



*Celebrating a year of British Columbia's New Faces*

ANNUAL REPORT 2009-2010





# BOARD PRESIDENT'S REPORT

The 2009-2010 fiscal year has seen the Board of Directors of ISSofBC continue to build upon the objectives established by the Board's Strategic Plan. Each of the Board Committees, under the direction of the Board, were fully engaged in ensuring goals were met.

The Finance Committee continued to oversee the various fiscal responsibilities and ensuring audit compliance. Each year we continue to improve our financial systems and this year an extensive procedural accounting manual was completed. In the coming year, the focus will be on risk management review and establishment of procedures.

The Governance Committee has continued to establish Board protocols, systems, policies and procedures and has established on-going information and training sessions for the Board.

The Community Relations Committee has re-vamped both the process and the brochures for the Bursary programs this past year and has spent time developing strategies for the marketing of ISSofBC as is defined in the Strategic Plan. The next focus of the committee will be on a review of the society's membership policies.

The Facilities Committee has been exceptionally active as we move forward to restructuring and redeveloping premises. The committee has progressed to a remarkable degree and continue their efforts at meeting the goals as set out in the Strategic Plan.

We continue to receive support from our funders, notably Citizenship and Immigration, Ministry of Advanced Education and Labour Market Development and Service Canada/Ministry of Housing and Social Development. United Way, Vancouver Foundation, the City of Vancouver and other funders continue to support our efforts as well.

I would also like to acknowledge and thank our staff for their exceptional work; our volunteers who contribute many hours of service; to my fellow Board members for their continued dedication; and to our clients who inspire us to achieve our purpose.

**Jim Tallman**, PRESIDENT

## BOARD OF DIRECTORS 2009 - 2010

Jim Tallman *President*  
 Cheryl Anderson *1st Vice President*  
 Nicolas Lozovsky *2nd Vice President*  
 April English *Secretary*

Manchan Sonachansingh *Treasurer*  
 Marian Dewitt *Member-at-Large*  
 Joseph Chan *Director*  
 Steve Kooner *Director*

Tissa Fernando *Director*  
 Maria Rajanayagam *Director*  
 Mustapha El-Kobtan *Director*  
 Claudia Oboniye *Director*

# CHIEF EXECUTIVE OFFICER'S REPORT

This past year has been one of internal stability as a result of continuing funding contracts. The financial stability provided by continuous contracts allowed us to plan, create and implement demonstration and special projects, strengthen our community partnerships and allowed for the Board of Directors to concentrate on various governance issues. Services continued to be delivered in the different communities in which we work and plans for the future continued to be developed. Staff continued providing excellent, quality services to our clients. Once again, we were selected as one of the best workplaces in Canada, a testament to staff.

We accommodated for the Olympics by being flexible and creative and were able to continue to provide services throughout yet still enjoy the excitement of the games. Interruptions did happen but were in fact minimal as clients still attended to their needs. The most significant impact was the cessation of Government-assisted refugee arrivals for the period.

Working within the community continued throughout the year. A very successful photography exhibit – New Faces of Vancouver – was held at Centre A gallery and provided the impetus to plan a provincial exhibit in the next year. Additionally, ISSofBC had hosted two Citizenship ceremonies and co-hosted World Refugee Day.

Senior staff has been very involved in working with the Board of Director committees on the issues of marketing and facilities. Both areas require a great deal of consideration and time. However, we are confident that we are moving forward in achieving our goals and working together will strengthen our determination.

I wish to thank and acknowledge our funding partners – both large and small – as it is their confidence in our work that allows us to continue to provide the needed services to our clients; the Board of Directors who have done an outstanding job in working to meet their goals; to our volunteers who add so much to our organization; to staff who, as always, are outstanding, professional and dedicated; and to our clients, who continue to show their confidence in the work we do.

**Patricia Woroch**, CHIEF EXECUTIVE OFFICER





## LANGUAGE COLLEGE & CAREER SERVICES

The Language College and Career Services division strengthened its connections with our numerous community partners in the delivery of services for immigrants in Surrey, New Westminster, Tri-Cities, Burnaby, Richmond and Vancouver. New initiatives have been created in all areas of the division to augment the already well-established and successful programming:

- Joining the English Language Services for Adults (ELSA) family is a second point of service in Richmond. The new ELSA site is located on Cedarbridge Way, just a few short blocks from the Lansdowne station on the new Canada Line Skytrain.
- ISSofBC was successfully awarded contracts to deliver ELSA for the Workplace in the Language College sites in Vancouver, New Westminster, Tri-Cities and Richmond.
- Our 4th Career Centre opened in New Westminster. Co-located with ELSA and the Youth Connexion program, the new office provides New Westminster its first multi-cultural immigrant employment service centre
- Our career services department also saw the introduction of the Skills Connect program in Vancouver with points of service in Coquitlam, New Westminster and Surrey.
- In early 2010, the Language College's International Studies department celebrated its 15th anniversary and learned that they had received the official designation of Education Quality Assurance (EQA) from the province of BC – BC's and Canada's first educational seal of quality assurance for post-secondary institutions.

