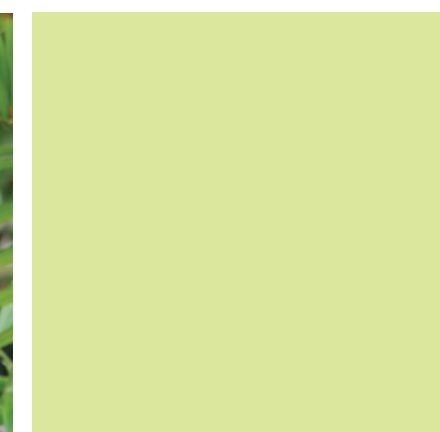
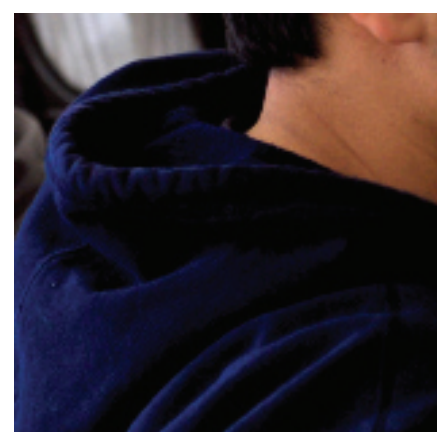
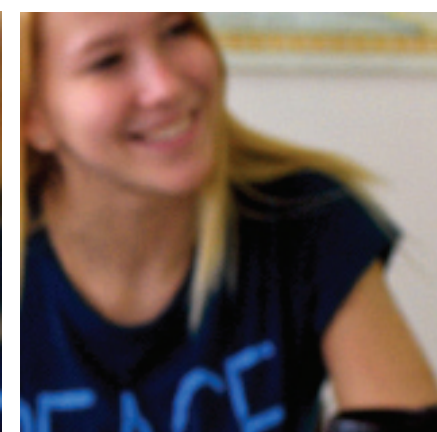
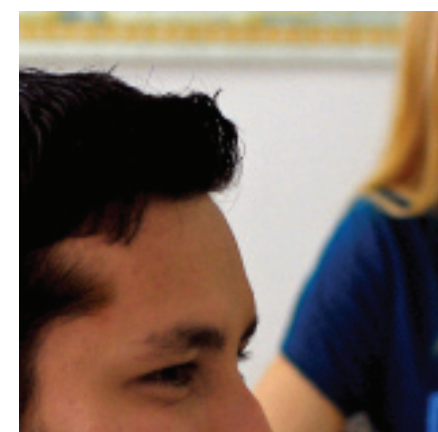
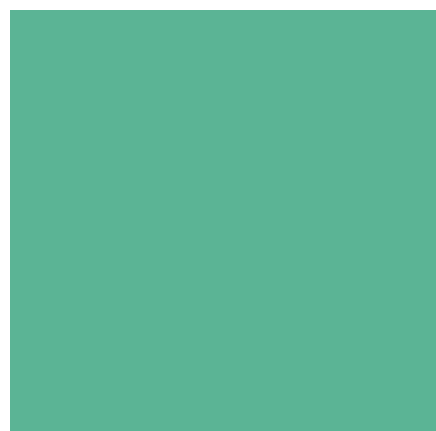




www.issbc.org

Helping immigrants build a future in Canada



Vancouver

Administration and
Language College and
Career Services

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

Welcome House and Settlement Services

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

Richmond

Career Centre and
English Language
Services for Adults

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

English Language
Services for Adults

110-5751 Cedarbridge Way
Richmond, BC, V6X 2A8
Tel: 604-233-7077
Fax: 604-233-7040

Tri-Cities

English Language
Services for Adults,
Career Services and
Settlement Services

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

English Language
Services for Adults

204-3242 Westwood St.
Port Coquitlam, BC, V3C 3L8
Tel: 604-942-1777
Fax: 604-942-1780

New Westminster

English Language
Services for Adults,
Career Services and
Settlement Services

200-620 Royal Avenue
New Westminster, BC, V3M 1J2
Tel: 604-522-5902
Fax: 604-522-5908

Surrey

Multilingual Employment
Resource Centre

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

Burnaby

Settlement Services

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

ISSofBC

Annual Report 2008 - 2009

Board President's Report

The 2008-2009 fiscal year was a busy, demanding and satisfying year. With a competent staff, dedicated volunteers and a committed, focused Board of Directors, we were able to ensure ISSofBC continues to provide quality services to newcomers.

