

2019/2020
ANNUAL REPORT



Photo credit: Al Lau

THIS
IS
YOUR SUCCESS



S.U.C.C.E.S.S. Organization

HEADQUARTERS
28 West Pender St
Vancouver, BC,
Canada V6B 1R6

T 604 684 1628
F 604 408 7236
info@success.bc.ca
www.success.bc.ca

f @SUCCESSBC
t @SUCCESSCanada
v @SUCCESSBC



S.U.C.C.E.S.S.



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WHAT'S INSIDE



The S.U.C.C.E.S.S. head office is located on the traditional and unceded territories of the Coast Salish peoples. We wish to honour and express gratitude to our hosts– the Musqueam, Squamish and Tsleil-Waututh First Nations on whose ancestral territory we reside.

Message from the CEO

Queenie Choo, CEO



The 2019-2020 year has been a remarkable year for S.U.C.C.E.S.S., our clients as well as those around the world.

There were many notable accomplishments over the past year. Once again, the Council on Accreditation (COA), an international accreditation body, acknowledged S.U.C.C.E.S.S. for meeting their best practices in social services. Together with our exemplary standing in seniors care by Accreditation Canada, we were pleased to demonstrate our commitment to excellence in the areas of service, operations, and governance.



We also launched innovative new programs to promote economic inclusion. This includes Canadian work experience services for newcomers, digital skills upgrading for older workers, as well as entrepreneurship services for newcomers and racialized women. Along with new programs, we also expanded our service locations, including two WorkBC Centres in Richmond, the S.U.C.C.E.S.S. Business Centre in Burnaby, as well as a new service centre in Toronto.

In response to the spread of the COVID-19 pandemic, we worked quickly to adapt our programs and services to support our clients and our communities. In support of expanding some of our services to respond to the immediate needs of vulnerable populations, we received additional, one-time funding from government sources as well as from private donors. In seniors care, our healthcare staff worked tirelessly to continue to provide quality care to ensure that seniors in our assisted living and long-term care homes remain healthy and safe. In the area of affordable housing, we expanded our measures to protect resident safety with additional tenant support services. Finally, our staff was able to successfully and quickly transition to virtual service delivery across our many programs to ensure that we continue to offer assistance to those communities in need of help or services.

While COVID-19 presents many challenges, S.U.C.C.E.S.S. remains agile, innovative, and responsive to the needs of the community. As we move forward, we will continue to explore more service models in collaboration with the three levels of government, and will remain focused on delivering client-centred and responsive services.

Thank you to our funders and partners for their trust and support as S.U.C.C.E.S.S. continues to grow. I'd also like to thank the Board of Directors at S.U.C.C.E.S.S. for their leadership and dedication. Such guidance is essential to ensuring S.U.C.C.E.S.S. continues to have the greatest impact on those we serve. Finally, my heartfelt thanks to S.U.C.C.E.S.S. staff and volunteers for their unwavering commitment and diligence in supporting the organization.

Message from the Society Chair



Terry Yung, *Society Board Chair*

For 47 remarkable years, S.U.C.C.E.S.S. has earned a consistent reputation for our pioneering spirit and our leadership in serving people from all over the world as they settle in their new home, helping them to navigate their Canadian journey and gain a sense of belonging.

This past year, we proudly provided 171,000 unique services for clients from an incredible 150 countries. As Canada continues its commitment to supporting strong and diverse communities, S.U.C.C.E.S.S. will continue to evolve and adapt to the changing needs of newcomers, while remaining steadfastly committed to helping people grow and adapt their skills, find affordable housing, learn a new language or be cared for as they age by ensuring our seniors receive dignified, quality, culturally appropriate care.

At S.U.C.C.E.S.S. we serve clients of all backgrounds, helping them build self-reliance as they pursue their goal of settling here. As an immigrant myself, I know how privileged we are as Canadians to live in a country that is enriched by diversity, and where we strive to work together and support each other. We all have unique traits that we bring to our communities. Diversity and resiliency sustain us as individuals, as well as contributing to a strong and inclusive Canada.

