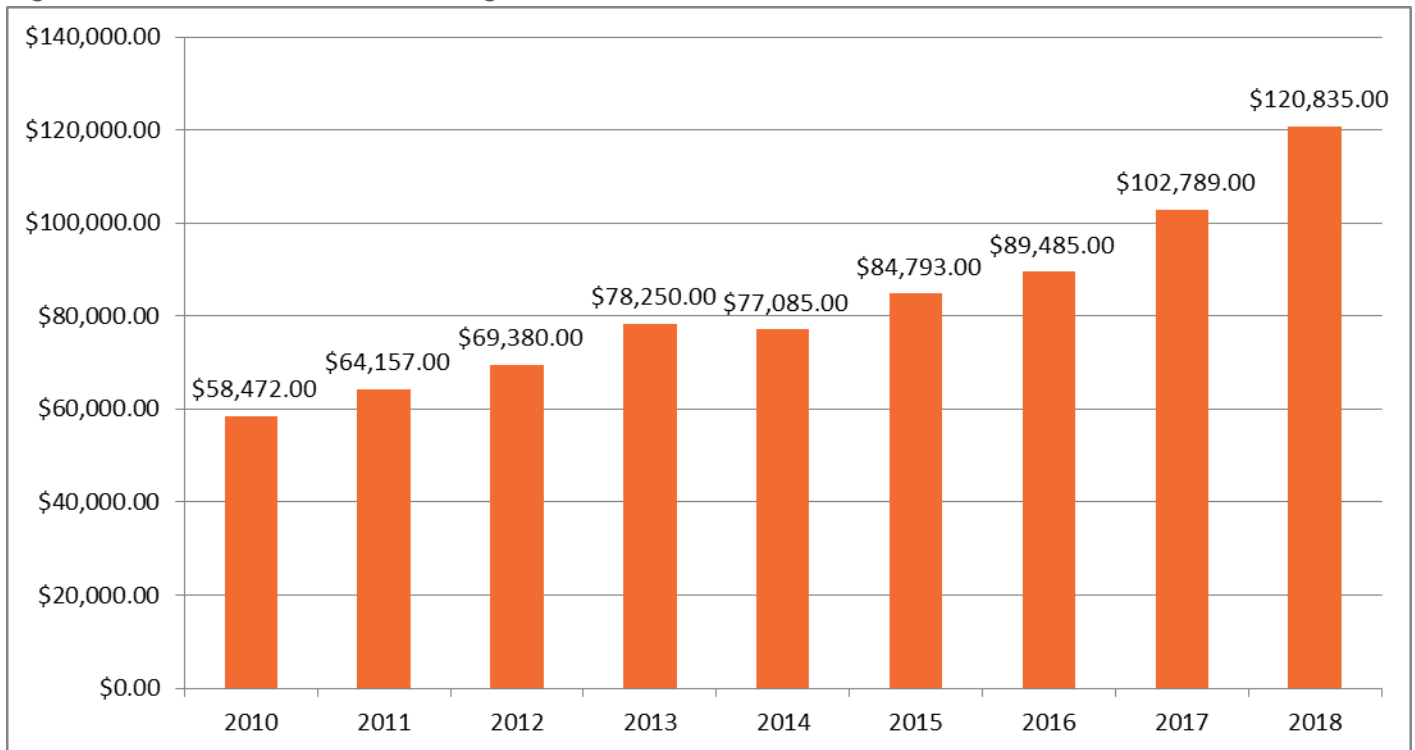
ACCOMMODATION

YANA maintains four fully furnished apartments at 3300 Oak Street in Vancouver within walking distance of Children's Hospital and also assists with finding and funding accommodation in alternate treatment destinations. Whether through referral to other programs or by covering accommodation directly, YANA ensures that families have free access to accommodation. YANA also assists with accommodation expenses for residents of Denman and Hornby Island when a child or pregnant mother needs to be at or near the Comox Valley hospital for multiple days.

As Figure 6 indicates, YANA's accommodation program is growing. The cost to rent and maintain our apartments remains fairly stable so the growth is driven primarily by stays in hotels which YANA provides to clients when alternative, suitable low-cost accommodation is unavailable or not easily accessed. Some of the growth can also be attributed to the Denman Hornby Program. Demand on accommodation resources appears to be growing which could increase YANA's accommodation expenses in the future.

Recent and future changes in accommodation facilities managed by other agencies could improve service to our clients and could potentially lower our accommodation costs. For example, the Teck Acute Care Centre for newborn babies at BC Women's Hospital is leading edge in quality care and may reduce pressure on accommodation resources in Vancouver and potentially in other locations if referral patterns change. The hopeful addition of a housing facility near Nanaimo Regional Hospital will also better accommodate our families at a lower cost. A continuing pattern of high occupancy rates at the extremely cost effective Jeneece Place, Ronald McDonald House and Easter Seals House will likely create increased need to use higher cost accommodations like hotels or vacation rentals.

