



LOCATIONS

VANCOUVER

Administration, Language College & Career Services, Settlement Services

#501-333 Terminal Ave
Vancouver, BC V6A 4C1
Tel: 604-684-2561
Fax: 604-684-2266

Welcome House & Settlement Services

530 Drake St
Vancouver, BC V6B 2H3
Tel: 604-684-7498

BURNABY

Settlement Services

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

SURREY

Career Services

#303-7337 137th St
Surrey, BC, V3W 1A4
(Job Options) Tel: 604-598-8545
(Skills Connect) Tel: 604-590-4021
Fax: 604-590-4027

MAPLE RIDGE

LINC & Settlement Services

#320-22470 Dewdney Trunk Rd
Maple Ridge, BC V2X 5Z6
(LINC) Tel: 604-942-1777 ext 1586
(Settlement) Tel: 778-284-7026
Fax: 604-477-1154

RICHMOND

LINC

#150-8400 Alexandra Rd
Richmond, BC, V6X 3L4
Tel: 604-233-7077 ext 1352; 1353
Fax: 604-233-7040

LINC & Settlement Services

#110-5751 Cedarbridge Way
Richmond, BC, V6X 2A8
(LINC) Tel: 604-233-7077 ext 1355
(Settlement) Tel: 604-637-1307
Fax: 604-303-8711

NEW WESTMINSTER

LINC & Settlement Services

#200-620 Royal Ave
New Westminster, BC, V3M 1J2
Tel: 604-522-5902
Fax: 604-522-5908

SQUAMISH

LINC

#101-38085 2nd Ave
Squamish, BC, V8B 0C3
Tel: 604-567-4490

LANGLEY

Settlement Services

#204-20621 Logan Ave
Langley, BC, V3A 3Y9
Tel: 604-510-5136
Fax: 604-530-5519

TRI-CITIES

LINC

#136-3030 Lincoln Ave
Coquitlam, BC, V3B 6B4
Tel: 604-942-1777 ext 1552; 1558
Fax: 604-942-1780

Settlement & Career Services

#240A-3020 Lincoln Ave
Coquitlam, BC, V3B 6B4
(Settlement) Tel: 778-284-7026
(Settlement) Fax: 604-942-1730
(Skills Connect) Tel: 604-684-2561
ext 2123
(Skills Connect) Fax: 604-684-2266

LINC & Career Services

#204-3242 Westwood St
Port Coquitlam, BC, V3C 3L8
(LINC) Tel: 604-942-1777 ext 1552;
1558
(LINC) Fax: 604-942-1780
(Job Options) Tel: 604-468-6262
(Job Options) Fax: 604-468-6282

Settlement Services

#200c-504 Cottonwood Ave
Coquitlam, BC V3J 2R5
Tel: 778-383-1438
Fax: 604-931-8558

FINANCIAL REPORT

NICOLAS LOZOVSKY

Treasurer

LAWRENCE TAM

Director - Finance & IT

We are honored to present this report on the financial performance of **ISSofBC** for the year ended March 31, 2014.

After several years of significant growth stemming from the expansion of our operations and the addition of new service locations, growth was stabilized in the last fiscal year.

We are pleased to report that **ISSofBC's** high standards of service delivery were recognized by our funders and clients who continued to support our delivery of settlement, language and employment services throughout the Lower Mainland.

Compared to the 2012-2013 fiscal year, **ISSofBC's** total revenues in 2013-2014 declined slightly by 0.5%, from \$22.4M to \$22.3M. Total expenditures increased by 1.4%, from \$21.7M to \$22M. The

resulting net surplus for the year was \$332,427. The strong financial result was generated by effective costs control strategies, self-generated revenue, and well-managed performance-based contracts. The surplus was invested into property and equipment to support current and future growth in operations.