Recently, we refreshed our Mission and Vision to ensure they truly reflected who S.U.C.C.E.S.S. is and what we strive for. I'm proud to say that our Vision of 'a vibrant Canadian society where people thrive and contribute to inclusive communities' is what drives us all every day. This has never been more important than it is right now.

Our organization would not be able to accomplish as much as we have this past year, even during unprecedented times and a global pandemic, without the passion and dedication of our staff, volunteers, community stakeholders, donors, supporters and government partners.

And so, I reflect on the year that was with gratitude for all you have done and excitement about what we can accomplish together in the year ahead. I know that you step up every day to deliver core services, support people, adapt in times of crisis and ultimately move us forward in our own journey, as S.U.C.C.E.S.S. grows and evolves by building on your successes.

With thanks and appreciation.

Board of Directors

2019/2020 S.U.C.C.E.S.S. Society Board of Directors



Terry Yung, CHAIR



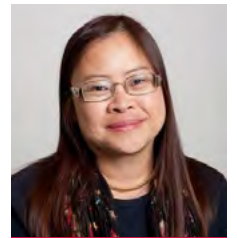
Philip Bates, VICE-CHAIR



Jim O'Dea, VICE-CHAIR



Doug Purdie, TREASURER



Dr. Alice Maria Chung,
BOARD SECRETARY



Simon Chen, DIRECTOR



Stephen Hsia, DIRECTOR



Rebecca Law, DIRECTOR



Lauren Liang, DIRECTOR



Dr. Joy Masuhara, DIRECTOR



Helen Song, DIRECTOR



Kathleen Wong, DIRECTOR



Terry Wong, DIRECTOR



Tony Wong, DIRECTOR



At a Glance

As a multi-faceted organization, **S.U.C.C.E.S.S.** is a partner for all Canadians of all backgrounds along the path of their life journey.

Whether you are an immigrant with young children, a teenager seeking employment, a newcomer wanting to learn English or a family member looking for seniors health care services, S.U.C.C.E.S.S. is there to serve those in need.

The following pages highlights just a few of the remarkable achievements that have been made possible by our clients, staff and volunteers in the past year. Thank you for enabling us to provide a continuum of services and care that touches so many lives.

Highlights of the Year



The Honourable Maryam Monsef, on behalf of the Honourable Patty Hajdu, visited S.U.C.C.E.S.S. in August 2019 and announced new projects to help both newcomers as well as young Canadians.

The Honourable Marco Mendicino (4th from left) became the Minister of Immigration, Refugees and Citizenship in November 2019 and he came to visit S.U.C.C.E.S.S. in February 2020 to discuss Canada's immigration priorities as well as how we can work together to continue supporting settlement and integration of newcomers.

