



ANNUAL REPORT | SUMMARY

2022-2023



Shaping the future of  
immigration in Canada



ISSofBC's offices are situated on the unceded and ancestral territories of the xʷməθkʷəy̓ əm (Musqueam), Sk̓wx̓w̓7mesh (Squamish), Səl̓íl̓wətaʔ/Selilwitulh (Tseil-Waututh), Qw'ó:ntl'an (Kwantlen), q̓ icəy̓ (Katzie), kʷikʷəł̓ əm (Kwikwetlem), Qiq̓Ēyt (Qayqayt), θenas̓cəwaʔt̓ təməxʷ (Tsawwassen), Lheidli T'enneh, Qat'muk (Ktunaxa) and sngaytskstx tum-ula7xw (Sinixt) Nations.

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This is a summary version. For the full report, please visit [annualreport.issbc.org/home-2023](https://annualreport.issbc.org/home-2023)



# Board Chair and CEO's Message



**Jennifer Natland**

BOARD CHAIR



**Jonathan Oldman**

CHIEF EXECUTIVE OFFICER

Dear Friends,

Thank you for your interest in and support for the work of ISSo<sup>f</sup>BC. We're proud to introduce our 2022 / 2023 Annual Report to the community and our many partners and stakeholders.

As you'll read, this has been another year of progress, change, and achievements for our organization. Against a backdrop of continuing increases in Canadian immigration numbers, ongoing humanitarian crises, and many shifting economic, social, and global forces, our team of staff and volunteers have once again delivered incredible services to our thousands of service users and clients.

Together, we envision a future where we all thrive – where communities and those who settle in them grow and flourish together. We believe that the outcomes and achievements set out in this report demonstrate that we are delivering on this aspiration. We supported more newcomers – refugees, economic migrants, families, temporary residents, and other classes – than ever before. We supported them to settle, learn English, find jobs, start businesses, build support networks, and overcome challenges to their well-being and rights.

We passionately believe in the power of this work. For individuals and families, for communities, and for our province and country.

However, we also see the challenges that, collectively we need to continue to address with partners and the government to ensure we keep delivering on this mandate.

Over the last year, more people have faced financial hardships, and more communities are dealing with the challenges of our overstretched social infrastructure, an unaffordable housing market, and the impacts of climate change. Critical social justice issues mean that too many equity-seeking groups remain under pressure and are excluded from opportunities.

It's against this backdrop that we are once more redoubling our efforts to secure the benefits of immigration and guard against the risks of losing these gains, and the public support that underpins them.

We remain optimistic about the many opportunities ahead – a perspective we are able to have by virtue of everyone who contributes to ISSo<sup>f</sup>BC.

As ever, but no less enthusiastically, we humbly pay tribute to our dedicated staff team. They apply their incredible talents and life experiences to their work every single day. We recognize our clients for their tenacity, energy, and resilience in undertaking their journeys of hope. We salute our many volunteers for their generosity of spirit, time, and talent. And we acknowledge our funders, supporters, and donors for their trust, financial resources, and constant willingness to learn and grow together.

We extend our heartfelt wishes for a year filled with joy, productivity, and hope to all those who contribute to shaping ISSo<sup>f</sup>BC into what it is today.



## Strategic Vision – Where are we?

The last 12 months represented the first year of implementation of our Strategic Plan 2022-2025. You can both read a summary of the plan on our [website](#) and [watch a video of our CEO](#), Jonathan Oldman, outlining key elements from the plan.

The three years to 2025 have been targeted as a period of capacity building and deepening of core organizational competencies for ISSo7BC. This phase will deliver a focused set of key innovations and sector leadership goals, all anchored by integrated action on the most vital social justice issues of our time.

By 2025, ISSo7BC will have developed a stronger foundation for the next phase of our growth and be able to meet both the opportunities and challenges ahead with a clear vision and the strategies to best serve our growing communities.

We set ourselves an ambitious set of implementation goals for the year and the whole ISSo7BC team responded with energy and commitment.

Significant progress was made in a range of organizational development priorities. We concluded the year with more services than ever being delivered, and with the largest staff and volunteer team in place (nearly 500 staff and over 450 volunteers). We invested significantly in the infrastructure and capacity necessary to support this growth, while also initiating a range of quality improvement and social justice initiatives that will continue for the duration of our current strategic plan.

