



ANNUAL REPORT 2024

YANA
you are not alone

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October 10, 2024

a year's overview

SUMMARY

Clients- YANA assisted 271 clients with 588 medical trips, yielding the largest increase in support and services in over a decade. Elementary-aged children had the highest number of trips, but in-utero & infant trips were the most frequent single occurrence. Victoria and BC Children's Hospital (BCCH) were the most common destinations at 31% each, with "on-island" locations accounting for 61% of trips. Notably, Autism/ADHD Assessment trips made the top 50% reasons for travel for the first time.

Funding- Support for 189 more trips than the previous year resulted in a 26% increase in travel expense funding, totaling nearly \$188,000 provided to Comox Valley families. Day trips were the most common, while extended stays of 3 months or more were thankfully below average.

Accommodation- YANA's accommodation support for families increased by 4% over the previous year, covering a total of \$159,276 in lodging expenses. Apartment occupancy ended the year at 33%, compared to a 5-year average of 39% and a long-term average of 48% since 2016. Despite this, the average cost per day occupied of \$167 remains lower than the market rate for hotels and B&Bs. More families than ever accessed support through the Denman Hornby Connector program.

Partnerships and Support Enhancement- Children's Health Foundation of Vancouver Island Home Away from Home locations helped reduce our accommodation expenses for families. Jeneece Place hosted YANA families for 67 stays this year, up from 48 the previous year, totalling 340 room nights. The dedicated staff at our local hospital helped distribute \$13,000 in Emergency Funds during 67 hospital transfers, with 57% of families reaching out for further support after receiving the initial cash envelope. YANA's revenue from the BC Family Residence Program (BCFRP) nearly doubled, due to a higher incidence of qualifying stays.

Fundraising & Donations- YANA's local events and community contributions provided 96% of its income in 2023-2024. Fundraising revenue increased by 15%, with the net profit from YANA's signature events yielding \$385,517. A 36% rise in donations, driven by online contributions and community-led fundraisers, offset declines in cash donations, contributing to an overall boost of over \$70,000.

Operations- YANA's staff enjoyed a steady and successful year ending with the addition of an important role that will expand the team's capacity considerably. Our Board saw new additions and heartfelt farewells. We thank those who left for their dedication and welcome new members who have already begun making meaningful impacts.

This report details the June 1, 2023 to May 31, 2024 fiscal year.

OUR COURAGEOUS CLIENTS

This past year saw the largest increase in clients, families, and medical trips in over a decade (Fig. 1). While elementary-aged children had the highest number of trips, In Utero & Infant trips were the most frequent single occurrence (Fig. 2). Courtenay, Denman, and Hornby residents accessed services at a higher rate than expected, while “other” areas used services less (Fig. 4). Victoria and BCCH were the most common destinations at 31% each, with “on-island” locations accounting for 61% of trips (Fig. 3). Autism/ADHD/Assessment trips made the top 50% reasons for travel for the first time (Fig. 5).

271
clients

250
families

588
medical trips

Figure 1 - YANA Client Care 2023-2024

| | % change 2024 from 2023 | 2024 | 2023 | 2022 | 2021 | 2020 | 2019 | 2018 | 2017 | 2016 |
|---------------|-------------------------|------|------|------|------|------|------|------|------|------|
| Clients | 38% | 271 | 197 | 198 | 161 | 180 | 202 | 176 | 172 | 141 |
| Families | 33% | 250 | 188 | 183 | 151 | 172 | 187 | 161 | 156 | 126 |
| Medical Trips | 47% | 588 | 399 | 338 | 364 | 433 | 593 | 482 | 384 | 334 |

