

# Langley Community Services Society



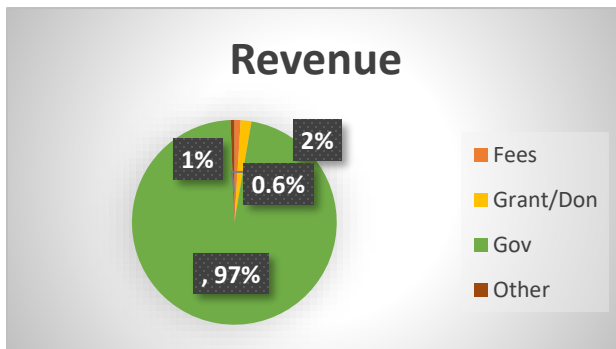
## Year in Review 2020/2021

### 2020/2021 Financials:

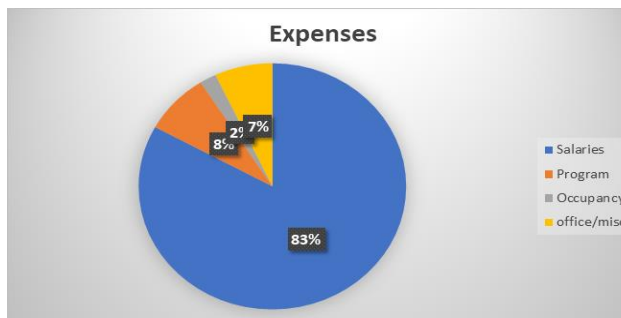
ASSETS	2021	2020
Current	\$1,377	\$1,621k
Long Term	\$441	\$369k
<b>Total Assets</b>	<b>\$1,818k</b>	<b>\$1,990k</b>
LIABILITIES	2021	2020
Current	\$953	\$1,108k
Long Term	\$210	\$235k
<b>Total Liabilities</b>	<b>\$1,163k</b>	<b>\$1,344k</b>
<b>Total Net Assets</b>	<b>\$655</b>	<b>\$646k</b>
<b>Total Liabilities &amp; Net Assets</b>	<b>\$1,818k</b>	<b>\$1,990k</b>

### A big Thank you to the supporters of LCSS:

BCAA  
 Brookwood Medical/Dental Clinic  
 City of Langley  
 Cobbs Bread  
 Dee Glen  
 Doug Strongitharm  
 Envision Financial  
 Fort Langley Lions Club  
 Fraser Health Authority  
 Fraser Valley Regional Library  
 Home Depot Langley  
 Immigration Refugee & Citizenship Canada  
 Judi Webb  
 Kingdom Life Community Church  
 Langley Environmental Partners Society  
 Langley Literacy Network  
 Living Waters Church  
 Ministry of Children & Family Development  
 Ministry of Jobs, Trades & Technology  
 Ministry of Social Development & Poverty Reduction  
 Port Kells Nursery  
 Province of British Columbia  
 Rotary Club of Langley  
 Rotary Club of Central Langley  
 Scholastic Canada  
 Service Canada  
 Stacy Kosturos  
 TD Bank Group  
 TD Friends of the Environment  
 The Law Foundation  
 The Shewan Foundation  
 United Way of the Lower Mainland



Gov-97% Grants-1.75% Fees-1% Other-0.25% **Total Revenue \$5.7m**



**Total Expenses \$5.6m**

### LCSS Board of Directors:

Dimitri Kosturos, - Chair  
 Bev Dornan - Vice-Chair  
 Ewan Macleod, Secretary  
 Heather Newport - Treasurer  
 Wayne Wiebe, Director  
 Tarel Swansky, Director  
 Jill Hunter, Director  
 Judi Webb, 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*

## 2020/2021 Program Successes + Achievements

## Performance and Quality Improvement 2020/2021 Year in Review

### Review of Performance & Quality Improvement Plan, January 2020 – March 2021

The PQI Plan has transitioned from the annual year to now match the fiscal year. The plan will now be updated annually in April and the Year in Review report will follow.