Figure 6: YANA Accommodation Program 2010 – 2018

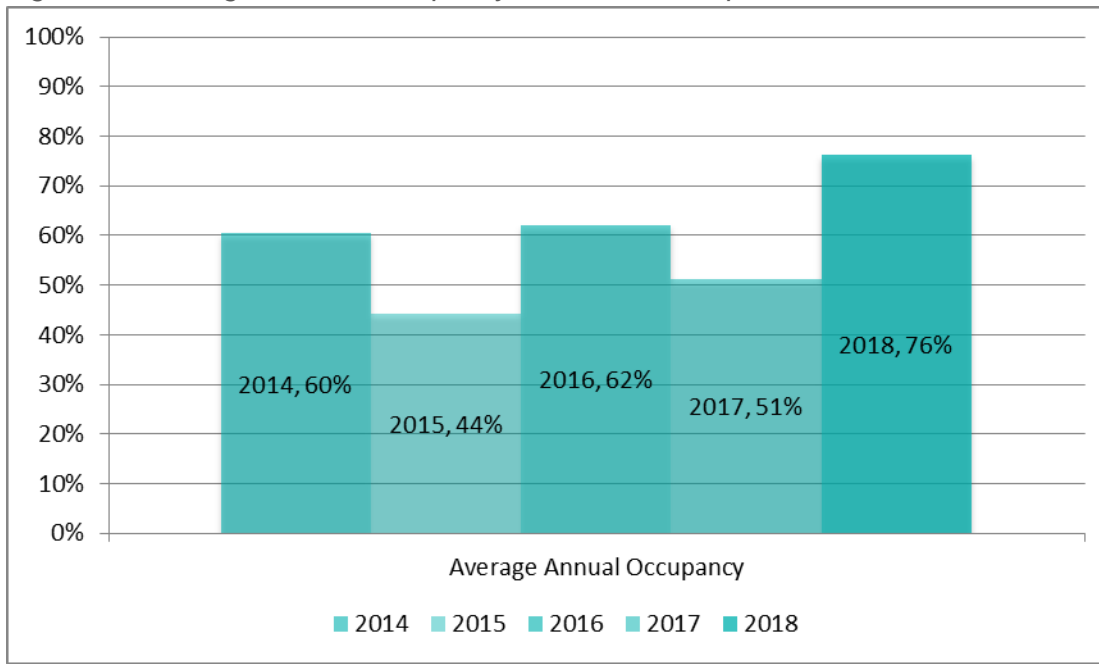


YANA Apartments

The YANA apartments tend to be used by families staying for many days in Vancouver. The YANA apartments are well-kept, tidy and stocked with basic necessities. Families are required to clean the apartment prior to their departure. We continued with our annual cleaning and maintenance plan to ensure professional cleaning happened at least once a year and necessary repairs were handled. The building manager and our Vancouver-based volunteer help us maintain quality standards at the apartments.

While there are many accommodation options in Vancouver, there are few that offer the privacy and close proximity to BC Children’s Hospital. Our apartments also fill an important service gap as not all housing programs accommodate the variety of medical conditions that our clients face or provide free accommodation for as long as required. As Figure 7 indicates, occupancy at the apartments is variable year over year. Having four apartments has provided latitude in booking the apartments. The annual average occupancy for all four apartments was 76% this past year, a 25% increase over the previous year, and the highest occupancy in the last 5 years. We will continue to monitor this data to ensure our capacity aligns with need.

Figure 7 – Average Annual Occupancy at Four YANA Apartments 2014 – 2018



DENMAN HORNBY CONNECTOR PROGRAM

After the success of the pilot program that launched in June 2016, we have received full grant funding for the Denman Hornby Connector Program. The program provided funding for 5 expectant mothers in the 2017-2018 fiscal year.

CLIENT CARE PARTNERSHIPS

North Island Hospital, Comox Valley was an important community partner as we work together to carry out our emergency funding program. Local physicians, midwives and healthcare workers are also critical partners as they refer clients to YANA and also assist with verification related to clients' need to travel for medical care.

Other community partners include the Comox Recreation Centre and the Lewis Centre. Frontline staff distribute funding envelopes and correspondence to local families at convenient times for our clients which allows us to keep modest office hours, reducing our costs.

The Children's Health Foundation of Vancouver Island (CHFVI) operates and funds Jeneece Place, which provides short and long term accommodation for Vancouver Island families when they have a child receiving care in Victoria at a subsidized cost. Jeneece Place is located on site at Victoria General Hospital and offers cleanliness, convenience and comfort. Whenever availability allows, we book our clients to stay at Jeneece Place. Jeneece Place continued to experience high occupancy rates this past year, but they consistently made an effort to accommodate our clients despite the increased occupancy. Maintaining the excellent working relationship we have developed with Jeneece Place is very important to us.