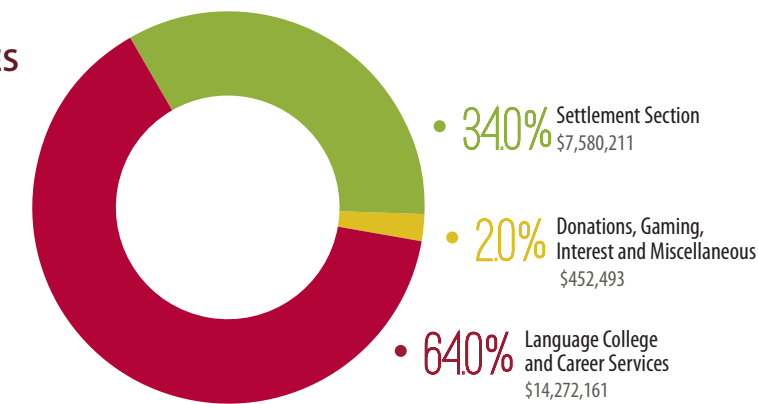
With consistent attention paid to fiscal accountability in all levels of the society and a project based budgeting system, **ISSofBC** is well-positioned to service our clients in the years ahead.

We are very grateful to our staff for providing high-quality services to our clients, and to our funders for continuing to provide the resources and support that allow us to deliver much-needed services to our clients. We also wish to express our sincerest gratitude to everyone else who contributed to the success of our efforts in the last fiscal year.

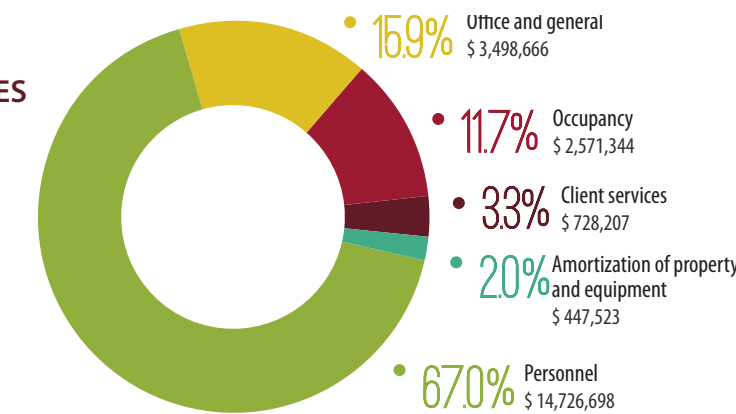
FINANCIAL STATEMENT

	Year ended Mar. 31	2014	2013	
REVENUES				
● Language College and Career Services	\$14,272,161	63.99%	\$14,977,188	66.80%
● Settlement Section	\$7,580,211	33.98%	\$7,053,060	31.46%
● Donations, Gaming, Interest and Miscellaneous	\$452,493	2.03%	\$389,998	1.74%
Total Revenue	\$22,304,865	100.00%	\$22,420,246	100.00%
EXPENSES				
● Amortization of property and equipment	\$447,523	2.01%	\$283,025	1.26%
○ Interest	\$-	0.00%	\$-	0.00%
● Personnel	\$14,726,698	66.02%	\$13,806,492	61.58%
● Office and general	\$3,498,666	15.69%	\$3,989,427	17.79%
● Occupancy	\$2,571,344	11.53%	\$2,826,788	12.61%
● Client services	\$728,207	3.26%	\$770,542	3.44%
Total Expenditures	\$21,972,438	98.51%	\$21,676,274	96.68%
Excess of revenues over expenditures	\$332,427	1.49%	\$743,972	3.32%
Net Assets, beginning of the year	\$7,904,659		\$7,160,687	
Net Assets, end of year	\$8,237,086		\$7,904,659	

REVENUES



EXPENSES



2013-2014 ANNUAL REPORT



BOARD PRESIDENT'S REPORT

MANCHAN SONACHANSINGH
President

In the 2013-2014 fiscal year, the **ISSofBC** Board focused priority attention on moving through the process of building the new Welcome House facility on 2610 Victoria Drive in Vancouver. This one-stop housing and services centre for refugees and immigrants – the first facility of its kind in the world – is envisioned to open before the end of 2016.

The Board's Facilities and Finance Committees played integral roles in the process, diligently spending a significant amount of time providing oversight over the project including attending meetings with the key principals involved in the project, poring over and doing the requisite analyses of numerous financial projections, reviewing relevant plans and details and providing advice on a range of issues related to the project. The project is expected to continue to dominate the Board's agenda as construction draws near.

Other areas that occupied the Board's attention this reporting year were the Board development project and community engagement. The Governance Committee is working on the development of a Board Recruitment Kit as part of a board training agenda. The Community Relations Committee has actively pursued opportunities to involve Board members in various external activities.

