



ANNUAL REPORT

2020-2021

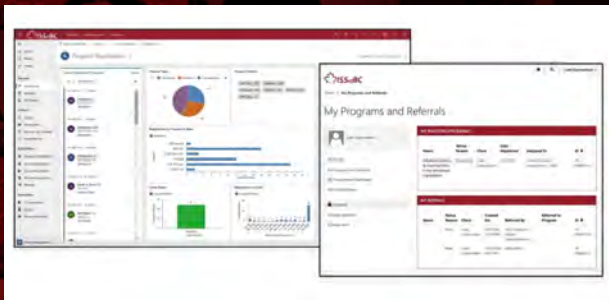
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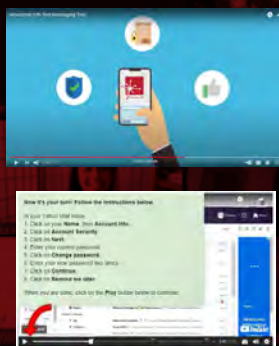
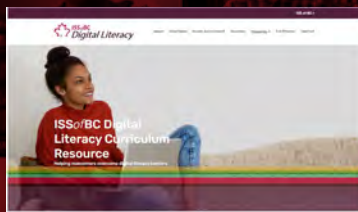
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TECH-BASED INNOVATIONS AT ISSoBC 2020-2021

ISSoBC accelerated technological advances to further expand online operations and services to ensure clients were supported in the wake of the COVID-19 health crisis. Key digital achievements for the 2020 – 2021 fiscal year included:

- **TRANSITION TO ONLINE SERVICES** – pivoted all in-person language, career and settlement services toward online platforms such as Microsoft Teams and Zoom.
- **LAUNCH OF NEWTRACK** – a robust Client Record Management (CRM) system streamlines data flow across all programs within the organization.





- LAUNCH OF TELEGRAM – private and secure messaging application for staff to connect with clients one-on-one or in groups.
- LAUNCH OF NEWCOMER.INFO – two-way mass text messaging tool enables time sensitive information sharing to clients and staff in multiple languages.
- DEVELOPMENT OF DIGITAL LITERACY CURRICULUM AND WEBSITE – supports English language instructors and those in the settlement field in helping vulnerable newcomer clients overcome digital literacy barriers to stay connected in their communities.
- LAUNCH OF NEW HORIZON DIGITAL LITERACY SENIOR PROGRAM – aimed at isolated newcomer seniors who want to learn and share digital literacy skills, connect to community and make new friends online.
- ONLINE PRESCHOOL – engaging and interactive online sessions aligned with in-person classes and focused on child-led learning outcomes to meet family needs during isolation.



BOARD OF DIRECTORS 2020 – 2021

Jack Wong
President

Jim Tallman
1st Vice President

Heather Judd
Treasurer

Sasha Ramnarine
Secretary

Joseph Chan
Member-at-Large

Mahtab Rae
Director

Joanna Starczynowski
Director

Taruna Goel
Director

Jennifer Natland
Director

PRESIDENT'S REPORT

Jack Wong
President

The past year has been a privilege and a significant one for me personally when I know how hard we all must work to support, listen and hear those who struggle in our communities.

With COVID-19 restrictions easing and borders slowly allowing the freedom of movement, *ISSofBC* board, staff and volunteers ensured plans and resources were available to meet community needs.

ISSofBC's adoption of digital technology was remarkable and I want to thank our dedicated and talented staff and volunteers as they continue to show great resiliency and dedication to our mission.

We said good-bye to two board members – Reshmeena Lalani and Ellen Vaillancourt. We will miss their voices and counsel at the board table. Jennifer Natland joined the board and her expertise provides added value to the group.

Finally, I want to say congratulations to our long serving CEO, Patricia Woroch, who retired at the end of August. Patricia leaves an incredible legacy at *ISSofBC* and I join with everyone in wishing her happiness and enjoyment in retirement.

After a national executive search, Jonathan Oldman has been hired to succeed Patricia as *ISSofBC*'s next CEO. The board and I are excited to work with him to continue *ISSofBC*'s journey.

CHIEF EXECUTIVE OFFICER'S REPORT

Patricia Woroch
Chief Executive Officer

This year has been the most challenging, complex year in the history of this organization. An international pandemic, impacting the entire world, required new ways of conducting business and our personal lives. There were no “experts” to lead the way as we all struggled to learn to work and live in a new reality.

