



# ANNUAL REPORT

2019-2020





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2019-2020 IN PHOTOS

We began the 2019-2020 fiscal year by opening *ISSofBC* Welcome Centre-Surrey. We ended the year by closing all our offices due to the COVID-19 health crisis.

In between, we started a bold digital transformation process; celebrated a milestone anniversary in our thriving social enterprise and our first 30-year service awardee; rolled out a well-received speaker series featuring thinkers and movers of note; launched a video of greetings to newcomers by Indigenous peoples; hosted learning visits by the federal immigration minister, provincial leaders, and Swedish government officials; enhanced local and international partnerships; continued to grow our services and played a key role in establishing BC’s first immigration and refugee legal clinic; and shared in the collective pride of community recognition through awards given to our CEO and our previous Board president.



It has been my great privilege to serve as the 2019-2020 President of the Immigrant Services Society of BC.

Although I could not have foreseen the impact of COVID-19, my reflections on the past year have been dominated by ISSofBC's response, particularly its commitment to ensuring services to the community remain uninterrupted.

While **ISSofBC** continued to receive unprecedented refugee arrivals and sponsored immigrants prior to and during the COVID crisis, the organization responded with dignity, respect and understanding.

**ISSofBC** is well-positioned to meet the integration needs of individuals and families and the current health crisis will certainly add to the complexity of how required services will be delivered. I am confident that **ISSofBC** has the ability to meet the challenge.

We said our goodbyes to three board members – Nicolas Lozovsky, Joann McKinlay, and Naomi Linklater – who gifted **ISSofBC** with their time, skills and perspectives. We were happy to welcome Taruna Goel, Ellen Vaillancourt and Reshmeena Lalani, who bring fresh perspectives and talents to our Board of Directors.

Finally, the Board could not accomplish our mission if not for the excellent staff and volunteers under the leadership of our CEO, Patricia Woroch. They have responded with resiliency and flexibility, and they have my sincere thanks and admiration.



## BOARD PRESIDENT'S REPORT

Jack Wong  
President

## BOARD OF DIRECTORS 2019–2020

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

Ellen Vaillancourt  
Director

Reshmeena Lalani  
Director

Taruna Goel  
Director

# CHIEF EXECUTIVE OFFICER'S REPORT

Patricia Woroch  
Chief Executive Officer



This fiscal year was focused on new offices, new contracts and new developments. A five-year contract negotiated with IRCC that begins next fiscal year brings stability and allows for planning and development work. This fiscal year's operations were highlighted by:

- Opening of *ISSofBC* Welcome Centre-Surrey with several partners from *ISSofBC* Welcome Centre-Vancouver;
- "A Closer Look" speakers series focused on immigration featuring Douglas Todd, Catherine Dauvergne and Shachi Kurl;
- Engagement with the international conference "Transnational Forum on Integrated Community Care";
- ISS Language and Career College (LCC)'s celebration of 25 years of operation;
- Visits by by Minister of Immigration, Refugees and Citizenship Marco Mendicino and BC Premier John Horgan; and,
- Development of *ISSofBC* digital transformation plan to utilize technology in meeting growing demands.

The fiscal year ended with *ISSofBC* implementing unprecedented changes in service delivery to respond to the COVID 19 health crisis. The impact of this crisis is yet to be understood but as always, we benefited from the support of our funders, community partners, board of directors, staff and volunteers. To them I express my profound thanks.



This fiscal year, we successfully negotiated five-year federal funding agreements, tested new service models, strengthened our settlement case management process, embarked on the digital transformation initiative and quickly pivoted to online and phone delivery of all of our program offerings as a result of COVID-19.

Highlights of program achievements included:

- Funding by the Law Foundation of BC to establish the first-ever Immigration and Refugee Legal Clinic (IRLC) in BC that integrated our legal advocacy program with the new legal clinic under a separate corporate brand;
- Creation of Welcome to our Homelands video and study guide featuring Indigenous Peoples across Canada greeting newcomers;
- Relocation of the Langley office to improve client access to newcomer services; and,
- Completion of a highly-successful, settlement-informed trauma support program for Government-Assisted Refugees.

We sincerely thank our funders, staff and volunteers for all we have accomplished.



