In 2016-2017, Career Services expanded its range of programs to deliver multi-barriered employment programs in new ways, including the Career Paths for Skilled Immigrants program. Our team also partnered with the Career Paths for Skilled Immigrants program through four provincial contracts to deliver its services into the BC Interior, Cariboo, and additional funds in December from a new sector-based skills training program.

A focus on innovation was one of the key differences in the 2016-2017 program delivery. By implementing Portfolio-Based Language Assessment (PBLA) at all sites, Career Services took a new approach to assessing the language needs of its clients. The PBLA method allows clients to demonstrate their proficiency in a workplace setting, which is more relevant to their career goals.

In 2016-2017, Career Services expanded its program delivery to include the Career Paths for Skilled Immigrants program. This program targets multi-barriered clients who seek employment in their field of study. Through partnerships with employers and trainers, Career Services developed a TechStart program to help clients enter the technology sector.

To support clients in their career development, Career Services implemented effective cost control strategies and self-generated revenue. The surplus generated was invested into property and equipment, increasing the overall capital of the organization.

Our funders and clients continued to recognize Career Services’ high standards of service delivery and supported our delivery of settlement, language, and career programs. The record strong financial result was generated by a combination of effective cost control strategies, self-generated revenue, and capital gain from property and equipment.

The surplus generated was invested into property and equipment, increasing the overall capital of the organization. The overall capital of Career Services increased from $23.04M to $23.47M. The financial result was generated by the efficient delivery of service programs, which contributed to the success of our efforts in the last fiscal year.

The success of our efforts in the last fiscal year is also attributed to the exceptional performance of our staff. They are the backbone of our organization and are committed to delivering high-quality services to our clients. We would like to express our sincerest gratitude to everyone who contributed to the success of our efforts in the last fiscal year.
CHIEF EXECUTIVE OFFICER’S REPORT

June 25, 2016

President
Chief Executive Officer
Patricia Woroch

2016-2017 Fiscal Year

The fiscal year 2016-2017 marked a significant milestone for Settlement, as it moved operations of the Drake Welcome Centre to new facilities and hosted a special citizenship ceremony. In addition, the Board of Directors continued to focus on their role in governance and meet the demands of an ever-changing environment, and staff have once again demonstrated the importance of their professional skills and their dedication to settling newcomers in Canada.

In September 2016, Justin Trudeau and Sophie Gregoire Trudeau, as part of their BC royal tour, visited Vancouver with a visit by the Duke and Duchess of Cambridge in September, accompanied by Prime Minister of the Duke and Duchess of Cambridge in September, accompanied by Prime Minister.

The media attention resulting from the Royal visit led to significant local and global interest in the organization’s work, bringing positive public recognition to the city.

To them we owe our deepest thanks.

In 2016-2017, Settlement also:

- launched a national newcomer partnership initiative
- hosted a special citizenship ceremony
- expanded services in response to the influx of refugee claimants
- moved operations of the Drake Welcome Centre to new facilities
- implemented a new innovative, unique approach to newcomer settlement and integration
- registered with the Province in December, 2016
- Constitution and Bylaws were updated and duly registered in BC to update their constitution
- received the Vancouver Mayor’s Achievement Award for 2017
- received the Inland Refugee Society (IRS) of BC’s Achievements in the resettling of newcomers from various countries requesting tours
- set the location into the newly-constructed Welcome Centre, a unique and focused social purpose, shared-space building for community

Settlement also expressed thanks to the following funders – for their valuable support:

- Immigration, Refugees and Citizenship Canada
- City of Vancouver
- United Way
- Vancity Credit Union
- Vancouver Foundation
- Skills Training Corridor
- Vancouver Coastal Health
- Vancouver Association for Survivors

During the year, Settlement saw the implementation of a youth civic engagement project, led by Skyscraper Youth, with the support of the City of Vancouver and the provincial government. The project involved many of the refugees we had assisted, and the Board of Directors continues to focus on their role in governance and meet funders’ requirements.

Top 5 Countries of Origin

- Syria 12%
- China 12%
- Iran 12%
- South Korea 8%
- Iraq 5%

Total clients served

11,999

Top 5 Mother Tongues

- Arabic 18%
- Spanish 15%
- Korean 12%
- Farsi 73%
- Portuguese 6%

Settlement Services Report

Welcome Centre Opening & Royal Visit

June 25, 2016

WELCOME CENTRE OPENING & ROYAL VISIT

September 29, 2016