ISSofBC was indeed fortunate to be able to continue to focus on providing client services, thanks to our funders. As required, we closed offices, determined how best to provide services, developed safety plans, developed multiple communication outlets, monitored and surveyed staff and clients, and daily addressed a multitude of concerns in a constantly changing environment.

Staff were remarkable and rose to the challenge. Adaptability, flexibility and resiliency became the norm and client services did not pause. Protocols shifted to accommodate for client needs and targets were met consistently.

Significant change in the use of technology was a priority. The development and implementation of NewTrack, an *ISSofBC* comprehensive customer relationship management system, is an invaluable tool for future growth and capacity. A focus on digital transformation as a priority over the next few years will address the growing demand for information to help us achieve our mission.

It has been my great pleasure and privilege to serve as CEO of *ISSofBC*. This is my final year as I leave the organization in August 2021. I have had the great fortune of working with staff, boards of directors, community colleagues, volunteers and funders who care deeply about newcomers and who are willing to do the work necessary to ensure newcomers do build a future in Canada which, in turn, strengthens our communities and our country. I leave with great pride over what *ISSofBC* has achieved and wonderful memories. Thank you to all for allowing me the honour to be a part of *ISSofBC*.



SETTLEMENT SERVICES REPORT

Chris Friesen
Director

This past year was unprecedented. While implementing new federally-funded programming and launching a new CRM system, the COVID-19 pandemic struck. With tremendous resilience and collective success, the settlement team pivoted to a hybrid service delivery approach using technology in creative ways to support newcomers.

Some settlement program highlights include:

- Adaptation of Telegram as *ISSofBC* official messaging app with curriculum for iPhones and Android devices
- Expanded use of client cell phones to communicate key information through the launch of newcomer.info text messaging service
- Digital literacy for seniors programming

Lessons learned over the last year position us well to further expand digital service transformation while striving to reduce the digital divide. We remain grateful to our various funders who supported us to ensure we could remain open and serve vulnerable newcomers during this global pandemic.



