

Langley Community Services Society



Year in Review 2024/2025

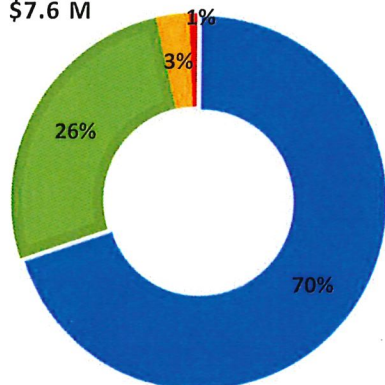
2024/2025 Financials:

ASSETS	2025	2024
Current	\$1,683k	\$1,635k
Long Term	\$454k	\$409k
Total Assets	\$2,137k	\$2,043k
LIABILITIES	2025	2024
Current	\$1,359k	\$1,352k
Long Term	\$ 40k	\$ 43k
Total Liabilities	\$1,399k	\$1,395k
Total Net Assets	\$737k	\$648k
Total Liabilities & Net Assets	\$2,137k	\$2,043k

REVENUE

TOTAL: \$7.6 M

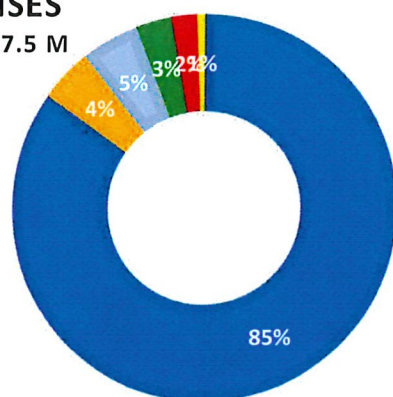
- Provincial government
- Federal government
- Grant, Donations, and Other
- Investment income



EXPENSES

TOTAL: \$7.5 M

- Salaries
- Program Costs
- Office/Misc.
- Occupancy



A big Thank you to the supporters of LCSS:

Immigration Refugee & Citizenship Canada
 Carol Metcalfe
 City of Langley
 Cobbs Bread
 Dee Glen
 Dennis Martini
 Doug Strongitharm
 D. Walsh
 Fleet Excavating Ltd.
 Fraser Health Authority
 Gillian McRae
 Judi Webb
 Ken Laviolette Fund
 Kingdom Life Community Church
 Lisa Harris
 Living Waters Church
 M Anbido
 Ministry of Children & Family Development
 Ministry of Education & Child Care
 Ministry of Social Dev & Poverty Reduction
 Omnicom Management Inc.
 Oscar Sanchez
 Rotary Clubs (Aldergrove, Sunrise, Service, Central)
 Service Canada
 Schmunk Gatt Smith & Associates
 Shewan Foundation
 Stay Gold Custom Car Show
 Terence Metcalfe
 TD Bank Group
 TD Friends of the Environment

Board of Directors:

Bev Dornan – Director
 Cathy Wall - Director
 Edna Schuerhaus, Director
 Ewan Macleod, Vice-Chair
 Judi Webb - Director
 Kiran Shergill - Treasurer
 Lisa Dolinski - Chair
 Nischal Ram - Director
 Shea Chorney – Vice-Chair

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

2024/2025 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 192 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 newcomer immigrants and refugees settling in Langley and its surrounding areas. Our program has two streams: provincial funding supports temporary residents and naturalized Canadian citizens; federal funding supports permanent residents and protected persons.

- Provided 392 drop-in sessions to 338 newcomer immigrant clients
- Provided 399 clients with employment counselling support
- Provided 1196 clients with Needs Assessment, Assets and Referral Services
- Provided 1572 clients with Information and Orientation Services

- Health & Wellness sessions delivered to 437 clients 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 5 financial literacy sessions which taught clients about taxes in Canada, how to identify scams and protect oneself against them, and budgeting.
- Engaged with 15 volunteers and 8 practicum students who brought skills, experience, and knowledge in diverse fields to the programs
- Established BC Newcomer Services Program, which served 688 unique clients with settlement services, and 454 clients with employment services.

Community Counselling

Offers free counselling to residents of Langley who are 10 years and older

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- Offered 1188 sessions of free counselling to the community
- Provided support to 343 clients (some of them seen more than once during the year)
- 9 counselling interns enhanced their skills at LCSS this year
- Wait list held steady at about 5 months, which is an increase from last year of 3 months wait
- 84% of goals set by clients showed an improvement
- 94% of surveyed program participants report that their functioning has improved since attending counselling
- 97% of surveyed program participants report an overall increase of their mental health knowledge

Family Success

Offers free MCFD referred family and individual counselling to residents of Langley and Aldergrove. Services offered are in 6 weeks, 3 month, or 6 month duration.

