



## 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 3Y9  
Tel: 604-510-5136

### MAPLE RIDGE

#### 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

### 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 ext 1352  
(Settlement) Tel: 604-233-7077

### LINC & Career Services

#110-5751 Cedarbridge Way  
Richmond, BC, V6X 2A8  
(LINC) Tel: 604-233-7077 ext 1355  
(Career Services) Tel: 604-590-4021

### SQUAMISH

#### LINC & Career Services

#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

### Settlement 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

### Settlement Services

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



www.issbc.org

## LANGUAGE & CAREER SERVICES REPORT

Carla Morales  
Director



In 2016-2017, Career Services expanded its services into the BC Interior, Cariboo, Vancouver Island and the Northern region through four provincial contracts to deliver the Career Paths for Skilled Immigrants program. Our team also partnered with employers and trainers to launch TechStart, a new sector-based skills training program.

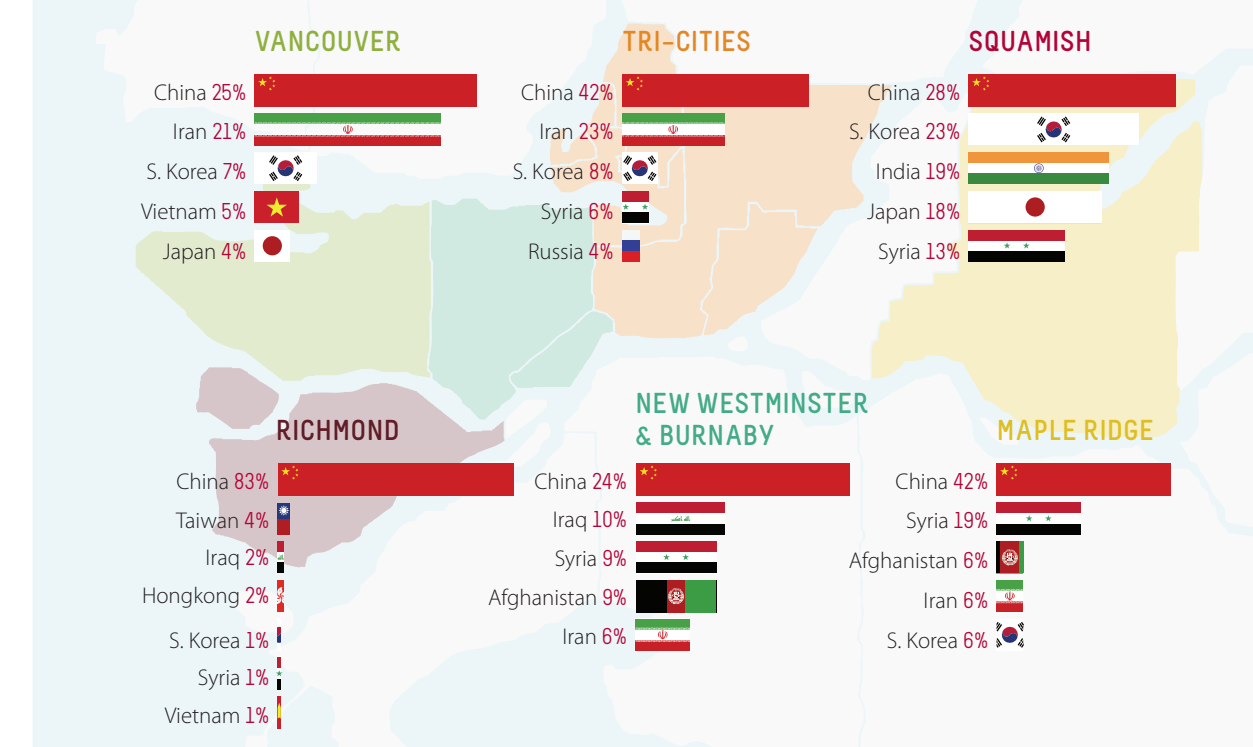
LINC classes continued to be in high demand, and additional funds in December from Immigration, Refugees and Citizenship Canada allowed us to offer short-term LINC classes to meet this demand. Our LINC team also implemented Portfolio-Based Language Assessment (PBLA) at all sites. Due to our dedication to the PBLA implementation process, **ISSofBC** was one of five LINC

providers selected to participate in the national PBLA Practice Review Pilot in 2016.

Programs in our fee-for-service Language and Career College (LCC) grew this year, thanks to targeted marketing and pricing strategies. Registration is up for both language and career programs and gross revenue has increased. LCC continued to support our employment programs in new ways, including deploying an Occupation-Specific Language Training program for IT and Engineering professionals in the Career Paths program.