This past year the Board met with the Citizenship and Immigration minister to discuss issues facing the government assisted refugees arriving in BC. The many and varied difficulties faced by the arriving refugees requires that we plan diligently and work to maximum capacity to assist in their settlement.

The Board of Directors has continued its work on defining and developing governance policies and addressing those issues that impact the organization as a whole. Following the work done the previous year, the Board introduced the new Mission, Vision and Statement of Purpose to all staff at the General Staff Meeting.

We continue to face challenges with premises and the Facilities Committee continues to explore and define a course of action that will ultimately help to relieve some of the current premises pressures. The Governance Committee along with the Finance Committee were both involved in the salary administration review process and provided their expertise to the issue.

We are very grateful to our many funders, notably Citizenship and Immigration Canada, Service Canada and Ministry of Advanced Education and Labour Market Services for their support. Despite difficult times, our many non-governmental supporters such as United Way and Vancouver Foundation continue to provide funding that allows for the many community development projects that are vital to our services. On behalf of ISSofBC, I would like to thank all our funders for their continued support. I would also like to thank my fellow Board members for their diligence, commitment and willingness to share their time and expertise.

Finally, I would like to express my appreciation to the staff who are a great source of pride. Their focus on delivering exceptional service to clients is both recognized and appreciated. A sincere thank you to staff, volunteers, funders, community members and clients who share our goals and our mission.

Jim Tallman, President



Board of Directors 2008 - 2009

Jim Tallman	President
Cheryl Anderson	1st Vice President
Nicolas Lozovsky	2nd Vice President
Catherine Der	Treasurer
April English	Secretary
Marian Dewitt	Member-at-Large
Joseph Chan	Director
Steve Kooner	Director
Tissa Fernando	Director
Manchan Sonachansingh	Director
Maria Rajanayagam	Director

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

Chief Executive Officer's Report

The 2008-2009 fiscal year has been one of continued change, challenge and success. Growth of the organization has been achieved through the implementation of new programs, development of programs in communities not previously served and development and establishment

of new initiatives. The stability of funding through three year contracts has enabled us to plan into the future and to identify and develop programming that addresses emerging community needs.

The federal government has identified immigration as a priority and has transferred substantial funds to the province for services. The province has done a remarkable job of ensuring innovative and creative programming continues to address the needs of newcomers. On the other hand, the economic downturn has created some stressors for non-government funders which in turn has impacted community programming. Community development projects have focused on the most vulnerable clients – children, youth and seniors. Partnerships, collaborations and community initiatives have ensured the best possible use of limited funding to meet the needs of the community.

We published a children's book, "Welcome to Canada". The book, a collection of drawings and words from children is provided as a gift to all refugee children arriving at Welcome House. The "artists" are themselves refugee children involved in a community development project that utilizes art as an integral tool in their settlement.

This year we took on the major task of reviewing and developing a new salary administration system. In collaboration with MOSAIC, we jointly identified positions in common, developed a common grading system and established a salary scale for the positions that can be used for the sector as a whole. The result has made us far more competitive in a challenging and competitive market.

Our success is a result of the efforts of many. We are indeed fortunate to have an exceptionally dedicated, competent staff with highly professional and effective managers who are consistently focused on excellent client service. We have a committed and knowledgeable Board of Directors providing the governance and stewardship needed for success. We have wonderful volunteers who give their precious time to make a difference. We have colleagues that share expertise and resources to ensure client services are a priority. We have funders who identify and support the very necessary work that makes the community, and the country, strong. It is through the efforts of many that we are able to meet our mandate of helping immigrants build a future in Canada. Thank you to each and every one of you.

Patricia Woroch, Chief Executive Officer



Language College & Career Services

2008-2009 was a year highlighted by dynamic growth amidst a rapidly changing labour market. While we can be proud of our enhanced ability to provide new and varied services for our clients, we need to be mindful of an environment where the employment rate for immigrants lags 10.9% behind that of Canadian-born, and the provincial unemployment rate in a pre-Olympic "boom" stands at 7.4% – almost double what it was at the start of fiscal year 2008-2009.