- Offered 956 sessions of free counselling to families and individuals
- Provided support to 179 families and individual clients (some of them seen more than once during the year)

2024/2025 Program Successes + Achievements

- 2 Registered Clinical Counsellors
- Waitlist averaged 1-3 weeks throughout the year
- 80% of goals set by clients showed an improvement
- 47% of surveyed program participants report that their functioning has improved since attending counselling
- 47% of surveyed program participants report an overall increase of their mental health knowledge

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 220 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
- 3 Caring Dads groups offered this year.
- Supported Visitation program has ongoing funding and is operating at capacity. Fee for service is active.
- 100% of surveyed program participants report that they can provide a safe and appropriate environment for their children
- 92% of surveyed program participants report an increased knowledge of parenting skills
- 85% 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 35 families
- Reached 89 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.
- 95% of surveyed program participants report understanding of their anxiety and have skills to manage anxiety

Skills to Success

This is a 16-week 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

- 49 Youth served for the year 2024-2025
- 92% Clients satisfied with supports for training & employment through the program
- 89% Clients understood Canadian Labour Market and work culture
- 88% employed
- 80% visible minority youth
- 35% Female
- 8% Youth with disability

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

- 33 Educational workshops were provided to 872 participants
- 625 child care referrals were provided to families
- 1571 referrals were provided to community
- 1134 individuals accessed the lending library
- 337 individuals helped with the Affordable Child Care Benefit
- 498 support/mentoring meetings with Child Care Providers or Child Care Work Force
- 79% of CCRR participants report our workshop quality was either excellent or good
- 85% of clients reported the CCRR as giving them an increased understanding of the resources available in our community
- 88% are very satisfied with CCRR services overall

Family Place North & South

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

- 546 sessions offered, in Langley City (263) and in Willoughby (283)
- 578 individuals new to the programs
- 6,449 participants visited overall
- 1,968 unique children visited once or first time in the month
- 503 community resource referrals provided
- 83 educational guest speakers provided
- 85% reported Family Place Programs had a positive influence on their parenting skills

2024/2025 Program Successes + Achievements

- 92% of adult participants reported Family Place programs have had a positive influence on their children
- 85% reported an increased understanding of resources in our community
- 86% 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 411 individual client files
- Provided over 2600 hours of one-to-one counselling
- 98% of our clients indicated they have learned some new and helpful ways to help reduce harms associated with substance use by attending our services
- We provided 153 group sessions throughout the year (SUMM, Support Group, Skills for Resilience, Trauma Informed Yoga, Befriending Your Emotions)
- Client feedback from our groups indicated that 96% of participants felt the groups were helpful and they learned something new
- 318 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

- A multi-disciplinary team that engages with clients that meet eligibility criteria through street outreach with a primary focus on client engagement, housing stability and brokering services. They work with clients where they are at, to create a plan to improve and stabilize their lives.
- Engages and establishes therapeutic relationships and provide client centered/individualized services to reduce avoidable hospitalizations, reduce the harms of substance use, improve coordination of services/enhance integration of services for clients, increase reach to health and psychosocial services for marginalized individuals/families, and enhance the provision of housing and other community supports in the

community. This program has been developed to reduce crisis/emergency incidents by creating a scope of health equity by bringing services to the population with a goal of transitioning them to current "mainstream" programs in the community.

- received 88 referrals
- staff provided 3226 hours of Direct Client support
- housed 19 individuals and re-housed 12 for a total of 31
- provided 68 tenancy related interventions
- \$40 080 was provided in subsidy
- 88% of clients claimed they had increased their insight to their substance use

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
- The program currently employs 2 full-time Legal Advocates, 1 Supervising Lawyer, and 1 volunteer Family Lawyer.
- Clients are provided assistance with Income Assistance (welfare), Canada Pension Disability, housing security, consumer debt, Employment Insurance, Canada Pension Plan, Old Age Pension, Guaranteed Income Supplement, Worker's Compensation, Employment Standards, Legal Aid, and Family Law issues.
- April 1, 2024 - March 31, 2025, the Poverty Law program assisted a total of 430 clients with legal inquiries and direct legal representation.
- Clients are also provided the opportunity to attend two monthly Poverty Law Legal Clinic where they can get additional supports with Family Law, Civil Law, Criminal Law, and simple Estate matters. Clients who attend the monthly clinics are given a half hour of legal advice and support from the attending Lawyer.

Langley Local Immigration Partnership (LLIP)

The LLIP 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.

- The Langley LIP which was funded in April 2020 by IRCC and contractually managed by LCSS,

2024/2025 Program Successes + Achievements

started by taking over the work done by the Refugee, Immigrant Advisory Committee (RIAC).