Partnerships are a major part of all of our work at ISSofBC, and in the last year, a few of these connections stand out:

- In addition to an articulation agreement with BCIT, International Studies has now negotiated an agreement with University of Prince Edward Island's English for Academic Purposes program, and is in the process of finalizing agreements with 3 other Canadian institutions.
- The Skills Connect program built on a partnership with BCIT, which offers clients information about programs, courses, financial aid, advanced credit and the current labour market. ISSofBC is also working with Back in Motion in the delivery of Skills Connect at our Surrey location.
- Working with Service Canada, the Richmond Career Centre is now a site for Multi-Language Extension Services. This service is for individuals with limited English who need access to federal government programs, such as Employment Insurance, Canada Pension Plan and Old Age Security.

Finally and most importantly, I'd like to acknowledge and thank the division's staff and management for their commitment to their clients, programs and our organization. It is a commitment that is demonstrated on a daily basis in your professionalism and dedication. And it is a commitment that will continue to be called upon, as we face the challenges of new funding opportunities in the coming year.

**Clifford Bell**, DIRECTOR  
LANGUAGE COLLEGE & CAREER SERVICES

# SETTLEMENT SERVICES

The 2009-2010 fiscal year signalled the beginning of several new demonstration and special project initiatives that helped us to fill in service gaps identified several years earlier.

The continued success of our work is due first and foremost by our dedicated and professional staff, volunteers and practicum students. However we could not accomplish our work without the enormous support from our community partners and funders. The following highlights provide a glimpse into some of our collective successes over the past fiscal year.

#### HIGHLIGHTS:

- With funding from the Coquitlam School Board, ISSofBC piloted a highly successful 8 week summer orientation program for newly arrived immigrant and refugee students between the ages of 10-18.
- As a result of suspending refugee arrivals around the Winter Olympics, only 659 government assisted refugees arrived from 25 different source countries in the fiscal year. The top 3 source countries were Iraq, Myanmar and Iran. Thirty eight percent were children and youth under 18 years old.
- In July 2009 ISSofBC joined 12 other agencies in a two-year public legal education pilot led by the Justice Education Society. The goals of the pilot are to build a coordinated and collaborative system of public legal education delivery to immigrants and to assist immigrants to engage in and work within the legal system in order to address their legal needs.
- ISSofBC in partnership with Family Services of Greater Vancouver launched Youth Connexions - a multi-year demonstration project targeting refugee

youth and young adults (16-25 years old) through a specialized classroom and one on one program out of our New Westminster office. In the initial year of operation we met and exceeded our service output goals.

- Just over 235 individual and family matches were made in the Community Bridging program. Of the newcomers matched, 93% were in Canada less than 1 year with 75% being government assisted refugees.
- Within the Vancouver, Burnaby and New Westminster settlement offices, close to 6,000 newcomer clients were assisted with first language support services including over 220 public educational group events. The highest number of newcomer clients were government assisted refugees and skilled workers. In our Tri-Cities offices, over 5,700 clients were served, 63% above our service target.

I would like to thank and acknowledge the Department of Citizenship and Immigration Canada, Ministry of Advanced Education and Labour Market Development, Ministry of Housing and Social Development, City of Vancouver, City of Surrey, United Way of the Lower Mainland, Vancouver Foundation, Vancity Credit Union, Vancouver Coastal Health, Sharon Martin Community Health Trust, Metropolis BC, Burnaby School Board, Surrey School Board and the Vancouver School Board for their support of our settlement work.

**Chris Friesen**, DIRECTOR  
SETTLEMENT SERVICES





## FINANCIAL REPORT

We are pleased to report on the financial performance of our organization, Immigrant Services Society of British Columbia, for the year ended March 31, 2010.

