

June 1982 – Family Service Complex at 5339 207th Street, Langley

Year in review

March 31, 2021- April 1, 2022

Langley Community Services Society

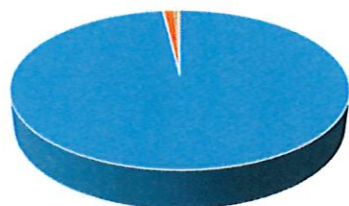


Year in Review 2021/2022

2021/2022 Financials:

ASSETS	2022	2021
Current	\$1,859k	\$1,377k
Long Term	\$362k	\$441k
Total Assets	\$2,221k	\$1,818k
LIABILITIES	2022	2021
Current	\$1,333k	\$953k
Long Term	\$188k	\$210k
Total Liabilities	\$1,518k	\$1,163k
Total Net Assets	\$703k	\$655k
Total Liabilities & Net Assets	\$ 2,221k	\$1,818k

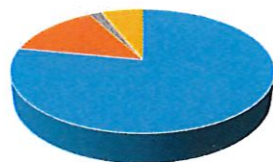
Revenue



Total
Revenue
\$6.92k

■ Government ■ Grants/Donations ■ Fees ■ Other

Expenses



■ Salaries/Benefits ■ Program
■ Occupancy ■ Office/Misc.

A big Thank you to the supporters of LCSS:

1233333 BC Ltd.
BCAA
Immigration Refugee & Citizenship Canada
City of Langley
Cobbs Bread
CUPE BC
CUPE Local 1936
Dee Glen
Doug Strongitharm
Fraser Health Authority
Home Depot Langley
KPMG
Judi Webb
Langley Literacy Network
Living Waters Church
Ministry of Children & Family Development
Ministry of Jobs, Trades & Technology
Online Collision
Province of British Columbia
Rotary Club of Langley
Rotary Club of Central Langley
Service Canada
Schmunk Gatt Smith & Associates
Stay Gold Custom Car Show
TD Bank Group
TD Friends of the Environment
The Shewan Foundation

LCSS Board of Directors:

Bev Dornan - Chair
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Heather Newport - Treasurer
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Cathy Wall, Director
Judi Webb, Secretary
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.

2021/2022 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

- Provided more than 292 drop-in sessions annually to more than 160 unique client families served
- Offered services in Willoughby, the Township of Langley, and main Langley City Centre site
- 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 9 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.
- 2 school registration information sessions were conducted.
- Continued 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

Settlement & Integration Services

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

- Provided more than 340 drop-in sessions to more than 193 newcomer immigrant clients
- 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 20 volunteers and 22 practicum students who brought skills, experience, and knowledge in diverse fields to the programs

Community Counselling

Offers free counselling to residents of Langley who are 16 years and older

- Offered 1271 sessions of free counselling to the community
- Provided support to more than 270 clients (some of them seen more than once during the year)
- 12 counselling interns enhanced their skills at LCSS this year
- Reduced waitlist to one month (at one point it hit 4 months due to a high number of referrals)
- We screened 458 individuals
- 97% of surveyed program participants report an increase of relationship skills
- 97% of surveyed program participants report an overall increase of personal functioning
- 94% 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 served all the referrals from MCFD without wait time
- Therapists supported other clients in the community through the Community Counselling program
- Between April 2021 to March 2022 provided 634 hours of family counselling to 82 families
- Program not fully staffed for 4 months due to a therapist taking long-term leave, gradual return to work and then quitting. Program now fully staffed with 2 full-time therapists and a 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 skills

2021/2022 Program Successes + Achievements

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 311 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
- Two groups offered this year: Girls Group & Aldergrove Drop in Group
- Supported Visitation program has ongoing funding and is operating at capacity. Plan is to offer fee for service in 2022/23
- 98% of surveyed program participants report that they are able to provide a safe and appropriate environment for their children
- 94% of surveyed program participants report an increased knowledge of parenting skills
- 86% 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 49 families
- Reached 66 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.
- 94% of surveyed program participants report understanding of their anxiety and have skills to manage anxiety

Skills to Success

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

- Since July 2020, LCSS has been running the Youth Employment and Skills Strategy (YESS) and we started the fast track program in July 2021. This is an integrated strategy that was designed in aiming to provide flexible and holistic services to support all young Canadians develop skills and gain paid work experience to successfully transition in the labour market.
- 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, and who are involuntarily not in employment, education, or training (NEET)
- Provided in class training and work support for 41 clients
- Offered emergency assistance in form of rental, living and tuition supports to clients needing help
- The program had 68% employment rate
- Forged ties and partnerships with employers, community service providers and private stakeholders mainly in Langley and Surrey

Fast Track Education Assistant (EA)-PBLMT Training

A 27 week program that provides WorkBC clients with the opportunity to obtain an EA Diploma, receive additional certificates, a practicum and support with job search.