Figure 2 - Medical Trips by age 2023-2024

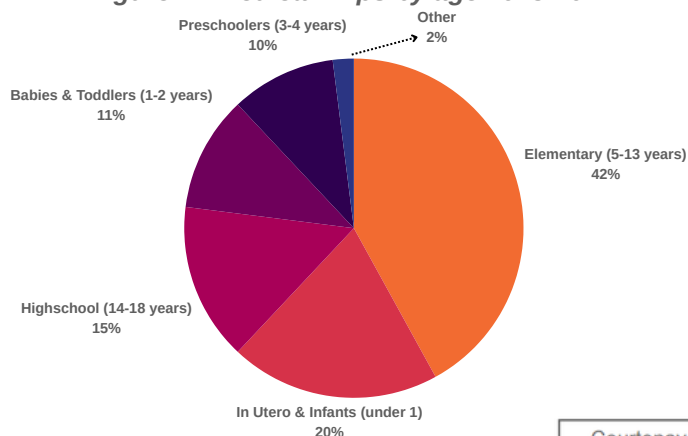


Figure 3 - Treatment Location 2023-2024

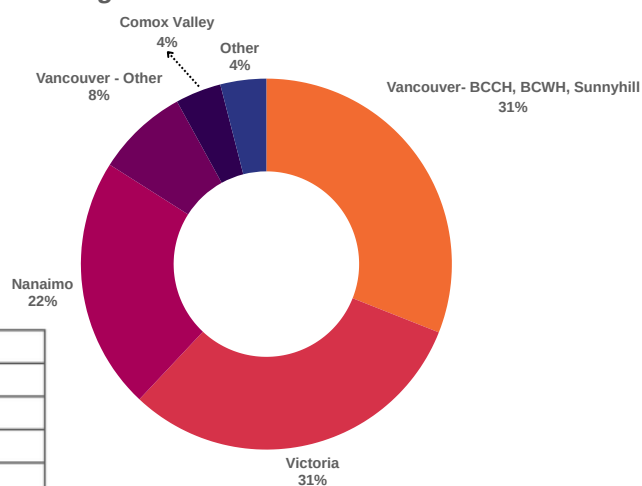


Figure 4 - Client Residence 2023-2024

| | |
|---------------|-----|
| Courtenay | 59% |
| Comox | 18% |
| Cumberland | 8% |
| Denman/Hornby | 8% |
| All Other | 7% |

Figure 5 - Reasons for Medical Travel 2023-2024

| | | | |
|---|-----|---|-----|
| Orthopaedics/Spinal | 12% | Allergy/Immunology/Biochemical | 3% |
| Neurology-related | 12% | Specialty Dental/Tongue Tie Reversal | 3% |
| Endocrinology-related | 9% | Cancer | 2% |
| High-risk pregnancy | 9% | Ophthalmology-related | 2% |
| Surgical | 7% | Urology-related | 2% |
| Autism/ADHD/Assessment-related | 7% | Respiratory-related | 2% |
| Otolaryngology - ENT | 6% | Audiology/Hearing-related | 1% |
| Mental Health/Psychiatry | 5% | Genetics Testing/Rare | 1% |
| Other- describe diagnosis/reason for need to travel | 4% | Dermatology-related | <1% |
| Birth-related | 4% | Multi-system Disease (i.e. Cystic Fibrosis) | <1% |
| Cardiology-related | 4% | Nephrology-related | <1% |
| Gastroenterology-related | 3% | Undefined | 0% |

FAMILY FUNDING

Support for 189 more trips than the previous year resulted in a 26% increase in travel expense funding, totalling nearly \$188,000 provided to Comox Valley families (Fig. 6). Day trips were the most common, making up a slightly higher proportion than usual, while extended stays of 3 months or more were thankfully below average (Fig. 7).

There were fewer clients making only one trip per year or 10+ trips per year, while those travelling 2 to 9 times per year were more common than in previous years (Fig. 8).

