



# ANNUAL REPORT

2017/2018

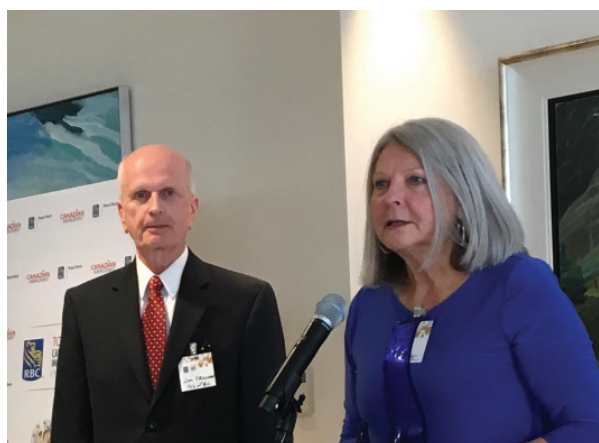
# BOARD PRESIDENT'S REPORT

**Jim Tallman**  
President

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.

## BOARD OF DIRECTORS 2017/2018

**Jim Tallman**  
President

**Nicolas Lozovsky**  
Treasurer

**Naomi Linklater**  
Director

**Joseph Chan**  
Director

**Maria Braungart**  
1st Vice President

**Brandon Hastings**  
Secretary

**V. Setty Pendakur**  
Director

**Catherine Der**  
Director

**Joann McKinlay**  
2nd Vice President

**Jack Wong**  
Member at Large

**Sasha Ramnarine**  
Director



# CHIEF EXECUTIVE OFFICER'S REPORT

**Patricia Woroch**  
Chief Executive Officer

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**

# OUR MISSION

***Helping immigrants build  
a future in Canada***

# OUR CORE VALUES

- *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.*

# STORIES

[www.issbc.org/stories](http://www.issbc.org/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*

# SETTLEMENT SERVICES REPORT

**Chris Friesen**  
Director



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 newcomer.info – 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



## Outcomes

292 respondents

I am more confident about  
living in Canada

86%



I have a better understanding  
of my rights & responsibilities  
in Canada

85%



My English or French  
has improved

96%



I have met or made friends  
with other Canadians

92%

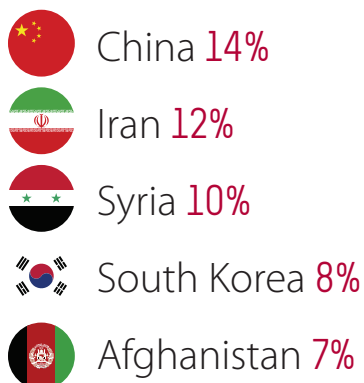


I am happy with the  
services & information  
I received

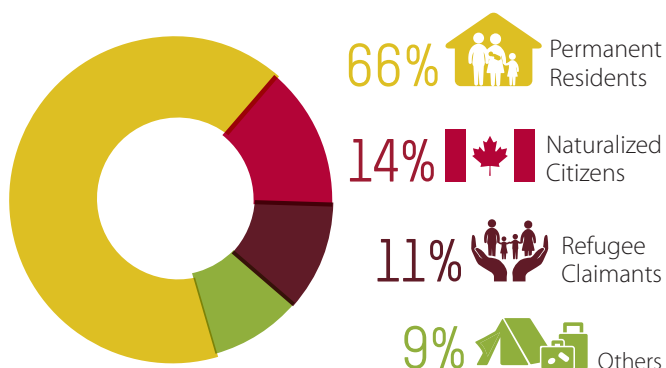
92%



## Top 5 Countries of Origin



## Immigration Status





# LANGUAGE & CAREER SERVICES REPORT

**Carla Morales**  
Director



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.