The Children's Health Foundation of Vancouver Island also administers the Bear Essentials Fund which helps families cover unexpected or extraordinary expenses related to their children's health and special needs, especially families whose needs fall between the cracks of other available programs or are of an urgent need.

YANA is a referring agency for the Bear Essentials program. We make program information and forms available to our families and help them with the application process. When applications are approved we pay for the expense in a timely manner and get reimbursed by the Children’s Health Foundation. The per client cumulative lifetime funding for the Bear Essentials Fund was increased from \$1000.00 to \$10,000.00 so we are very excited to work with their administration team to collectively provide Comox Valley families with even more support for their medical needs.

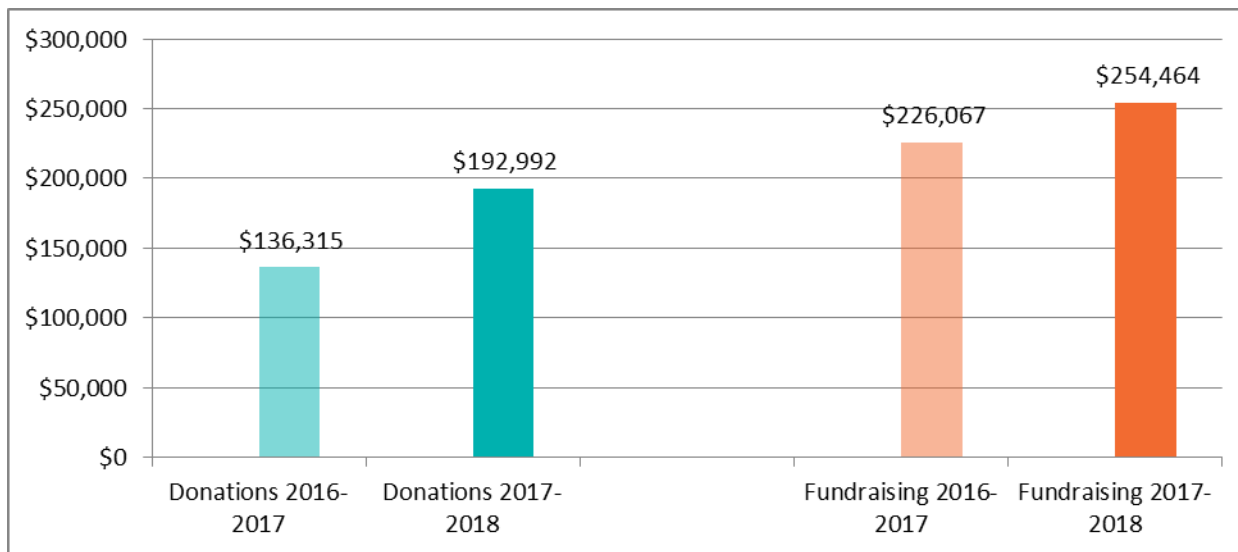
YANA works in partnership with the BC Family Residence Program (BCFRP) to fulfill accommodation needs in Vancouver. The BCFRP provides subsidized accommodation for families whose child is receiving care at BC Children’s Hospital or Sunny Hill Health Centre for Children for up to 30 days per stay. We refer YANA families to the program for short stays and when our apartments are full or are not suitable. Another way we partner with this program is that the YANA apartments are an approved accommodation with BCFRP such that we are able to invoice the program \$50 per night for qualified families who stay in the YANA apartments. We received \$11,900 from BCFRP this past year, up slightly from last year.

We work closely with social workers at the Nanaimo Regional Hospital and with social workers in Victoria and Vancouver. In many cases, social workers identify need and help Comox Valley families connect with our services. We have built solid relationships with social workers at BC Children’s Hospital and at Victoria General Hospital. We will continue to work to strengthen our connection with social workers at these locations, as well as at BC Women’s Hospital, Ledger House and Queen Alexandra Centre for Children’s Health.