ISSofBC introduced the Jim Siemens Bursary for refugee youth in 2013. The bursary supports

BOARD OF DIRECTORS 2013/2014

Manchan Sonachansingh
President

Maria Rajanayagam
1st Vice President

Jim Tallman
2nd Vice President

Nicolás Lozovsky
Treasurer

Martha Jane Lewis
Secretary

Maria Braungart
Member at Large

Joann McKinlay
Director

current or former refugee youth who are legally entitled to attend school in Canada and require financial assistance to pursue their chosen course of studies. The bursary was created in honour of Jim Siemens, who until his death in February 2013, worked for 13 years in **ISSofBC**'s Resettlement Assistance Program (RAP). During his time with **ISSofBC**, Jim worked with compassion and determination to give resettled refugee youth and newcomers the best possible start in Canada.

The Jim Siemens Bursary complements the Eleanor Strong Bursary, named in honour of **ISSofBC**'s first executive director which provides funding for current or former **ISSofBC** clients, students or volunteers who may require financial assistance in their studies.

We would like to express our sincere appreciation to our funders who have enabled us to continue building on our 40-plus years of service to the community. Our thanks to Citizenship and Immigration Canada; Ministry of Jobs, Tourism and Skills Training; City of Vancouver; Vancity; Vancouver Foundation; Vancouver Coastal Health, United Way and all our other funders.

I would like to thank my fellow board members for contributing their valuable time to the mission of **ISSofBC**. Our gratitude also goes out to our many volunteers who enhance the services we offer to our clients. Also, on behalf of the entire board, we extend our deepest appreciation to our CEO and the management team, and to all the staff for their dedication and commitment to client service and to **ISSofBC**. These underscore our success.

CHIEF EXECUTIVE OFFICER'S REPORT

PATRICIA WOROCH
Chief Executive Officer

The 2013-2014 fiscal year saw us move towards implementing a significant change in the delivery of settlement services in BC, even as we edged closer towards realizing plans to build a housing and service facility that would benefit immigrants and refugees for years to come.

Substantial efforts were focused last year in preparing the organization to realign our settlement, employment and language programs – until March 2014 funded by BC – with CIC's National Settlement Program effective April 2014.

The year also saw **ISSofBC** making good progress in the new Welcome House development project. **ISSofBC** received a 60-year ground lease and service agreement from the City of Vancouver, and a \$1-million capital grant from Vancity. This strong demonstration of early support had the effect of encouraging other donors and contributors to join in.

Innovations in our language program delivery, including the implementation of e-Portfolios in all employment-focused language classes, reinforced **ISSofBC**'s reputation for excellence in service delivery, as did our placement on CIC's "designated learning institution list." The accomplishments

in this area – as well as those in our other operating units – position us well for the future.

The fiscal year saw the completion of the emergency response plan for the organization. In addition to providing manuals for each of the sites, an emergency broadcast system for all staff was put in place to facilitate notification alerts during emergencies.

Two events that served as bookends in May were open houses held at our Richmond and Tri-Cities service locations to showcase new services and reintroduce existing **ISSofBC** programs and services.

ISSofBC made noteworthy strides in external communications, launching a modernized website that facilitated access to program and service information, and introducing a robust, integrated social media presence that provided well-updated information and resources for the organization's various publics. The visual theme of **ISSofBC**'s online image is echoed in this annual report's design.

Community engagement continued to be a priority for our senior management staff, and this was undertaken at the local, national and international levels. We sat in advisory committees, sharing expert knowledge with government and community partners.

We were absolutely delighted to once again be recognized as one of the Best Workplaces in Canada in 2013. It was our sixth such award, and the fourth in a row since 2010! For this we thank all the staff at **ISSofBC**, whose loyalty to **ISSofBC** and whose commitment to client service drive the amazing work that's accomplished each and every day. We also thank all our volunteers – notably our Board of Directors – who work tirelessly in support of **ISSofBC**'s mission, and our funders, without whom little is possible.

LANGUAGE COLLEGE & CAREER SERVICES

CLIFFORD BELL
Director

LC&CS' staff and management have responded to numerous challenges, prepared for changes in government's priorities, received validation of excellence in program and service delivery, expanded our operations and introduced new services.

