

# Langley Community Services Society



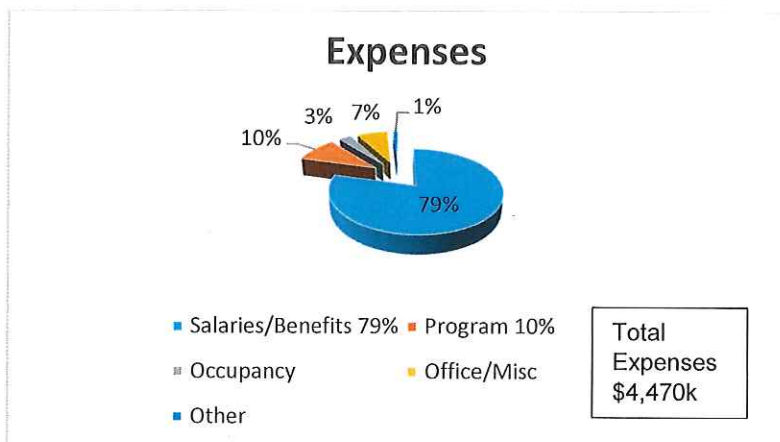
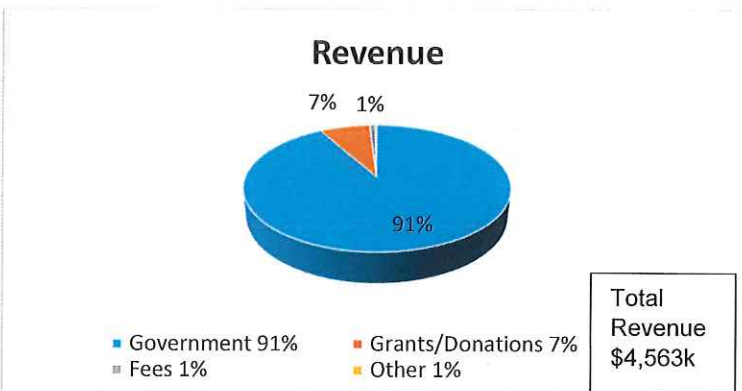
## Year in Review 2018/2019

### 2017/2018 Financials:

ASSETS	2019	2018
Current	\$1,428k	\$1,443k
Long Term	\$285k	\$258k
<b>Total Assets</b>	<b>\$1,713k</b>	<b>\$1,701k</b>
LIABILITIES	2019	2018
Current	\$909k	\$936k
Long Term	\$203k	\$224k
<b>Total Liabilities</b>	<b>\$1,112k</b>	<b>\$1,160k</b>
<b>Total Net Assets</b>	<b>\$601k</b>	<b>\$542k</b>
<b>Total Liabilities &amp; Net Assets</b>	<b>\$1,713k</b>	<b>\$1,701k</b>

### Thank you to the supporters of LCSS:

BCAA  
 Benefits by Design Inc.  
 Canada Post Community Foundation  
 Canadian Western Bank Group  
 Children's Aid Foundation  
 CIBC Children's Foundation  
 Immigration Refugee & Citizenship Canada  
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 Downtown Langley Business Association  
 Envision Financial  
 First Books Canada  
 Fraser Health Authority  
 Home Depot Langley  
 Judi Webb  
 Langley Literacy Network  
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 Ministry of Children & Family Development  
 Ministry of Jobs, Trades & Technology  
 New Horizons Seniors Program  
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 Soroptimists International of the Langleys  
 Stay Gold Custom Car Show  
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 The Shewan Foundation  
 United Way of the Lower Mainland



### LCSS Board of Directors:

Wayne Wiebe, Chair  
 Dimitri Kosturos, Vice-Chair  
 Jill Hunter, Treasurer  
 Judi Webb, Secretary  
 Erin Rice, Director  
 Tarel Swansky, Director  
 Bev Dornan, Director  
 Edna Schuerhaus

Note: The summary financial information presented here has not been subject to audit procedures, please refer to the full set of audited financial statements.

# 2018/2019 Program Successes + Achievements

## Early Learning Program

*The program is designed for refugee/newcomer children aged 0-6 years and their caregivers who have multiple barriers to integration*

- Provides more than 364 drop in sessions annually to more than 353 newcomer and refugee families
- Provides services in Willoughby, the Township of Langley and our main Langley City Centre site
- Continues to develop mutual learning and understanding between refugee families, staff and other agencies

## Settlement & Integration Services

*The service is designed for Refugees and Newcomers and provides weekly Information Sessions, Referrals and Orientation Workshops*

- Has assisted, registered and/or provided services to more than 561 clients
- Continues to increase support and programming to assist in the settlement of the newly arrived Arabic, Korean, Karen and other clients
- Provides outreach, in-home visits, family support and accompaniment to different appointments for clients
- Our programs provide services and support to youth, seniors, women and families and clients who are immigrants and/or refugees

## Community Counselling

*Offers counselling to couples and individuals who are caregivers to children aged 14 years and younger*

- Offering more than 1400 hours of free counselling to the community
- Provided support to more than 240 clients
- 13 counselling interns enhanced their skills at LCSS this year

## Family Success

*Offers family therapy to families struggling with child protection concerns or family functioning challenges*

- New program added to LCSS services in 2018.

