



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

# 2023-2024

# Impact Report

Integrity, Inclusion  
Innovation, Caring



**Vision** A vibrant Canadian society where people thrive and contribute to inclusive communities.

**Mission** S.U.C.C.E.S.S. empowers people on their Canadian journey to achieve their goals through services and advocacy that promote belonging, wellness and independence.

S.U.C.C.E.S.S. acknowledges the ancestral and traditional territories of Indigenous Peoples across the regions that we live and work. We express our gratitude and honour the Indigenous Peoples who are the keepers of these lands that have existed since time immemorial. We are grateful to be headquartered on the unceded Coast Salish lands of the x<sup>w</sup>məθk<sup>w</sup>əy<sup>əm</sup> (Musqueam), Skwxwú7mesh (Squamish), and Səlílwətaʔ/Selilwitulh (Tsleil-Waututh) Nations. We recognize and acknowledge our communities' shared histories of injustice and discrimination and uphold that it is our joint responsibility to actively work toward achieving healthy and inclusive communities and environments.

S.U.C.C.E.S.S. aims to reduce our environmental impact by limiting print copies of reports. If you are unable to access our digital report, please contact us at [info@success.bc.ca](mailto:info@success.bc.ca).



# TABLE OF CONTENTS

## S.U.C.C.E.S.S. IMPACT

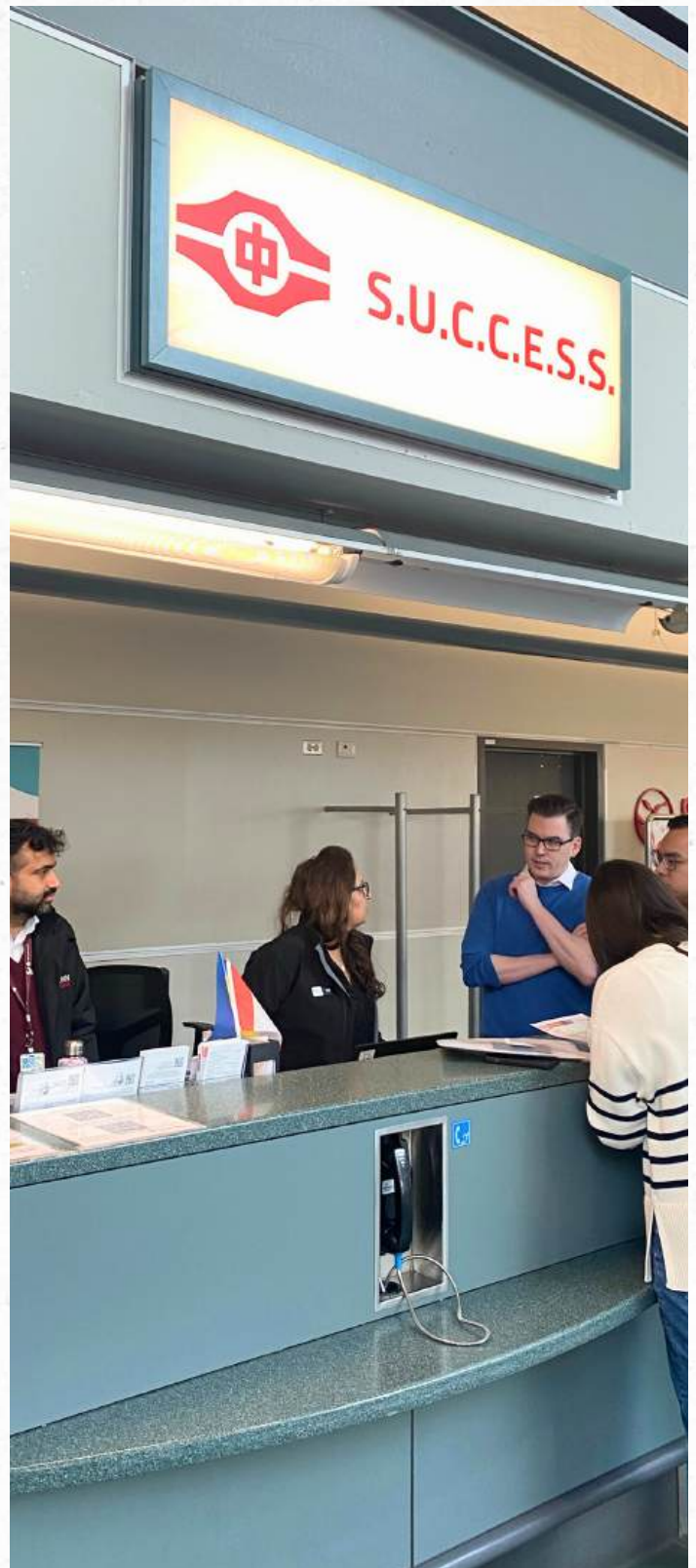
MESSAGE FROM THE CEO	4
MESSAGE FROM THE SOCIETY BOARD CHAIR	5
BOARD OF DIRECTORS	X
2023-24 IMPACT AND ACHIEVEMENTS	X
2023-24 CLIENT SERVICES	X