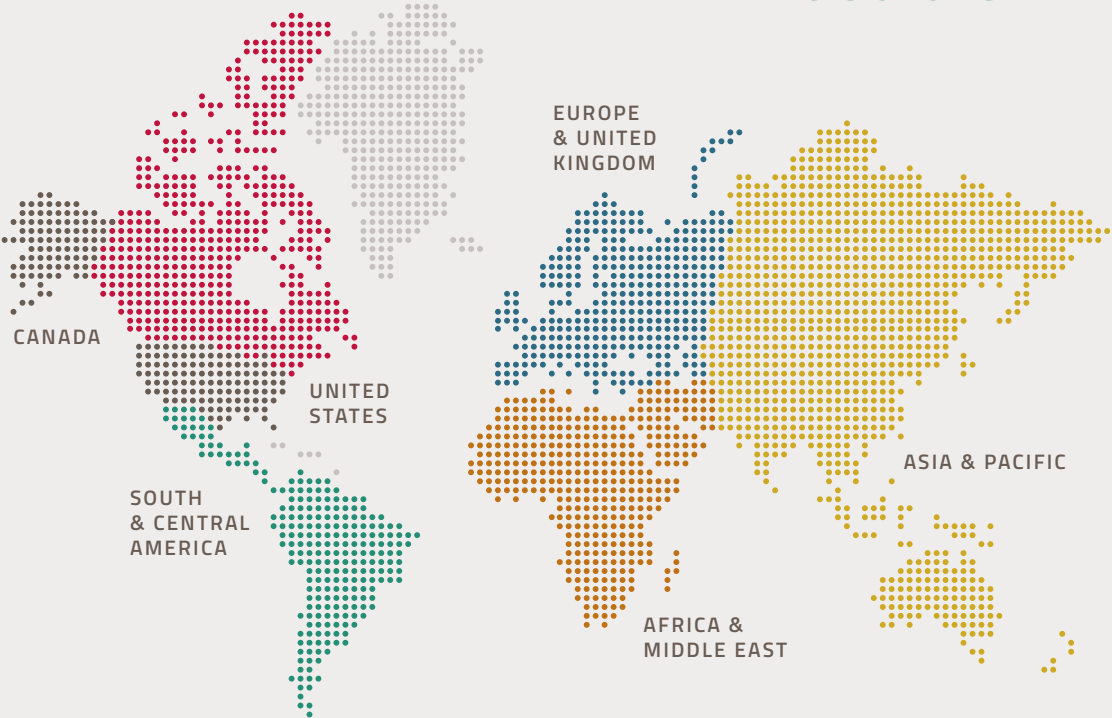


WorkBC Celebrated the official opening of New Employment Services Centre in Richmond in September 2019. Attendance at the opening ceremonies included special guests the Honourable Shane Simpson (5th from left), Minister of Social Development and Poverty Reduction, Richmond Mayor Malcolm Brodie (4th from left), as well as other notable dignitaries from the community.

CLIENTS SERVED

FISCAL 2019-2020 FINANCIAL REPORT

PLACES OF ORIGIN

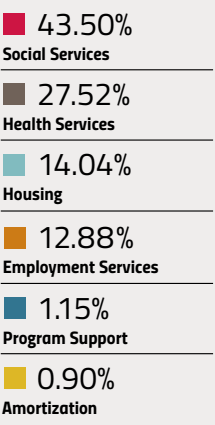
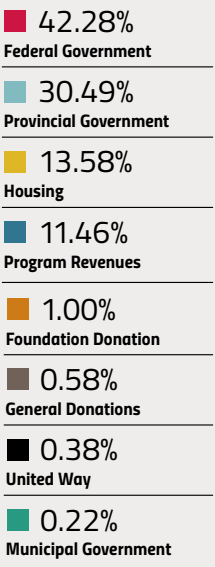


FIRST LANGUAGES (TOP 12)

- Mandarin
- Cantonese
- Tagalog
- Spanish
- Korean
- Arabic
- Punjabi
- Farsi
- English
- Hindi
- Vietnamese
- Urdu

SUPPLEMENTARY NOTE DISCLOSURE:
The figures relate to the general operating funds only (excluded restricted funds).


*The surplus generated is to be used as contingencies and for reserves into property and equipment to support current and future growth of operations.



INTEGRATED SERVICES


S.U.C.C.E.S.S.
CORE SERVICES
AND
PROGRAMS



PRE-ARRIVAL
8,068
Clients
159 Countries


PORT OF ENTRY
39,741
Clients


SETTLEMENT &
LANGUAGE TRAINING
21,500+
Clients


EMPLOYMENT &
ENTREPRENEURSHIP
10,181
Clients


FAMILY & COMMUNITY
2,655 Youth | 3,993 Seniors
5,435
Help Line Calls Answered


AFFORDABLE HOUSING
599 Rental Units
1,250+ Residents
585 Units
under development


SENIORS CARE
526
Seniors Accessed Services
70,352
Meals Prepared



Client Services Delivered

171,000+

2019/20

148,000
2017/18

156,500
2018/19

Unique Clients Served

72,100

2019/20

61,800+
2017/18

65,500+
2018/19





Pre-Arrival Services

Newcomers establish a strong foundation for life in Canada by accessing settlement services earlier.