\$187,892

*Direct Funding
Provided to Local
Families*

Figure 6 - Family Funding for Medical Travel 2016-2024

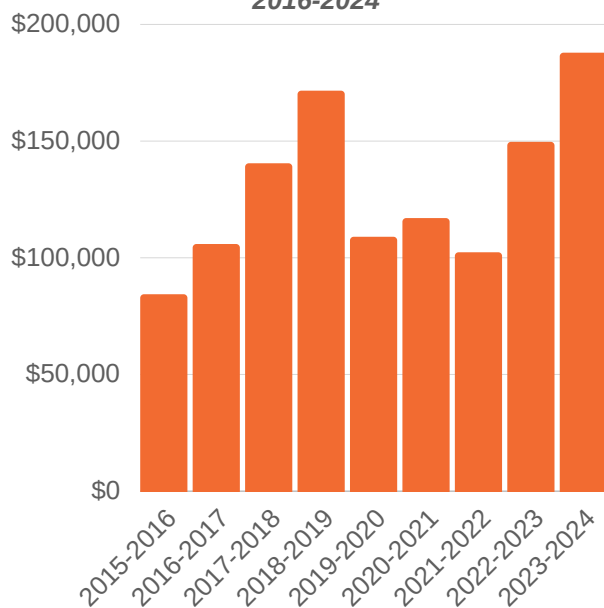


Figure 7 - Duration of Trip 2023-2024

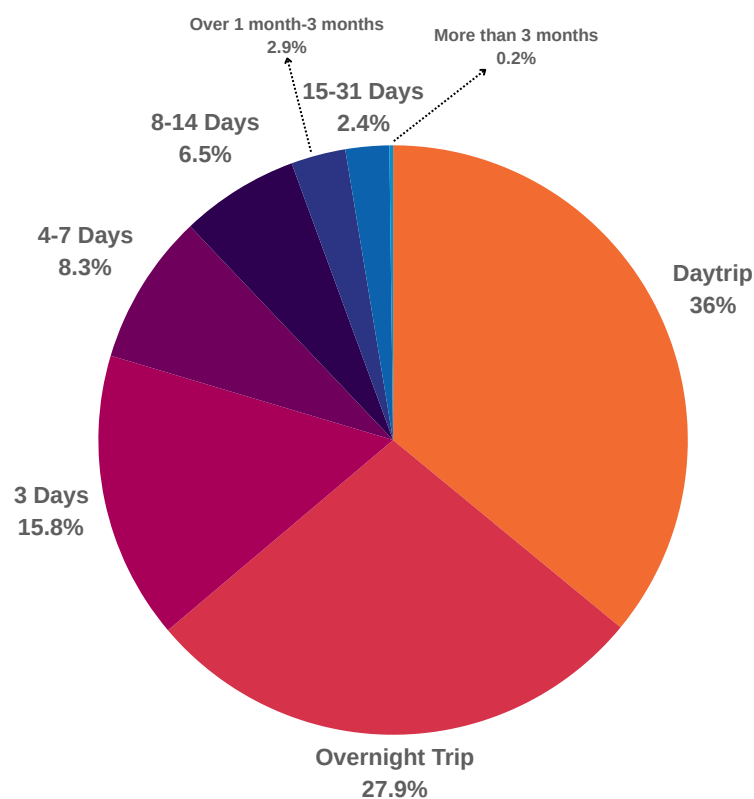


Figure 8 - Services Per Year 2019-2024

| Services Per Year | % of Clients (2019-2020) | % of Clients (2020-2021) | % of Clients (2021-2022) | % of Clients (2022-2023) | % of Clients (2023-2024) |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 10 or more services/year | 3% | 2% | 2% | 3% | 1% |
| 7-9 services/year | 3% | 1% | 2% | 3% | 3% |
| 5-6 services/year | 5% | 7% | 1% | 4% | 7% |
| 3-4 services/year | 18% | 17% | 10% | 11% | 14% |
| 2 services/year | 18% | 14% | 12% | 14% | 19% |
| 1 service/year | 53% | 58% | 74% | 66% | 56% |

ACCOMMODATIONS

YANA’s accommodation support for families increased by 4% over the previous year, covering a total of \$159,276 in lodging expenses, split fairly evenly between YANA apartment costs and other accommodation charges (Fig. 9).

Apartment occupancy ended the year at 33%, compared to a 5-year average of 39% and a long-term average of 48% since 2016 (Fig. 10).

Despite this, the value of this resource remains high given that the average cost per day occupied of \$167 is still lower than the market rate for hotels and B&Bs.