1. Implement feedback from COA 2020 site review to ensure full standard implementation and compliance as required.  
*Review: The implementation of feedback from the site review continues to be in progress. The COVID-19 pandemic has impacted every aspect of the agency in this last year and has shifted the urgency with which certain things have been prioritized.*
2. Continue to Review and assess current agency data collection system for potential upgrades.  
*Review: The agency researched the Nucleus database and decided to proceed with implementation in 2020. Due to the COVID-19 pandemic, there was a delay with the transition process. Some programs were able to begin using the database by October 2020. We will continue to prioritize the transition to Nucleus in 2021.*
3. Assess QA committee structure for succession planning and staff turnover-Rotate long term committee members off the committee.  
*Review: The manager of SUS has fully transitioned into the role of PQI chair. At this time it is important for most managers to still be part of the PQI team however we have staff from 2 programs who attend in place of a manager, as they have an*

*ongoing role with data collection and PQI within their departments.*

4. Continue to train new QA committee members and overall agency in matters related to QA. Create new QA manual for staff.  
*Review: Due to the COVID 19 pandemic, the priority shifted in 2020. However, this will continue to be a priority in 2021, as the new COA standards have placed a heavy focus on Logic Models at the program level. Managers and staff will play a more active role in data collection and outcome measures.*
5. Transition QA language to PQI in all areas of the agency including documents and policies.  
*Review: All language has been transitioned from QA to PQI*

This year PQI team will focus on the following goals:

1. Become familiar with the new PQI Standards that were released in 2020
2. Fully transition all programs in the agency to Nucleus and build necessary data collection reports into the database
3. Create and implement Logic Models for every program
4. Continue to train PQI committee members and overall agency in matters related to PQI. Create PQI manual for staff
5. Implement PQI Report meetings to analyze data

## 2020/2021 Program Successes + Achievements

## Settlement & Integration Services

*The service is designed for Newcomers (Immigrants Refugees). Services range from Information, Referrals and Orientation, Weekly Workshops including English Conversation Circles (high & low levels), Women's Program, youth programs, Literacy sessions & Seniors Program as well as Settlement Outreach Workers into the community.*

- Assisted, registered and/or provided services to more than 518 newcomer clients newly arrived clients to the Langley's
- Provided more than 290 online sessions to more than 342 newcomer immigrant clients (Conversation Circles (high and Low Levels), engaging Women, Seniors on the Move, Youth in the house, Financial Literacy, and Canada Connect)
- 2,684 participant visits overall
- Health & Wellness sessions delivered by nursing practicum students to increase awareness and educate clients on mental health and wellness
- Engaged over 40 volunteers and 21 practicum students who brought skills, experience, and knowledge in diverse fields to the programs
- 98% received information to help them integrate into their community and make community connections

## 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 253 online sessions annually to 176 newcomer (Immigrant and refugee) families. Each class had an average of 35 clients in attendance
- 10,800. participant visits overall
- Offered services in Willoughby, the Township of Langley, and Langley City
- 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
- Due to COVID-19, reduced number of field trips were conducted at the start of 2020
- Provided 7 weekly online class ranging from Creative art classes, Best Babies for Newcomers, Environment, Yoga classes with a focus on mental health and movement for children, parents, and caregivers

- Offered Bond to 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
- 98% of surveyed program participants report increased knowledge of parenting knowledge and skills

## Langley Local Immigration Partnership (LLIP)

*A community planning table that includes community agencies and institutions representing local government, settlement and community agencies, education, business parks, recreation and culture, policing, libraries, volunteerism, and others.*

- 5 Partnership Meetings – Completed (with 28 members)
- 5 Immigrant Advisory Council Meetings – Completed (with 12 members)
- Project Communications/Publicity – Website for LLIP created, with FB, Twitter, and Instagram
- Newcomers Survey – 372 respondents – Completed.
- Community Dialogue / Training (Anti – Discrimination / Racism / Cultural Diversity) – Completed (105 participants) under Reconciliation: What is my Role?
- Delivered 5 workshops on Diversity and Inclusion, Reconciliation and Newcomer's Orientation in Langley's

## Skills to Success

*This is a youth skills and employment program designed to assist youth get into the labour market in BC by providing them knowledge, tools, and resources. Eligibility includes youth ages 15-30, Naturalized Canadian citizen, Permanent Resident, Confirmed Refugee Status eligible to work in Canada*

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



# Langley Community Services Society

- 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, living with disabilities, single parent youth, living in low-income households, experiencing homelessness or precarious housing, affected by substance abuse, has been involved in the justice system, living in rural or remote areas, LCBTQ2, and who are involuntarily not in employment, education, or training (NEET).
  - Provided online/in-class training and work experience support for 35 clients.
  - Offered emergency assistance in form of rental, living and tuition supports to clients needing help.
  - The program had 90% success in finding work placement for all clients who had completed skills employment training.
  - Forged important partnerships with employers, community service providers and private stakeholders predominantly in and around the Langley, Surrey, and other catchment areas.

