



LOCATIONS

VANCOUVER

Administration, Language & Career Services, Settlement Services

#501-333 Terminal Ave  
Vancouver, BC V6A 4C1  
Tel: 604-684-2561  
Fax: 604-684-2266

Welcome House & Settlement Services

530 Drake St  
Vancouver, BC V6B 2H3  
Tel: 604-684-7498  
Fax: 604-684-5683

BURNABY

Settlement Services

#207-7355 Canada Way  
Burnaby, BC, V3N 4Z6  
Tel: 604-395-8000  
Fax: 604-395-8003

SURREY

Career Services

#303-7337 137th St  
Surrey, BC, V3W 1A4  
(Job Options) Tel: 604-598-8545  
(Skills Connect) Tel: 604-590-4021  
Fax: 604-590-4027

MAPLE RIDGE

LINC & Settlement Services

#320-22470 Dewdney Trunk Rd  
Maple Ridge, BC V2X 5Z6  
(LINC) Tel: 604-942-1777 ext 1586  
(Settlement) Tel: 778-284-7026  
Fax: 604-477-1154

RICHMOND

LINC

#150-8400 Alexandra Rd  
Richmond, BC, V6X 3L4  
Tel: 604-233-7077 ext 1352; 1353  
Fax: 604-233-7040

LINC & Settlement Services

#110-5751 Cedarbridge Way  
Richmond, BC, V6X 2A8  
(LINC) Tel: 604-233-7077 ext 1355  
(Settlement) Tel: 604-637-1307  
Fax: 604-303-8711

NEW WESTMINSTER

LINC & Settlement Services

#280-610 Sixth Street  
(Royal City Centre)  
New Westminster, BC, V3L 3C2  
Tel: 604-522-5902  
Fax: 604-522-5908

SQUAMISH

LINC

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

LANGLEY

Settlement Services

#204-20621 Logan Ave  
Langley, BC, V3A 7R3  
Tel: 604-510-5136  
Fax: 604-530-5519

TRI-CITIES

LINC

#136-3030 Lincoln Ave  
Coquitlam, BC, V3B 6B4  
Tel: 604-942-1777 ext 1552; 1558  
Fax: 604-942-1780

Settlement & Career Services

#240A-3020 Lincoln Ave  
Coquitlam, BC, V3B 6B4  
(Settlement) Tel: 778-284-7026  
(Settlement) Fax: 604-942-1730  
(Skills Connect) Tel: 604-684-2561  
ext 2123  
(Skills Connect) Fax: 604-684-2266

LINC

#204-3242 Westwood St  
Port Coquitlam, BC, V3C 3L8  
Tel: 604-942-1777 ext 1552; 1558  
Fax: 604-942-1780

LINC & Settlement Services

#200c-504 Cottonwood Ave  
Coquitlam, BC V3J 2R5  
(LINC) Tel: 604-936-0210  
(Settlement) Tel: 778-383-1438  
(Settlement) Fax: 604-931-8558

FINANCIAL REPORT

NICOLAS LOZOVSKY

Treasurer

LAWRENCE TAM

Director – Finance & IT

We are pleased to report on the financial performance of **ISSofBC** for the fiscal year ended March 31, 2015.

Our funders and clients continued to recognize **ISSofBC**'s high standards of service delivery and supported our settlement, language and employment services throughout the Lower Mainland. Our services would not be possible without the required financial resource support from our funders. Last fiscal year, Citizenship & Immigration Canada provided most of the funding for **ISSofBC**'s language training and settlement services.

Compared to the 2013-2014 fiscal year, **ISSofBC**'s total revenue in 2014-2015 declined by 10.8%, from \$22.3M to \$19.9M. Total expenditures decreased by

11.4%, from \$22.0M to \$19.5M. The organization's solid financial performance was a result of effective cost control strategies, self-generated revenue, and well-managed performance-based contracts. The surplus was invested into property and equipment to support current and future growth of operations.

During the last fiscal year, **ISSofBC** entered into contracts to sell the Drake Street building and to pursue the construction of the new Welcome House on Victoria Drive, which is expected to be completed in Spring 2016. With continued focus on fiscal accountability in all levels of the society and a project-based budgeting system, **ISSofBC** is well positioned to continue building on our track record of excellent service delivery for clients in the years ahead.