This and every year, our success rests in the hands of our exceptional staff. It is with gratitude that I acknowledge their immeasurable efforts.

## Top Source Countries of LINC Students by Location



After participating in programs tailored to their needs

85%  
of high-skilled  
job seekers achieved  
employment



70%  
of multi-barriered  
job seekers achieved  
employment



## 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, 2017.

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 last fiscal year, **ISSofBC**'s total revenue increased by 0.80%, from \$25.01M to \$25.28M. Total expenditures increased by 1.87%, from \$23.04M to \$23.47M. The record strong financial result was generated by effective cost control strategies, self-generated revenue, capital gain from the sale of the building on Drake Street, and well-managed service contracts. During the fiscal year, the construction of the Welcome Centre on Victoria Drive was completed. The surplus generated was invested into property and equipment to support current and future growth of operations.

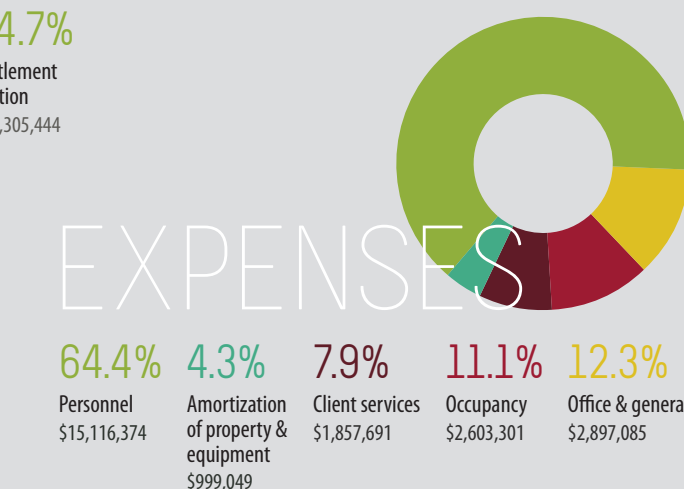
We are grateful to our staff for providing excellent quality service to our clients, and to our funders for continuing to provide the resources and support that allow us to deliver much-needed services to our clients. We also wish to express our sincerest gratitude to everyone else who contributed to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

## FINANCIAL STATEMENT

Year ended Mar. 31	2017	2016
<b>REVENUES</b>		
● Language & Career Services	\$12,107,237	\$13,294,159
● Settlement Section	\$11,305,444	\$11,160,295
● Donations, Gaming, Interest & Miscellaneous	\$1,872,102	\$629,514
<b>Total Revenue</b>	<b>\$25,284,783</b>	<b>\$25,083,968</b>

<b>EXPENSES</b>		
● Amortization of property and equipment	\$999,049	\$222,874
● Personnel	\$15,116,374	\$14,783,265
● Office and general	\$2,897,085	\$2,543,832
● Occupancy	\$2,603,301	\$2,561,365
● Client services	\$1,857,691	\$2,931,125
<b>Total Expenditures</b>	<b>\$23,473,500</b>	<b>\$23,042,461</b>
<b>Excess of revenues over expenditures</b>	<b>\$1,811,283</b>	<b>\$2,041,507</b>

<b>Net Assets, beginning of the year</b>	<b>\$11,262,508</b>	<b>\$9,221,001</b>
<b>Net Assets, end of year</b>	<b>\$13,073,791</b>	<b>\$11,262,508</b>



ISSofBC

2016/2017

## ANNUAL REPORT





## BOARD PRESIDENT'S REPORT

Jim Tallman  
President

From the Board's perspective, the 2016 – 2017 fiscal year had three events of note for **ISSofBC**.

After 20-plus years in the making, we officially and proudly opened the new **ISSofBC** Welcome Centre in the summer of 2016. It is a facility unique not just in Canada, but in the world—a social purpose, shared-space building for refugees and immigrants that represents an innovative, unique approach to newcomer settlement and integration. In addition to a steady stream of international visitors interested to learn what we are doing, we were honoured in September with a visit by the Duke and Duchess of Cambridge – accompanied by Prime Minister Justin Trudeau and his wife Sophie Gregoire Trudeau – as part of their BC royal tour.

**ISSofBC** continued our involvement as a major player in Operation Syrian Refugee. Even though the bulk of the refugees arrived in the previous year, many more arrived in the past year. The Board truly appreciates the effort put forth

by management and staff in helping these newcomers start their new life in Canada.

The Province of British Columbia introduced a new Societies Act which took effect on November 28, 2016. It requires all societies registered in BC to update their constitution and bylaws to be in compliance. **ISSofBC**'s Constitution and Bylaws were updated and duly registered with the Province in December, 2016.

