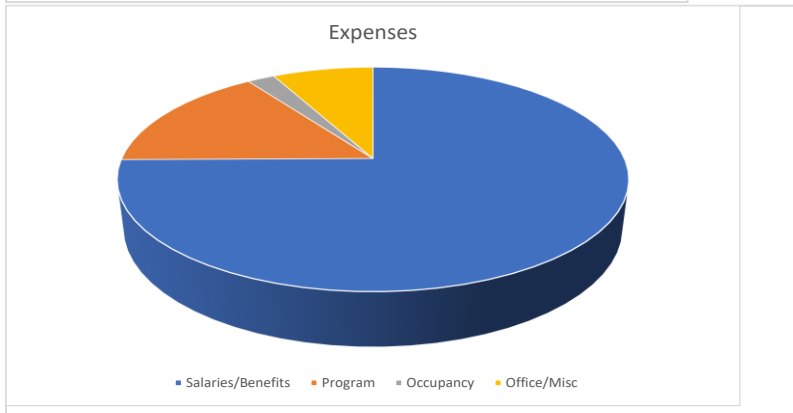
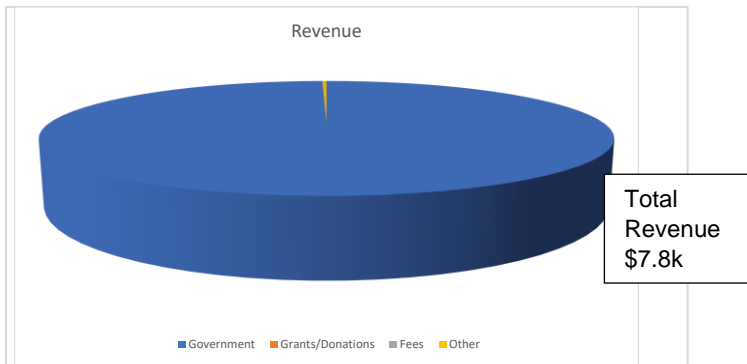


# 2022/2023 Program Successes + Achievements

## Year in Review 2022/2023

### 2022/2023 Financials:

<b>ASSETS</b>	<b>2023</b>	<b>2022</b>
Current	\$1,695k	\$1,859k
Long Term	\$362k	\$362k
<b>Total Assets</b>	<b>\$2,057k</b>	<b>\$2,221k</b>
<b>LIABILITIES</b>	<b>2023</b>	<b>2022</b>
Current	\$1,302k	\$1,333k
Long Term	\$ 46k	\$188k
<b>Total Liabilities</b>	<b>\$1,347k</b>	<b>\$1,518k</b>
<b>Total Net Assets</b>	<b>\$709k</b>	<b>\$703k</b>
<b>Total Liabilities &amp; Net Assets</b>	<b>\$2,057k</b>	<b>\$2,221k</b>



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

Immigration Refugee & Citizenship Canada  
 Bonnie Ann Rexworthy  
 Chelsea Housel  
 City of Langley  
 B&B Concession  
 Cobbs Bread  
 Dee Glen  
 Doug Strongitharm  
 First West Foundation  
 Fraser Health Authority  
 Jackie Morrison  
 Judi Webb  
 Kingdom Life Community Church  
 Lisa Harris  
 Living Waters Church  
 Ministry of Children & Family Development  
 Ministry of Education & Child Care  
 Ministry of Social Dev & Poverty Reduction  
 Omnicom Management Inc.  
 Options  
 Pearl Lui  
 PICSS  
 Progress Lodge #81  
 Restore Detail Glass  
 Rotary Club of Langley  
 Service Canada  
 Schmunk Gatt Smith & Associates  
 Stay Gold Custom Car Show  
 TD Bank Group  
 TD Friends of the Environment  
 Thompson Rivers University  
 Vasant Patel/Nutanben  
 Wheels 4 Refugees

### LCSS Board of Directors:

Bev Dornan - Chair  
 Dimitri Kosturos – Director  
 Edna Schuerhaus, Director  
 Ewan Macleod, Vice-Chair  
 Heather Newport - Treasurer  
 Shea Chorney, Director  
 Cathy Wall, Director  
 Lisa Dolinski, Secretary