# SETTLEMENT SERVICES REPORT

**Chris Friesen**  
Director



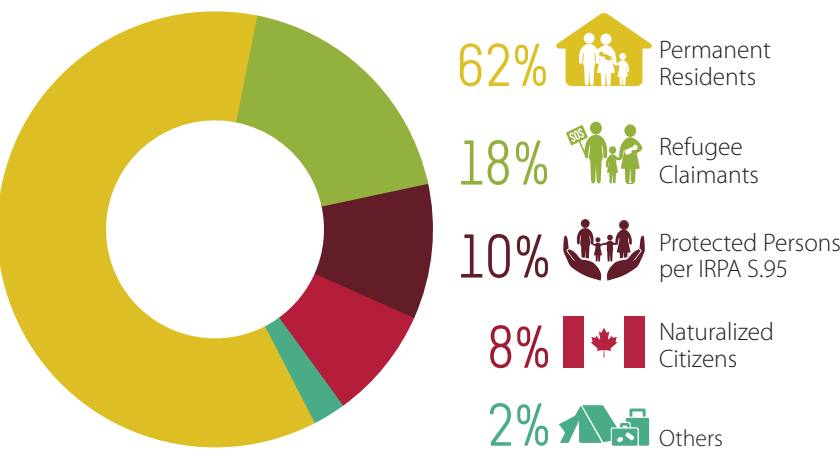


# Top 5 Mother Tongues\*

*\*62% of total clients identify with top 5 mother tongues*

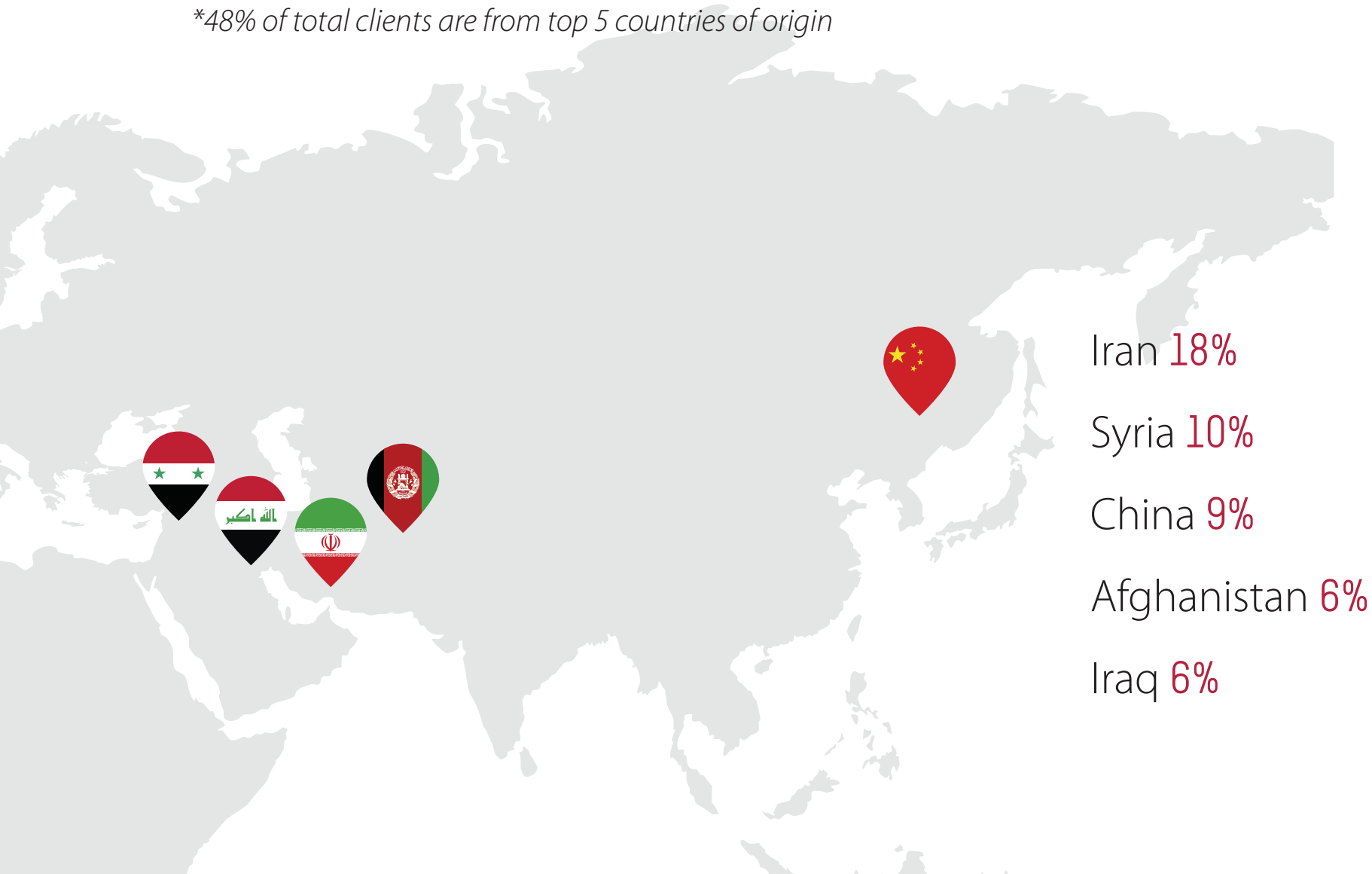


# Immigration Status



# Top 5 Countries of Origin\*

*\*48% of total clients are from top 5 countries of origin*



“The only thing that I can say is **THANK YOU** ISS of BC, you are such a wonderful team, I want to thank you for all the great support that you are always giving to us! Thanks for taking care of our health by doing online classes during this time!. By using online services additionally I can access easily to one-to-one English speaking option that I could not do before because of time.”



A portrait of Carla Morales, a woman with long brown hair and glasses, smiling. She is wearing a black blazer over a white top.

## LANGUAGE & CAREER SERVICES REPORT

Carla Morales  
Director



Career Services launched three new programs:

- Respect at Work which addresses sexual harassment in the workplace;
- Youth in Tech which helps newcomer youth start careers in technology; and,
- Online Learning Program for Migrant Workers which supports TFWs in improving their communication and language skills for the workplace.

LINC:

- Developed an IRCC-funded Digital Literacy Resource targeting Literacy to CLB 6 LINC newcomers;
- Completed a BC Elections Education package in partnership with Elections BC; and,
- Switched fully to online classes in March due to COVID-19.






Language and Career College celebrated its 25th anniversary in January 2020 – a tremendous achievement! As with LINC, programming shifted to online delivery, with TESL Canada approving our new TESOL online program.

We support our staff in meeting the needs of our clients as we face the challenges and impact of COVID-19. To our staff go our deepest thanks!








