

## VANCOUVER

Head office, LINC, RAP,  
Settlement Services

2610 Victoria Dr.  
Vancouver, BC V5N 4L2  
Tel: 604-684-2561

RAP & Settlement Services

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

Language College, Settlement  
& Career Services

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

## BURNABY

Settlement Services

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

LINC  
North Burnaby Learning Centre

#103-4181 Hastings St.  
Burnaby, BC, V5C 2J3  
Tel: 604-630-1070

## LANGLEY

Settlement Services

#204-20621 Logan Ave  
Langley, BC, V3A 7R3  
Tel: 604-510-5136

## MAPLE RIDGE

LINC & Settlement Services

#320-22470 Dewdney Trunk Rd.  
Maple Ridge, BC V2X 5Z6  
(LINC) Tel: 778-372-6567  
(Settlement) Tel: 778-284-7026

## NEW WESTMINSTER

LINC & Settlement Services

#280-610 Sixth St.  
New Westminster, BC, V3L 3C2  
Tel: 604-522-5902

## RICHMOND

LINC

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

LINC & Settlement Services

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

## SQUAMISH

LINC

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

## TRI-CITIES

Career Services

#240B-3020 Lincoln Ave.  
Coquitlam, BC, V3B 7L9  
Tel: 604-684-6199

LINC

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

Settlement & Career Services

#240A-3020 Lincoln Ave.  
Coquitlam, BC, V3B 6B4  
Tel: 778-284-7026

LINC

#204-3242 Westwood St.  
Port Coquitlam, BC, V3C 3L8  
Tel: 778-372-6560

LINC & Settlement Services

#200-504 Cottonwood Ave.  
Coquitlam, BC V3J 2R5  
Tel: 778-383-1438

## FINANCIAL REPORT

NICOLAS LOZOVSKY

Treasurer

LAWRENCE TAM

Director – Finance & IT

We are pleased to report on the excellent financial performance of **ISSofBC** for the fiscal year ended March 31, 2016.

Our funders and clients continued to recognize **ISSofBC**'s high standards of service delivery and supported our delivery of settlement, language and employment services throughout the Lower Mainland.

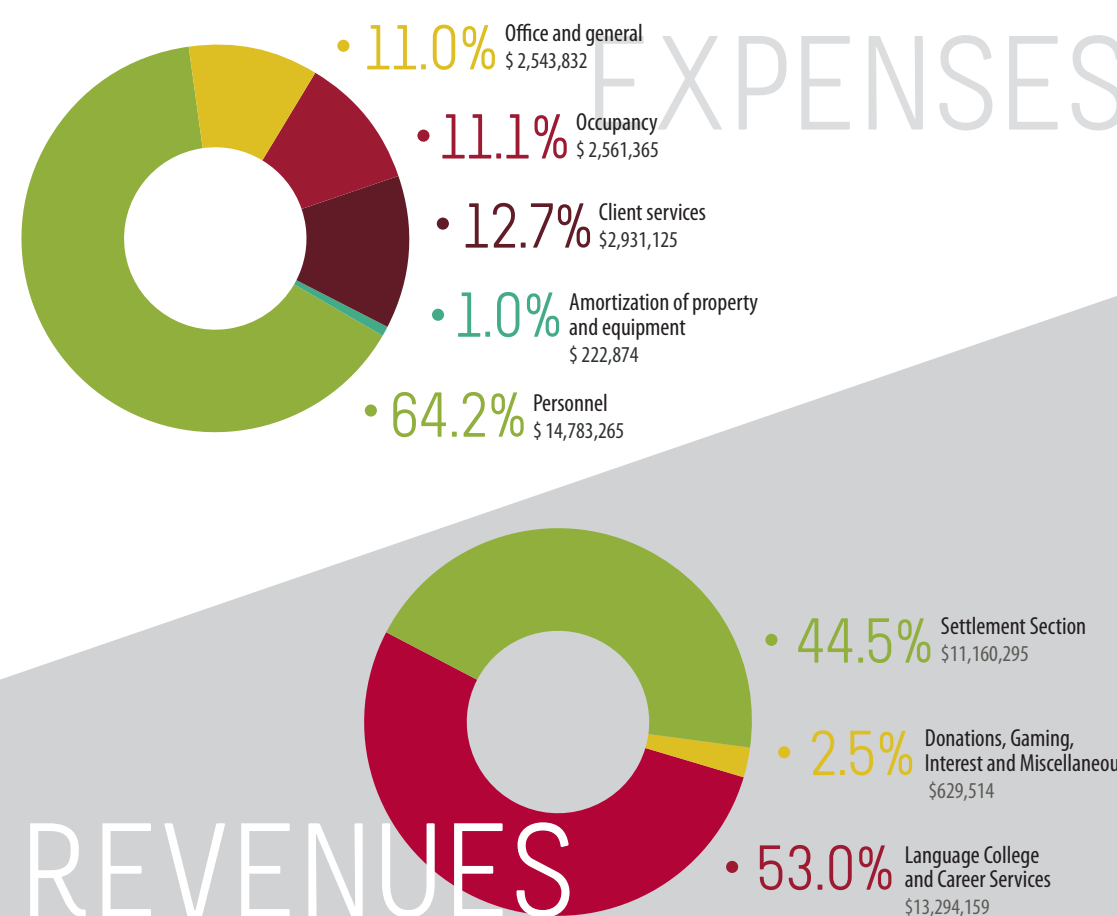
Compared to the 2014-2015 fiscal year, **ISSofBC**'s total revenues increased by 24.3%, from \$20.2M to \$25.01M. Total expenditures increased by 18.1%, from \$19.5M to \$23.0M. The record strong financial result was generated by effective cost control strategies, self-generated revenues, and well-managed performance-based contracts. The surplus was invested into property and equipment to support current and future growth of operations.