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

# 2022/2023 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 291 drop-in sessions annually to more than 160 unique client families served
- 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
- Hosted a weekly lunch program for newcomer mothers who are currently pregnant or have an infant up to 18 months old.
- Had 9 field trips throughout the year to various locations including, water parks, community center, pumpkin patch, and library, museum, and farm.
- Partnered with other community organizations such as Inclusion Langley Society, Fraser Health, Fraser Valley Regional Library, as well as local paramedics and fire department.
- Provided a weekly art class with art projects for children for parents and caregivers.
- 2 pre-school registration information sessions were conducted.
- Covered topics in classes relating to culture, nature, emotions, science, health, literacy, diversity, and more. Focused on creating the activities for children physical, social and emotional, cognitive, literacy and numeracy development.

## 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 310 drop-in sessions to 342 newcomer immigrant clients
- Provided 170 clients with employment counselling support
- Provided 492 clients with Needs Assessment, Assets and Referral Services
- Provided 660 clients with Information and Orientation Services
- Health & Wellness sessions delivered to increase awareness and educate clients on mental health and well-being. Topics include: Dementia-Friendly Community, Common Seasonal Allergies, Mental Wellness, and Home Care Service.

- Conducted 4 financial literacy sessions which taught clients about taxes in Canada, how to identify scams and protect oneself against them, and budgeting.
- Engaged with 12 volunteers and 19 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 10 years and older*

- Offered 1243 sessions of free counselling to the community
- Provided support to more than 377 clients (some of them seen more than once during the year)
- 12 counselling interns enhanced their skills at LCSS this year
- Waitlist fluctuated between 1-3 months
- 71% of goals set by clients showed an improvement
- 84% of surveyed program participants report that their functioning has improved since attending counselling
- 89% 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
- Provided 965 hours of family counselling to 55 families
- Program fully staffed with 2 full-time therapists and a Program Manager
- 75% of goals set by clients showed an improvement

# 2022/2023 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 248 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
- 2 groups offered this year: Caring Dads, Parenting with Patience
- Supported Visitation program has ongoing funding and is operating at capacity. Fee for service has begun.
- 100% 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
- 84% 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 83 families
- Reached 82 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.
- 96% 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*

- 101 Youth served for the year 2022-2023  
68 Youth have found employment  
9 % Youth returned to school  
85% visible minority youth  
90% Clients satisfied with supports for training &

employment through programs  
87% Clients understood Canadian Labour Market and work culture

- 12% Youth with disability

## Fast Track Education Assistant (EA)-PBLMT Training

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

- We have reached full capacity on participants enrollment, with a total of 156 applicants as of March 2023
- 17 out of 18 graduates from cohort 2 are currently working in commensurate employment.
- 17 participants from cohort 3 have successfully completed practicum, have graduated from the program and 6 already working in the school.
- On our 4<sup>th</sup> cohort, with 30 participants currently in class as of this writing.

## 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*

- 49 Educational workshops were provided to 694 participants
- 476 child care referrals were provided to families
- 1197 referrals were provided to community
- 706 individuals accessed the lending library
- 238 individuals helped with the Affordable Child Care Benefit
- 15 home support visits were made to Child Care providers
- 95% of CCRR participants report our workshop quality was either excellent (73%) or good (22%)
- 97% of CCRR clients report office staff are very welcoming and helpful
- 93% are very satisfied with CCRR services overall
- 92% 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*

# 2022/2023 Program Successes + Achievements

- 390 sessions offered, 217 in Langley City and 173 in Willoughby
  - 281 individuals new to the programs (281 new children)
  - 4858 participant visited overall (2679 children and 2179 adults)
  - 1078 unique children visited once
  - 348 community resource referrals provided
  - 76 educational guest speakers provided
  - 93% reported Family Place Programs had a positive influence on their parenting skills
  - 97% of adult participants reported Family Place programs have had a positive influence on their children
  - 88% reported an increased understanding of resources in our community
  - 93% received information to help them make positive parenting decisions
- 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

## 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 398 individual client files with another 88 registering for services but not following through
- Provided over 2600 hours of one-to-one counselling
- 96% of our clients indicated they increased their knowledge of substance use by accessing our services
- We provided 142 group sessions throughout the year (SUMM, Support Group, Skills for Resilience,, Building a Balanced Recovery, Befriending Your Emotions)
- Client feedback from our groups indicated that 93% of participants felt the groups were helpful and they learned something new
- 264 Take Home Naloxone kits were offered to our clients
- Provided 10 educational presentations about substance use to the community