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

INTEGRATED SERVICES FOR NEWCOMERS	X
Immigration and Settlement	X
Youth	X
Employment and Entrepreneurship	X
Community, Family and Wellness	X
Community, Advocacy, Diversity, Equity and Inclusion	X
AFFORDABLE HOUSING	X
MULTI-LEVEL CARE	X

## S.U.C.C.E.S.S. FINANCIALS

<b>2023-24 FINANCIAL REPORT</b>	X
SERVICE LOCATIONS IN CANADA	X
HOW TO SUPPORT S.U.C.C.E.S.S.	X







## FROM THE CEO

As S.U.C.C.E.S.S. forges ahead into our next 50 years, I have been reflecting on reasons for our agency's longevity, and for me, it comes down to our strong shared values.

Our Board of Directors recently refocused us on four core values to guide us into the future: Integrity, Inclusion, Innovation and Caring. At S.U.C.C.E.S.S. we work with integrity: we are honest, ethical and stand up for our principles. We work to include everyone, regardless of identity or ability. We are innovative and find opportunities to try new ideas and methods and we are caring toward our staff, volunteers, clients and community. These are the foundations on which we build our services, practices, and culture.

Over the past year, we put these values in action. We demonstrated integrity with a glowing reaccreditation from the Council on Accreditation and a WorkSafe BC Certificate of Recognition for our occupational health and safety program. We launched inclusive

new initiatives such as a new mental health programs for immigrant women and families and low- barrier settlement support for newcomers with complex needs.

We innovated across our service areas, securing new programs and funding, signing new affordable housing partnerships and upgrading our internal systems and cybersecurity for greater operational efficiency. Throughout, we provided ongoing, exceptional culturally appropriate and trauma-informed care to our clients and community.

I am very proud to serve S.U.C.C.E.S.S., where I can live my values every day and work alongside dedicated people who share them. Thank you to our Board, staff members, sponsors, donors and volunteers for your lasting commitment to our vision, mission and values.

Sincerely,

Queenie Choo, CEO

## MESSAGE FROM THE SOCIETY BOARD CHAIR



Over the past 15 years I have been involved with S.U.C.C.E.S.S , I have been struck not just by the work S.U.C.C.E.S.S. does in the areas of affordable housing, seniors care and health, and settlement and social services, but by the unique way that S.U.C.C.E.S.S. staff and supporters do that work while always demonstrating the highest levels of integrity, inclusion, innovation and caring. As a non-profit agency, we mobilize our resources and amplify our impact through frequent civic collaboration, community engagement, volunteering and partnerships.

This past year was no exception as our Board members and employees championed continued innovation and sustainable growth at S.U.C.C.E.S.S., expanding our diverse community partnerships, multi-agency collaborations and broader community engagement.

I am proud to see our values in action over the past year. We grew our affordable housing offerings with new developments in Richmond and Vancouver and plans for Coquitlam thanks to multi-sector partnerships. We secured new funding to innovate and enhance our services, including our pre-arrival program and expanded our Help Lines to five languages. We were also recognized by our numerous funders and the Province of BC for our settlement service excellence, demonstrating the integrity of our work and commitment to care.

My sincere gratitude goes out to my fellow Board members; Queenie and her leadership team; our wonderful staff, volunteers, alumni, and donors; our federal, provincial and local governments; and our other partners who make up our incredible community of changemakers. The impact you make on the lives of those we serve as they navigate their Canadian journey is truly remarkable.

Sincerely,

A handwritten signature in black ink that reads "Doug". The signature is stylized and cursive.

