

Langley Community Services Society



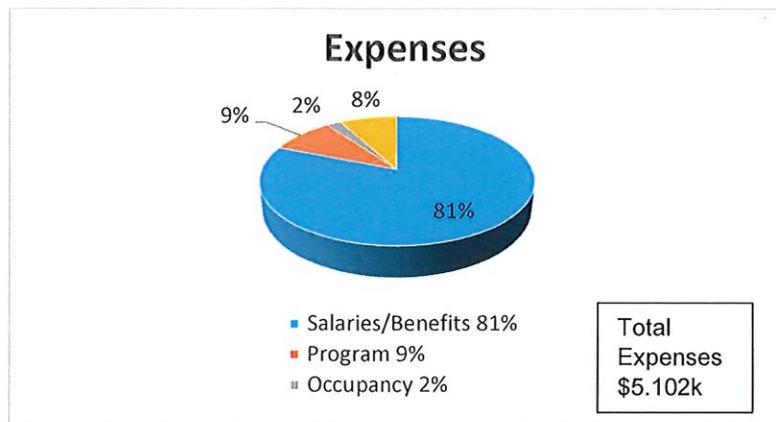
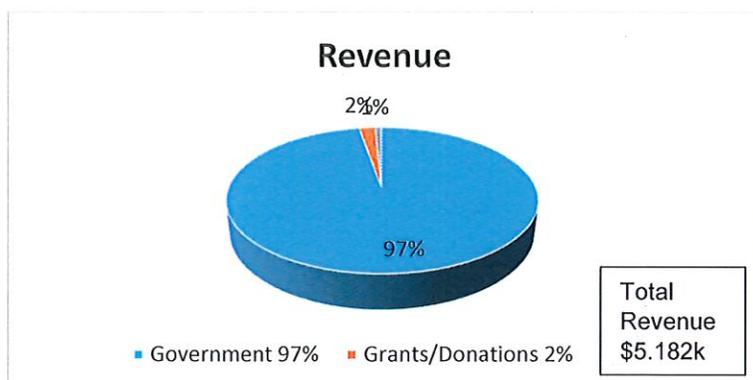
Year in Review 2019/2020

2019/2020 Financials:

ASSETS	2020	2019
Current	\$1,621	\$1,428k
Long Term	\$369	\$285k
Total Assets	\$1,990	\$1,713k
LIABILITIES	2020	2019
Current	\$1,108	\$909k
Long Term	\$235	\$203k
Total Liabilities	\$1,344	\$1,112k
Total Net Assets	\$646	\$601k
Total Liabilities & Net Assets	\$1,990	\$1,713k

A big Thank you to the supporters of LCSS:

BCAA
 Immigration Refugee & Citizenship Canada
 City of Langley
 Cobs Bread
 Dee Glen
 Doug Strongitharm
 Fraser Health Authority
 Home Depot Langley
 Judi Webb
 Kwantlen Polytechnic University
 Langley Literacy Network
 Living Waters Church
 Ministry of Children & Family Development
 Ministry of Jobs, Trades & Technology
 Ministry of Tourism, Arts & Culture
 Online Collision
 Province of British Columbia
 Rotary Club of Langley
 Rotary Club of Central Langley
 Service Canada
 Stay Gold Custom Car Show
 TD Bank Group
 TD Friends of the Environment
 The Shewan Foundation
 Township of Langley
 United Way of the Lower Mainland



LCSS Board of Directors:

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 Jill Hunter, Treasurer
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 Ewan Macleod, Director
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 Bev Dornan, Director
 Edna Schuerhaus, Director

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

2019/2020 Program Successes & Achievements

Settlement & Integration Services

Settlement Programs

The service is designed for Refugees and Newcomers and provides weekly Information Sessions, Referrals and Orientation Workshops including Employment, English Conversation Circles, Women's Program & Seniors Program