During fiscal year 2008-2009, new initiatives have been created in all areas of the division to augment the already well-established and successful programming:

- In response to community need, we added new ELSA locations in New Westminster and Port Coquitlam in addition to existing offices in Vancouver, Richmond and Tri-Cities.

- The Career Centres in Vancouver, Surrey and Richmond were supplemented by a small office co-located with our Settlement staff in Burnaby.

- Our career section also saw the implementation of the Employer Solutions initiative, which brings together our Hiring Services, Workplace English with the newly created Mentoring Connections program.



International Studies students at ISSofBC Language College

- The Language College's International Studies department broadened its range of course offerings by introducing Intensive English, Cambridge preparation, and French – our first non-English course offering.

Community partnerships are a major part of all of our work at ISSofBC, and in the last year, a few of these connections stand out:

- BC Internationally Trained Professionals Network (BCITP Net), an on-going partnership between MOSAIC, DIVERSEcity and ISSofBC, marked the end of seven year-long contract with Heritage Canada with the 1st Annual Immigrant Professionals Conference attended by an overwhelming 200 clients. In addition, BCITP Net and SITE BC, the professional association for engineers, continue to meet at our offices.

- The BC Immigrant Employment Council (BCIEC) was established to address issues of access to the labour market for skills immigrants. Our CEO, Patricia Woroch, is one of the inaugural Board members.

- The BC Employment Program (BCEP) is built on connections between agencies throughout the province. In delivering employment services and language courses for immigrants in receipt of income assistance, we continue a strong relationship with GT Hiring, MOSAIC and SUCCESS.

- Job Fairs have always been an important means of connecting our clients with employers in the community, and with the economic downturn, they have become even more important. Our work with libraries in Richmond and Vancouver (along with other immigrant organizations) and with Vancouver Community College has resulted in three very successful fairs.

This was also a year of change in our government funding partners as we saw our federal Service Canada funding move to the provincial Ministry of Housing and Social Development, joining our other provincial funding partner, Ministry of Advanced Education and Labour Market Development. We thank the province for their ongoing support of language and employment initiatives that make significant differences in our clients' lives. And we thank Service Canada staff for their many years of support and encouragement of our work with immigrants seeking to find and maintain employment.

Finally and most importantly, I'd like to acknowledge and thank the division's staff and management for their commitment to their clients, programs and our organization. It is a commitment that is demonstrated on a daily basis in your professionalism and dedication. And it is a commitment that will continue to be called upon, as we continue to face the consequences of the global economic downturn.

Clifford Bell, Director
Language College and Career Services

Settlement Services

The 2008-2009 fiscal year signalled the beginning of new contracts for most existing provincially funded settlement programs along with program and service expansions. The establishment of agency consortiums in response to the provincial government request for proposal process is proving to be a highly successful approach.

Thousands of immigrants and refugees continue to be impacted by our work, primarily in Vancouver, Burnaby, New Westminster, Surrey and Tri-Cities.

The following highlights provide a glimpse into that past year:

- ISSofBC led a consortium with Family Services of Greater Vancouver and Vancouver Coastal Health Authority (Bridge Community Health Clinic) to establish a refugee trauma information and support program that will provide more coordinated mental health supports to refugees.

- At the request of the Mayor of the City of Surrey, we undertook a research project on the housing issues affecting refugees in Surrey, particularly those refugees coming from Sudan and Myanmar, that was adopted by Council.

- The Department of Citizenship and Immigration Canada announced that British Columbia would receive upwards of 700-800 Bhutanese government assisted refugees over the next 4 years. In response, ISSofBC launched a comprehensive community based pre-arrival planning process in Coquitlam which is proving to be highly effective in building a more welcoming and inclusive host community. With funding from Metropolis BC we will be documenting the planning process for future use.

- ISSofBC, SUCCESS and MOSAIC in the lead role formed a consortium to deliver various first language settlement services in Vancouver, Burnaby and New Westminster.

- ISSofBC's highly successful My Circle Youth facilitation and leadership training program expanded into Surrey. As well, ISSofBC launched a specialized Host program for refugees that included an additional outreach worker based in Surrey.