COMMUNITY AWARENESS & COMMUNITY-LED FUNDRAISING

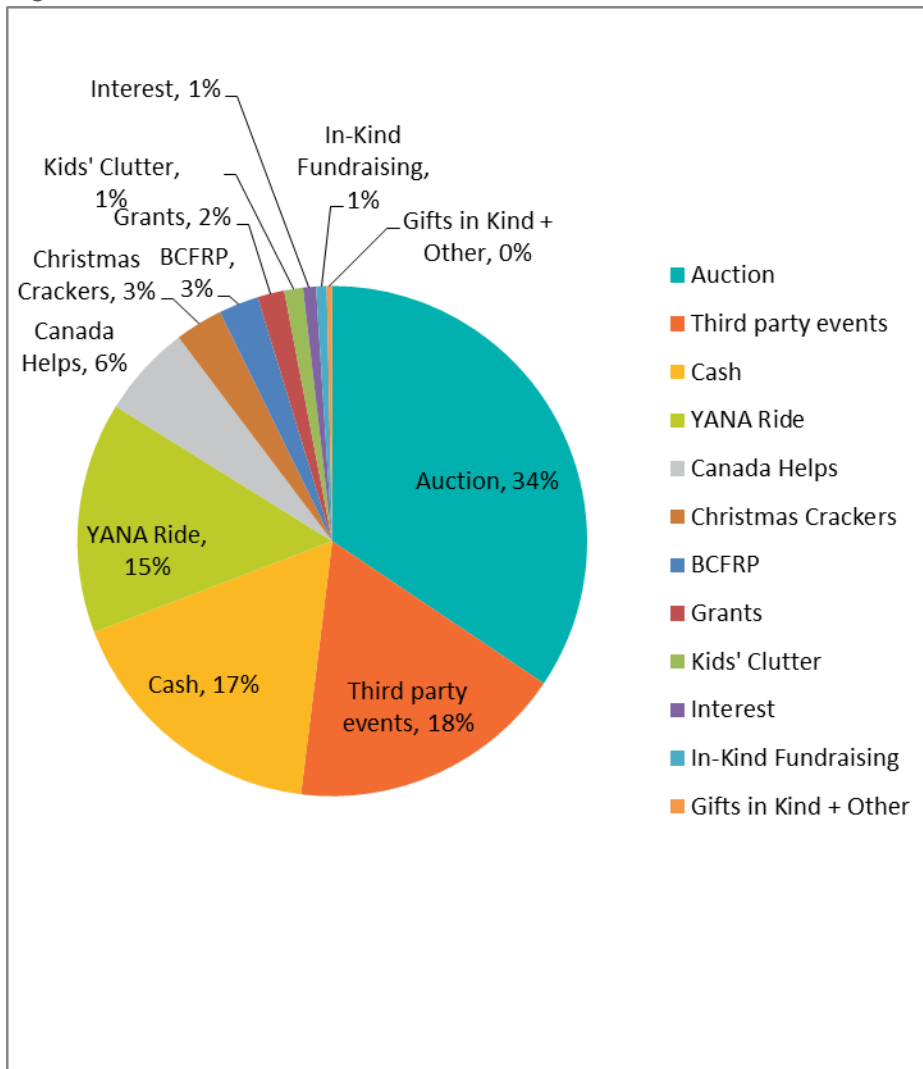
While this year saw a substantial increase in both family funding and accommodation, thanks to the boundless generosity of our supporters and champions in the Comox Valley and beyond, there was a corresponding significant increase in both donations and fundraising (Figure 8) over the previous year.

Figure 8 – Donations and Fundraising Income Year over Year



YANA’s overall income was up 25% over the previous year, and the continued diversity of revenue sources bodes well for our sustainability (Figure 9).

Figure 9: YANA 2017-2018 Income



The Community Relations Coordinator report prepared by Deanne McRae details the year of excellence in both fundraising and community awareness Marcie Dumais and Deanne’s predecessor Ocean Varney experienced in the 2017-2018 year. Deanne and I are eternally grateful for the solid path of success these amazing ladies have set us up for!

BOARD-LED FUNDRAISING

As mentioned, YANA events have become an important part of the unique culture and loving spirit that surrounds the work we do in the community. Our board fundraising initiatives have grown over the years with the Big Love Benefit and the Simon’s Cycles YANA Ride continuing to show significant increases year-over-year (Figure 10). The effort, expertise, time and energy our board, volunteers and staff continue to dedicate to these annual events is outstanding and is appreciated beyond measure.

Figure 10: Board-Led Fundraising Year over Year

Fundraiser	2016-2017	2017-2018	% Increase
Auction	\$ 126,758.68	\$ 162,194.69	28%
YANA Ride	\$ 65,561.15	\$ 69,124.90	5%
Christmas Crackers	\$ 15,201.53	\$ 14,294.56	-6%
Kids' Clutter	\$ 4,038.85	\$ 5,585.10	38%
OVERALL	\$ 211,560.21	\$ 251,199.25	19%

CLOSING

In summary, YANA continues to be an important community resource for local families. Our organization remains surrounded by generosity and volunteerism. The community support received by YANA in 2017-18 is an excellent example of how deeply our organization is rooted in the Comox Valley and how much this community cares about children and families. YANA is honoured that our values are shared by so many people.

Kelly Barnie | YANA Executive Director

~with thanks and credit to Marcie Dumais for the backbone of, and much of the pre-work for this report detailing her extremely successful 2017-2018 year.