During the fiscal year, we completed the sale of the Drake Street building and reinvested the capital in the construction of the **ISSofBC** Welcome Centre on Victoria Drive.

We are grateful to our staff for providing excellent-quality service to our clients, and to our funders for providing the resources and support that allowed 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	2016		2015	
REVENUES				
● Language & Career Services	\$13,294,159	53.00%	\$12,659,237	62.71%
● Settlement Section	\$11,160,295	44.49%	\$7,142,043	35.38%
● Donations, Gaming, Interest & Miscellaneous	\$629,514	2.51%	\$384,942	1.91%
Total Revenue	\$25,083,968	100.00%	\$20,186,222	100.00%
EXPENSES				
● Amortization of property and equipment	\$222,874	0.89%	\$176,883	0.88%
● Personnel	\$14,783,265	58.94%	\$14,211,884	70.40%
● Office and general	\$2,543,832	10.14%	\$1,919,634	9.51%
● Occupancy	\$2,561,365	10.21%	\$2,667,193	13.21%
● Client services	\$2,931,125	11.69%	\$543,008	2.69%
Total Expenditures	\$23,042,461	91.86%	\$19,518,602	96.69%
Excess of revenues over expenditures	\$2,041,507	8.14%	\$667,620	3.31%
Net Assets, beginning of the year	\$9,221,001		\$8,553,381	
Net Assets, end of year	\$11,262,508		\$9,221,001	