## 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

## Poverty Law Advocacy

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

- The Poverty Law Program began providing legal assistance to Langley residents on April 1, 2019
- April 2022-March 31, 2023 the PL program assisted a total of 876 clients with general legal inquires and direct legal representation
- Clients are provided assistance with Income and housing Security, Consumer Debt, Employment Insurance, Canada Pension Plan, Old Age Pension, Worker's Compensation & Employment Standards issues
- Clients are also provided the opportunity to attend the monthly Poverty Law Legal Clinic where they can get additional supports with Family Law issues. Clients who attend the monthly clinics are given a half hour of legal advice and support from the program Supervising Lawyer

## Langley Local Immigration Partnership (LLIP)

*In response to the ongoing growth in the Langleys, the IRCC provided funding to LCSS in 2020 to establish the LLIP. It is a community planning table comprised of key community members representing various sectors that facilitates the integration of new immigrants and to enhance the welcoming and inclusive nature of Langley.*

# 2022/2023 Program Successes + Achievements

- The Langley LIP was funded in April 2020 by IRCC and contractually managed by LCSS started by taking over the work done by Refugee Immigrant Advisory Committee (RIAC) in Langley.
- Addition of 5 new member organizations to the Membership Council
- Addition of Youth and Middle Eastern representatives to the Immigrant Advisory Council
- Creation of 4 Working Groups to address the LLIP's Priorities
- Creation and distribution of Demographic Report – Growing Together
- 2 Employer Roundtable Event on February 28, 2023 and March 29, 2023 in LCSS Welcome Centre with over 46 immigrants and 40 employers attending out.
- Resident Survey on Multiculturalism during November 2022 – January 2023
- Community-Service Provider event in Douglas Recreation Centre on November 29, 2022, with 65 participants attending
- Immigration and Housing Forum was provided in LCSS Welcome Centre on March 10, 2023, with 45 attendees.
- A Housing Fact Sheet was produced and distributed.
- Community outreach Event on March 22, 2023 in New Directions English Language School where over 100 people attended.
- A glossary of over 120 settlement terms was created under the Settlement Working Group and can be referred to on the LLIP website.
- Links on Settlement and Employment supports, resources, research survey results and emerging news on Langley and BC is available on [www.langleylip.ca](http://www.langleylip.ca)
- Provided a total of 20 seats to cohort 1 and cohort 2
- 100% of first cohort participants completed the ACE Community College skill training components
- 100% of first cohort participants were placed in practicum with four community partners employers
- First cohort participants completed the following STOCs: Occupational First Aid Level 1, Personal Protective Equipment for a Trade Workers, WHMIS, Confident Space, Ladder Safety, Fall Protection, Indigenous Cultural Safety Training, Pandemic Awareness Training.

## Intercultural Supports for Student Learning Program (ISSLP)

*ISSLP is a 6-week program that meets the unique needs of diverse youth population to return to school, complete high school, upgrade high school credentials, and/or enter into post-secondary education or skills training to continue their studies and prepare for future success. This program is in partnership with PICS.*

- The program started on September 26, 2022 and finished on March 31, 2023
- The program includes the following certifications, trainings and services: Digital Literacy (workplace computer skills), Email and Telephone Etiquette Training; Digital Media and Social Media Marketing Training; Short Term Occupational Certifications - OFA Level 1, WHMIS, Food Safe 1, Super Host and Serving it Right; Employment Skills and Personality Development trainings – Resume, Cover Letter and Interview skills, Diversity and Inclusion Training, Conflict Resolution, Networking Skills, Self-image & Self-Esteem training, Motivation and Goal-setting training etc.; Individualized and customized action plans
- 45 youth served in Langley

## Structured Cabling & Security Systems Training

*Program is preparing participants for employment in the telecommunications, communications, security systems, alarm installations, and electrical industries. This is group-based, full-time 21-weeks program of essential skills training, employability skills training and occupational skills training, on-the-job work experience and job search.*