- June-December 2018 provided more than 290 hours of family counselling to 40 families

## Family Connections

*Program works in close collaboration with the Ministry of Children & Family Development, providing individualized family assessments to identify strengths, supports and to work on reducing safety concerns within the family. Family Connections has three programs under its umbrella: Intensive, Family Strengthening, Family and Youth*

- Service provided to 259 families dealing with child protection issues and parenting concerns. Counsellors worked with families in their homes and in the community to help them achieve goals
- Maintained close working relationship with funder Ministry of Children & Family Development that promotes minimal wait lists
- Four groups offered this year: Kids in Control, Fathers Group, Couples Communication and the Summer Family Activity Group
- Provided extra support to at risk youth upon the request of MCFD

## Parent Outreach & Education

*Confidential in-home education and counselling for families with children up to age 14*

- Provided support to more than 53 families
- Developed and facilitated several 6-week programs for families based on effective parenting, enhancing connection, emotional regulation to handle anxiety, discipline and strengthening communication
- Reached over 31 clients with our parenting groups. Most popular groups this year was Taming the Worry Dragon group dealing with children's anxiety

## Skills to Success

*This is a youth employment program designed to assist youth into the labour market in BC. Eligibility is*



# 2018/2019 Program Successes + Achievements

*Naturalized Canadian citizen, permanent resident, confirmed refugee status or youth with disability*

- Provided in class training and work force support for 38 clients
- The program had 100% success in finding a job for all the clients
- The Job Facilitator and the Job Developer have continued to forge relationships with employers in Langley and some in Surrey

- Completed 12 modules of our RAW group, 12 modules of the SUMM group, 6 modules of our SOAR group and 3 modules of our Skills group
- Provided group room space for SMART Recovery to run on Tuesday evenings
- Provided an extensive number of presentations, both in schools and in the community.

## Child Care Resource & Referral

*Program offers consultation, support and assistance to Langley parents seeking child care and supports child care providers through trainings, outreach, resources and networking opportunities*

- 50 Educational workshops provided to 835 participants
- 533 child care referrals provided to families
- 2640 referrals provided to community
- 302 individuals accessed our lending library
- 1253 individuals helped with the Affordable Child Care Benefit
- 54 outreach support visits were made to Child Care providers

## Intensive Case Management

*Assisting eligible individuals over 19 with access to primary care services and community resources*

- Received 103 referrals: 111 open files, 45 ineligible, and 41 discharged
- Provide medical, psychiatric and social support. Outreach includes but not limited to: meeting clients in community, accompanying clients to appointments/meetings, hospital visits, advocating for clients, referring clients to Substance Use programs, maneuvering traditional services with clients and housing assistance
- Housed 30 individuals in market housing
- Staff provided 3513.5 hours of Direct client Care, 270.75 hours of Professional Consultation and 551.25 hours of Case Administration, for a total of 5203.75 hours
- Develop and maintain collaborative relationships with other community service providers
- Meet regularly with Mental Health/Homeless RCMP team

## Family Place North & South

*Drop-in program for caregivers and children ages 0-6 years*

- 469 sessions offered, 292 in Langley City and 177 in Willoughby
- 559 unique individuals participated
- 7355 participants visited overall
- 469 snacks provided

## Substance Use Services

*Outpatient service providing information, education, counselling and referrals for individuals attempting to change personal substance use problems*

- Opened 506 individual client files with another 150 registering for services but not following through
- Started Skills for Resilience, a practical group that provides clients with skills to help manage their addiction and mental health