- We have reached full capacity on participants enrollment
- 36 participants from first and second cohorts were 100% placed in practicum with the public and private schools in the lower mainland
- All 18 graduates from Cohort 1 are now working commensurate employment
- 18 participants from Cohort 2 have all been placed in practicum and 6 are already working in the school setting

2021/2022 Program Successes + Achievements

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

- 42 Educational workshops were provided to 854 participants
- 904 child care referrals were provided to families
- 1795 referrals were provided to community
- 495 individuals accessed the lending library
- 362 individuals helped with the Affordable Child Care Benefit
- 24 home support visits were made to Child Care providers
- 97% of CCRR participants report our workshop quality was either excellent (62%) or good (35%)
- 100% of CCRR clients report office staff are very welcoming and helpful
- 100% are very satisfied with CCRR services overall
- 98% of clients were able to receive help from CCRR without having to wait

Family Place North & South

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

- 400 sessions offered, 317 in Langley City and 83 in Willoughby
- 273 individuals new to the programs (145 children and 128 adults)
- 4602 participant visits overall
- 2524 children visit with 2078 adults
- 215 community resource referrals provided
- 51 educational guest speakers provided
- 96% reported Family Place Programs had a positive influence on their parenting skills
- 100% of adult participants reported Family Place programs have had a positive influence on their children
- 96% reported an increased understanding of resources in our community
- 96% 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 413 individual client files with another 77 registering for services but not following through
- Provided over 2700 hours of one-to-one counselling
- 95% of our clients indicated they increased their knowledge of substance use by accessing our services
- We provided 111 virtual group sessions throughout the year (SUMM, Support Group, Skills for Resilience, Substance Affected workshops)
- Client feedback from our groups indicated that 94% of participants felt the groups were helpful and they learned something new
- Almost 200 Take Home Naloxone kits were provided to our clients
- Provided an education presentation about substance use to all 1200 students at Brookwood Secondary

Intensive Case Management

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

- Received 151 referrals -- 44 became open files, 107 were discharged from the waitlist (8 connected to other services, 5 declined services, 64 were unable to be located, 3 moved out of service area, and 26 did not meet program criteria and one passed away)
- 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 67 individuals
- Provided \$ 57,405 in housing subsidies
- Staff provided 3551 hours of Direct client Care,
- Developed and maintained collaborative relationships with other community service providers
- Meet regularly with Mental Health/ Homeless RCMP team

2021/2022 Program Successes + Achievements

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 670 clients in 2021
- Assisted clients with Income Security, housing, debt, Employment Assistance, EI, Canada Pension Plan, Old Age Pension, Worker's Compensation & Employment Standards issues
- Offered community presentations and operated monthly Legal Clinic for clients requiring help with Family Law issues. In the clinic clients are given half hour of legal advice and support from the program Supervising Lawyer

Langley Local Immigration Partnership (LLIP)

