ANNUAL REPORT
2017/2018
I am glad to report that ISSofBC is on track with implementing the initiatives outlined in our five-year Strategic Plan. To highlight just a few: we responded to numerous requests to host tours by international and Canadian visitors interested in the ISSofBC Welcome Centre and our programs; we developed policies and procedures to guide us in responding to crises or disaster; and, we are participating in a national five-year study on health and settlement outcomes of Syrian refugees.

The Board also articulated a new statement of ISSofBC’s Core Values that was disseminated widely to staff and the public through printed posters and the ISSofBC website. The Finance Committee continued providing due diligence and oversight regarding the organization’s financial activities, and the Governance Committee implemented a structured process to recruit and nominate new board members that includes targeting active ISSofBC volunteers familiar with ISSofBC and our clients.

It’s been quite a year of recognition for ISSofBC. We received two Premier’s Award for Promoting Innovation and Excellence: one for the Refugee Readiness Fund and the other for intergovernmental Relations and Partners. Patricia Woroch, our CEO, received the 2017 Woman of Distinction Award for Non-Profits from the YWCA, and the ISSofBC Welcome Centre received AMSSA’s Riasat Ali Khan Diversity Award.

As President this past year, I witnessed the dedication and work of staff, management and board members in fulfilling our mandate. Their efforts in providing quality services to our clients – ably assisted by our more than 2,000 volunteers – is both a source of pride and appreciation.

On behalf of the Board of Directors, I would like to thank staff, funders, donors and community partners for your continued support.
This fiscal year, having firmly settled in at the ISSofBC Welcome Centre, we were able to focus on programming.

Collaborative initiatives with the Vancouver Public Library and the Vancouver Police Department brought a new level of involvement and engagement for both clients and staff. VPD in particular brought knowledge and expertise beneficial for clients staying at Welcome Centre, who learned about their rights and responsibilities under the law.

With a 25-year track record of providing a range of services to refugee claimants, Settlement Orientation Services (SOS) became a part of ISSofBC structurally and financially, enhancing SOS’ capacity in service delivery.

In keeping with our strategic plan, this fiscal year saw us focusing on technology to enhance operations and service delivery. In addition to improving our IT infrastructure, we initiated systems development, particularly in volunteer and employment programming.

As an approved sponsorship agreement holder, we undertook the private sponsorship of refugees selected for family reunification through a rigorous process. The program has been very well-received by our generous donors and we continue to seek new donors.

While continuing to receive groups from around the world interested in the ISSofBC Welcome Centre, we also hosted many community events, including a meeting of the National Settlement Council (NSC) and local sector people on World Refugee Day. This was the first NSC meeting held outside of Ottawa.

We are very grateful to our funders – including all three levels of government and other funding bodies – whose support enabled us to provide much-needed services to newcomers. We also acknowledge our volunteers, whose commitment and dedication make a tremendous difference.

My deepest thanks to the Board of Directors for their responsible stewardship, the staff, as always, for delivering the best of services to clients, and to everyone else who contributed to making ISSofBC the successful organization it is.

For their generous support, we thank:

Immigration, Refugees and Citizenship Canada
Innovation, Science and Economic Development Canada
Province of British Columbia
Vancouver Coastal Health
City of Vancouver
City of Burnaby
Canadian Institute of Health Research
Edith Lando Charitable Foundation
United Way of the Lower Mainland
Vancity
Vancouver Foundation
Helping immigrants build a future in Canada

Our Mission

We believe that every person has the basic, natural right to be treated with dignity.

We believe that an inclusive society is a strong society; by promoting acceptance and mutual respect, we are helping build immigrants’ futures while also building a stronger future for Canada.

We are committed to creating a welcoming, hospitable environment for immigrants which facilitates their integration in Canada.

We believe that each individual’s path to integration and self-sufficiency must be based on a recognition and acceptance of that person’s unique needs and aspirations.

Our Core Values
STORIES

HASSAN – Syria
People working together made the difference

SHADI – Iran
Single-minded focus and hard work lead to desired job in just one year

LEON – South Korea
Timely help from caring teachers spells progress for preschooler

SHASHANK – India
Switching sectors solved project manager’s employment challenge

URANIA – Nicaragua
Despair turns into hope and optimism

PRACHI – India
Newcomer engineer jump-starts her tech career

SIMON – China
Patience and persistence lead job seeker to his career passion

BETTY – China
Newcomer lands plum job in just seven days after arriving

www.issbc.org/stories
This past year was highlighted by the introduction of several multi-year initiatives to improve and enhance quality assurance standards, client communication, and the volunteer management system. We also introduced the use of new service impact and client outcome measurement tools and launched a multi-pronged strategy to address challenges stemming from the recent influx of refugee claimants accessing our services.