Doug Purdie, Society Board Chair



# BOARD OF DIRECTORS



Mr. Doug Purdie  
**Chair**



Mr. Jim O'Dea  
**Vice Chair**



Mr. Donnie Wing  
**Treasurer**



Ms. Lauren Liang  
**Board Secretary**



Ms. Erin Brandt  
**Director**



Ms. Helen Song  
**Director**



Dr. Mark Fok  
**Director**



Dr. Sandra Song  
**Director**



Ms. Rebecca  
Clapperton Law  
**Director**



Ms. Kathleen  
Wong  
**Director**



Dr. Tanya  
Petraszko  
**Director**



Mr. Terry Wong  
**Director**



Mr. Gary Pooni  
**Director**



Mr. Bryan Yu  
**Director**



Mr. Terry Yung  
**Immediate Past Chair**

# 2023-24 IMPACT AND ACHIEVEMENTS

## April 2023

---

Our Bridge to S.U.C.C.E.S.S. Gala celebration during our 50th Golden Anniversary raised \$500,000+ to support our programs.

## May 2023

---

S.U.C.C.E.S.S. secured \$12 million in federal funding to expand our Active Engagement and Integration Project, a program that has served 41,000 pre-arrival clients since 2008.

## June 2023

---

We purchased S.U.C.C.E.S.S. Harmony House's 33 assisted living units with a BC Housing grant to secure homes for seniors without future risk of eviction. S.U.C.C.E.S.S. Multicultural Early Childhood Development program was nominated for a service award from the BC Council of Families for work on immigrant mental health.

## July 2023

---

Our Walk with the Dragon fundraiser in Stanley Park raised \$320,500 for our programs and we added service in Ukrainian to our crisis Help Lines.

## August 2023

---

S.U.C.C.E.S.S. was named a Premier's Award Promoting Innovation and Excellence finalist in the partnership category for our work with government on housing displaced Ukrainians.

## September 2023

---

Our S.U.C.C.E.S.S. Foundation Golf Tournament raised \$134,000+ for our programs and we launched our new Seniors Academy at our Annual General Meeting.



## October 2023

---

S.U.C.C.E.S.S. was selected by the City of Coquitlam to develop and operate two seniors' rental buildings, adding 140 new affordable housing units in the region.

## November 2023

---

S.U.C.C.E.S.S. underwent a successful reaccreditation with the Council on Accreditation, hosting surveyors in November and receiving our certification with exemplary standing in January.

## December 2023

---

Our Tri-Cities Local Immigration Partnership launches a joint mentorship program pairing City of Coquitlam employees with local professionals. We also opened 21 new affordable housing units at Richmond's One Park.

## January 2024

---

S.U.C.C.E.S.S. secured new BC Newcomers Services Program and BC Safe Haven program contracts, our Immigrant Settlement and Integration Program received accolades from IRCC for supporting Ukrainian arrivals and our Active Engagement and Integration Project began services to Central and South America.

## February 2024

---

S.U.C.C.E.S.S. celebrates our donors and supporters with a ceremony at Choi Hall featuring the Honorable Lieutenant Governor of B.C., Janet Austin.

## March 2024

---

The new S.U.C.C.E.S.S.-operated 231-unit Bob and Michael's Place affordable housing building at 32 and 54 West Hastings St. in Chinatown opens for tours and tenant registrations.