Our organization, from the Board and senior leadership to direct service delivery teams, continues to be focused on the evolution of our organization and delivery of key performance targets. As we move into the second year of implementation of the strategic plan, we will be working to deliver on the vision and goals of the strategic plan, and in finding enhanced ways to define and measure those achievements. Our next annual report will include the first iteration of an organizational scorecard to demonstrate and report back on measurable progress.



# OUR IMPACT IN NUMBERS

## SETTLEMENT SERVICES



**18,099**   
unique clients

**35,971**   
unique registrations

## Settlement Services

Our Settlement division supports newcomers to settle, make new friends and understand their life in Canada. Several services specifically support refugees and refugee claimants. The last year was exceptionally busy, especially our resettlement programs that continued to provide local supports for BC arrivals of refugees from Afghanistan.

**11,328**  **Unique clients supported.**  
*includes GAR and refugee claimants.*

**85%** 

of respondents report that they have increased their knowledge of life in Canada to be more successful.

**91%** 

respondents report that they have increased their participation in social networks and communities – a strong indicator of integration.

**2,281**  **Refugee claimant clients supported.**



**1,255** refugee claimants supported to complete their permanent residency applications after their asylum claims were deemed successful.



**283** refugee claimants supported to find emergency housing.

Detailed data on [GAR arrivals](#) is published quarterly on the ISSoBC hosted BC Refugee Hub. This data, up to and including March 2023, is critical in helping understand the trends that impact client flows and outcomes.



# OUR IMPACT IN NUMBERS

## Language and Career Services

Our Languages and Careers division provides several services to enable newcomers to achieve their language, job search, career, training and re-qualification needs. The division includes the Language and Career College of BC (LCC), delivering high quality English and co-op programs for domestic and international students at affordable prices.

### LANGUAGE INSTRUCTION FOR NEWCOMERS TO CANADA (LINC)



**2,071** LINC students participated in our English language classes.

**98%** of student respondents stated that their English has improved significantly.

**92%** of student respondents report that they have learned about life in Canada.




**85%** of student respondents have increased their ability to successfully integrate into their local communities.

### CAREER SERVICES

**3,021**  Clients supported  
*by our different Career Services programs, including those still working towards their goals at year-end.*

 **407** clients completed skills training.<sup>1</sup>

 **401** clients gained full-time higher paid employment.<sup>2</sup>

 **353** clients received career loans.<sup>3</sup>

 **59** clients supported to achieve recognition of professional qualifications.<sup>4</sup>

 **57** clients supported to plan or launch their own business.<sup>5</sup>

**PARTNERSHIPS: Over 280 businesses were assisted to fill their job vacancies through our clients.**<sup>6</sup>

<sup>1</sup> From our programs: Career Paths, Global Talent Loans, Gateway to Tourism and Hospitality, Youth in Tech and Tech Women.

<sup>2</sup> From our programs: Job Quest, Career Paths, Global Talent Loans, Gateway to Tourism and Hospitality, Youth in Tech and Tech Women.

<sup>3</sup> From our program: Global Talent.  
<sup>4</sup> From our programs: Career Paths and Global Talent Loans.

<sup>5</sup> From our programs: Business Quest and Ignite.  
<sup>6</sup> From our programs: Job Quest, Smart Move, and Gateway to Tourism and Hospitality.

### LANGUAGE AND CAREER COLLEGE (LCC)

**1,387** students enrolled in language programs.

 **86%** completed the programs.

 **Nearly 300** students enrolled in skills training.

 **89%** successfully completed the skills training co-op program.

 **Over 80%** found work because of the co-op program.



# Financial Report



**Craig Stocking**  
TREASURER



**Lawrence Tam**  
DIRECTOR OF FINANCE

We are pleased to report ISSo/BC's financial performance for the fiscal year ending March 31, 2023.

Our dedicated team, volunteers, and partners met increased service demand in the post-pandemic period and in response to international events in Ukraine and Afghanistan.

We acknowledge the skill and dedication of many to manage the financial and business aspects of our organization. Our financial management played a pivotal role in achieving our strategic goals, ensuring we continue to extend and deepen our mission impact.