## Syrian GAR arrivals

Nov. 4, 2015–Mar 31, 2016

1,656/378

## SYRIAN GAR RESETTLEMENT INITIATIVE

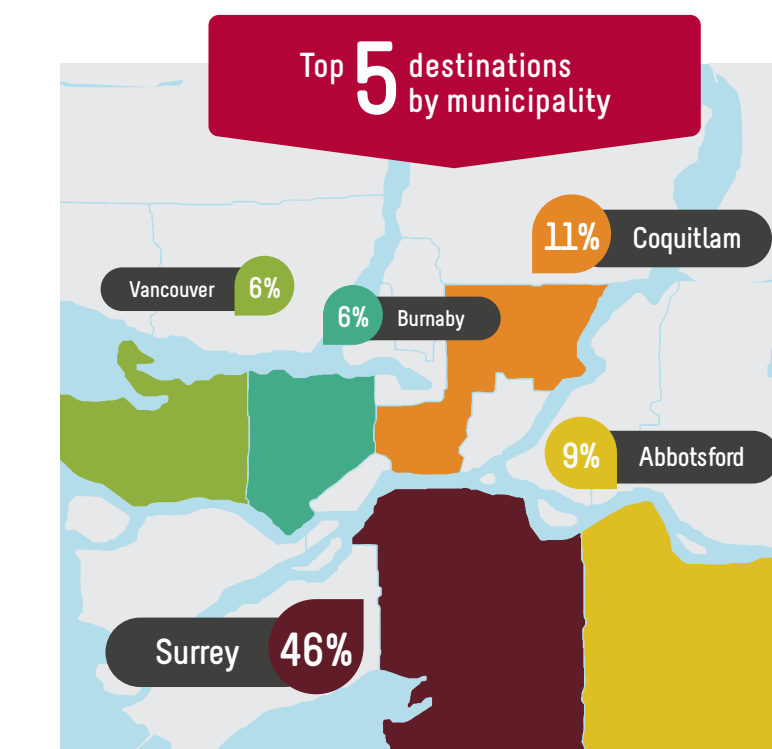
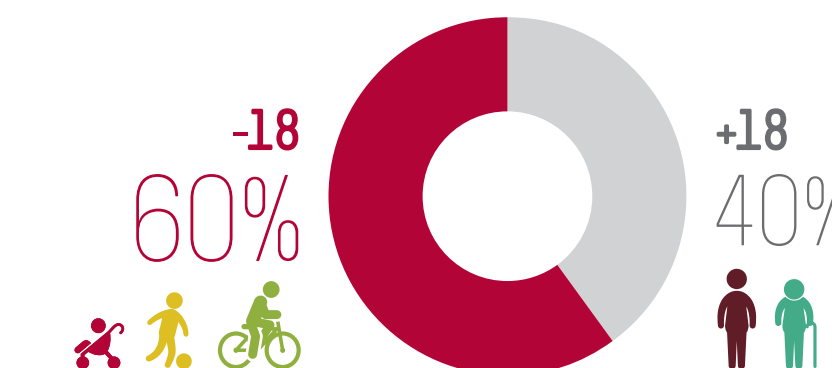
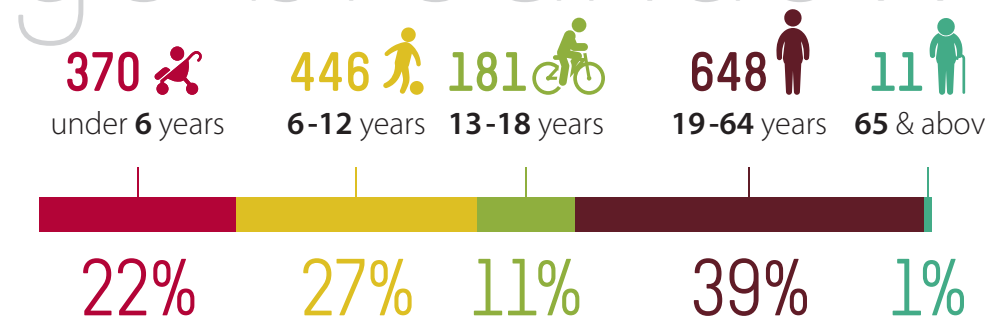


Once Justin Trudeau's newly-elected government announced the decision in October 2015 to bring in 25,000 Syrian refugees into Canada by the end of February 2016, **ISSofBC** – as BC's Resettlement Assistance Program provider – quickly mobilized staff and resources to meet this unprecedented challenge. From November 2015 to the end of the fiscal year, **ISSofBC** received and processed 1,656 Syrian Government-Assisted Refugees representing 378 families, 18% of these through partnering sub-contractors (see list below). Statistical highlights of this undertaking are shown on page at right.