We are grateful to our staff for faithfully carrying out **ISSofBC**'s mission, and to our funders for providing 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 2015 2014

REVENUES

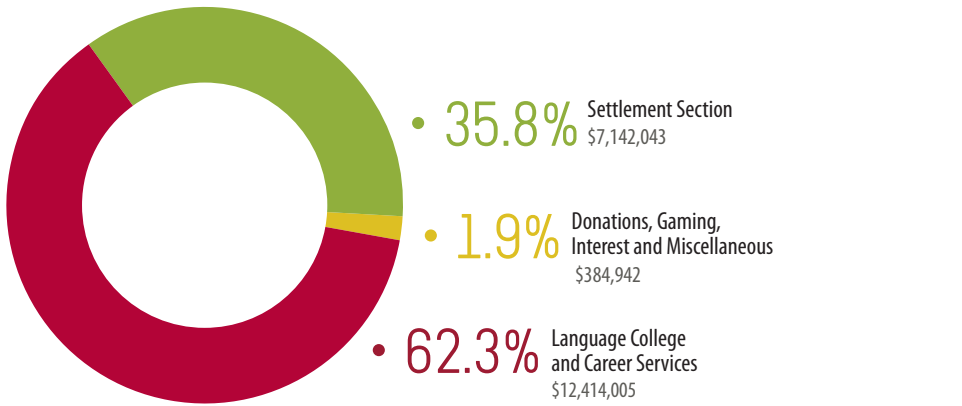
Language & Career Services	\$12,414,005	62.25%	\$14,272,161	63.99%
Settlement Section	\$7,142,043	35.82%	\$7,580,211	33.98%
Donations, Gaming, Interest and Miscellaneous	\$384,942	1.93%	\$452,493	2.03%
<b>Total Revenue</b>	<b>\$19,940,990</b>	<b>100.00%</b>	<b>\$22,304,865</b>	<b>100.00%</b>

EXPENSES

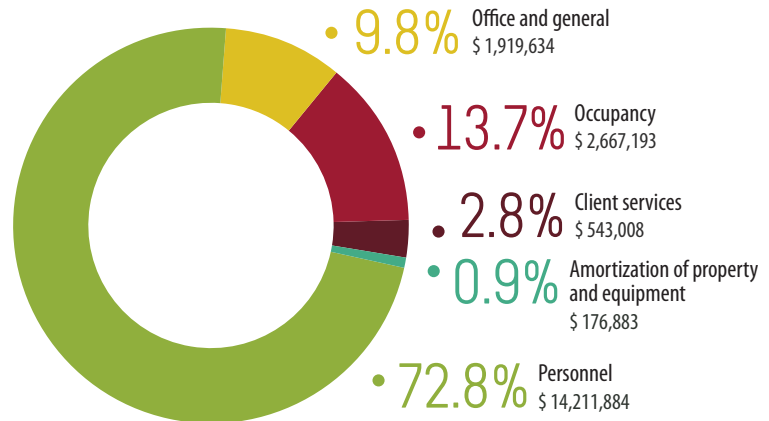
Amortization of property and equipment	\$176,883	0.89%	\$447,523	2.01%
Personnel	\$14,211,884	71.27%	\$14,726,698	66.02%
Office and general	\$1,919,634	9.63%	\$3,498,666	15.69%
Occupancy	\$2,667,193	13.38%	\$2,571,344	11.53%
Client services	\$543,008	2.72%	\$728,207	3.26%
<b>Total Expenditures</b>	<b>\$19,518,602</b>	<b>97.88%</b>	<b>\$21,972,438</b>	<b>98.51%</b>
<b>Excess of revenues over expenditures</b>	<b>\$422,388</b>	<b>2.12%</b>	<b>\$332,427</b>	<b>1.49%</b>

<b>Net Assets, beginning of the year</b>	<b>\$8,237,086</b>	<b>\$7,904,659</b>
<b>Net Assets, end of year</b>	<b>\$8,659,474</b>	<b>\$8,237,086</b>

REVENUES



EXPENSES



ANNUAL REPORT 2014-2015





BOARD PRESIDENT'S REPORT

MANCHAN SONACHANSINGH

President

The primary focus during the 2014-15 fiscal year continued to be the building of the new Welcome House on Victoria Drive in Vancouver. Implementation began with the Board's finance & premises committees moving forward quickly on activities ranging from the selection of the building contractor to the offer for sale of **ISSofBC's** Drake Street property, site of the current Welcome House & hub of our settlement services.

Mierau Contractors were selected in the first quarter of the fiscal year. Ground was broken on World Refugee Day on June 20. At the same time, the Drake Street property was listed. Anticipating some variance in the commissioning/ occupancy date of the new building, negotiations of the Drake Street sale included a stipulation that **ISSofBC** could continue to occupy the premises until the new facility was ready.