# Top 5 Countries of Origin\*

## LANGUAGE PROGRAMS

-  Brazil
-  South Korea
-  Japan
-  Mexico
-  Vietnam

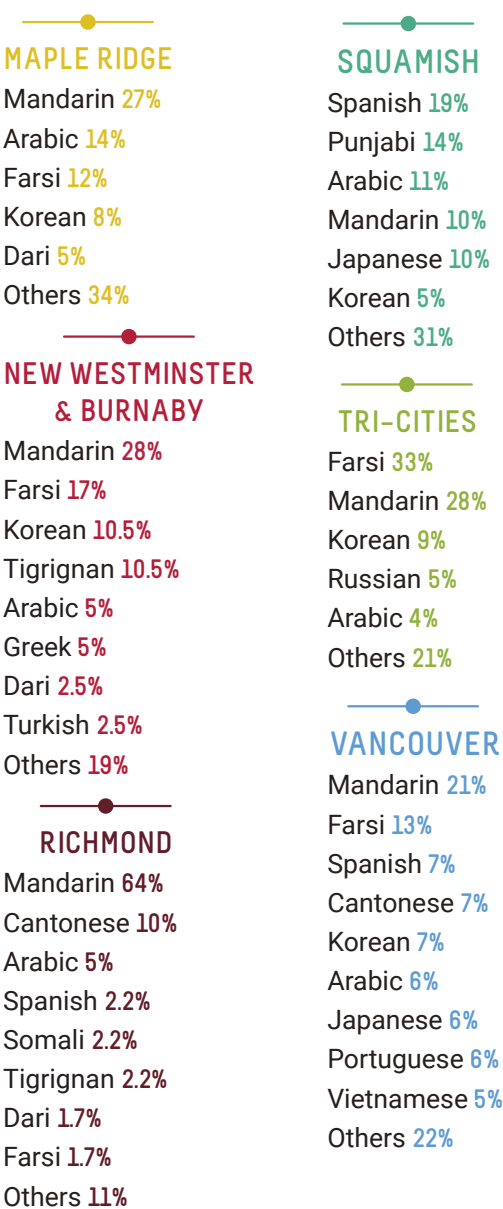
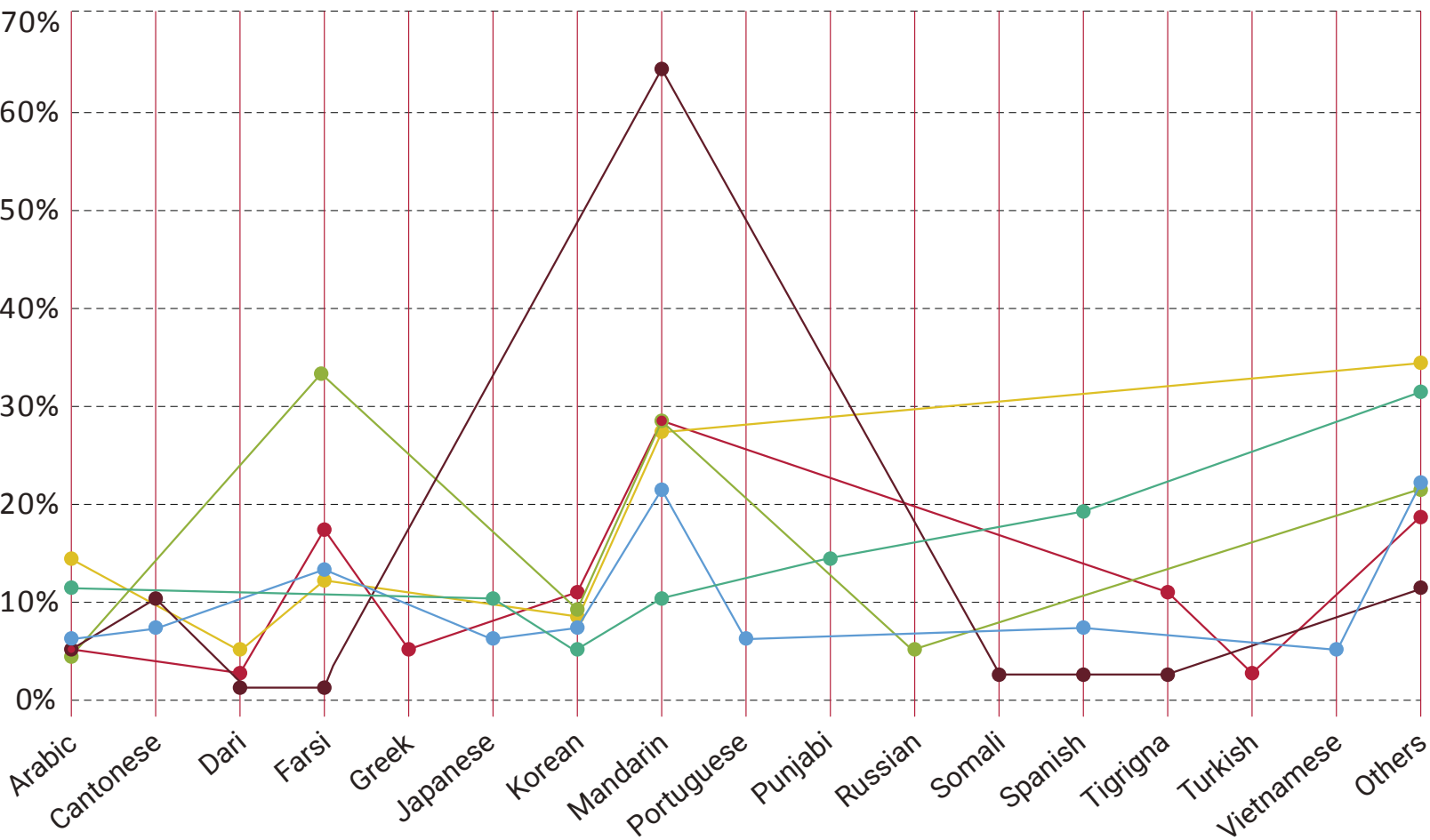
## CAREER PROGRAMS

-  Mexico
-  Brazil
-  South Korea
-  Japan
-  Vietnam

\* ISS Language and Career College

# Top Mother Tongues of LINC Students\* (by delivery site)

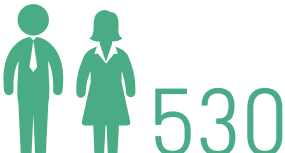
\* LINC students served spoke an average 25 different languages.