## RAP Sub-contractors

COMMUNITY	ORGANIZATION
NANAIMO	Central Vancouver Island Multi-cultural Society
PRINCE GEORGE	Immigrant & Multicultural Services Society (IMSS) of Prince George
KAMLOOPS	Kamloops Immigrant Services
KELOWNA	Kelowna Community Resources
PENTICTON	South Okanagan Immigrant & Community Services (SOICS)
VERNON	Vernon & District Immigrant Services Society
ABBOTSFORD	Abbotsford Community Services

## Age breakdown



CITY	i / u
Surrey	757/176
Coquitlam	185/49
Abbotsford	154/24
Burnaby	107/32
Vancouver	104/29
Delta	84/14
Langley	71/14
Nanaimo	38/9
Kelowna	29/4
Chilliwack	27/5
Prince George	22/6
Maple Ridge	19/4
New Westminster	18/3
Mission	10/1
Vernon	7/1
Summerland	6/1
Kamloops	5/3
Penticton	5/1
Richmond	4/1
Naramata	4/1



## ISSofBC Annual Report 2015-2016



## BOARD PRESIDENT'S REPORT

**MANCHAN SONACHANSINGH**  
President

There were two developments in the 2015-2016 fiscal year that occupied the priority attention of **ISSofBC's** Board of Directors and staff. Both had significant impact not only on our own service delivery capacity and capability, but also for the sector as a whole.

The first was the reception and resettlement in BC of over 1,600 Government-Assisted Refugees from Syria in response to the federal government's commitment to bring 25,000 Syrian refugees into Canada. **ISSofBC**, along with other Resettlement Assistance (RAP) providers across the country, rose to the unprecedented challenge of settling a substantial number of newcomers within a very short timeframe.

The second was the building of the new Welcome Centre on Victoria Drive in Vancouver, a decision that was made several years ago, and which was not without its challenges to us as a non-profit organization. Capacity building

is reflected in our balance sheet with assets growing from \$14 million to over \$29 million during the year. And working with community partners to share our space provided us with an exciting opportunity to determine how services for newcomers could be strengthened. The value of having complementary services co-located has been well-researched and has been proven to add value to client services.

I would like to thank my fellow Board members for their long hours of voluntary service and their support, the Chief Executive Officer and staff for their dedication, the many volunteers for their contributions, and our funders – Citizenship and Immigration Canada; Ministry of Jobs, Tourism and Skills Training; City of Vancouver; City of Burnaby, United Way of the Lower Mainland; Vancouver Foundation; Vancity Credit Union; Vancouver Coastal Health; Scotia Bank; the Sharon Martin Community Health Trust; The McGrane Endowment Fund and other funders – for their valuable support.

## BOARD OF DIRECTORS 2015/2016

**Manchan Sonachansingh**  
President

**Martha Jane Lewis**  
1st Vice President

**Maria Braungart**  
2nd Vice President

**Nicolas Lozovsky**  
Treasurer

**Brandon Hastings**  
Secretary

**Joann McKinlay**  
Member at Large

**Naomi Linklater**  
Director

**V. Setty Pendakur**  
Director

**Jack Wong**  
Director

**Sasha Ramnarine**  
Director

**Neal Stratton**  
Director (resigned)



## CHIEF EXECUTIVE OFFICER REPORT

**PATRICIA WOROCH**  
Chief Executive Officer

The 2015-16 fiscal year saw the unfolding of significant developments and changes. As the Welcome Centre construction project neared completion, intensive planning went into ensuring that moving dates were met even as work continued to ensure programming goals were achieved.

The federal election had a major impact on the sector throughout the country. With the shift from provincial to federal funding occurring the previous year, significant time and effort went into responding to proposal calls only to have the current contracts rolled over for another year to provide the new government an opportunity to determine their goals and priorities.

One of the most significant shifts in priorities was the new government's decision to bring in 25,000 refugees from Syria within a very short timeframe. This required that we be creative, innovative and flexible in responding to this unprecedented situation and our staff rose admirably to the challenge.

The past fiscal year also saw many new initiatives undertaken: through Settlement Services, **ISSofBC** subcontracted with several

sector agencies outside Metro Vancouver to serve as new destining sites for Syrian refugees; LINC programming shifted to include a focus on new arrivals and LCC brought in two new vocational training programs; and, Career Services pursued new avenues to facilitate employment for newcomers and took over subcontracting with a number of sector agencies throughout BC in delivering employment services.