Several challenges that include moving offices, ensuring the new facility was to be completed, and the demands created by numerous changes in funding sources, required revisiting our earlier strategic plan with renewed dialogue on goals and direction. The Board members and senior staff met for a weekend and developed a revised strategic plan to guide **ISSofBC's** operations for the next five years.

The exciting possibilities that the new facility will bring and the attendant risks that such an undertaking entails encouraged the Board to look at the potential of developing our fundraising capacity. Following extensive discussions and participation in related training, a committee was struck to explore this avenue

and to determine the best course of action.

We continued our work in addressing governance issues to ensure that the Board is able to remain current and focused. Included in the work of the Board's Governance Committee is the review of the executive members' role, as well as the job descriptions for those positions. The Board requested and received a succession plan that will address the organization's key personnel requirements in forthcoming years.

Board members continued to engage in community events, representing the organization in employment fairs, open houses and other public events. The role of our voluntary Board members in representing **ISSofBC** highlights the great value that volunteers bring to organizations like ours which rely significantly on strong community supports to achieve our mission of serving our clients.

I would like to thank my fellow Board members for their service, the Chief Executive Officer and staff for their dedication, the volunteers for their contributions, and our funders – Citizenship and Immigration 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 Sharon Martin Community Health Trust and other funders – for their valuable support.

BOARD OF DIRECTORS 2014/2015

Manchan Sonachansingh  
President

Maria Rajanayagam  
1st Vice President

Martha Jane Lewis  
2nd Vice President

Nicolas Lozovsky  
Treasurer

Brandon Hastings  
Secretary

Maria Braungart  
Member at Large

Joann McKinlay  
Director

Naomi Linklater  
Director

V. Setty Pendakur  
Director

CHIEF EXECUTIVE OFFICER'S REPORT

PATRICIA WOROCH

Chief Executive Officer

The 2014-15 fiscal year marked the first full year of the shift in program funding for **ISSofBC's** language and settlement services from provincial to federal. The transition to Citizenship and Immigration Canada funding required significant, complex changes in service delivery and administration systems, and staff devoted considerable efforts to adapting to new processes and standards within a very short timeframe.

The year also saw us celebrating the ground-breaking of the new Welcome House on World Refugee Day, marking the realization of a long-cherished goal. The building – also known as the **ISSofBC** Metro Vancouver Regional Service Centre for Newcomers – will be a model of coordination and cohesion in service provision to newcomers.



In addition to providing transitional housing for newly-arrived Government Assisted Refugees and limited second-stage housing for clients requiring additional services, the building will house settlement services for refugees and immigrants, LINC classes, selected employment services, and a variety of newcomer-focused services to be delivered by **ISSofBC's** many community partners. We see the centre becoming a neighbourhood hub and an integral part of the local community.

With construction in progress, we continued working on plans to bring together operations

that are in separate locations into the new building once it's completed. We concluded the sale of our Drake Street property but will remain in it until the new building is ready for occupancy.

Other key developments last year included:

- the appointment of Carla Morales as Director of **ISSofBC's** Language & Career Services, replacing Clifford Bell who retired at the end of 2014. Carla brings with her a wealth of knowledge in the employment area and a strong history in leadership, and we are pleased and excited to be working with her; and,
- the move to a new location of **ISSofBC's** Immigrant Services Centre in New Westminster to better serve our clients, a move that has been seen to be a success.

We continued to engage with both local and national organizations to provide client services and to ensure the voices of our clients are heard. Management staff participated in various advisory committees at all levels of government and worked closely with local community agencies, groups and businesses, providing information and expertise.

Without question, **ISSofBC** is entering a new stage of development. New funding sources, new programming that involves greater use of technology and spanning wider geographical boundaries, and new administrative processes requiring different quality assurance standards all demand paramount attention. As we look to the future, we know that the history of the organization's resiliency and the willingness of staff to respond with professionalism to profound and frequent change will stand us in good stead. The opening of the new building in 2016 will move the organization onto new and exciting paths and will open doors to new opportunities and new perspectives. That future is ours to define.

I thank staff for responding capably to the challenges we face, our volunteers for selflessly sharing their time and talent; the Board of Directors for their many hours of work guiding the organization; and our funders for supporting our work.

LANGUAGE & CAREER SERVICES REPORT

CARLA MORALES

Director

Transition marked the beginning and the end of the fiscal year for L&CS' staff and management, with LINC switching over to CIC funding in April 2015 and a new L&CS director assuming office toward the last quarter of the fiscal year. There were also milestones and accolades to celebrate, and exciting new initiatives to unveil.