- Assisted clients in the areas of Income Security, Tenancy, Debt, Employment Assistance, EI, Canada Pension Plan, Old Age Pension, Worker's Compensation & Employment Standards issues which included:
  - Income Assistance Appeals: 6
  - Income Assistance Tribunal: 1
  - Persons with Disability approved applications: 18 approved out of 23 completed.
  - Income Assistance approved applications 19 approved out of 21 completed.
  - Federal Benefits approved: 10, 6 CERB applications.
  - EI applications: 2
- Attended 22 legal training sessions.
- Completed 6 community presentations on Tenancy Rights, Employment Standard and BC Housing.
- Hosted 6 Legal Drop -in clinics for community residents.

## Project Based Labour Market Training (PBLMT) – Education Assistant (EA) Training

*The program is designed for WorkBC clients who are on EI: provides Fasttrack Education Assistant Diploma, practicum placement and job search support.*

- Cohort #1 started on Jan 1, 2021 with 18 students.
- Cohort #2 will start on July 5<sup>th</sup>.
- Conducted 3 on-line information session in the community.
- Received and screened 93 applications for Cohort #1: and 84 applications for Cohort #2
- Connected with 26 employers (School Districts and Private Schools); able to secure 20 seats for the practicum of 18 participants of Cohort #1

## Community Counselling

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

- Offering close to 1100 hours of individual and couples' counselling sessions
- In the last 6 months of service, provided support to 265 clients. That number is higher than the people served during the whole fiscal year 2019-2020
- Offered support for COVID and during the whole pandemic the service was open to face-to-face (only for those clients with accessibility issues related to telehealth)
- Went through a change in managers and also lost the clinical supervisor's position; now absorbed by current Manager
- 76% of clients felt their relationships skills improved since receiving services
- 96% of clients felt satisfied with the services they received
- 81% felt their overall functioning has improved

## 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.
- Provided services to 514 clients in prior year.

## Family Success

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

# 2020/2021 Program Successes + Achievements



# Langley Community Services Society

- The program has been able to accommodate all referrals from MCFD without wait time during the reported period
- Offered 715 counselling sessions during the report period
- In the last 6 months of services, 42 families received services
- 75% increased knowledge about their mental health
- 75% felt their relationship skills improved since receiving the service

## 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 256 families dealing with child protection issues and parenting concerns. Counsellors worked with families in their homes and in the community to help them achieve contracted goals
- Maintained close working relationship with funder Ministry of Children & Family Development that promotes minimal wait lists.
- One group offered this year: The Girls Group
- Supported Visitation programs first full year was a success, program was able to meet the contracts requirements. The program has also started fee for service
- 97% of surveyed program participants report that they are able to provide a safe and appropriate environment for their children
- 93% of surveyed program participants report an increased knowledge of parenting skills

## Parent Outreach & Education

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

- Provided support to more than 67 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 124 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*

- 34 Educational workshops provided to 434 participants
- 513 childcare referrals provided to families.
- 1872 referrals provided to community
- 252 individuals accessed our lending library
- 669 individuals helped with the Affordable Child Care Benefit
- 27 home support visits were made to Child Care providers
- 98% of CCRR participants report our workshop quality was either excellent (72%) or good (26%)
- 87.5% of CCRR clients report office staff are very welcoming and helpful
- 87.5% are very satisfied with CCRR services overall throughout the pandemic

## Family Place

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

- 248 Virtual sessions offered
- 51 individuals new to the programs
- 3936 participant visits overall
- 772 Activity Bags given to families
- 10 Parent Education sessions
- 19 Outdoor playgroups held
- 1 Field Trip
- 24 in-person sessions held at Family Place South
- Provided a variety of different weekly zoom activities for families to enjoy, such as: circle time, art, science, cooking/baking, music & Movement, yoga, librarian story time, bingo

# 2020/2021 Program Successes + Achievements



- Parent education sessions were held with guest speakers on topics such as: importance of play, self-care, back to school anxiety, flu & covid concerns, car seat safety, dental hygiene

## 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 450 individual client files
- Pivoted quickly and effectively to offer telehealth services to clients as soon as the pandemic began
- Provided over 3200 counselling sessions – almost 500 more sessions than the year prior
- 90% of our clients indicated they increased their knowledge of substance use by accessing our services
- We successfully offered our Skills for Resilience group via Zoom and saw the average attendance increase from 4 clients/week to 7 clients/week
- We successfully offered our Friday Support Group via Zoom, consistently averaging 4 clients per week
- We successfully continued our co-facilitation of the Substance Use and Mood Management group via Zoom, consistently averaging 10 participants per week
- Maintained active involvement on 9 committees