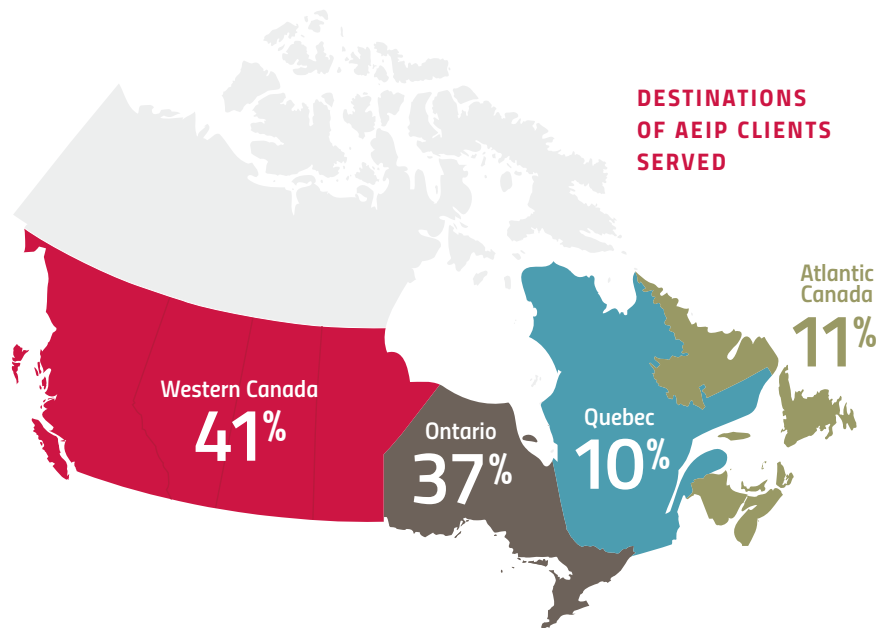


8,068

AEIP clients served.

Active Engagement & Integration Project (AEIP)

The Active Engagement & Integration Project (AEIP) continues to support Canada's immigration priorities by providing early settlement and employment services that prepare newcomers for life in Canada. AEIP opened its Guangzhou Service Centre in 2019, its second location in China.



Port-of-Entry Services

Community Airport Newcomers Network (CANN)

The Community Airport Newcomers Network (CANN) at Vancouver International Airport continues to grow with the expansion of services beyond immigrants and refugees to temporary foreign workers. CANN ensures newcomers receive essential information and resources to live and work safely in Canada.



39,741

clients welcomed by CANN



25%
increase in CANN clients served as compared to the previous year.



99%
of immigrants and refugees indicate they are more prepared for their first few days in Canada after receiving support from CANN.



99%
of temporary workers indicate they increased their knowledge of workers' rights in Canada.



Settlement Services

Newcomers achieve their goals and thrive in all aspects of life in Canada through innovative and outcome-oriented services.

- **Immigrant Settlement & Integration Program (ISIP)**
- **Action, Commitment, Transformation (ACT)**
- **BC Settlement & Integration Services (BCSIS)**

As one of the largest settlement service providers in Canada, S.U.C.C.E.S.S. offers a variety of services to foster the economic, social, and cultural integration of newcomers including temporary residents, permanent residents, and naturalized citizens in BC.

Services offered across three settlement programs include English language training, information and orientation, employment support, as well as community connections. Specialized and intensive services are offered to support newcomers with more complex barriers to settlement.

21,500+

CLIENTS ACCESSED
SETTLEMENT
SERVICES



15%

of clients
are refugees
or refugee
claimants.



14%

increase in
international
students served
as compared
to previous year.



99%

of ISIP clients
increased their
knowledge about
life in Canada.



Employment and Entrepreneurship Services

Job seekers and entrepreneurs achieve their career goals through cutting-edge programs and services.

S.U.C.C.E.S.S. expanded its programs significantly to address the varied needs of communities. This includes opening two new WorkBC Centres in Richmond to benefit local job seekers and employers.

S.U.C.C.E.S.S. also launched new programs that connect skilled immigrants to Canadian work experience as well as support older workers with digital skills upgrading for technology-rich work environments.

Innovative entrepreneurs are supported to start and grow their businesses. In addition to specialized programming for youth, S.U.C.C.E.S.S. also started a new entrepreneurship program for immigrant and racialized women.



268

ENTREPRENEURS WERE
SUPPORTED TO EXPLORE,
ESTABLISH, AND GROW
THEIR BUSINESS.