\$159,276

Accommodation Support provided for YANA families

Figure 9 - YANA Accommodation Program 2016 – 2024



Figure 10 - YANA Apartment Occupancy 2016-2024

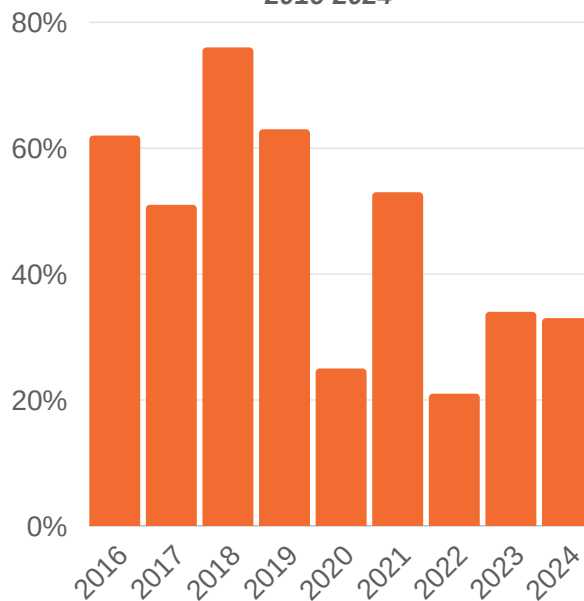
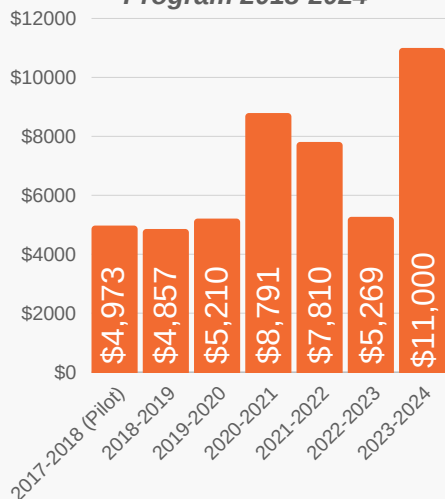


Figure 11 - Denman Hornby Connector Program 2018-2024



The Denman Hornby Connector helps families with the accommodation expenses incurred due to the necessary temporary relocation to the Comox Valley in the weeks surrounding their baby’s birth. This year, eleven stays were supported, providing the program maximum of \$1000.00 per stay. With the total actual cost of the accommodations reaching over double the amount provided to families, the decision was made to implement increased support during the next fiscal year.



PARTNERSHIPS & SUPPORT ENHANCEMENT

Jeneece Place, Q'walayu House & Jesse's House

Funded and operated by the Children's Health Foundation of Vancouver Island (CHFVI), Jeneece Place provides comfortable, supportive accommodations onsite at Victoria General Hospital at a significantly reduced cost compared to standard lodging options. This resource consistently helps reduce our annual accommodation expenses in Victoria.

Last year, Jeneece Place welcomed YANA families for 67 stays, up from 48 the previous year. Our clients stayed a total of 340 room nights, with an average stay of 5 nights. This included 27 one-night stays, while three families stayed for a month or more. We sent our warmest wishes to long-time house manager Christina as she embarked upon her retirement years, and to Aidan Johnston when she took over the role.

We continue to be grateful for CHFVI's Q'walayu House in Campbell River and look forward to the positive impact that the opening of Jesse's House in Nanaimo will have for YANA families.

North Island Hospital, Comox Valley

We directly partnered with the hard-working hospital staff to help distribute \$13,000 in \$200 Emergency Funds allotments during 67 hospital transfers to a higher level of care.

An average of 57% of families who received the emergency transfer cash envelope at the hospital reached out to receive additional support from YANA once they had reached their treatment destination.

YANA Connects

While there is no longer a focused role for content creation for this group, membership grew by 22% this year. Our Family Support Enhancement Program, "YANA Connects", has continued to be a source of support and camaraderie for the 139 members of the online community of YANA families. The most popular posts were those sharing local offerings and resources.