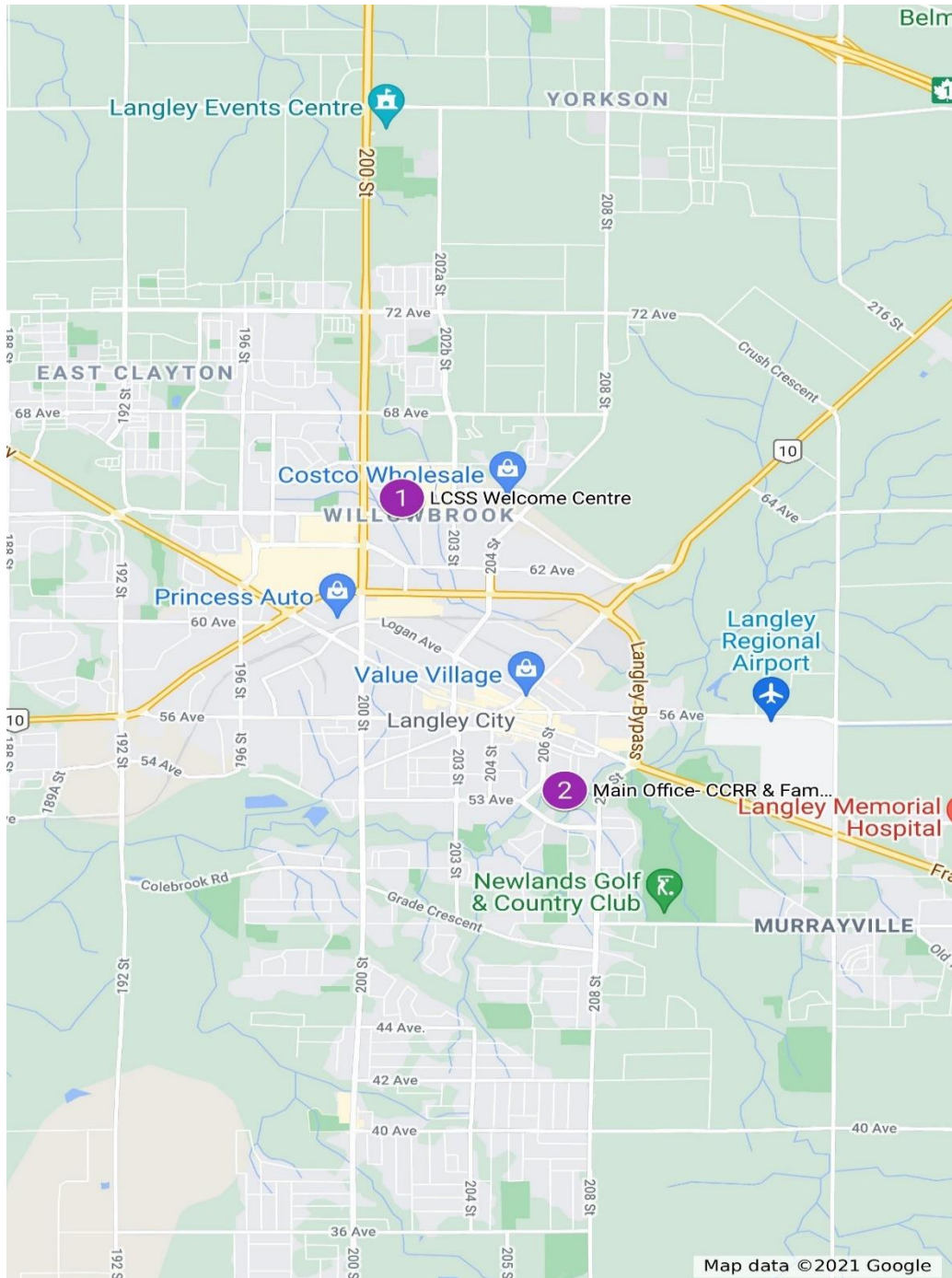
## Intensive Case Management

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

- Received 142 referrals: 121 open files, 94 ineligible (8 connected to other services, 2 declined services, 56 were unable to be located, 3 moved out of service area, and 25 did not meet program criteria), and 56 were 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 88 individuals in market housing (44 new and 44 rehoused)
- Staff provided 4001.25 hours of Direct client Care
- Develop and maintain collaborative relationships with other community service providers
- Meet weekly with Mental Health/ Homeless RCMP team, and bi-weekly meetings attended by RCMP, Langley Service Providers, Probation, and By-Law

**ALL PROGRAMS ARE FREE SERVICES**

# Langley Community Services Society



- ① LCSS Welcome Centre
- ② Main Office-CCRR & Family Place

## 2020/2021 Program Successes + Achievements



## 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 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
Employment Services:	Tel: 604-534-7921	Fax: 778-366-0703
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