I would like to thank my fellow board members for their many hours of service, the Chief Executive Officer and staff for their dedication, our many volunteers for their contributions, and our funders – Immigration, Refugees and Citizenship Canada; Ministry of Jobs, Tourism and Skills Training; City of Vancouver; United Way of the Lower Mainland; Vancouver Foundation; Vancity Credit Union; Vancouver Coastal Health; the Edith Lando Foundation and many other funders – for their valuable support.

## CHIEF EXECUTIVE OFFICER'S REPORT

Patricia Woroch  
Chief Executive Officer

The 2016-2017 fiscal year saw the realization of a long-held organizational dream: in June 2016, **ISSofBC** moved operations of the Drake Street location and the majority of the Terminal location into the newly-constructed **ISSofBC** Welcome Centre, a unique and focused world-class facility. **ISSofBC** Welcome Centre quickly attracted international attention, with visitors from governments and agencies from various countries requesting tours and learning visits on a regular basis.

Easily a highlight of these visits was that of the Duke and Duchess of Cambridge in September, accompanied by Prime Minister Justin Trudeau and Sophie Gregoire Trudeau, as well as then-Premier Christy Clark. The media attention resulting from the Royal visit led to significant local and global interest in the facility, as well as the organization's work.

Two other notable events occurred this fiscal year. **ISSofBC** hosted a citizenship ceremony attended by Minister Ahmed Hussen of Immigration, Refugees and Citizenship Canada

involving many of the refugees we had assisted in resettling. As well, **ISSofBC** received the Vancouver Mayor's Achievement Award for 2017. This award, selected solely by the Mayor, is in recognition of **ISSofBC**'s achievements that "have brought positive public recognition to the city".

We continue to develop programs, policies and protocols that allow us to meet client needs, mitigate risk issues and enhance our capacity to provide services to clients, ensure collaboration with community and meet funders' requirements.

We are grateful to our funders for their continued support, to our community partners for their cooperation and collaboration, and to our volunteers who work tirelessly to make a difference in the lives of our clients. The Board of Directors continue to focus on their role in governance and meet the demands of an ever-changing environment, and staff have once again been outstanding – facing multiple changes with equanimity, humour and good grace. To all, thank you for your continued support of **ISSofBC**.



## WELCOME CENTRE OPENING & ROYAL VISIT

June 25, 2016

September 25, 2016



## SETTLEMENT SERVICES REPORT

Chris Friesen  
Director



This past year saw the implementation of several innovative Settlement initiatives and partnerships stemming from the opening of the **ISSofBC** Welcome Centre. After 30 years operating out of Vancouver's Drake Street, Welcome House – the only refugee reception centre in BC – relocated its services to the new facility on Victoria Drive.

At the new Welcome Centre, we provided resettlement services to the remaining Syrian Government-Assisted Refugees destined to BC under Operation Syrian Refugees.

- In 2016-2017, Settlement also:
- launched a national newcomer youth civic engagement project;
- expanded services in response to the influx of refugee claimants;
- released an outcome report on Syrian

- refugees a year after their arrival in BC;
- implemented new partnership projects including one with the Vancouver Police Department and,
- hosted a special citizenship ceremony for former refugees to mark Canada's 150th anniversary celebrations.

The Settlement team, with support from numerous volunteers, assisted over 12,000 immigrants and refugees throughout Metro Vancouver, helping them build a future in Canada. Team members assumed leadership roles in various community tables and advisory committees, lending their voice and expertise to the task of promoting the integration of newcomers. The dedication and commitment of our staff and volunteers, supported by our funders, remain key to our accomplishments. To them we owe our deepest thanks.

## Total clients served

11,999

## Top 5 Countries of Origin

- Syria 12%
- China 12%
- Iran 11%
- South Korea 8%
- Iraq 6%

## Top 5 Mother Tongues

- Arabic 18%
- Mandarin 15%
- Farsi 12%
- Korean 11%
- Spanish 6%

## BOARD OF DIRECTORS 2016/2017

Jim Tallman  
President

Maria Braungart  
1st Vice President

Joann McKinlay  
2nd Vice President

Nicolas Lozovsky  
Treasurer

Brandon Hastings  
Secretary

Jack Wong  
Member at Large

Naomi Linklater  
Director

V. Setty Pendakur  
Director

Sasha Ramnarine  
Director

Joseph Chan  
Director

Catherine Der  
Director

### Also at ISSofBC Welcome Centre:

Inland Refugee Society (IRS)

Medical Centre

Mount Pleasant Family Centre Society

Settlement Orientation Services (SOS)

Vancouver Association for Survivors of Torture (VAST)

Vancity Credit Union



## Immigration Status