TOP 5 MOTHER TONGUES*

普通話
Mandarin

17%

한국어
Korean

15.5%

فارسی
Farsi

14%

العربية
Arabic

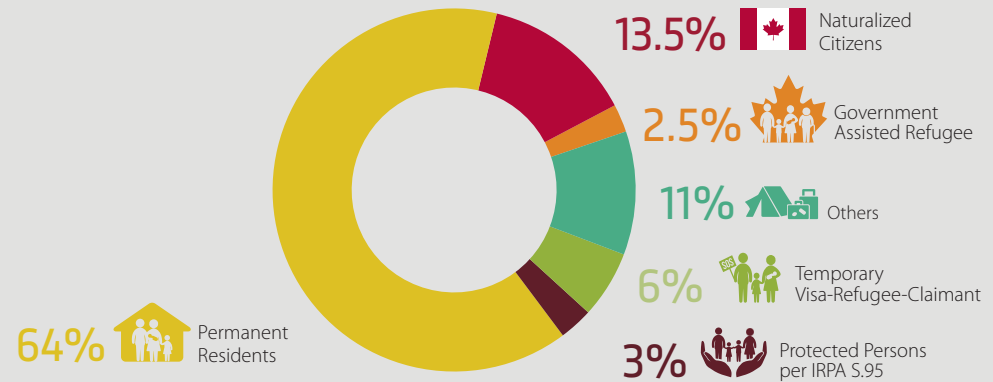
10%

русский
Russian

4.5%

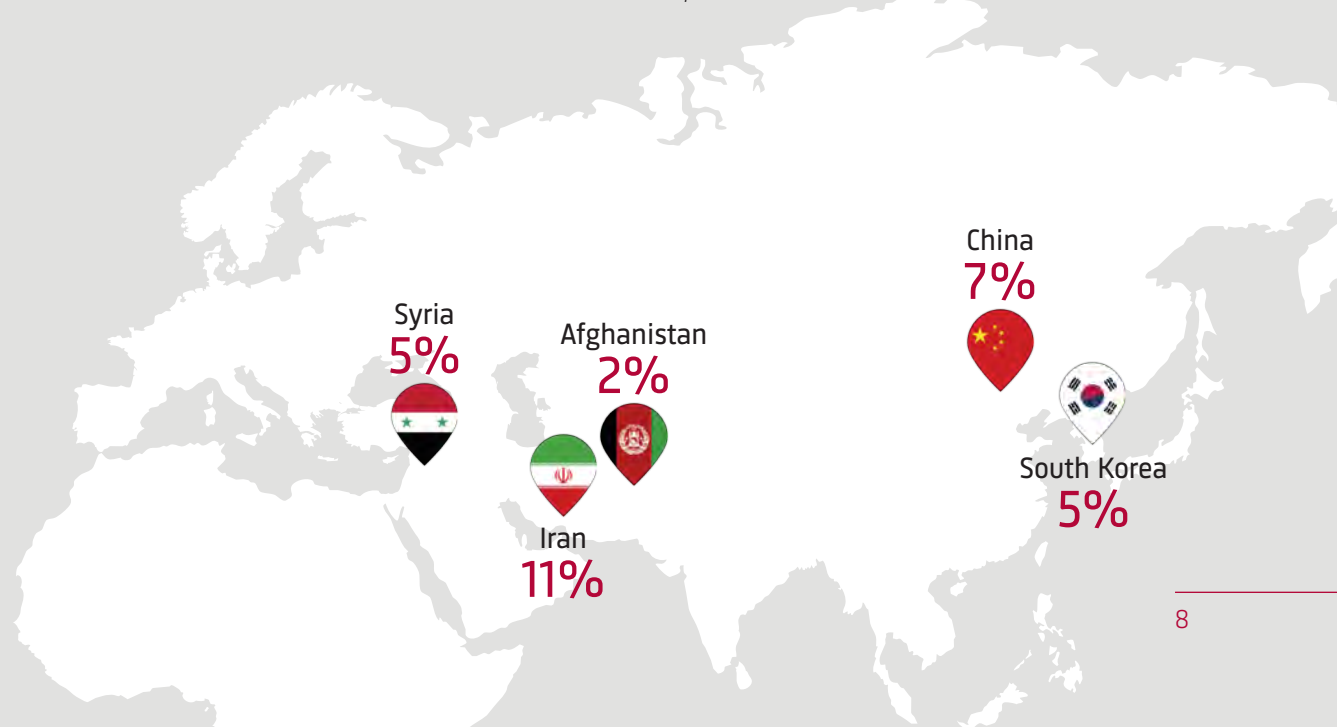
*61% of total clients identify with top 5 mother tongues