ELSA → LINC Division

Considerable work was undertaken to prepare for the program transition from the provincially-funded ELSA to the federally-funded LINC and to demonstrate **ISSofBC**'s excellence in language program delivery:

- Implementation of blended learning in higher levels that combines in-class and on-line lessons
- Implementation of e-Portfolios in all employment-focused classes
- Aligning the ELSA and EFW curricula with the LINC curriculum
- Presentations at national CAPLA and Cannexus conferences on e-Portfolios, and at regional BC TEAL and ELSA Net Conferences on CLBs, student portfolios, task based learning and using online technology
- Staff on the national PBLA transition training team for CIC
- Development of the "Learning about **ISSofBC**" curriculum for CLB 1-8 learners

Language & Career College (LCC) Division

One of the greatest successes of the last year was LCC being placed on CIC's "designated learning institution" list. This ensures that LCC will continue to receive students on study permits from around the world. Highlights in LCC are as follows:

- Implementation of the new LCC branding and marketing materials
- Unveiling of the new LCC website



- and registration page
- Introduction of a new Professional & Technical English course
- Installation of SmartBoards in all classrooms
- Successful audits with Languages Canada and PCTIA
- Renewal of the provincial Education Quality Assurance Designation
- A new articulation with the Study Group at Royal Roads University, which includes scholarships for eligible students

Career Services Division

Over the last year, the Career Services Division has continued to develop its employment programming and refocus energies on strengthening employer connections and developing web-based services. Partnerships continue to play a major part in the division's work, as demonstrated through our work with *Open Door Group*, *Pacific Community Resources Society*, *Back in Motion*, *Douglas College*, *Mount Pleasant Community Centre*, *Ottawa Chinese Community Service Centre* and *Training Innovations Inc.* Highlights include:

- Implementation of an employment blog
- Publication of the "Immigrant Connections" e-newsletter for clients and community partners
- Implementation of a monthly workshop series in collaboration with the Vancouver Public Library, and a limited workshop series with the Richmond Public Library
- Coordination of a career fair targeting immigrant professionals in partnership with two immigrant-serving organizations

This is my last contribution to ISSofBC Annual Report, as I will be moving on to the next chapter in my life. I want to thank the organization for providing me with a dream job that allowed me to work for 20 years with truly amazing people and the opportunity to positively impact so many newcomers' lives as they settle, learn English and find employment in Canada.

SETTLEMENT SERVICES

CHRIS FRIESEN
Director

The 2013-2014 fiscal year saw negotiations and preparations for the implementation of most settlement-related programming in all existing **ISSofBC** locations under the Citizenship and Immigration Canada (CIC) funding regime.

The transition process from the provincial government to the federal government was significant, and we were fortunate to maintain all previous programming and staffing resources.

Considerable work also continued on the new **ISSofBC** Welcome House, located at 2610 Victoria Drive in East Vancouver, with plans underway to begin construction in summer 2014.

Our successes could not be achieved without our exceptional staff and volunteers who remain the pillar of our operations. Collectively, they delivered close to 50 active projects and numerous multilingual settlement-related supports to thousands of newcomer adults, youth and children from 11 different cities and numerous deployment sites in and outside Metro Vancouver.

Below provides a glimpse of the past year's operating highlights:

- Services were provided to 10,929 unique newcomer clients from over 25 source countries;
- The Trauma Information and Support Program served 1,322 clients;
- The Resettlement Assistance Program team welcomed 623 individuals or 332 Government Assisted Refugees (GARs) families. Most GARs arrived from Iran, Somalia and Iraq and settled primarily in three cities: Coquitlam, Surrey, and Burnaby;
- Over 1,000 volunteers contributed approximately 12,500 volunteer hours and provided a variety of services for newcomer clients including settlement mentoring and English

language support for low-level learners;

- The Welcoming Communities Initiative in Surrey provided **ISSofBC** an opportunity to lead the Refugee Myth Busting Campaign where several new resources, tools and training for various community stakeholders and the public on the unique needs and skills of refugee populations were developed; and,
- ISSofBC** continued to provide strategic sector leadership through such bodies as the National Settlement Council, CISSA-ACSEI, UNHCR ATRC forum; input into the development of new settlement related policy and program areas for the future was provided.

I wish to thank and acknowledge the Department of Citizenship and Immigration Canada; Ministry of Jobs, Tourism and Skills Training; BC Housing; City of Vancouver; United Way of the Lower Mainland; Vancouver Foundation; Vancity Credit Union; Vancouver Coastal Health; Sharon Martin Community Health Trust; Royal Bank of Canada in Burnaby, Coquitlam and Surrey; and Vancouver Boards of Education.