- Community Outreach was conducted and provided off site family support, program information and family/individual support to clients. It also provides clients with information, programs, Crisis counselling, and accompaniment to medical, government and other appointments. The programs provided more than 1,288 sessions annually to more than 541 newcomers and refugees
- Conversation Circles assisted clients in learning the basics of speaking English and have the opportunity to practice in a non-threatening environment, they also learned basic reading and writing skills and learned about Canada, cultural norms, cultural differences, current events and topics of interest. Connecting with others and the community assists in the integration process and provides additional opportunities for our clients to practice their language skills.
- Employment Services provided 179 participants with skills required to develop effective, up to date resume, cover letter, thank you letter & have access to services to enhance their skills & knowledge of the Canadian labour market.
- Worked closely with local community employment providers to ensure the client finds appropriate work opportunities.
- Computer training allowed newcomers to increase their employability skills & access job opportunities online.
- Field trips in the community including the recreation centre, library, park, coffee shop, and Christmas production.
- Health & Wellness sessions delivered to increase awareness and educate clients on mental health and well-being.
- Engaged over 50 volunteers and 22 practicum students who brought skills, experience, and knowledge in diverse fields to the program

Early Learning Program

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

- Provided more than 440 drop-in sessions annually to more than 541 newcomers and refugees
- Offered services in Willoughby, the Township of Langley, Aldergrove, and main Langley City Centre site
- Best Babies offered One-on-One supports during pregnancy and up to one year after baby's birth. The supports are specific to the needs of each woman and provide information about health and lifestyle, assistance during this transitional time, and access to community resources & nutritional supplements.
- Conducted Health & Nutrition modules weekly to enlighten families on topics such as the new Canada Food Guide, handwashing, flu, and cold symptoms. A monthly healthy snack recipe and cooking included with activities
- Had 30 field trips throughout the year to various locations including, water parks, Gymnastics, pumpkin patch, and library trips
- Provided a weekly art class with art projects for children for parents and caregivers.
- Offered a pre-registered Save our Environment program for families to engage actively in learning about topics such as gardening, recycling, water systems, and salmon life cycles, weekly gift bags with information and resources regarding the topic of the week
- Began a Literacy program which mimics that of a pre-kindergarten program with weekly letter focus and activities based on the prerequisites of beginning school such as using scissors and being able to write one's name and basic letter recognition.
- The opening of our new playground in our back yard, for extended outside play opportunity
- Hosted an outdoors bird house building activity funded and hosted by Home Depot.



Langley Community Services Society

Skills to Success

This is a youth employment program designed to assist youth into the labour market in BC. Eligibility is Canadian citizen, permanent resident, confirmed refugee status or youth with disability

The Youth Employment Strategy (YES) is the Government of Canada's commitment to help Canada's newest workers get a strong start to their careers.

- In July 2020 Youth Employment and Skills Strategy (YESS) a new, integrated strategy was designed aiming to provide flexible and holistic services to support all young Canadians develop the skills and gain paid work experience to successfully transition in the labour market. The program changed its model to all Canadian youth
- Eligibility included youth who have not completed high school, recent immigrant, visible minority groups, LGBTQ2+, Indigenous, living with disabilities, single parent youth, living in low-income households, experiencing homelessness or precarious housing, and who are involuntarily not in employment, education, or training (NEET).
- Provided in class training and work support for 38 clients.
- Offered emergency assistance in form of rental, living and tuition supports to clients needing help.
- The program had 89% success in finding work placement for all the clients
- Forged important partnerships with employers, community service providers and private stakeholders in and around the Langleys and Surrey

Poverty Law Advocacy

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

- Initiated in Langley on April 1, 2019.
- Assisted 272 clients in the first year.
- Assisted clients with Income Security, housing, debt, Employment Assistance, EI, Canada Pension Plan, Old Age Pension, Worker's Compensation & Employment Standards issues.
- Offered 15 community presentations, 10 BC Housing workshops.