Some settlement achievements over the past year included:

- Launching a national five-year study on Syrian refugee settlement outcomes as the BC research lead agency;
- Initiating a multilingual settlement outcome survey of ISSofBC clients;
- Working with Vancouver Community Network to develop newcomerinfo – a web-based two-way texting system for newcomer clients;
- Expanding an Arabic-speaking seniors’ peer support group;
- Implementing a two-year settlement-informed, evidence-based trauma pilot program for Government Assisted Refugees;
- Completing a SAP social sabbatical project to better understand how we can engage with refugee youth prior to arrival in Canada.

The settlement team, with the support of over 1,000 active volunteers, worked together to fulfill our mandate to help immigrants and refugees build a future in Canada. Their dedication and commitment, along with the support of our founders and numerous partners, remain a cornerstone of our successful operations.
Total clients served 11,549

Top 5 Mother Tongues
- Arabic 17%
- Mandarin 15%
- Farsi 12%
- Korean 10%
- Spanish 6%

Top 5 Countries of Origin
- China 14%
- Iran 12%
- Syria 10%
- South Korea 8%
- Afghanistan 7%

Outcomes
- 292 respondents
- I am happy with the services & information I received 92%
- I have met or made friends with other Canadians 96%
- My English or French has improved 86%
- I have a better understanding of my rights & responsibilities in Canada 85%

Immigration Status
- Permanent Residents 66%
- Naturalized Citizens 14%
- Refugee Claimants 11%
- Others 9%
The Career Services division continued to develop our sector-specific programming and partnerships last year. We launched two sector-based skills training programs: Start 2 Sew, developed in partnership with Arc’teryx, graduated its first cohort to employment in the apparel industry; and, TechWomen, a pre-employment program offering web development training, successfully served its first cohort of newcomer women.

Last Fall, we partnered with Vancouver Public Library to host the Cleantech Conference, bringing together industry executives and over 200 skilled newcomers for a day of networking and information on industry trends and opportunities.

LINC expertise was in demand last year, with staff presenting a workshop on understanding newcomers’ needs for City of Coquitlam staff, and responding to Ryerson University’s request to develop a curriculum on BC’s election process for delivery in LINC and settlement programs across BC. We also received funding to provide seven more LINC classes, and childcare support for eligible parents.

It was a banner year for ISS Language & Career College, our social enterprise operation, in terms of revenue realized. LCC successfully maintained all its provincial and federal accreditations, including its EQA-Designated Learning Institution status, a designation recognized internationally as an assurance of quality instruction for post-secondary education.
Top Mother Tongues of LINC Students*

VANCOUVER
Mandarin 21%
Farsi 14%
Cantonese 9%
Korean 9%
Spanish 6%
Other 41%

TRI-CITIES
Japanese 16%
Spanish 14%
Korean 13%
Mandarin 13%
Arabic 10%
Other 34%

SQUAMISH
Mandarin 19%
Arabic 15%
Cantonese 9%
Korean 9%
Spanish 6%
Other 39%

RICHMOND
Mandarin 65%
Cantonese 17%
Arabic 6%
Vietnamese 2%
Russian 2%
Other 8%

NEW WESTMINSTER & BURNABY
Arabic 22%
Mandarin 19%
Tigrigna 12%
Farsi 10%
Dari 4%
Others 33%

MAPLE RIDGE
Mandarin 17%
Arabic 15%
Farsi 7%
Korean 7%
Spanish 7%
Other 41%

*LINC students served spoke an average 21 different languages.

Career Services
Sector-specific programs reported outstanding employment outcomes for their participants

Techstart 90%
Start2Sew 100%
Literacy & Essential Skills 90%

Language & Career College
Top 5 Countries of Origin

LANGUAGE PROGRAMS
South Korea
Mexico
Brazil
Japan
Vietnam

CAREER PROGRAMS
South Korea
Brazil
Japan
Mexico
Taiwan
We are pleased to report on the excellent financial performance of ISS of BC for the fiscal year ended March 31, 2018.

Our funders and clients continue to recognize ISS of BC’s high standards of client service and supported our delivery of settlement, language and employment services throughout our locations in the Lower Mainland and other parts of BC.

Compared to the 2016-2017 fiscal year, revenue decreased by 10.4%, from $25.28M to $22.57M. The exceptional net revenue level in 2016-2017 was due to capital gain from the sale of the building on Drake street.

Total expenditures decreased by 6.16%, from $23.47M to $22.03M. This resulted from effective cost-control strategies, self-generated revenue and well-managed service contracts. The surplus generated was invested into property and equipment to support current and future growth of operations.