22%

increase in YANA Connects members

67

stays at Jeneece Place supported

\$14,546

BC Family Residence Program funding received

BC Family Residence Program (BCFRP)

YANA partners with the BC Family Residence Program (BCFRP) to support families needing accommodation in Vancouver. We can directly refer families with children receiving care at BC Children's Hospital or Sunny Hill Health Centre for stays of up to 30 days. As an approved provider, we can also bill BCFRP \$51.95 per night for eligible families staying in YANA apartments. Although overall apartment occupancy remained similar to last year, there were fewer long-term stays. With more families qualifying for the 30-day BCFRP support, our revenue from this program nearly doubled compared to the previous year.

Funders

Our ability to manage our large-scale events and projects is made possible by our skilled volunteers who apply for grant funding, the generous government programs and organizations that fund the requests, and our hard-working team of staff and volunteers who activate the funded initiatives.

The Canada Summer Jobs grant enabled us to hire a summer student to help implement our social media and advertising strategies encouraging supporters to register, ride, raise and reunite at the YANA Ride Party in the Park.

FUNDRAISING AND DONATION INCOME

YANA's events and community contributions play a crucial role in supporting and celebrating our families. These initiatives are a tremendous source of pride for the Comox Valley. Combined with generous personal and business donations, local fundraising made up 96% of YANA's total income in 2023-2024 (Fig. 13).

Fundraising revenue increased by 15% compared to the previous year (Fig. 12 & 15), largely due to an additional \$25,000 raised at both the Big Love Benefit Auction and the YANA Ride. This brought the final net profit for YANA-led events to \$385,517—a 26% increase from the prior year.

We also saw a boost of over \$70,000 in donation revenue (Fig. 14). Although cash and cheque contributions declined by 37%, the overall donation total rose by 36%, driven by more than double the amount in online donations and a 50% increase in community-led fundraising compared to last year.

15%
increase in YANA fundraisers

96%
locally generated funding

Figure 13 - Income Sources 2023-2024

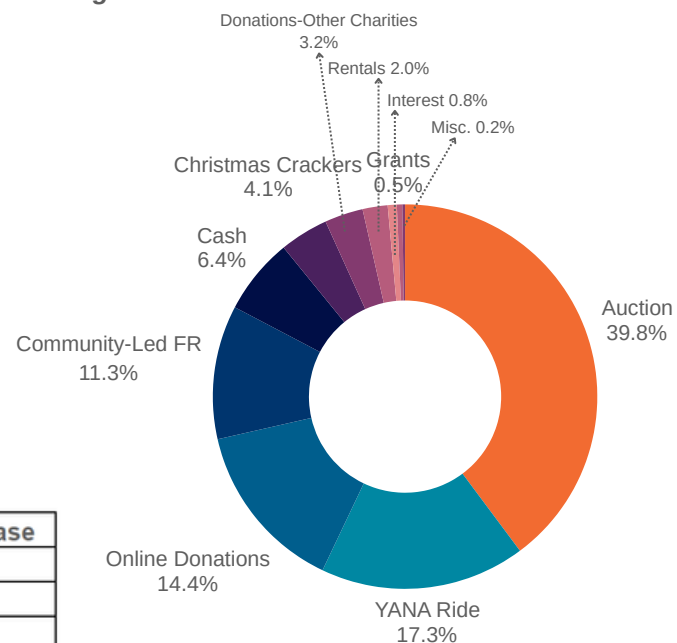
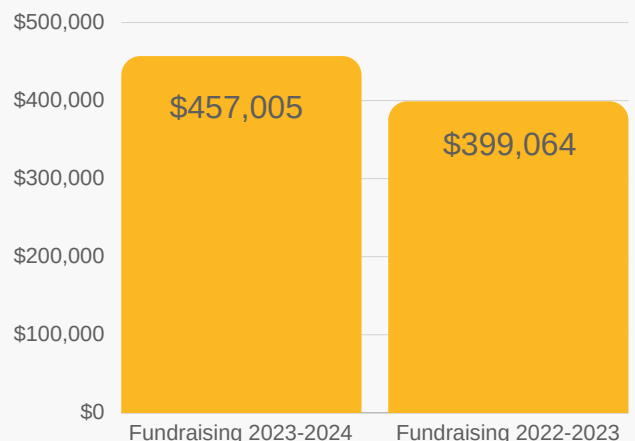
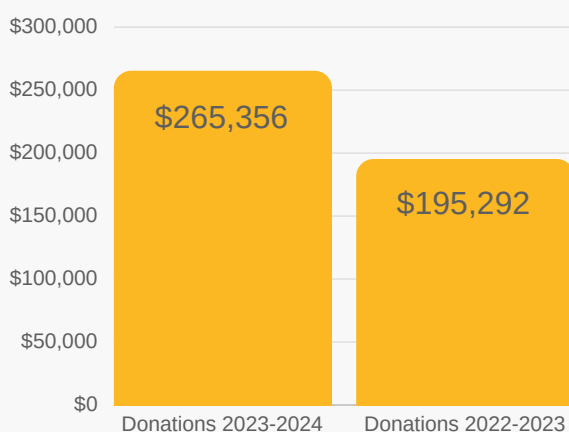