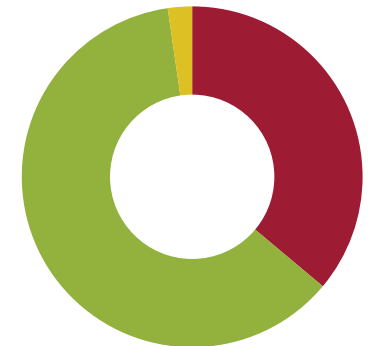
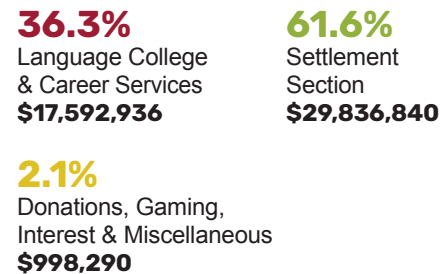
Greater than expected Government Assisted Refugee (GARs) arrivals through our Resettlement Assistance Program (RAP) led to substantial gross revenue growth. We continue to manage the variability of these annual numbers.

We closed the year with a surplus of around three per cent over expenses, a positive shift from the pandemic's break-even years. These funds help to fortify our reserves for the years ahead. We also supported our staff to address the significant cost of living pressures they have experienced.

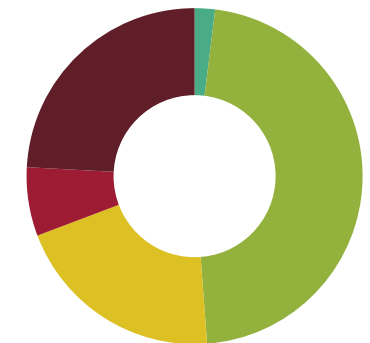
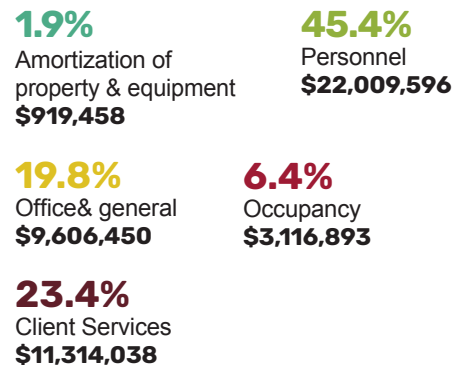
Transitioning from KPMG to MNP as auditors for this year offers fresh perspectives and continued oversight. We thank KPMG for their many years of support

For the Statement Of Operating Revenues & Expenditures, And Net Asset Balance 2022 -2023, please [click here](#).

## REVENUES



## EXPENSES





# Board of Directors

2022-23



**Jennifer Natland**  
BOARD CHAIR



**Taruna Goel**  
VICE-CHAIR



**Heather Judd**  
IMMEDIATE PAST CHAIR



**Craig Stocking**  
TREASURER



**Joseph Chan**  
SECRETARY



**Jack Wong**  
PAST PRESIDENT



**Joanna Starczynowski**  
DIRECTOR



**Sasha Ramnarine**  
DIRECTOR



**Lida Paslar**  
MEMBER AT LARGE



**Lisa Richlen**  
DIRECTOR



**Abdullah Abunafeesa**  
DIRECTOR



**Jordan Simmons**  
DIRECTOR



**Alec Attfield**  
DIRECTOR

Board of Directors biographies available at: <https://annualreport.issbc.org/board-of-directors-2022-2023>



# Thank you!

## Government of Canada

Immigration, Refugees and Citizenship Canada (IRCC)  
Employment and Social Development Canada



## Province of British Columbia

Ministry of Post-Secondary Education and Future Skills  
Ministry of Children and Family Development  
Ministry of Social Development and Poverty Reduction  
Ministry of Jobs, Economic Development and Innovation  
Ministry of Municipal Affairs  
Ministry of Attorney General



## Municipal

City of Vancouver

## Additional Funders

AIDS Vancouver  
Affiliation of Multicultural Societies and Service Agencies of BC (AMSSA)  
Burnaby School Board  
BC Association of Community Response Networks  
Canadian Institute of Health Research, York University

Canadian Women's Foundation  
Community Living BC  
Law Foundation of BC  
Mothers Matter Centre  
The Edith Lando Foundation  
VanCity  
Vancouver Coastal Health (VCH)

## Bursary Donors

Goldbech Recruiting Bursary  
Lower Mainland Urgent, Family and Primary Care Centres Bursary  
Dr. She and Dr. Chan (two bursaries)  
Renee Van Halm Bursary  
Pietro Widmer Bursary  
Volunteers Bursary  
Roper Greyell LLP Bursary  
Millenium Development Group Bursary  
CEO Bursary  
Wolfgang Strigel Bursary  
De Jager Volkenant Bursary  
Arbutus Financial Services Bursary  
Patricia Woroch Bursary  
Michael Danchuk Bursary

We would also like to thank all our private donors for their valuable contributions.

## Head Office & Welcome Centre

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