We are grateful to our staff for providing excellent quality service 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

<table>
<thead>
<tr>
<th></th>
<th>2018</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>REVENUES</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Language &amp; Career Services</td>
<td>$13,223,113</td>
<td>$12,107,237</td>
</tr>
<tr>
<td>Settlement Section</td>
<td>$8,815,635</td>
<td>$11,305,444</td>
</tr>
<tr>
<td>Donations, Gaming, Interest &amp; Miscellaneous</td>
<td>$530,526</td>
<td>$1,872,102</td>
</tr>
<tr>
<td><strong>Total Revenue</strong></td>
<td>$22,569,274</td>
<td>$25,284,783</td>
</tr>
<tr>
<td><strong>EXPENSES</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Amortization of property and equipment</td>
<td>$891,262</td>
<td>$999,049</td>
</tr>
<tr>
<td>Personnel</td>
<td>$15,195,957</td>
<td>$15,116,374</td>
</tr>
<tr>
<td>Office and general</td>
<td>$2,698,428</td>
<td>$2,897,085</td>
</tr>
<tr>
<td>Occupancy</td>
<td>$2,467,218</td>
<td>$2,603,301</td>
</tr>
<tr>
<td>Client services</td>
<td>$775,051</td>
<td>$1,857,691</td>
</tr>
<tr>
<td><strong>Total Expenditures</strong></td>
<td>$22,027,916</td>
<td>$23,473,500</td>
</tr>
<tr>
<td><strong>Excess of revenues over expenditures</strong></td>
<td>$541,358</td>
<td>$1,811,283</td>
</tr>
<tr>
<td><strong>Net Assets, beginning of the year</strong></td>
<td>$13,073,791</td>
<td>$11,262,508</td>
</tr>
<tr>
<td><strong>Net Assets, end of year</strong></td>
<td>$13,615,149</td>
<td>$13,073,791</td>
</tr>
</tbody>
</table>

#### Financial Statement

- **Language College & Career Services**: 58.6%
  - $13,223,113
- **Settlement Section**: 39.1%
  - $8,815,635
- **Donations, Gaming, Interest & Miscellaneous**: 2.4.4%
  - $530,526

#### Expenses

- **Amortization of property & equipment**: 4.0%
  - $891,262
- **Personnel**: 69.0%
  - $15,195,957
- **Office & general**: 12.3%
  - $2,698,428
- **Occupancy**: 11.2%
  - $2,467,218
- **Client services**: 3.5%
  - $775,051
LOCATIONS

VANCOUVER
Head office, LINC, RAP, Settlement Services
2610 Victoria Dr.
Vancouver, BC V5N 4L2
Tel: 604-684-2561
Fax: 604-684-2266
Language College & Career Services
#601-333 Terminal Ave.
Vancouver, BC V6A 4C1
Tel: 604-684-2561

BURNABY
Settlement Services & Career Services
#207-7355 Canada Way
Burnaby, BC V3N 4Z6
Tel: 604-395-8000
LINC
#105-4180 Lougheed Hwy
Burnaby, BC V5C 6A7
Tel: 604-936-0210

LANGLEY
Settlement Services
#204-20621 Logan Ave.
Langley, BC V3A 7R3
Tel: 604-510-5136
LINC, Settlement & Career Services
#320-22470 Dewdney Trunk Rd.
Maple Ridge, BC V2X 5Z6
(LINC) Tel: 778-372-6567
(Settlement) Tel: 778-284-7026
(Career Services) Tel: 604-590-4021

MAPLE RIDGE
LINC, Settlement & Career Services
#136-3030 Lincoln Ave.
Coquitlam, BC V3B 6B4
Tel: 604-942-1777 ext: 1552

NEW WESTMINSTER
LINC, Settlement & Career Services
#280-610 Sixth St.
Royal City Centre
New Westminster, BC V3L 3C2
Tel: 604-522-5902

RICHMOND
LINC & Settlement Services
#150-8400 Alexandra Rd.
Richmond, BC V6X 3L4
(LINC) Tel: 604-233-7077
(Settlement) Tel: 604-637-1307 ext: 1675
LINC
#110-5751 Cedarbridge Way
Richmond, BC V6X 2A8
Tel: 604-233-7077 ext: 1355

SURREY
Career Services
#110-7525 King George Blvd.
Surrey, BC V3W 5A8
Tel: 778-728-0175

SQUAMISH
LINC & Career Services
#101-38085 2nd Ave.
Squamish, BC V8B OC3
Tel: 604-567-4490

PRINCE GEORGE
Career Services
150 Brunswick St.
Prince George, BC V2L 2B3
Tel: 778-990-8656

TRI-CITIES
Career Services
#240B-3020 Lincoln Ave.
Coquitlam, BC V3B 7L9
Tel: 604-684-6199
Career Services
#129-3030 Lincoln Ave.
Coquitlam, BC V3B 6B4
Tel: 604-684-6199
LINC
#136-3030 Lincoln Ave.
Coquitlam, BC V3B 6B4
Tel: 604-942-1777 ext: 1552
Settlement Services
#200-504 Cottonwood Ave.
Coquitlam, BC V3J 2R5
Tel: 778-383-1438
LINC
#204-3242 Westwood St.
Port Coquitlam, BC V3C 3L8
Tel: 778-372-6560

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