

Helping immigrants build a future in **Canada**



Our Locations

Vancouver

Language College and Career Services

501-333 Terminal Ave,
Vancouver, BC, V6A 2L7
Tel. 604-684-2561
Fax. 604-684-2266

Settlement Services

530 Drake Street
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

Richmond

Richmond Career Centre

150-8400 Alexandra Rd.
Richmond, BC V6X 3L4
Tel. 604-233-7031
Fax. 604-233-7036

English Language Services for Adults - Richmond

150-8400 Alexandra Rd.
Richmond, BC V6X 3L4
Tel. 604-233-7077
Fax. 604-233-7040

New Westminster

Settlement Services

301-321 6th Street
New Westminster, BC V3L 3A7
Tel. 604-525-9144
Fax. 604-524-9455

Tri-Cities

English Language Services for Adults - Coquitlam

136-3030 Lincoln Ave.
Coquitlam, BC, V3B 6B4
Tel. 604-942-1777
Fax. 604-942-1780

Settlement Services

100B-3020 Lincoln Ave.
Coquitlam, BC, V3B 6B4
Tel. 778-284-7026
Fax. 604-942-1730

Surrey

Surrey Multilingual Employment Centre

201-7337 137th St.
Surrey, BC, V3W 1A4
Tel. 604-595-4021
Fax. 604-595-4028

Annual Report 2007 - 2008



IMMIGRANT SERVICES SOCIETY
of British Columbia

Board President’s Report

The past year at Immigrant Services Society of British Columbia has been eventful and successful. We celebrated 35 years of service as the first organization to pioneer settlement services in British Columbia. The roots of the organization – volunteerism – continues today with a great many volunteers supporting and enhancing the work of a professional staff.

The Board of Directors has continued with its work addressing a number of board-focused initiatives. The Board of Directors, together with the Management Team, met for a weekend to develop a three-year strategic plan. The efforts of the past year have focused on the activities as set out in the plan. An ad hoc committee, led by the Board and composed of Board, line staff and management, conducted a year-long process to review and rewrite the organization’s mission, vision and values statements. The process included the involvement of all staff, stakeholders, funders and clients.

The Board of Directors has also been focused on premises. The growth of the organization over the past few years has created a strain on the existing premises and has required that the organization review its current locations and determine a future course of action which will accommodate anticipated continued growth.

The Governance Committee has continued its work in developing Board Governance policies and procedures, identifying the roles and responsibilities of the Board, training opportunities and ensuring the governance of the organization is effective.



Executive Director, Patricia Woroch and Board President, Jim Tallman.

We continue to receive great support from our funders, notably Citizenship and Immigration, Ministry of Attorney General and Service Canada, as well as many other funders. We are most appreciative of their support of our work. I would also like to thank my fellow board members for their work over the last year as we work to address the challenges facing the organization.

Lastly, on behalf of the Board of Directors, I would like to thank the staff for their continued dedication and professionalism; the volunteers for their willingness to give of their time; and our clients who inspire us to reach for and achieve our goals.

Jim Tallman

Board of Directors 2007 - 2008	
Executive Committee	Jim Tallman
	Cheryl Anderson
	Nicolas Lozovsky
	Janet Gartner
	Catherine Der
Directors	April English
	Marian Dewitt, Joseph Chan, Stella Davis, Steve Kooner,
	Kay Kobayashi, Tissa Fernando

To become a member, please contact Pat Lee at 604-684-2561.

ISSoBC Statement of Purpose

We will achieve our Mission of helping immigrants build a future in Canada by:

- Delivering educational, settlement and employment services.
- Developing partnerships with local communities.
- Promoting an integrated and equitable community.

Executive Director’s Report

The 2007-2008 fiscal year has been one of continued change, growth and achievement. 2007 was a celebratory year as we marked 35 years of service to the community. A number of events took place that highlighted this very special achievement. Of particular note was the hosting of a Citizenship ceremony, a first for ISS. This led to a Proclamation from the City of Vancouver to recognize “Celebrating Citizenship Day.”

Indeed the success of Immigrant Services Society of British Columbia over the past 35 years and in the years to come, owe much to the dedication of the staff, the leadership of the Board of Directors, the commitment of the many volunteers throughout the years, and the support and confidence of our funders. It is through the efforts of many that ISSoBC has achieved the growth, and excellent reputation it enjoys today.

This year has seen several interesting and positive developments. A significant change has been the influx of substantial new monies into settlement services within the province. Additional services throughout the province through any number of service providers – public, private and not-for-profit – means more people can access services. New programs and new initiatives are the order of the day and will undoubtedly serve our clients well.

Collaborations and consortiums, more than ever before, is the model used within the sector in responding to requests for funding of services and programs, signifying the close cooperation and support that defines this sector. As well, this year has brought with it stability that has been unprecedented. The notion of continued funding for a three-year period brings with it the ability for organizations like ours to plan new and on-going initiatives; to explore capacity issues; and to ensure that our clients’ needs are being met.