- Three agencies including ISSofBC formed a consortium to launch a two-year early learning/early development pilot, "New Beginnings" in the Tri-Cities to better support refugee immigrant families with children under 5 years old.

- ISSofBC, in partnership with Afghans Together and Peer Net launched a mentoring/leadership training program for Afghan seniors to increase their capacity to utilize their skills and expertise in a Canadian context to support newcomer families.

- ISSofBC, in partnership with Arts Umbrella, launched a highly successful pilot program for newly arrived refugee children between the ages of 5 and 10, providing music/dance classes to refugee children.

- As part of a multi-year community capacity building initiative ISSofBC initiated a food security project in Burnaby and Coquitlam that included support for community gardens and balcony gardens.

Our accomplishments would not be possible without the continued support of our funders. I would like to thank and acknowledge the Department of Citizenship and Immigration Canada, Ministry of Advanced Education and Labour Market Development, Ministry of Housing and Social Development, City of Vancouver, City of Surrey, United Way of the Lower Mainland, Vancouver Foundation, Vancity Credit Union, Vancouver Coastal Health, Sharon Martin Community Health Trust, Burnaby School Board, New Horizons, Surrey School Board and the Vancouver School Board. The continued success of our work is due to our dedicated and professional staff members, volunteers and practicum students as well as the enormous support from our community partners and funders.

Chris Friesen, Director
Settlement Services



Host Program for refugees welcomes newcomers

Financial Report

We are pleased to report on the financial performance of our organization, Immigrant Services Society of British Columbia, for the year ended March 31, 2009.

We experienced significant growth by expanding the scope of operations and by adding new service locations. Compared to last year, ISSofBC's total revenue has increased from \$12.1M to \$15.2M, while total expenditures have increased from \$12.0M to \$14.4M. This financial result was generated by new funded programs, effective costs control strategies, and self-generated revenue. Net assets will be used against expenditures related to potential relocation, emergencies, capital assets purchases and approved programs to facilitate current and future growth of operations.

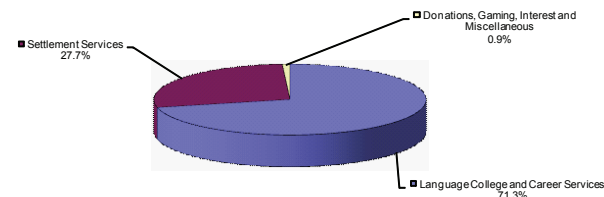
With consistent attention to fiscal accountability in all levels of the organization and a project based budgeting system, ISSofBC is well positioned to serve our clients in the years ahead. We are grateful to our staff for providing excellent quality and dedicated service to our clients. Our services 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 ISSofBC, we wish to express our sincerest gratitude to all of those who have contributed to the continued success of our organization.

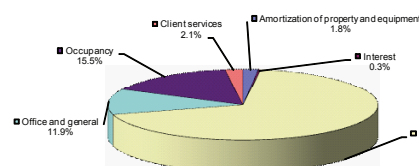
Catherine Der, Treasurer
Lawrence Tam, Director of Finance & IT

Statement of Operating Revenues and Expenditures, and Net Asset Balance

Year ended Mar. 31	2009	2008
REVENUES		
Language College & Career Services	\$10,837,860	\$ 8,665,690
Settlement Services	\$ 4,214,907	\$ 3,186,340
Donations, Gaming, Interest and Miscellaneous	\$ 138,032	\$ 203,301
Total Revenue	\$15,190,799	\$12,055,331



EXPENSES		
Amortization of property and equipment	\$ 258,329	\$ 142,726
Interest	\$ 37,725	\$ 56,027
Personnel	\$ 9,835,083	\$ 8,107,373
Office and general	\$ 1,706,135	\$ 1,546,684
Occupancy	\$ 2,227,471	\$ 1,858,731
Client services	\$ 302,097	\$ 288,861
Total Expenditures	\$14,366,840	\$12,000,402



Excess of revenues over expenditures	\$ 823,959	\$ 54,929
Net Assets, beginning of the year	\$ 1,936,390	\$ 1,881,461
Net Assets, end of year	\$ 2,760,349	\$ 1,936,390

Audited report available upon request