Moving forward, the continued guidance of our dedicated Board of Directors will be valuable as we move into uncharted territory with a new building, new funding platforms and new directions. Staff have been outstanding, demonstrating excellence in service delivery and resiliency in adapting to the many and constant changes we faced. Our volunteers worked tirelessly and cheerfully, making a positive difference everywhere it counted. Our funders continued to be our greatest allies, working with us along with our many community partners, to build lives and strengthen our country. Thank you all for your generosity, your thoughtful concern and your support.

## SETTLEMENT SERVICES REPORT

**CHRIS FRIESEN**  
Director



The 2015-2016 fiscal year was highlighted by our reception of an unprecedented number of BC-destined Syrian refugees that impacted all areas of settlement programming.

At the same time, we implemented several new and exciting initiatives and partnerships in response to emerging client needs. These include:

- significant expansion of English conversation circles;
- a tea and peer dialogue group for Arabic-speaking women;
- completion and piloting of a leadership training curriculum for female youth;
- expansion of programming for seniors;
- refugee readiness capacity-building initiatives; and,
- the implementation of new destining

sites for Syrian Government-Assisted Refugees in several BC communities outside Metro Vancouver in partnership with sector colleagues.

By the end of the fiscal year, the **ISSofBC** Welcome Centre – an envisioned focal point for settlement services – was on track to meet its construction completion date of May 2016.

The dedication of staff and volunteers remains key to our operation as we strive to provide newcomers with the best possible start in Canada. It is through their creativity, initiative, and leadership in numerous community activities and consultation tables that we managed to achieve our collective impact and success in helping immigrants and refugees build a future in Canada.

## Top 5 Mother Tongues

普通话  
**Mandarin**

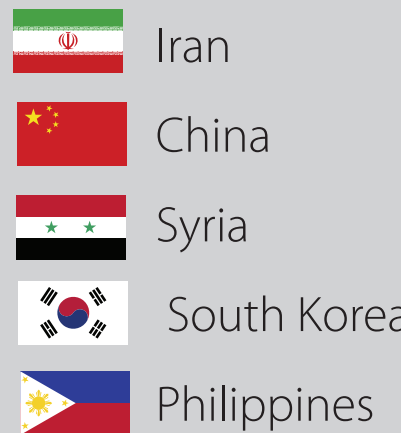
فارسی  
**Farsi**

العربية  
**Arabic**

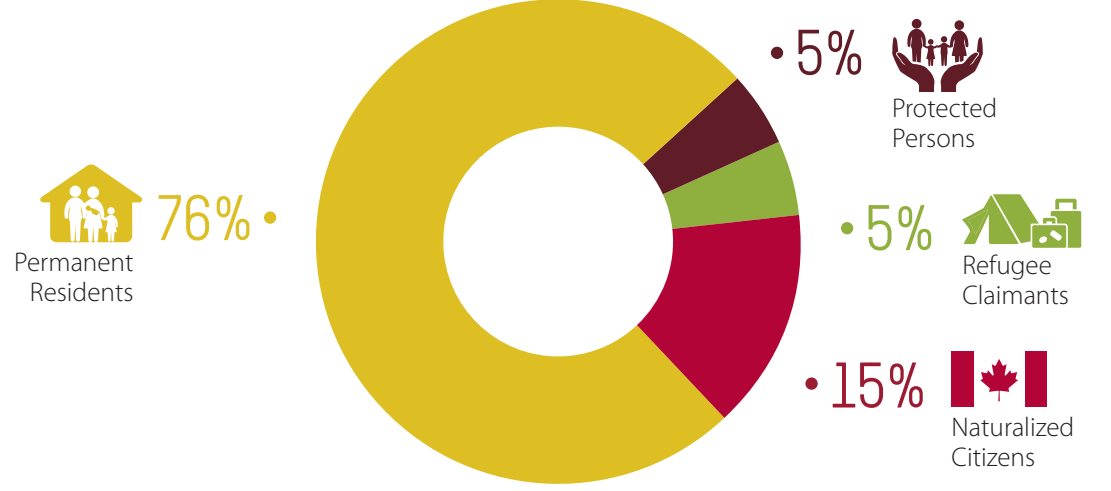
한국어  
**Korean**

Español  
**Spanish**

## Top 5 Countries of Origin



## Immigration Status



## LANGUAGE & CAREER SERVICES REPORT

**CARLA MORALES**  
Director



This year, Language and Career Services tailored services for newly-arrived refugees along with serving our traditional clientele seeking language and employment assistance. Throughout the year, programs were enhanced with the unique needs of recent refugees in mind.