IMMIGRATION STATUS



TOP 5 COUNTRIES OF ORIGIN*

*30% of total clients are from top 5 countries of birth



LANGUAGE AND CAREER SERVICES REPORT

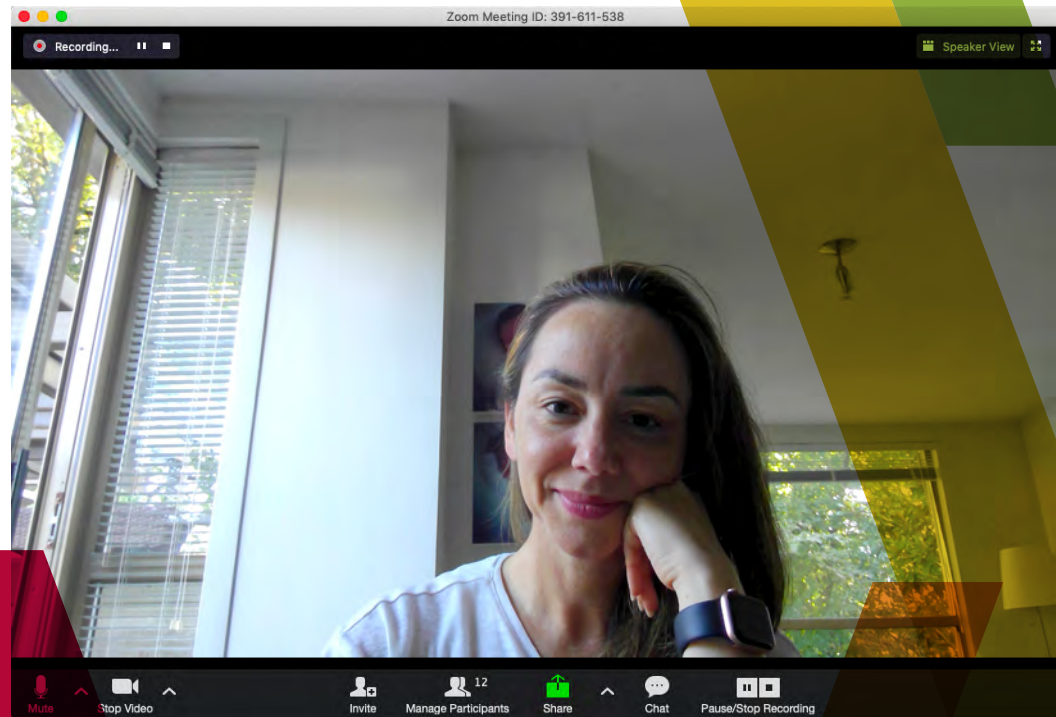
Carla Morales

Director

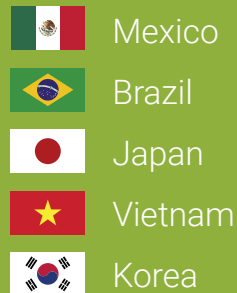
LINC has been delivering online classes and pivoted its preschool programs to an online platform, providing learning and social connections for families. As a leader in remote service delivery, LINC presented two national workshops on the topic. LINC also received a grant from Community Living BC to adapt its digital literacy program to support adults with a developmental disability.

Career Services launched five new programs that address needs for skills upgrading, championing youth to launch their new business, as well as supporting digital literacy and peer mentor connections. It also launched online services, self-paced online learning modules, and e-networking opportunities.

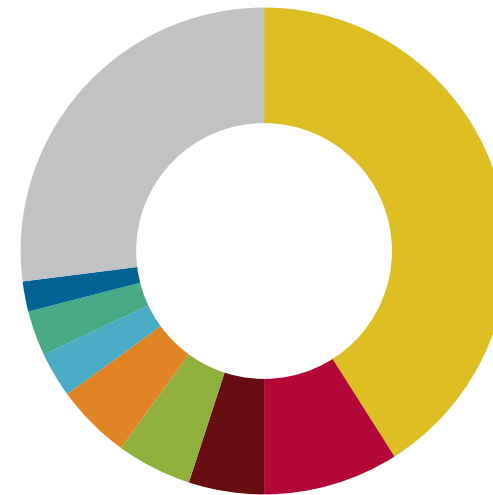
Despite the challenges of COVID-19 and its impact on the enrollment of international students, LCC was able to continue to deliver services to its students. LCC has also been collaborating with Career Services on two funded skills training programs. LCC passed its 7-year PTIB designation audit in December 2020.



LANGUAGE & CAREER PROGRAMS' TOP 5 COUNTRIES OF ORIGIN



TOP MOTHER TONGUES OF LINC STUDENTS



Chinese* 41%
 Farsi 9%
 Spanish 5%
 Korean 5%
 Russian 5%
 Arabic 3%
 Vietnamese 3%
 Dari 2%
 Others 27%

**Includes Mandarin, Cantonese and other dialects*

CAREER SERVICES



6,974

one-on-one job search and employment counselling services offered through Career Services in 2020



317
 skilled immigrants obtained employment in their field through Career Paths



40
 clients supported through Digital Literacy Skills Program

115%



entrepreneur clients served through Business Quest (exceeded target of 46 newcomers)