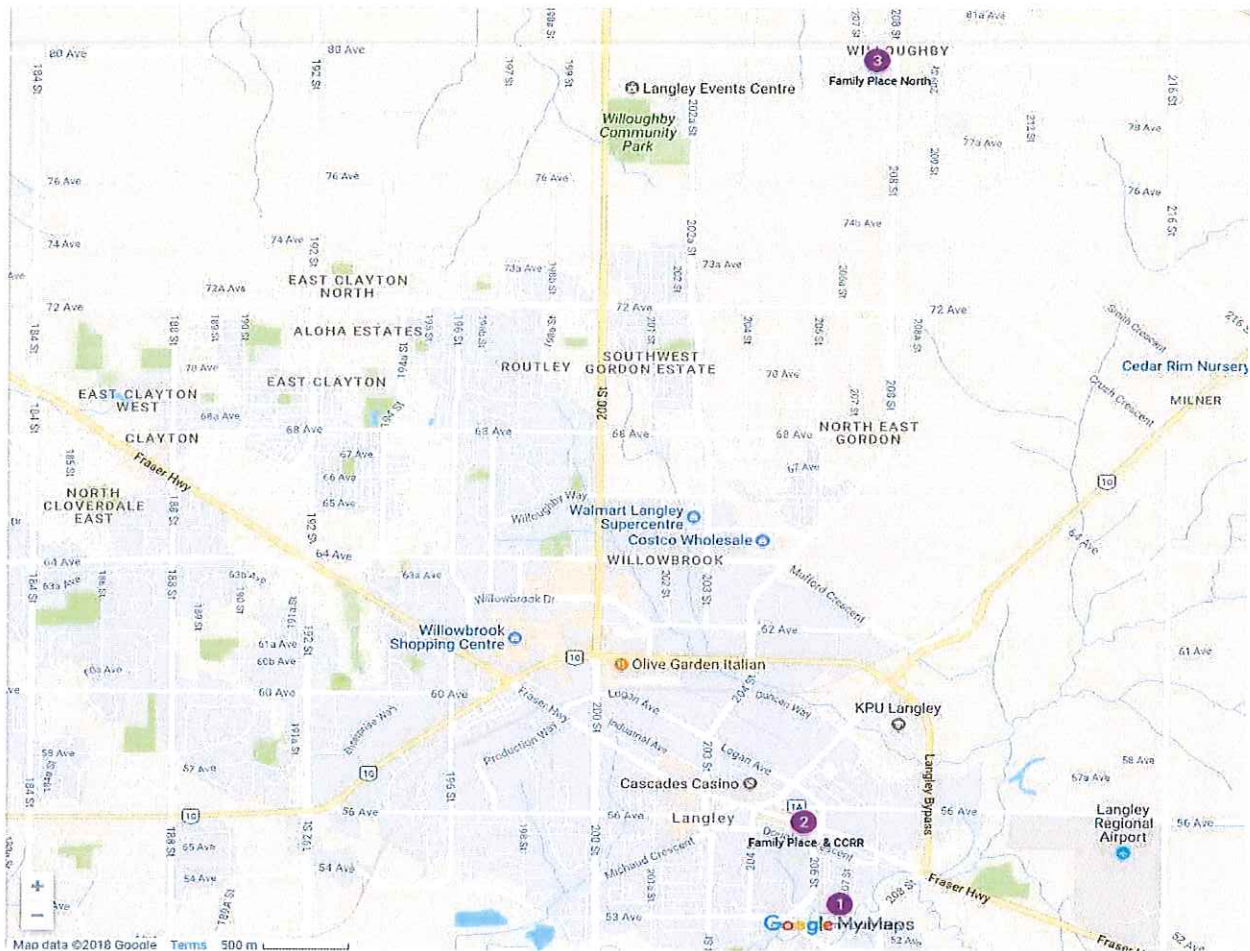
## Poverty Law Advocacy

*Legal advocate works directly with clients to educate them about their legal rights and explain options for solving legal issues*

- New program to Langley opened April 1, 2019.

**ALL PROGRAMS ARE FREE SERVICES**

# 2018/2019 Program Successes + Achievements



**1: Main Office; 2: CCRR & Family Place South**

**3: Family Place North**

## GET IN TOUCH

General Enquiries: tel: 604-534-7921 fax: 604-534-3110

Administration: tel: 604-533-7989 fax: 604-534-9884

Child Care Resource & Referral: tel: 604-533-4425 fax: 604-533-1121

Community Counselling: tel: 604-534-7921 fax: 604-534-3110

Early Learning Program: tel: 604-534-7921 fax: 604-534-3110

Legal Advocate Services: tel: 778-574-4119 fax: 604-534-9884

Family Connections: tel: 604-533-7920 fax: 604-533-0020

Family Place Resource Program: tel: 604-534-7921 fax: 604.534.3110

Family Success Program: tel: 604-534-7921 fax: 604-534-3110

Settlement & Integration Services: tel: 604.534.7810 fax: 604.534.3110

Parent Outreach & Education: tel: 604-534-7921 fax: 604-534-3110

Substance Use Services: tel: 604-534-7230 fax: 604-534-1832

Intensive Case Management: tel: 604-209-0023 fax: 604-209-0023

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