We experienced significant growth in the past year by again readily responding to requests for proposals in our sector. The contracts awarded to us required expanding our scope of operations and adding new service locations. Compared to last year, ISSofBC's total revenue increased from \$15.2M to \$19.1M, while total expenditures rose from \$14.4M to \$18.3M to support the increased activity. The favorable financial performance was as a result of: new funded programs, effective costs control, and self-generated revenue. As a contingent measure, ISSofBC has been accumulating resources over the last few years to cater for potential relocation, emergencies, and the need to acquire additional facilities.

With ongoing attention to fiscal responsibility at all levels of the organization, together with a project based budgeting system, ISSofBC is well positioned to continue to serve our clients in the forthcoming years. We are grateful to our

staff for providing high quality and dedicated service to our clients. Our services to new immigrants and refugees would not be possible without the required financial resources, and for this we would like to acknowledge the role of our funders. We are very appreciative of their continuous support and recognition.

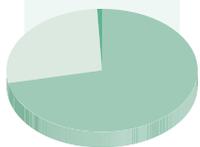
On behalf of ISSofBC, we wish to express our sincerest gratitude to all of those who have contributed to the continuous success of our organization.

**Manchan Sonachansingh**, TREASURER

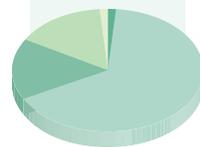
**Lawrence Tam**, DIRECTOR  
FINANCE & IT

# FINANCIAL STATEMENT

REVENUES	2010	2009
(YEAR ENDED MARCH 31)		
Language College and Career Services	\$ 13,727,257	\$ 10,837,860
Settlement Section	\$ 5,293,548	\$ 4,214,907
Donations, Gaming, Interest and Miscellaneous	\$ 124,081	\$ 138,032
<b>Total Revenue</b>	<b>\$ 19,144,886</b>	<b>\$ 15,190,799</b>



EXPENSES	2010	2009
Amortization of property and equipment	\$ 258,222	\$ 258,329
Interest	\$ 21,293	\$ 37,725
Personnel	\$ 12,017,404	\$ 9,835,083
Office and general	\$ 2,963,101	\$ 1,706,135
Occupancy	\$ 2,768,524	\$ 2,227,471
Client services	\$ 225,427	\$ 302,097
<b>Total Expenditures</b>	<b>\$ 18,253,971</b>	<b>\$ 14,366,840</b>



	2010		2009	
<b>Excess of revenues over expenditures</b>	<b>\$ 890,915</b>	<b>4.65 %</b>	<b>\$ 823,959</b>	<b>5.42 %</b>
Net Assets, beginning of the year	\$ 2,760,340		\$ 1,936,381	
<b>Net Assets, end of year</b>	<b>\$ 3,651,255</b>		<b>\$ 2,760,340</b>	



## VANCOUVER

*Administration & Language College  
and Career Services*

#501-333 Terminal Avenue  
Vancouver, BC, V6A 2L7  
Tel: 604-684-2561  
Fax: 604-684-2266

*Welcome House and Settlement Services*

530 Drake Street  
Vancouver, BC, V6B 2H3  
Tel: 604-684-7498  
Fax: 604-684-5683

## NEW WESTMINSTER

*English Language Services for Adults,  
Career Services & Settlement Services*

#200-620 Royal Avenue  
New West., BC, V3M 1J2  
Tel: 604-522-5902  
Fax: 604-522-5908

## RICHMOND

*Career Centre & English Language  
Services for Adults*

#150-8400 Alexandra Road  
Richmond, BC, V6X 3L4  
Tel: 604-233-7077  
Fax: 604-233-7040

*English Language Services for Adults*

110-5751 Cedarbridge Way  
Richmond, BC, V6X 2A8  
Tel: 604-633-7077  
Fax: 604-233-7040

## SURREY

*Multilingual Employment Resource Centre*

#201-7337 137th Street  
Surrey, BC, V3W 1A4  
Tel: 604-595-4021  
Fax: 604-595-4028

## TRI-CITIES

*English Language Services for Adults,  
Career Services & Settlement Services*

#136-3030 Lincoln Avenue  
Coquitlam, BC, V3B 6B4  
Tel: 604-942-1777  
Fax: 604-94201780

*English Language Services for Adults*

#204-3242 Westwood Street  
Port Coquitlam, BC, V3C 3L8  
Tel: 604-942-1777  
Fax: 604-942-1780

## BURNABY

*Settlement Services*

#207-7355 Canada Way  
Burnaby, BC, V3N 4Z6  
Tel: 604-395-8000  
Fax: 604-395-8003

*Helping immigrants build a future in Canada*

WWW.ISSBC.ORG