Community Counselling

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

- Offering more than 1700 hours of free counselling to the community
- Provided support to more than 240 clients
- 13 counselling interns enhanced their skills at LCSS this year
- Provide COVID-19 response services to those needed in the community.
- 76.5% of surveyed program participants report an increase in family functioning
- 78% of surveyed program participants report an increase of relationship skills
- 89% of surveyed program participants report an overall increase of personal functioning
- 80% of surveyed program participants report an overall increase of their mental health knowledge

Family Success

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

- The Family Success program is running at capacity with referrals from MCFD.
- Between April 2019 to March 2020 provided more than 900 hours of family counselling to 70 families
- Program is fully staffed with two full time therapists: and new Program Manager
- 100% of surveyed program participants report an increased knowledge about their mental health
- 100% of surveyed program participants report an increase in functioning level
- 100% of surveyed program participants report an increase in relationship navigation
- 67% of surveyed program participants report an increase in family dynamic functioning

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 four programs under its umbrella: Intensive, Family Strengthening, Family and Youth, Supported Visitation

- Service provided to 239 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 Girls Group
- Supported Visitation program was developed upon the request of MCFD. Two-year pilot began in December 2019
- 97% of surveyed program participants report that they are able to provide a safe and appropriate environment for their children
- 92% of surveyed program participants report an increased knowledge of parenting skills
- 88% of surveyed program participants report an increased understanding of mental health

Parent Outreach & Education

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

- Provided support to more than 66 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 56 clients with our groups. The most popular group continues to be Taming the Worry Dragon dealing with children's anxiety
- 100% of surveyed program participants report increased knowledge of parenting skills.
- 92% of surveyed program participants report understanding of their anxiety and have skills to manage anxiety

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

- 59 Educational workshops provided to 749 participants
- 905 child care referrals provided to families
- 2703 referrals provided to community
- 357 individuals accessed our lending library
- 488 individuals helped with the Affordable Child Care Benefit
- 72 home support visits were made to Child Care providers
- 100% of CCRR participants report our workshop quality was either excellent (65%) or good (35%)
- 93% of CCRR clients report office staff are very welcoming and helpful
- 83% are very satisfied with CCRR services overall
- CCRR hosted a successful conference in fall 2019 with an international speaker and the Province of BC's Minister of State for Child Care. Attended by 111 participants, 82% of whom reported the conference was 'excellent'.

Family Place North & South

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

- 481 sessions offered, 316 in Langley City and 165 in Willoughby
- 554 individuals new to the programs (294 children and 260 adults)
- 8977 participant visits overall
- 4,897 children visit with 4,080 adults
- 100% of adult participants reported Family Place programs have had a positive influence on their children
- 97.5% reported Family Place Programs had a positive influence on their parenting skills
- 100% reported an increased understanding of resources in our community
- 98% received information to help them make positive parenting decisions

Substance Use Services

Outpatient service providing information, education, counselling and referrals for individuals attempting to change personal substance use problems and for those affected by someone else's substance use

- Opened 501 individual client files with another 177 registering for services but not following through
- 90% of our clients stated that their substance use issues were the same or better at the completion of services



Langley Community Services Society

- 96% of our clients indicated they increased their knowledge of substance use by accessing our services
- We completed monthly modules of our RAW group, Skills for Resilience group, SOAR group and SUMM group
- Client feedback from RAW indicated that 96% of participants felt the group was safe, that group members were helpful and supportive, and that the facilitators were respectful and helpful.
- Client feedback from Skills for Resilience indicated that 99% of clients felt this way, and 100% of SOAR clients felt this way
- We re-launched and relocated our weekly drop-in Support Group to Aldergrove and were encouraged by the growth in client attendance over time
- We continued to provide group room space for SMART Recovery to run on Wednesday evenings
- Provided an extensive number of presentations, both in schools and in the community, including a ProD Day workshop on Substance Use to 30 district teachers

Intensive Case Management

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

- Received 168 referrals: 123 open files, 107 not eligible (9 connected to other services, 3 declined services, 58 were unable to be located, 8 moved out of service area, and 29 did not meet program criteria), and 48 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 54 individuals in market housing (29 new and 23 rehoused)
- Staff provided 4025.75 hours of Direct client Care, 677.75 hours of Professional Consultation, 772.25 hours of Phone Support and 827.75 hours of Case Administration, for a total of 6303.50 hours
- Develop and maintain collaborative relationships with other community service providers
- Meet regularly with Mental Health/ Homeless RCMP team