10,181

JOB SEEKERS AND ENTREPRENEURS SERVED

**MORE THAN
50%** increase in clients
served as compared
to previous year.

We work closely with national and regional employers to foster diverse and inclusive workplaces. To support this relationship-building, S.U.C.C.E.S.S. held its first pre-arrival virtual newcomers fair to connect Canadian employers with newcomers who were in preparation to move to Canada.



300+

EMPLOYER
PARTNERS
ENGAGED



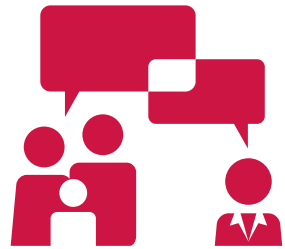
1,800+

people attended job
fairs and recruitment
events.



Family Services

Family members – across the generations – enhance their health and well-being through responsive and culturally-inclusive services.



2,625

HOURS OF SERVICES
PROVIDED IN THE
COUNSELLING PROGRAM



S.U.C.C.E.S.S. offers a wide range of family services that strengthen community relationships, enhance independence and resiliency, and promote social connections. All family services are community-focused, and are respectful and inclusive of diverse families, experiences and backgrounds.

Services range from multicultural programming for families with young children; multilingual counselling and crisis support programs for those navigating life challenges; family health education for all ages and stages in life; social support groups for immigrant families, seniors, and women.



5,435

help line calls were answered
in Cantonese and Mandarin

776

participants enhanced their
health and wellness through
the HIV & Hepatitis C Prevention
& Intervention Project

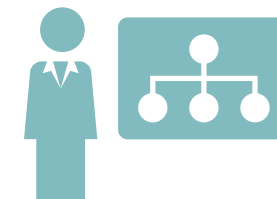


Youth Services

Diverse youth realize their potential and achieve their personal, social, and career goals through innovative services that address their unique experiences and needs.

S.U.C.C.E.S.S. services for youth are designed to be responsive and promote capacity building, self-expression, leadership skills, as well as personal growth and development.

Program services include specialized employment and entrepreneurship programs to educate youth in strengthening their job readiness and career journeys; personal and leadership development programs that promote community engagement and volunteering; school-based programs that support newcomer youth to adapt to their new social environment in Canada.



235

youth attended
specialized employment
and entrepreneurship
skills training programs.



YOUTH
LEADERSHIP
MILLENNIUM

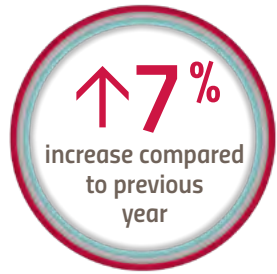
Youth completed
15,482 hours
of programming and
volunteer service through
the Youth Leadership
Millennium (YLM) Program.



Senior Services



Seniors Care



3,993
seniors accessed services

2,661
seniors accessed settlement services

Seniors maintain their independence and quality of life in age-friendly, accessible, and inclusive communities.

S.U.C.C.E.S.S. fosters seniors well-being by promoting their health and wellness, reducing isolation, and fostering friendships and community connections. Services range from social support groups to non-medical home supports, as well as to classes for lifelong education.

Programs are constantly being optimized to better serve our communities. In 2019, S.U.C.C.E.S.S. began an innovative new social prescribing program for the purpose of connecting diverse seniors to local community activities and resources to increase their health. We also launched new digital literacy classes for immigrant seniors so that they can develop skills for safely connecting and engaging online.



530

seniors enhanced their digital literacy through classes offered by the new Immigrant Seniors Go Digital program.



The S.U.C.C.E.S.S. Multi-Level Care Society (MLC) was incorporated in 1995 in order to provide high quality culturally sensitive appropriate services for seniors in throughout metro Vancouver.

S.U.C.C.E.S.S. MLC has risen to the challenge of protecting our seniors from the COVID-19 pandemic. The safety and well-being of our clients, staff and volunteers are always the top priority for us, and we regularly update and optimize the most current and effective illness prevention control measures as mandated by the Government of Canada and the B.C. Ministry of Health. Both our seniors and staff have adapted to living under new norms, motivating each other with positive feelings and conversation. Using the latest consumer technology, our seniors also frequently visit with their families using portable communications devices. Coupled with more activities to keep our seniors mentally and physically engaged, we are thrilled and humbled to see them thriving during such a unprecedented period.