LINC prepared for an influx of beginner-level English speakers and provided training for instructors to equip them well for addressing the needs of students who were survivors of trauma.

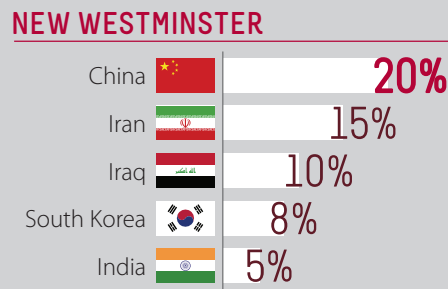
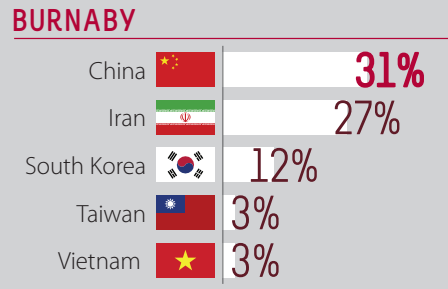
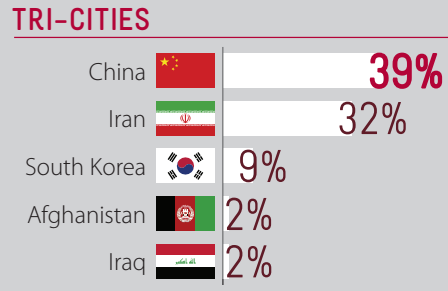
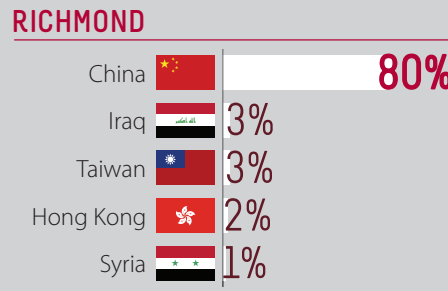
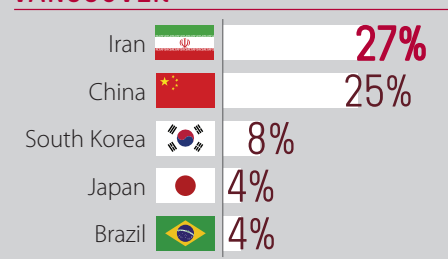
The fee-for-service Language & Career College diversified to include two new vocational co-op programs in International Business Management and Global Tourism. Two government-funded Skills Now: Project-Based Occupation-Specific Language Training programs were also implemented.

Career Services' diverse accomplishments included:

- A Refugee Hiring Fair in November 2015, attracting employer partners who created positions specifically to meet refugee needs;
- Launch of Skills and Supports for Job Success program for multi-barriered clients;
- Launch of Skills Now: Project-Based Training for Retail and Administration Workers;
- Launch of In-TAC Pre-Arrival Services for prospective Chinese immigrants;
- Launch of IMPACT- tools for alternative careers for newcomers from regulated occupations.

These achievements owe much to the valuable support of our funding partners and the unwavering commitment to service by our hardworking staff. I am grateful daily for their capability, kindness and dedication to our mission.

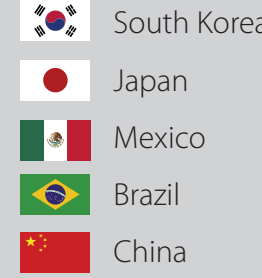
## Top Source Countries of LINC students by Location\*



\*LINC is also delivered by **ISSofBC** in Maple Ridge, Cottonwood and Squamish.

## Top Source Countries of LCC Students

### LANGUAGE PROGRAMS



### CAREER PROGRAMS



## Employment



**89%** of skilled immigrants achieved employment after completing Skills Connect program.