



ISS of BC

11-12

*annual report*



#### Board of Directors 2011-12

Manchan Sonachansingh, President  
Maria Rajanayagam, 1<sup>st</sup> Vice-President  
Jim Tallman, 2<sup>nd</sup> Vice-President

Nicolas Lozovsky, Treasurer  
Steve Kooner, Secretary  
Maria Braungart, Member-at-Large

April English, Director  
Joseph Chan, Director  
Martha Jane Lewis, Director

## Board President's Report

It has been a privilege to serve for the first time as President of the Board of Directors this past fiscal year. This is the 40<sup>th</sup> year since the Immigrant Services Society of British Columbia was incorporated in 1972. For four decades, this Society has been helping new immigrants build their lives in Canada, and in so doing, we have been making our contribution to social integration and economic development in our wider community.

Below are highlights of the Board's work this past year:

- A Board/Staff Retreat was held in October 2011 to further review and develop strategic directions for the organization. A priority was the continuing work on facilities and particularly the development of the new centre, expected to be opened in 2014.
- ISSo/BC has made progress in a number of areas in this regard: the Board established a wholly owned subsidiary to help with the future development of the project; and, a signed Memorandum of Understanding with the City of Vancouver will allow for a more convenient location for the new centre.
- Microsoft's Sharepoint, a web application platform, has been introduced to enhance communication for the Board, allowing for easy access to minutes, reports and other needed documents.

- Working with the finance department, the Finance Committee continues to strive for best practices to be implemented internally and ensure that risk management procedures are firmly in place.
- The Governance Committee continues to address a myriad of issues, and as discussed at the planning session, will focus on membership issues next year.

The support we receive from our funders, particularly Citizenship and Immigration Canada and Ministry of Jobs, Tourism and Innovation as well as Vancity Credit Union, United Way, Coastal Health, Vancouver Foundation, among others, enable us to do much of the work for which we were created, and for this we express our deep gratitude.

I would like to acknowledge and thank my fellow board members for the time they selflessly contribute and for the collective wisdom they bring to the organization. I speak for the Board in saying thank you to the management team, to the entire staff, and to our volunteers, for their dedication to the work of ISSo/BC. Your commitment is the pillar of our success and is what contributes to the confidence our clients show in us. I also thank our clients, as they are the reason ISSo/BC exists, and they inspire our efforts.

*Manchan Sonachansingh*, President



## Chief Executive Officer's Report

The past fiscal year has been one of many changes. In response to profound changes in the delivery of employment programming in the province, legacy programs came to an end after almost 20 years. The new model, utilizing Employment Service Centers, required intensive orientation and training for staff moving into new positions with new partner organizations. ISSo/BC continues to have a strong presence in employment programming for newcomers with involvement in nine ESCs provincially as well as five other employment programs.

Restructuring of programming in the settlement services area resulted in both growth and expansion. ISSo/BC expanded settlement services to now include Langley, Maple Ridge and Richmond which brought new staff, new community partnerships and an integrated approach to settlement service delivery. A new addition to the portfolio of children and youth programming is an afterschool program in partnership with the Surrey School Board.

ELSA also expanded its delivery area as well as broadened its complement of language programs. ISSo/BC's ELSA service delivery areas now include Maple Ridge, Squamish, Burnaby and Surrey. With the effective use of social media and its excellent reputation, International Studies continues to grow. Our many volunteers and practicum students continue to provide

the value-added component of our many services. Each ISSo/BC location incorporates volunteers where feasible to enrich the programs we deliver.

This past year, a great deal of organizational effort went into facilities. Simultaneous expansion and contraction of service delivery areas required great effort to ensure the best financial outcomes. The head office began a number of renovations as well as redecorating which will continue for some time. Both Board and senior staff expended great effort working towards the development of a new facility to replace the current building at Drake Street.

Since 1972, ISSo/BC has been providing services to newcomers, welcoming them and assisting in their settlement process in a myriad of ways. We could not do this without the support, cooperation, and efforts of many people. Thank you to our funders who continue to support us in our mission; to our many community partners who work alongside us in many endeavours; to our wonderful volunteers who selflessly give of their time; to the Board of Directors who give their valuable expertise for the betterment of the organization; and to the staff who unfailingly support the many changes that occur and who always give their very best to ensure the mission and mandate of ISSo/BC is translated into the very best of actions. Thank you all for making a difference.

*Patricia Woroch*, Chief Executive Officer







## Language College & Career Services

This fiscal year saw the Language College and Career Services division prepare for changes in government's priorities, receive validation of our excellence, and expand our operations and open new offices. At the same time, in all areas of the division, programs have been strengthened and new partnerships have been developed throughout Metro Vancouver and beyond.