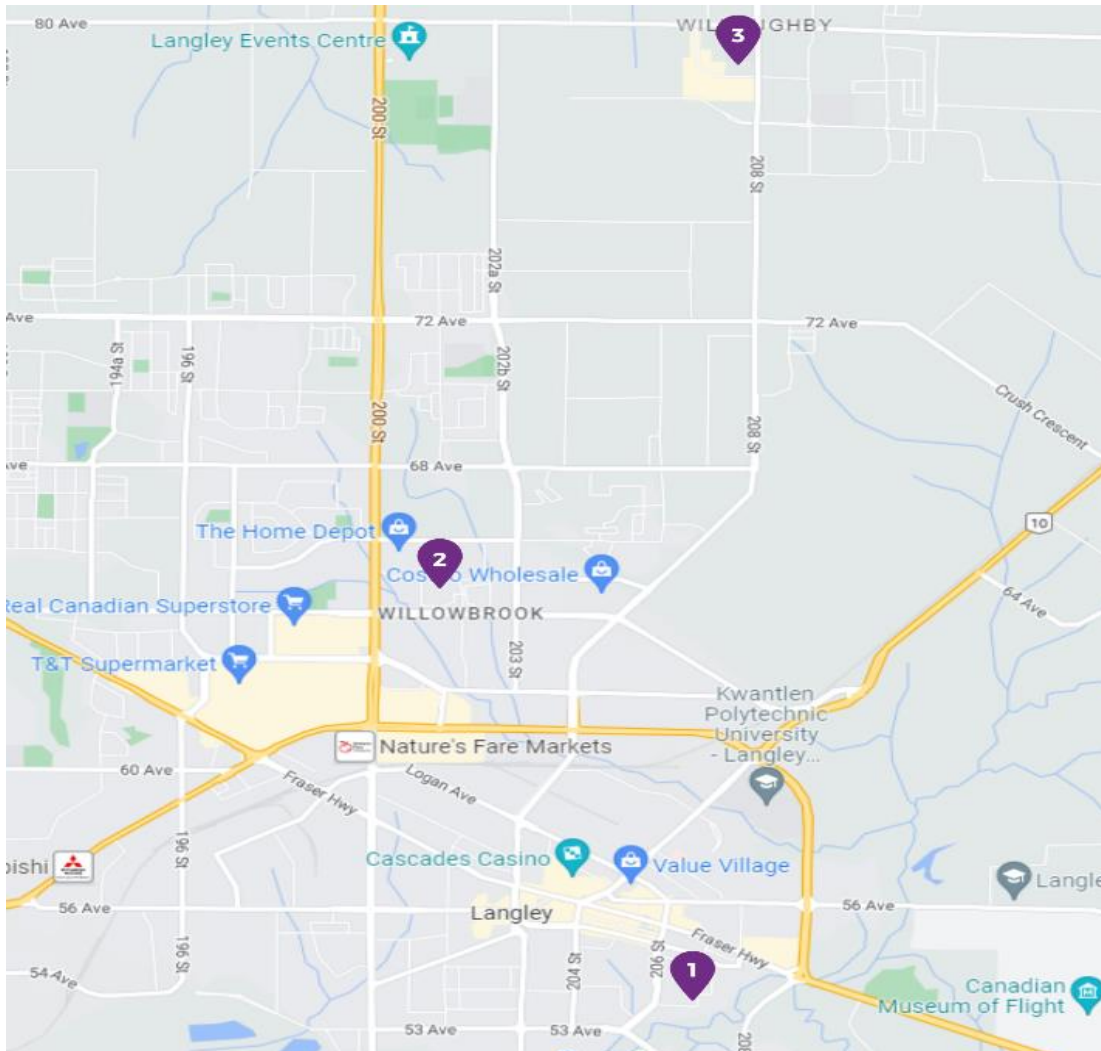
- Program was created in August 2022

**ALL PROGRAMS ARE FREE SERVICES**

Langley Community Services Society



# 2022/2023 Program Successes + Achievements



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

# Langley Community Services Society



## 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: 604.534.311

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

**Child Care Resource and Referral:** tel: 604-533-4425 fax: 604-534-9884

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

**ICMT (Intensive Case Management):** tel Team: 604-209-0023 tel Office: 604-546-9044  
fax: 604-514-1419