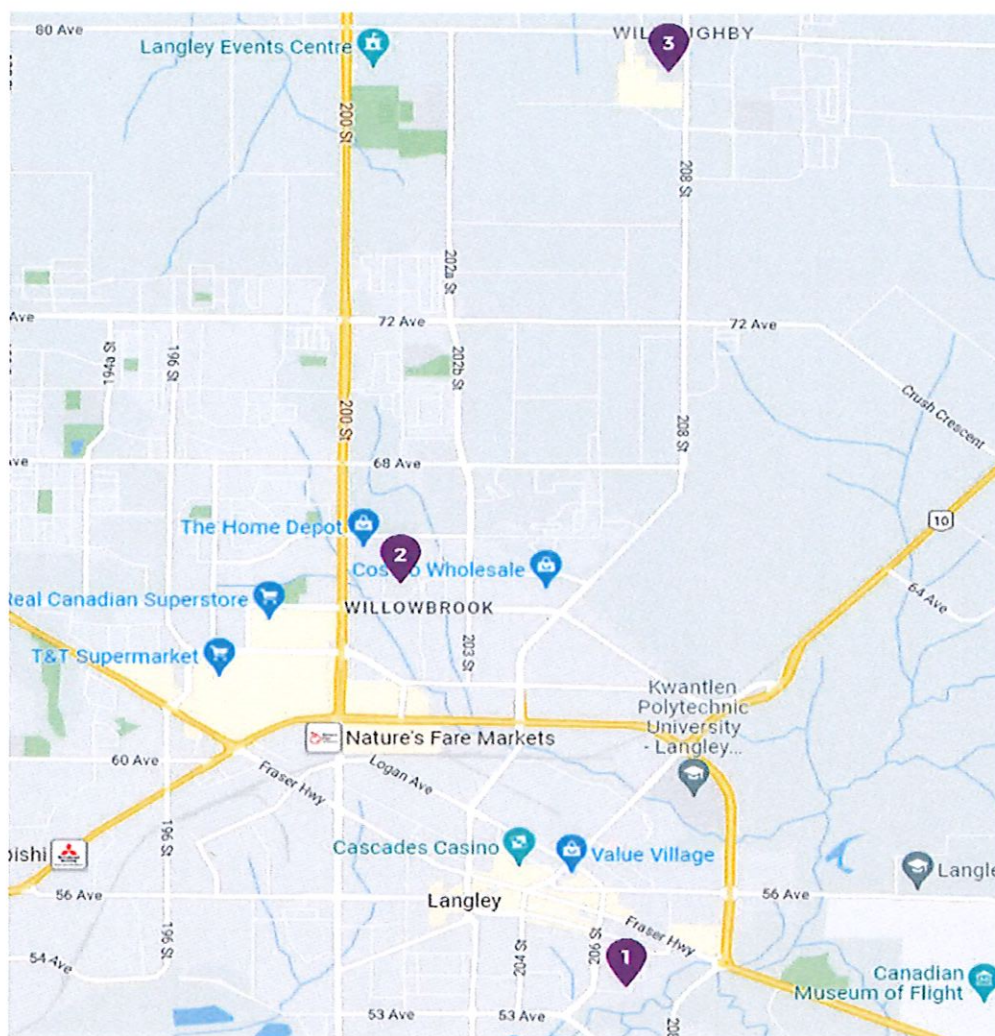
Local Immigration Partnerships (LIPs) are a mechanism through which CIC supports the development of community-based partnerships and planning around the needs of newcomers. Local Immigration Partnerships are steered by broad-based coordinating councils comprised of key community members, often representing important local organizations.

- Langley LIP funded by IRCC and contractually managed by LCSS started by taking over the work done by Refugee Immigrant Advisory Committee (RIAC) group in Langley

- Main membership table was created with almost 30 key partners and members from levels of government, social, Community Service providers and private sectors
- Immigrant Advisory Committee (IAC) was formed with 12 members who either work or live in Langley and are interested /committed to follow the guiding principles of Langley LLIP.
- LLIP hosted the Langley Community Service Provider Forum in September, 2021. Provided data for the research survey conducted with 365 residents from Langley
- The first Employer Engagement event on 20th January, 2022 with over 64 participants attending out of the 85 participants who had registered
- Held 5 main members meetings and 3 meeting with IAC to work on the strategic plan for the next 3 years. The strategic plan will be approved soon.
- Langley LIP's social media presence on Facebook, Instagram, and Twitter
- Links on Settlement and Employment supports, resources, research survey results and emerging news on Langley and BC is available on www.langleylip.ca

ALL PROGRAMS ARE FREE SERVICES

2021/2022 Program Successes + Achievements



1: Main Office; 2: Welcome Centre 3: Family Place North

GET IN TOUCH

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

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Community Counselling: tel: 604-534-7921

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Early Learning Program: tel: 604-534-7921

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Legal Advocate Services: tel: 778-574-4119

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Family Place Resource Program:

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Family Success Program: tel: 604-534-7921

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Substance Use Services: tel: 604-534-7230

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ICMT (Intensive Case Management):

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Langley Community Services Society