As we look to the future, we will continue to explore new avenues that support our mission statement. We will continue to explore how, and where, we can best meet client needs. We will continue to work with our colleagues to ensure that all newcomers to British Columbia are provided with the services they need to become fully contributing members of our community.

As noted earlier, success is achieved through the concerted efforts of many. I would like to thank our excellent staff for their professional contributions and high-quality work; the Board of Directors for their support and guidance; our wonderful volunteers for caring and for sharing their time and their expertise; our friends and colleagues for their partnership spirit; and our funders, who allow us to continue to do the work of helping immigrants build a future in Canada.

Patricia Woroch

Language College and Career Services



Conversational English students at ISSoBC.

During 2007-2008, ISSoBC’s Language College and Career Services provided leadership in service and program delivery in the following areas:

- language training and early childhood education through English Language Services for Adults (ELSA) from Literacy to Level 5 and Labour Market Focused (LMF) ELSA for Levels 4 and 5 in Vancouver, Richmond and Tri-Cities;
- language and computer training through International Studies in Vancouver;
- employment assistance through Career Centres in Vancouver, Richmond and Surrey; and,
- skilled immigrant initiatives through the BC Internationally Trained Professionals Network (BCITP Net) and Employment Access for Skilled Immigrants (EASI).

We can rest assured that we will face new challenges in the coming year; but with the strength of the division’s professional and committed staff, we are well placed to build on our past successes and seek out new opportunities.

I would like to thank our government funders – Service Canada, Ministry of Attorney General and Canadian Heritage – and the thousands of clients who access their own funds to participate in the Language College’s International Studies courses.

Highlights:

- Language College Accreditation – In June, ISSoBC successfully renewed our accreditation with the Private Career Training Institutions Agency of BC (PCTIA). This accreditation is a sign to the community and our students of ISSoBC’s excellence in education. As the PCTIA report noted: “Students are receiving excellent English Language Training programs and courses and are well supported in a positive learning environment.” In September, ISSoBC hosted a second auditing team – this time from Languages Canada. This body is Canada’s premiere language organization that runs an internationally recognized quality assurance scheme for English and French language training programs. As well, Languages Canada provides collective marketing of Canadian language colleges to a worldwide audience, and represents the interests of the language training sector.

- ISSoBC launched a new program – Employment Outreach Services – thanks to funding from the BC Ministry of Attorney General. Employment Outreach Services reaches underserved clients with workshops and one-on-one counselling on important settlement-based employment topics. The goal is to reach refugees, refugee claimants and clients with limited English, low skills and other barriers to work. This program is a much-needed response to gaps in the current employment assistance programs.

- Employer Solutions – ISSoBC introduced an organization-wide initiative to present a more unified face in our relations with employers. Under the banner of Employer Solutions, staff from Career Centres, Employment Outreach Services and International Studies will work together to develop common marketing materials, an employer database, and a coordinated response to employers in our community.

- International Student Safety Project, of which ISSoBC is a contributing member, was recognized at the Solicitor General’s community Safety and Crime Prevention Awards Ceremony. The project received recognition in the community Group/Organizations category for its commitment and accomplishments in improving safety awareness of the over 50,000 international students in Vancouver. In its first year of operation, the project developed a safety video, safety wallet card and an interactive website for students. All of ISSoBC’s Language College instructional and administrative staff can take credit for the implementation of this important initiative.

- Longer-term Contracts – One of the highlights of this year was the signing of multi-year contracts with Service Canada, and the prospect of signing up to three year contracts with the Ministry of Attorney General for ELSA. These longer-term contracts provide much-needed stability for our staff and organization. They also allow for longer-term planning as we look ahead to 2010 and beyond.

Clifford Bell, Director
Language College and Career Services



Career Counselling with EASI.

Settlement Services

Over the past year thousands of immigrants and refugees were impacted by our work primarily in Vancouver, Burnaby, New Westminster and Tri-Cities. The continued success of our work is due in large part to our dedicated and professional staff



2008 Refugee Children’s Party.

members, volunteers and practicum students as well as the enormous support from our community partners and funders. The following highlights provide a glimpse into some of our collective successes.

Highlights:

- ISSoBC in partnership with Family Services of Greater Vancouver and funding provided by VanCity Community Foundation undertook a highly successful financial literacy pilot program for refugees. This pilot program allowed us to adapt a well established FSGV curriculum to target non and/ or low English speakers. With the revised curriculum, we were able to train several community members and staff within the Sudanese and Afghan communities to increase the financial literacy within these communities.

- ISSoBC Stepping Up Bridging Employment Program for immigrant and refugee women completed its 12th year of operation. These women, who are survivors of various forms of abuse and migration trauma, are an inspiration as seen through their resilience and ability to move forward with their personal goals against considerable challenges.