Figure 12 - YANA Fundraisers Year over Year

| Fundraiser | 2023-2024 | 2022-2023 | % Increase |
|--------------------|---------------------|---------------------|------------|
| Auction | \$297,439.42 | \$270,463.98 | 10% |
| YANA Ride | \$128,942.10 | \$103,304.68 | 25% |
| Christmas Crackers | \$30,610.39 | \$25,188.00 | 22% |
| OVERALL | \$456,991.91 | \$398,956.66 | 15% |

Figures 14 & 15 - Donations and Fundraising Income Year over Year



OPERATIONS

Staff and Contractors

This year was one of blissful consistency and commitment. I dare say Shormila Bakshi, Kourtney Van Velzen and I worked together seamlessly; when we weren't playfully throwing love shaped like zippy retorts.

During her fourth year as our Community Relations Coordinator, Shormila Bakshi continued to excel in process design, event organization, and collaborative communication, bringing her characteristic blend of efficiency and warmth to every task.

Kourtney Van Velzen embraced her second year as our Client Care Coordinator with her trademark enthusiasm and grit. Her unwavering compassion, strong work ethic, and "get 'er done" attitude made her an essential part of both our day-to-day operations and major fundraising efforts.

We also welcomed a summer student who briefly supported our marketing and communications for the YANA Ride. While her time with us was short, we appreciate the efforts and contributions she provided. Our bookkeeper, Jasmin Badrin, continued to provide reliable support, ensuring the smooth management of our digital recordkeeping and financial processes.

We rounded out the end of the fiscal year by excitedly welcoming Tania Leon to the team, and we look forward to fully enveloping her in the wonderful world of YANA!



The heart of this work is the incredible people we share it with. The devotion, talent and generosity surrounding YANA are a gift that we are all indescribably proud of and thankful for!

1

full time employee

3

part-time employees

11

board directors

Board and Key Volunteers

The 2023-2024 fiscal year brought several changes to our Board. We bid farewell to Nadia Rowe and Ashley Smith, thanking them for their valuable contributions. We were also deeply grateful to Lesley Hunter, who stepped down after 11 years of passionate service but continued as our volunteer Office Manager. We thanked Kelly Rusk for his dedicated leadership as president and were thrilled he stayed on as an honorary board member.

We warmly welcomed enthusiastic new directors Emily Cummings, Tracy Godin, Shannon Moise, and Laurel Konschuh. When Laurel resigned in May 2024, Kelly graciously returned as a voting member. We appreciated the ongoing expertise of Laura Bomback, Sean Martin, Sarah Corrigan, Brent Curtain, Jason Heflin, and Pam Kemps, and thanked Lisa Wilcox, our new president, for stepping into her role with vision and steady guidance.

Our gratitude also goes to longtime Vancouver volunteer Jayne Forbes, who continues to support YANA families while preparing to welcome and train a successor for her role.