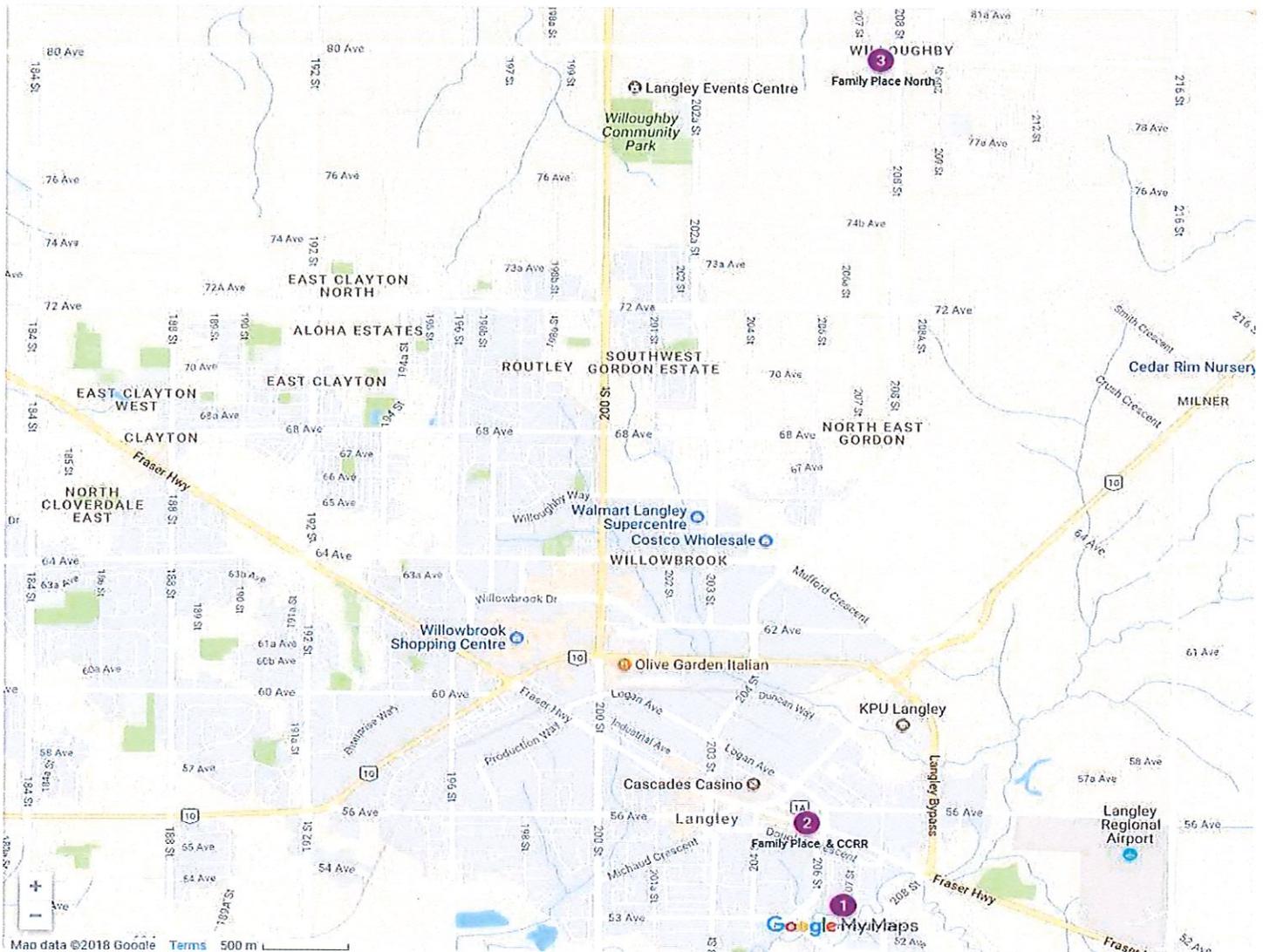
ALL PROGRAMS ARE FREE SERVICES

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: 778-366-0703
Family Connections	Tel: 604-533-7920	Fax: 604-533-0020
Family Place Resource	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



Location of Services



1: Main Office; 2: CRR & Family Place South 3: Family Place North