- Over the past fiscal year, 862 government assisted refugees arrived from 26 different source countries. Langley became home to over 150 Karen government assisted refugees from Myanmar.

- ISSoBC My Circle Youth facilitation and leadership program, with funding from the Vancouver School Board, adapted its highly successful curriculum and tested several new approaches with three East Vancouver Secondary Schools. The results as indicated by newcomer youth feedback was “life-changing”.

- Five agencies, including ISSoBC, formed a consortium to launch a two-year pilot to address multi-barrier refugee families. The “Step Ahead” pilot program began testing a new home-based service intervention model to focus on some of the most marginalized and socially isolated refugee families that are struggling in their adaptation and settlement phase.

- The contribution of volunteers and practicum students were significant over this past year. Over 470 volunteers contributed 21,900 hours. Volunteers remained an integral part of various aspects of settlement programming such as the Host program and general volunteer program including special events like our income tax clinics. This past year, 90 volunteers with our income tax clinics completed close to 2,000 returns for low income immigrant and refugee clients.

- With funding from United Way of the Lower Mainland, ISSoBC launched a one year consultation process on older refugee youth. With the arrival of older refugee youth, many of whom have limited formal education, we are hoping to highlight both their unique needs but also possible alternative educational pathways that will allow these youth to reach their full potential.

- This year signalled the end of most of our current multi-year provincial government contracts as well as the introduction of significant additional funding to the immigrant serving sector. This was the first year in more than a decade that saw additional core immigrant settlement program funding for the sector. Although the sector had to respond to several competitive request for proposals for core settlement program areas, we responded by forming agency consortiums to submit funding proposals.

None of our accomplishments would have been possible without the continued support of our funders. I would like to thank and acknowledge the Department of Citizenship and Immigration Canada, Attorney General, Ministry of Housing and Social Development, City of Vancouver, United Way of the Lower Mainland, Vancouver Foundation, Vancity Credit Union, Vancity Community Foundation, Vancouver Coastal Health, Sharon Martin Community Health Trust, Capable Kids and the Vancouver School Board.

Chris Friesen, Director
Settlement Services

Financial Report

We are pleased to report on the excellent financial performance of Immigrant Services Society of British Columbia, for the year ended March 31, 2008.

After a year of stabilized growth in 2007, the organization in the last fiscal year has again experienced significant growth by expanding the scope of its operations and by adding new service locations. Compared to last year, ISSoBC total revenue has increased from \$10.6M to \$12.1M, while total expenditures have increased from \$10.5M to \$12.0M, with a resulting net surplus for the year of \$54,920. The strong financial result was generated by effective cost control strategies, self-generated revenue and performance based contracts. The surplus was invested into property and equipment to facilitate current and future growth of operations.

We are pleased to continue to report that ISSoBC’s high standards of service delivery were recognized by our funders and clients. In the last fiscal year the funders provided ISSoBC with expanding opportunities for delivery of settlement, language and employment services throughout the Lower Mainland. In comparison to the prior year, the revenue from funded programs grew from \$8.5M to \$9.7M due to expansion of existing projects and addition of new ones. The revenue from other programs increased from \$2.0M to \$2.3M due to expansion of International Studies programs.

With consistent attention to fiscal accountability in all levels of the organization and a project based budgeting system, ISSoBC is well positioned to serve our clients in the years ahead. We are very grateful to our staff for providing excellent quality and dedicated service to our clients. Our services to new immigrants and refugees would not be possible without the required resources, and for this we would like to acknowledge the role of our funders. We are very appreciative of their continuous support and recognition.

On behalf of ISSoBC, we wish to express our sincere gratitude to all of those who have contributed to the continuous success of our organization.

Catherine Der, Treasurer
Lawrence Tam, Director of Finance & IT

Statement of Operating Revenues and Expenditures, and Net Asset Balance

Year ended March 31	2008 (\$)	2007 (\$)
REVENUES		
Funded Programs		
Government of Canada	4,318,077	4,189,797
Province of British Columbia	4,806,136	3,893,267
United Way	154,229	116,324
Other (Misc. funders and contributors)	449,258	350,117
	9,727,700	8,549,505
Other Programs		
Adult and Continuing Education	2,148,061	1,762,124
Donations (tax receipted)	44,837	110,713
Gaming	65,000	65,000
Other (self-generated revenues)	69,733	89,185
	2,327,631	2,027,021
Total Revenue	12,055,331	10,576,526
EXPENSES		
Salaries and Benefits	8,128,016	7,215,962
Office and General	1,616,786	1,166,923
Building Occupancy	1,823,555	1,737,436
Client Services	289,318	260,687
Amortization	142,736	158,211
Total Expenditures	12,000,411	10,539,219
Excess of revenues over expenditures	54,920	37,307
Net Assets, beginning of the year	1,881,461	1,844,154
Net Assets, end of year	1,936,381	1,881,461

Audited report available upon request