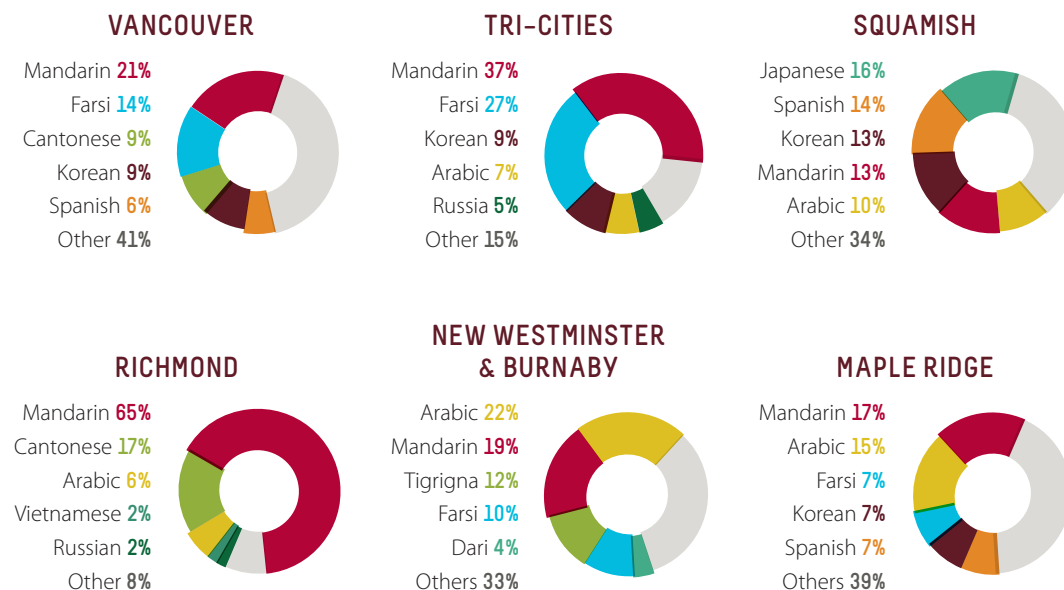
Last Fall, we partnered with Vancouver Public Library to host the Cleantech Conference, bringing together industry executives and over 200 skilled newcomers for a day of networking and information on industry trends and opportunities.

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.



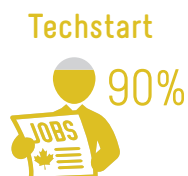
# Top Mother Tongues of LINC Students\*



\*LINC students served spoke an average 21 different languages.

## Career Services

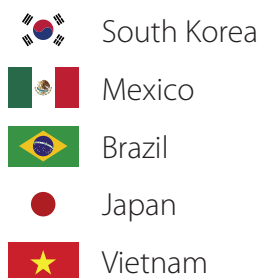
Sector-specific programs reported outstanding employment outcomes for their participants



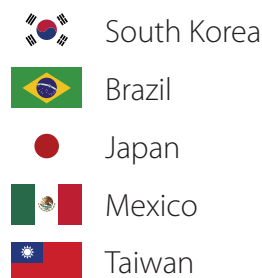
## Language & Career College

### Top 5 Countries of Origin

#### LANGUAGE PROGRAMS



#### CAREER PROGRAMS



# 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, 2018.

Our funders and clients continue to recognize **ISSofBC**'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.

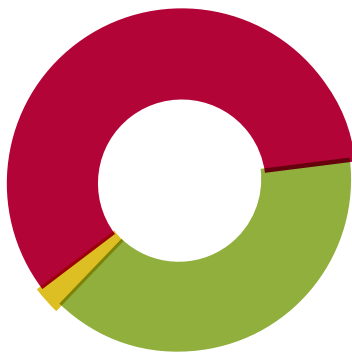
Compared to the 2016-2017 fiscal year, revenue decreased by 10.4%, from \$25.28M to \$22.57M. The exceptional net revenue level in 2016-2017 was due to capital gain from the sale of the building on Drake street.

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

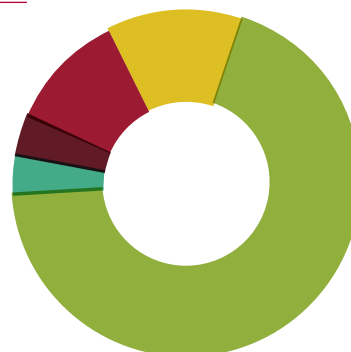


## REVENUES

<b>58.6%</b>	<b>39.1%</b>	<b>2.4%</b>
Language College & Career Services \$ 13,223,113	Settlement Section \$ 8,815,635	Donations, Gaming, Interest & Miscellaneous \$ 530,526

## EXPENSES

<b>4.0%</b>	<b>69.0%</b>	<b>12.3%</b>	<b>11.2%</b>	<b>3.5%</b>
Amortization of property & equipment \$ 891,262	Personnel \$ 15,195,957	Office & general \$ 2,698,428	Occupancy \$ 2,467,218	Client services \$ 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

## 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  
(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 0C3  
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**

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

**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



[www.issbc.org](http://www.issbc.org)