- Addition of 3 new member organizations to the Membership Council in 2024
- The Second Langley Global Fest was held on August 25, 2024, at Douglas Park, attended by 1200+ people with 47 exhibitors
- LCSS was successful in securing funding from Heritage Canada to organize with key community partners a National Day of Truth and Reconciliation event on September 30, 2024
- Community Service Provider event at LCSS Welcome Centre on March 4, 2024 with 43 participants attending
- Immigrant Healthcare Forum was conducted at the LCSS Welcome Centre on January 23, 2025 with 47 attendees
- World Refugee Day on June 20, 2024 was marked by a forum with a refugee speaker from Myanmar and another from Afghanistan to showcase the resilience of refugees

- Links on Settlement and Employment supports, resources, research survey results and emerging news on Langley and BC is available on www.langleylip.ca

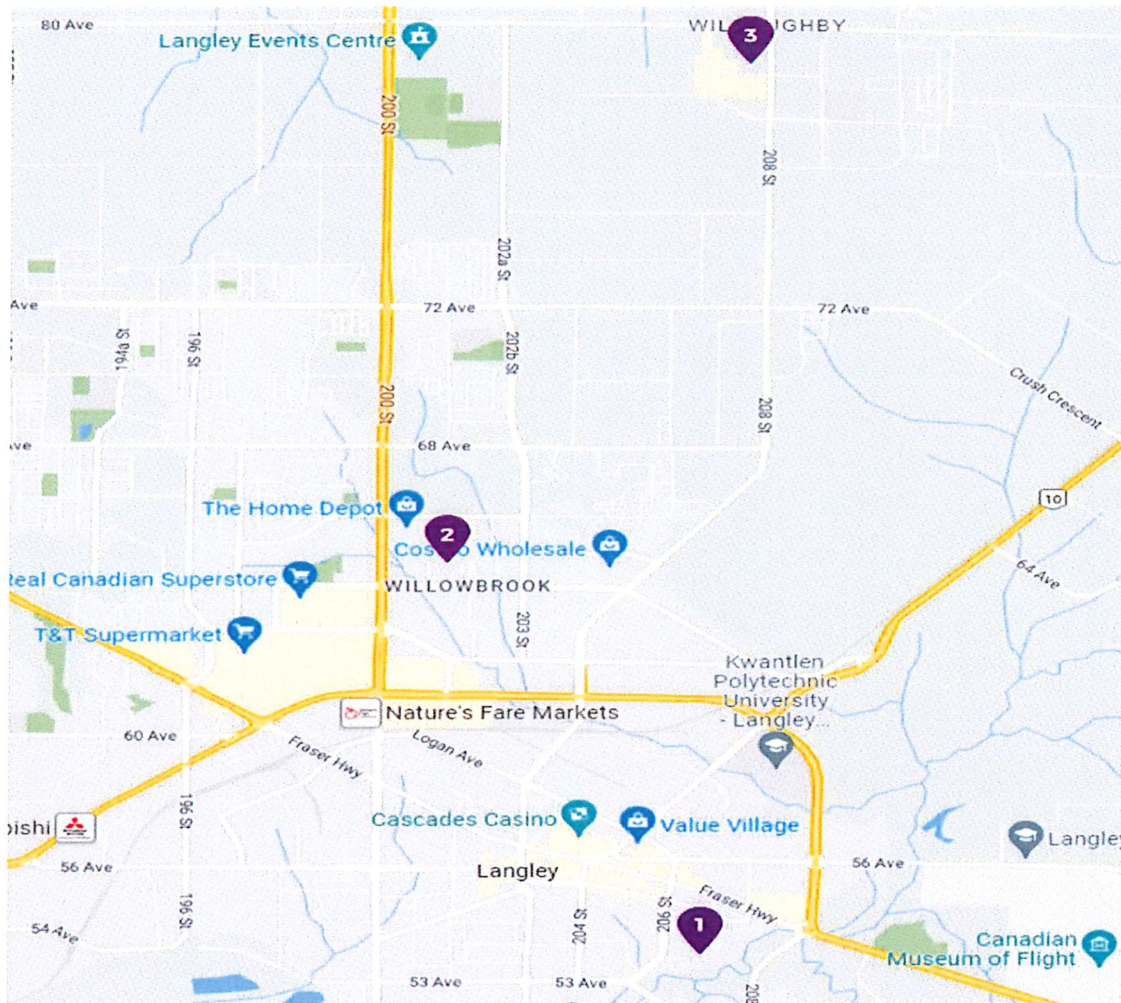
Resilience BC

LCSS is one of the spokes of the Resilience BC Anti-Racism Network which operates in more than 50 communities. The network offers a province-wide approach to identifying and challenging racism.

- A forum called "Your Role in Reconciliation" was conducted by Kory Wilson on June 3, 2024

ALL PROGRAMS ARE FREE SERVICES

2024/2025 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

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