- In the Career Services department, on the last day of the fiscal year, the provincial government shut down our four employment centres for immigrants. Operating since 1992, the staff in these centres helped tens of thousands of unemployed immigrants find and maintain employment. ISSo/BC is involved in a number of the new Employment Service Centres (ESCs) throughout BC, and we are working with our partners to try to achieve the same level of excellence to which our clients have grown accustomed over the last two decades.
- International Studies underwent two successful accreditation renewals this year – with Languages Canada and PCTIA. Both audit reports highlighted the high quality of classroom instruction, curriculum and administrative organization, as well as how pleased our students are with their studies and instructors. Also in the past year, International Studies' Teaching English to Speakers of Other Languages' program received recognition from TESL Canada as a Professional Certificate Standard One teacher training program.

- The ELSA department continued their excellent delivery of language services for newcomers in the communities where ISSo/BC has been for many years: Vancouver, Richmond, New Westminster and Tri-Cities. This year marked the introduction of language services in four new communities: Maple Ridge, Squamish, Burnaby and Surrey, as well as ELSA 6-7 and 6-7 for the Workplace in Vancouver and Squamish.

Most importantly, I'd like to acknowledge and thank the division's staff and management for their commitment to doing their best for our clients, students, programs and organization. It is a commitment that is shown on a daily basis at our various Language College and Career Service Centres.

A few standout moments for me were the Squamish ELSA Open House with the spontaneous congo line of students and staff; the extraordinary success of International Studies' Study and Work program and its ability to attract not only students from our traditional source countries, but also those from Western and Eastern Europe and the Middle East; and 20 some-odd staff working overtime on a long weekend on ESC proposals, but taking a short break to cheer on the Canucks in overtime!

*Clifford Bell*, Director - Language College & Career Services



## Settlement Services

The 2011-2012 fiscal year signalled a year of significant service and program expansion. The Settlement Services Division, particularly within the provincially-funded settlement program area, went through considerable restructuring and expansion in response to the competitive funding outcomes. Considerable work also went into preparing for the construction of a new building for most of the settlement operations located in Vancouver.

The impact of our collective work could not have been accomplished without our exceptional staff and volunteers. These staff and volunteers, speaking close to 50 different languages and dialects, continue to provide critically important support to thousands of newcomers every year.

Below is a glimpse into the past year's operating highlights:

- With funding from the Provincial Government, ISSo/BC was able to expand our settlement service programs to new locations in Langley, Maple Ridge, and Richmond. We introduced a new integrated settlement service team approach that provided specialized multilingual support, eg., settlement, settlement employment, and community bridging to newcomer clients in most of our offices. We also began offering short-term settlement related courses with child minding services as well as expanded our youth and women leadership and facilitation training programs.

- During the 2011 calendar year, the Resettlement Assistance program team welcomed 711 individuals or 317 government assisted refugees (GARs) families. As in previous years, most GARs arrived from Iraq, Iran, Somalia, Bhutan and Myanmar and settled primarily in three cities – Coquitlam, Surrey, and Burnaby.
- With multi-year funding provided by the Vancouver Foundation, we were able to work with various community partners to create a new higher level 60-hour leadership training program for newcomer youth modelled after our highly successful My Circle program. We are looking forward to piloting the new training in Fall 2012.
- With multi-year funding from the Royal Bank of Canada, ISSo/BC worked in partnership with the Surrey School Board to launch a new five-day a week, afterschool program for 25 newcomer children aged 6-12 attending KB Woodward Elementary School.

I would like to thank and acknowledge the Department of Citizenship and Immigration Canada, Ministry of Jobs, Tourism and Innovation, Ministry of Social Development, City of Vancouver, United Way of the Lower Mainland, Vancouver Foundation, Vancity Credit Union, Vancouver Coastal Health, Sharon Martin Community Health Trust, Metropolis BC, Royal Bank of Canada, Burnaby School Board, Surrey School Board and the Vancouver School Board for their continuing support of our work.

*Chris Friesen*, Director - Settlement Services





## Financial Report

### Revenues

(Year ended March 31)

	2012		2011	
Language College and Career Services	\$ 15,448,817	71.03 %	\$ 15,034,488	71.69 %
Settlement Section	\$ 6,051,179	27.82 %	\$ 5,765,158	27.49 %
Donations, Gaming, Interest and Miscellaneous	\$ 251,080	1.15 %	\$ 171,498	0.82 %

<b>Total Revenue</b>	<b>\$ 21,751,076</b>	<b>100 %</b>	<b>\$ 20,971,144</b>	<b>100 %</b>
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### Expenses