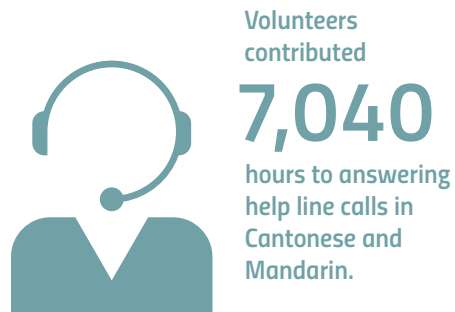
S.U.C.C.E.S.S. MLC would like to extend our most sincere and heartfelt thanks to all of the public and corporate donations of personal protective equipment and other medical supplies from our communities and from friends of S.U.C.C.E.S.S. around the world. Together, with such support, all of us will come out of this difficult period stronger.



Community Development

Diverse, welcoming, and inclusive communities are nurtured by creating and fostering opportunities for social engagement and participation.

S.U.C.C.E.S.S. engages and collaborates with multi-sectoral stakeholders – including members, volunteers, clients, community organizations, public institutions, and the private sector – across our programs and services to achieve our vision and mission. Through collective efforts, positive impact is achieved and communities are more resilient.



Career mentors volunteered
1,200 hours
to support professional newcomers in the Immigrant Settlement & Integration Program to navigate the Canadian labour market.



5,000+
community members in the Tri-Cities engaged in the Kindness Rocks Campaign that aimed to foster inclusive and welcoming communities.



Affordable Housing

Publications

S.U.C.C.E.S.S. Evergreen News was founded 35 years ago by a group of volunteers who saw the need to offer helpful information for Chinese newcomers. In 2019-2020, the publication has evolved to becoming an integrated media platform with print and online reading. Evergreen News Club has also continued engage newcomers with diversified activities and events throughout the year.

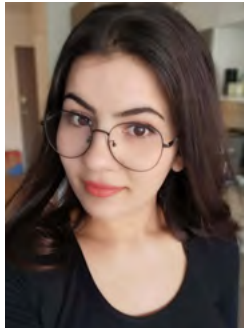


Since 2008, S.U.C.C.E.S.S. has operated and managed subsidized and affordable housing projects across Metro Vancouver for the purpose of offering high-quality residences and responsive service to our clients. In 2019-2020, we managed approximately 600 rental units in seven housing communities which served more than 1,250 low to moderate income families, seniors and individuals. In the next 5 years, S.U.C.C.E.S.S. is set to also offer an additional 585 affordable housing units in the Lower Mainland. We continue to work with all levels of government to deliver affordable housing to serve our clients and help address the region's affordable housing shortage.

S.U.C.C.E.S.S.'s HOUSING PORTFOLIO LOCATIONS



- | | | |
|------------------|---------------------|------------|
| 1. 188 Keefer | 4. The Village | 6. Remy |
| 2. Orange Hall | 5. Hillside Gardens | 7. Storeys |
| 3. Solheim Place | | |



"The staff have treated me like a friend and kept calling me even after the program. Without their motivation, I won't be able to find this job. S.U.C.C.E.S.S. is amazing!"

Sara Boufatma comes to Canada from Morocco. After learning about Canada's beauty and warm and intercultural communities from her Aunt who lives in Quebec, she visited British Columbia and quickly fell in love with the mild weather, modernized cities, and proximity to beautiful and clean nature. She decided to immigrate to Canada quickly, thereafter, hoping for a better life for her and her children.

In the summer of 2019, her dream of relocating to British Columbia finally came true. As she settled into her new life, while she has a post graduate degree with working experience at a global multinational corporation based in Morocco, she found difficulty in finding a job, as many employers expected local working experience before hiring new applicants.

During her job search, she came across S.U.C.C.E.S.S.'s "Chance to Choose" program, which is a youth employment program aiming to help youth overcome barriers to employment through skills development and job placement with well-established and highly notable local employers.

Sara has expressed her gratitude in her opportunities provided by S.U.C.C.E.S.S. to obtain learning new skills and support from her local colleagues and in the business community. "I felt so helpless at first but the staff at S.U.C.C.E.S.S. are very experienced and professional and they not only taught me practical skills but also confidence in building my career in a new country."