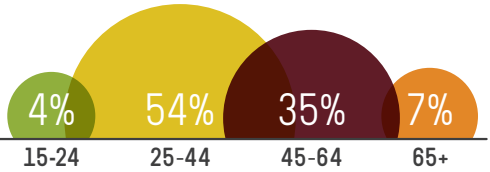
The LINC program completed a very busy and successful first year under CIC funding and continued to demonstrate **ISSofBC's** excellence in language program delivery. Highlights include: opening of new LINC delivery site at **ISSofBC's** Cottonwood, Coquitlam location with additional CIC funding to address the needs of low-level learners; development of a LINC for Life and Work Curriculum; and, presentations at the REALize (a national online forum for English language educators) and TESL Canada conference.

The fee-for-service ISS Language & Career College celebrated 20 years of successful program delivery and the implementation of new initiatives: two new career coop programs – International Business Management Skills and Global Tourism – were approved by PCTIA; new Workplace Training programs were launched; a new articulation with a nursing school in Richmond was implemented, and LCC's provincial Education Quality Assurance designation and CIC-Designated Learning Institution status were maintained.

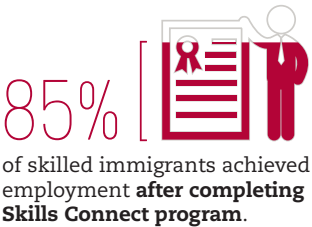
The Career Services Division began the year with news that the MAPLE 2.0, a pan-Canadian internship program of which **ISSofBC** is the Vancouver delivery partner, had received CIC's prestigious International Qualifications Network award. Other highlights: the 5th Immigrant Professional Conference – jointly organized with MOSAIC – drew over 320 participants; and the first Immigrant Entrepreneur Exhibition – organized in partnership with RBC – received enthusiastic response from immigrant participants across Metro Vancouver seeking to set up or grow their business.

All these accomplishments were due to the excellent work of L&CS' staff and management with our clients and students each and every day of the year, and I acknowledge and thank them all.

AGES OF LINC STUDENTS

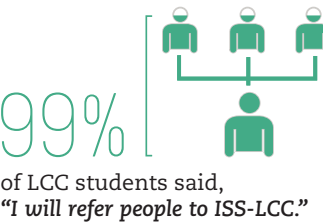
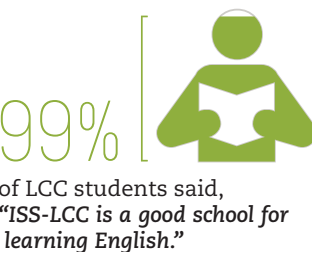


EMPLOYMENT



LANGUAGE & CAREER COLLEGE

Students gave LCC teachers an average overall rating of



SETTLEMENT SERVICES REPORT

CHRIS FRIESEN

Director

The 2014-15 fiscal year ushered in the most significant funding change in nearly two decades, with the vast majority of **ISSofBC's** settlement programming transitioning to Citizenship and Immigration Canada (CIC) and a funding regime that is far different from what was in place under the provincial government.

At the same time, the year saw us:

- implementing a new, comprehensive client data base system;
- embarking on measuring service impacts through client feedback;
- introducing on-line settlement services;
- expanding programming to youth and women; and,
- welcoming the highest number of Government-Assisted Refugees in over a decade.

A high point in the year's operations was the start of the Welcome House construction project, future home of the **ISSofBC** Metro Vancouver Regional Service Centre for Newcomers that will serve as the focal point for settlement services when it opens in Spring 2016.

Our collective impact and successes could not have been accomplished without our exceptional staff and volunteers who remain the cornerstone of our operations and who – through the valuable multilingual services they provide throughout Metro Vancouver – are changing lives for the better on a daily basis. The difference they make is reflected in the select infographics on this page.

OUR SETTLEMENT CLIENTS SAID:

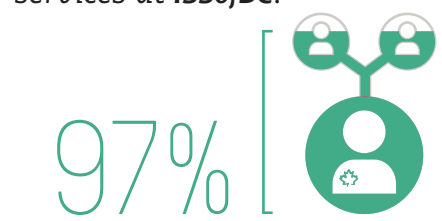
"I am more confident about living in Canada."



"I have a better understanding of working in Canada."



"I would tell someone else to use the information & support services at **ISSofBC**."



TOP 5 MOTHER TONGUES OF SETTLEMENT CLIENTS