Amortization of property and equipment	\$ 197,190	0.91 %	\$ 259,021	1.24 %
Interest	\$ 3,392	0.02 %	\$ 22,231	0.11 %
Personnel	\$ 13,922,495	64.01 %	\$ 13,235,493	63.11 %
Office and general	\$ 3,629,569	16.69 %	\$ 3,130,720	14.93 %
Occupancy	\$ 2,966,653	13.64 %	\$ 2,839,627	13.54 %
Client services	\$ 879,295	4.04 %	\$ 660,484	3.15 %

<b>Total Expenditures</b>	<b>\$ 21,598,594</b>	<b>99.30 %</b>	<b>\$ 20,147,576</b>	<b>96.07 %</b>
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Excess of revenues over expenditures	\$ 152,482	0.70 %	\$ 823,568	3.93 %
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Net Assets, beginning of the year	\$ 4,474,824		\$ 3,651,256	
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Net Assets, end of year	\$ 4,627,306		\$ 4,474,824	
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We are pleased to report on the financial performance of our organization, Immigrant Services Society of British Columbia, for the year ended March 31, 2012.

We continued to experience growth in the past year largely as a result of successful outcomes in our responses to requests for proposals in our sector. The contracts awarded to us required expanding our scope of operations and adding new service locations. Compared to last year, ISSo/BC total revenue increased from \$20.97M to \$21.75M, while total expenditures rose from \$20.15M to \$21.60M to support the increased activity. The favorable financial performance was a result of: new funded programs, effective cost control, and self-generated revenue. As a contingent measure, ISSo/BC has been accumulating resources over the last few years to provide for potential relocation, emergencies, and the need to acquire additional facilities.

With ongoing attention to fiscal responsibility at all levels of the organization, along with a project-based budgeting system, ISSo/BC is well positioned to continue to serve our clients in the forthcoming years.

We are grateful to our staff for providing high quality, responsive services to our clients. These services would not have been possible without the required financial resources, and for this we acknowledge the role of our funders. We deeply appreciate their continuous support and recognition.

On behalf of ISSo/BC, we wish to express our sincerest gratitude to everyone else who has contributed to the continuous success of our organization.

*Nicolas Lozovsky*, Treasurer  
*Lawrence Tam*, Director - Finance & IT

## Burnaby

### *Settlement Services*

#207-7355 Canada Way  
Burnaby, BC V3N 4Z6

TEL: 604-395-8000

FAX: 604-395-8003

## Vancouver

### *Administration*

### *Language College & Career Services*

#501-333 Terminal Avenue  
Vancouver, BC V6A 2L7

TEL: 604-684-2561

FAX: 604-684-2266

### *Welcome House & Settlement Services*

530 Drake Street  
Vancouver, BC V6B 2H3

TEL: 604-684-7498

FAX: 604-684-5683

## Langley

### *Settlement Services*

#204-20621 Logan Avenue  
Langley, BC V3A 3Y9

TEL: 604-510-5136

## Richmond

### *ELSA*

#150-8400 Alexandra Road  
Richmond, BC V6X 3L4

TEL: 604-233-7077

FAX: 604-233-7040

### *ELSA*

#110-5751 Cedarbridge Way  
Richmond, BC V6X 2A8

TEL: 604-233-7077

FAX: 604-303-8711

## Maple Ridge

### *ELSA & Settlement Services*

#320-22470 Dewdney Trunk Road  
Maple Ridge, BC V2X 5Z6

TEL: 778-284-7026 (*Settlement*)

TEL: 604-942-1777 (*ELSA*)

FAX: 604-477-1154

## Tri-Cities

### *ELSA*

#136-3030 Lincoln Avenue  
Coquitlam, BC V3B 6B4

TEL: 604-942-1777

FAX: 604-942-1780

### *Career & Settlement Services*

#240A-3020 Lincoln Avenue  
Coquitlam, BC V3B 6B4

TEL: 778-284-7026

FAX: 604-942-1730

### *ELSA & Career Services*

#204-3242 Westwood Street  
Port Coquitlam, BC V3C 3L8

TEL: 604-468-6262 (*Job Options*)

TEL: 604-942-1777 (*ELSA*)

FAX: 604-945-4524

## New Westminister

### *ELSA & Settlement Services*

#200-620 Royal Avenue  
New Westminister, BC V3M 1J2

TEL: 604-522-5902

FAX: 604-522-5908

## Squamish

### *ELSA*

First floor, 38085 Second Avenue  
Squamish, BC V8B 0C3

TEL: 604-567-4490

## Surrey

### *Career Services*

#303-7337 137<sup>th</sup> Street  
Surrey, BC V3W 1A4

TEL: 604-598-8545 (*Job Options*)

TEL: 604-590-4021 (*Skills Connect*)

FAX: 604-590-4027