# Career Services



TFWs and caregivers completed Online Learning Program for Migrant Workers



Skilled immigrants accessed employment and skills training through Career Paths



Completion rate for cohort-based programs (ALES, Spark, TechWomen, Youth in Tech)



Business start-up rate of 25 exceeds targeted 12 start-ups







## FINANCIAL REPORT

**Heather Judd**  
Treasurer

**Lawrence Tam**  
Director - Finance & IT

We are pleased to report on the financial performance of *ISSofBC* for the fiscal year ended March 31, 2020.

Total revenues decreased by 1.14% compared to the previous fiscal year, from \$26.37M to \$26.07M, while total expenditures increased by 4.25%, from \$25.20M to \$26.27M.

During the year, we reinvested in our IT infrastructure and implemented effective cost-control strategies. We continued to generate our own revenues and employ strong contract management protocols. This enabled us to be agile in our response to the COVID-19 global pandemic and has provided an excellent foundation with which to approach the continuing impacts of this health crisis in the upcoming year.

We thank our staff for providing excellent settlement, language, and employment services to our clients, and our funders for continuing to provide the resources and support that allow us to provide those much-needed services.



Year ended Mar. 31	2020	2019
<b>REVENUES</b>		
● Language College and Career Services	\$ 14,709,279	\$ 15,652,520
● Settlement Section	\$ 10,502,853	\$ 9,936,822
● Donations, Gaming, Interest and Miscellaneous	\$ 855,433	\$ 778,117
<b>Total Revenue</b>	<b>\$ 26,067,565</b>	<b>\$ 26,367,459</b>
<b>EXPENSES</b>		
● Amortization of property and equipment	\$ 1,079,237	\$ 1,085,612
● Personnel	\$ 17,954,341	\$ 16,518,576
● Office and general	\$ 3,255,693	\$ 3,758,532
● Occupancy	\$ 2,849,342	\$ 2,726,167
● Client services	\$ 1,133,693	\$ 1,112,485
<b>Total Expenditures</b>	<b>\$ 26,272,306</b>	<b>\$ 25,201,372</b>
<b>Excess of revenues over expenditures</b>	<b>\$ (204,741)</b>	<b>\$ 1,166,087</b>
<b>Net Assets, beginning of the year</b>	<b>\$ 14,781,236</b>	<b>\$ 13,615,149</b>
<b>Net Assets, end of year</b>	<b>\$ 14,576,495</b>	<b>\$ 14,781,236</b>



## REVENUES

**56.4%**

Language College  
& Career Services  
\$ 14,709,279

**40.3%**

Settlement  
Section  
\$ 10,502,853

**3.3%**

Donations, Gaming,  
Interest & Miscellaneous  
\$ 855,433

## EXPENSES

**4.1%**

Amortization  
of property &  
equipment  
\$ 1,079,237

**68.3%**

Personnel  
\$ 17,954,341

**12.4%**

Office & general  
\$ 3,255,693

**10.8%**

Occupancy  
\$ 2,849,342

**4.3%**

Client services  
\$ 1,133,693





*For their generous support, we thank:*

Immigration, Refugees and Citizenship  
Canada

Employment and Social Development  
Canada

Innovation, Science and Economic  
Development Canada

Canadian Institute of Health Research

Province of British Columbia

City of Burnaby

City of Vancouver

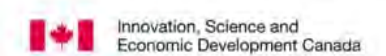
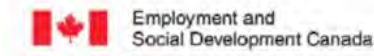
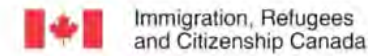
Vancouver Coastal Health

Canadian Women's Foundation

Law Foundation of BC

RBC Royal Bank

Vancity







*Helping immigrants build  
a future in Canada*



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

For locations please  
click **HERE**