Sara found a role in graphic design through help from S.U.C.C.E.S.S. and hopes to share her experience with all newcomers. "Chance to Choose really is an excellent program that has taught me practical skills. The staff have treated me like a friend and kept calling me even after the program. Without their motivation, I won't be able to find this job. S.U.C.C.E.S.S. is amazing!" said Sara.



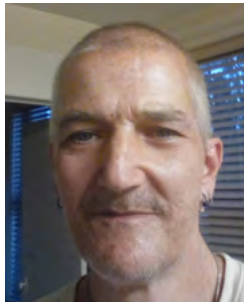
"I am so blessed I can live here, because I have lots of friends and S.U.C.C.E.S.S.'s staff are caring us like a family."

Lau Siu Chow and her husband landed in Vancouver in 1995, having been sponsored by their daughter Vanessa. Although language and mobility were initially challenging for the Chows in their adopted country, the joy of family reunion rekindled a warm sense of belonging and meaning of life. After her husband passed away, Mrs. Chow believed her worsening health condition was due to the loss of her partner. Her daughter, Vanessa, Vanessa turned to S.U.C.C.E.S.S., and enrolled her mom in an English language course, and later, arranged her to visit Chieng's Adult Day Centre. Mrs. Chow met many new friends and became more joyous and optimistic in her life. Vanessa noticed her mom's outlook improvements, and applied for her to stay at Harmony House, an assisted living project located near the Day Centre.

Today, Mrs. Chow resides at the Harmony House, and loves her lifestyle. "My family and friends can visit me any time and we can all go out shopping and dining"

Mrs. Chow declares. "I am so blessed I can live here, because I have lots of friends and S.U.C.C.E.S.S.'s staff are caring us like a family."

Her daughter Vanessa also thanks S.U.C.C.E.S.S., "I want to voice out my appreciation to S.U.C.C.E.S.S. My mom's health condition has substantially improved and now she can sleep well at night. I can see her laughter again and it is especially important because we are all connected. The healing is not just for my mom but for my whole family. Thank you again S.U.C.C.E.S.S."



Duane Weise was born in Canada and raised in Richmond and has faced many socio and economic challenges in his life. After living for an extended period in Vancouver's downtown east side, he faced daily threats of violence and unwanted drug and alcohol influences. Duane's previous home was burglarized, and he felt unsafe to live in such a situation. Over time, his personal security worsened, and it was recommended that he apply to Orange Hall, one of the S.U.C.C.E.S.S. affordable housing communities within Vancouver



"I am quite happy with the new place with good facilities including a clean-living room, bedroom, bathroom, and a well-equipped kitchen."

Orange Hall is a recently renovated and self-contained series of residential units. In addition to offering safe and secure affordable accommodations, the Orange Hall housing team also offers services enhancing residents' community-base support networks. Through social and recreational programs, tenants develop life skills and better their education, employment, and health.

"I just moved in Nov 2019, living at a corner suite on the higher floor. I am quite happy with the new place with good facilities including a clean-living room, bedroom, bathroom, and a well-equipped kitchen. The appliance is fairly new," says Duane. "Staying away from the gang has already given me a great sense of security and I could have a good night sleep now. I look forward to the relaxing of social distancing and joining the recreational programs, Thank you S.U.C.C.E.S.S. for the arrangement!"



SERVICE	VAN	BBY	RMD	TRI-CITIES	SURREY/DELTA	FORT ST. JOHN	TORONTO
Settlement	■	■	■	■	■	■	■
Family, Youth & Seniors Services	■	■	■	■	■		
Community Development	■			■			
Employment & Entrepreneurship	■	■	■	■	■		■
Language Training	■		■	■	■		
Seniors Care	■		■				
Affordable Housing	■	■	■				
Port-of-Entry			■				

Overseas Offices

Beijing, China / Pre-Arrival Service
Seoul, South Korea / Pre-Arrival Service
Guangzhou, China / Pre-Arrival Service



ACCREDITATION
CANADA



S.U.C.C.E.S.S. gratefully acknowledges the commitment and support of government and private funders who made significant financial contributions to our programs in the past year.