90%



completion rate in IT and Technology training through the TechWomen program

FINANCIAL REPORT

Heather Judd

Treasurer

Lawrence Tam

Director – Finance & IT

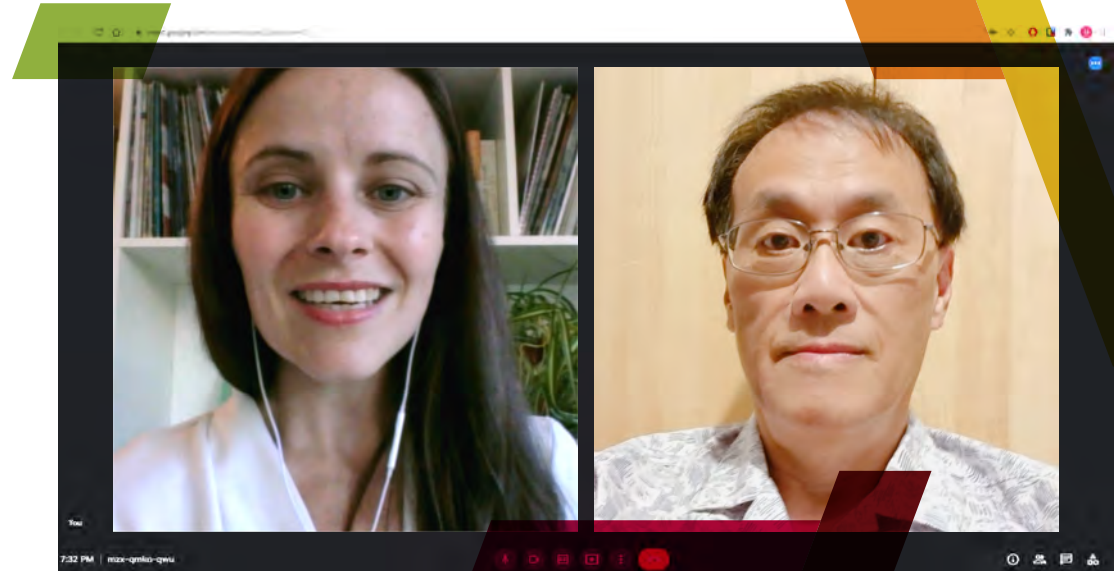
We are pleased to report *ISSofBC*'s financial performance for the fiscal year ended March 31, 2021.

The global pandemic posed an unprecedented challenge in service delivery across our sector with closures of classrooms, offices, and borders. In response, our people demonstrated their resilience.

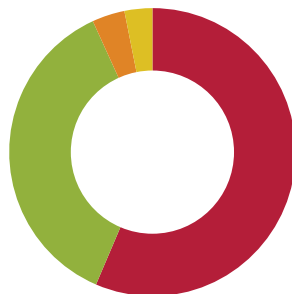
Revenues declined by 9% year-over-year due to lower service delivery. We responded with careful fiscal management resulting in cost savings of 7%.

We are grateful for subsidies for our unfunded programs that allowed us to retain our incredible staff. We want to thank our funders for their adaptability, we are humbled by our staff and volunteers for their tenacity, and we want to thank our outgoing CEO, Patricia, for guiding us through this past year before retiring.

Thanks to these extraordinary efforts, we approach our future from a strong position.



REVENUES



56.4%

Language College
& Career Services
\$ 13,949,236

36.7%

Settlement
Section
\$ 9,075,271

3.7%

Government
COVID-19
assistance
\$ 911,417

3.1%

Donations, Gaming,
Interest &
Miscellaneous
\$ 776,938



EXPENSES

4.7%

Amortization
of property
& equipment
\$ 1,139,797

68.5%

Personnel
\$ 16,768,874

14.1%

Office &
general
\$ 3,445,859

9.6%

Occupancy
\$ 2,349,274

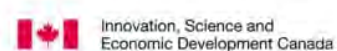
3.2%

Client services
\$ 783,969

Year ended Mars 31	2021	2020
REVENUES		
● Language College and Career Services	\$ 13,949,236	\$ 14,709,279
● Settlement Section	\$ 9,075,271	\$ 10,502,853
● Donations, Gaming, Interest and Miscellaneous	\$ 776,938	\$ 855,433
Total Revenue	\$ 23,801,445	\$ 26,067,565
EXPENSES		
● Amortization of property and equipment	\$ 1,139,797	\$ 1,079,237
● Personnel	\$ 16,768,874	\$ 17,954,341
● Office and general	\$ 3,445,859	\$ 3,255,693
● Occupancy	\$ 2,349,274	\$ 2,849,342
● Client services	\$ 783,969	\$ 1,133,693
Total Expenditures	\$ 24,487,773	\$ 26,272,306
Excess of revenues over expenditures	\$ (686,328)	\$ (204,741)
Government COVID-19 assistance	\$ 911,417	\$ -
Net Assets, beginning of the year	\$ 14,371,754	\$ 14,576,495
Net Assets, end of year	\$ 14,596,843	\$ 14,371,754

THANK YOU!

ISSofBC
ANNUAL
REPORT
2020-2021





Zelalem and Ge...

Neil Chin

Meilian chen de ...

Helping immigrants build
a future in Canada

Francesca Leon...

SENAIT

Carina

ZHU WANG



Young

Anita

www.issbc.org

For locations
please click **HERE**

Elsie

Sawsan

Najmeh