# S.U.C.C.E.S.S. 2023-24 CLIENT SERVICES

PRE-ARRIVAL CLIENTS

**7,457**

AIRPORT SETTLEMENT/ARRIVAL CLIENTS

**46,495**

POST-ARRIVAL SETTLEMENT CLIENTS

**29,789**

HELP LINES CALLS ANSWERED

**5,683**

OVERALL UNIQUE CLIENTS SERVED

**82,801**

NUMBER OF PRE ARRIVAL COUNTRIES

**46**

AFFORDABLE HOUSING CLIENTS

**1,904**

CLIENT SATISFACTION

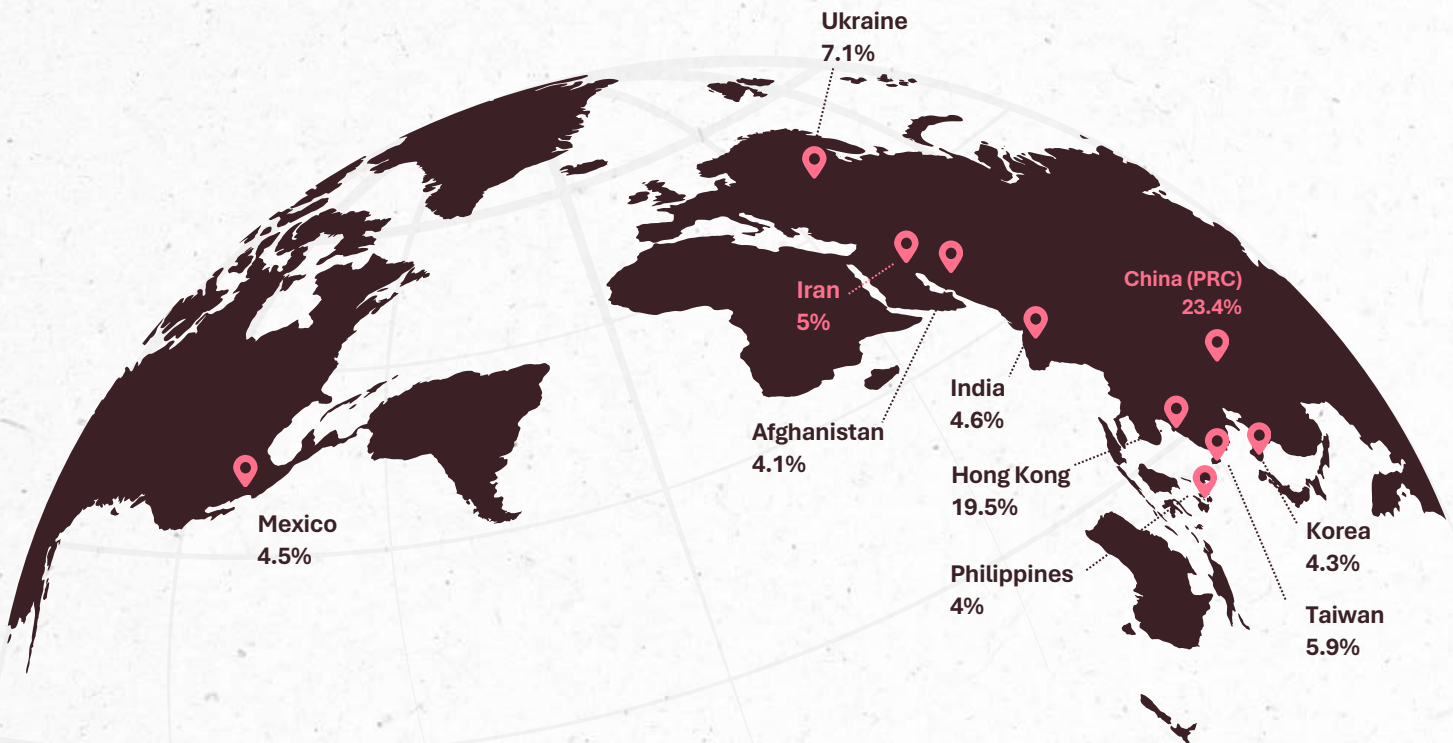
**96.24%**

OVERALL CLIENT SERVICES DELIVERED

**182,692**

**68,228**

TOTAL CLIENTS IN TOP 10 COUNTRIES



# INTEGRATED SERVICES FOR NEWCOMERS



## Immigration and Settlement

This year S.U.C.C.E.S.S. served a record number of settlement clients with pre-arrival, port-of-entry and post-arrival settlement services.

S.U.C.C.E.S.S. supported Immigration, Refugees and Citizenship Canada to deliver enhanced pre-arrival services through our Active Engagement and Integration Project to 1,200 clients coming from Colombia and Venezuela via the Humanitarian Pathway for the Americas. We also expanded online settlement modules for refugee clients through our E-Start program. Our Community Airport Newcomers Network program assisted 47,000 clients, including 7,100 Ukrainians, 8,100 refugees and 9,250 temporary foreign workers. Our Ukrainian Hotel Referrals project helped another 4,125 clients with housing.

Our Immigration Settlement and Integration Program served 38,577 individuals in Metro Vancouver and Fort St. John, a 58 per cent increase in one year. Our ACT program expanded to new locations and provided intensive case management to nearly 300 clients with high needs and barriers, while the team participated in a BC Settlement Collaborative Case Management Service Model research project.

Our BC Newcomers Services Program (formerly BCSIS) expanded 30 per cent last year, serving 7,729 clients across Metro Vancouver and in three Northeast BC municipalities.





“Working at S.U.C.C.E.S.S. has been an incredible journey filled with growth, support, and meaningful impact. I'm proud to contribute to our pre-arrival settlement services, empowering newcomers to thrive. The dedication of our team and the agency's commitment to fostering inclusivity truly make it a rewarding place to work.”



 **Ghaith Sheikh,**  
**E-Start Program Manager**



## Youth

This year, S.U.C.C.E.S.S. supported 123 youth, including newcomers, refugees, racialized youth, and youth with disabilities to develop leadership skills, practice inclusivity and reconciliation. In our Community Leadership Initiative program, 42 youth in six cohorts organized community microgrant projects to enrich and engage their neighborhoods in five areas of Metro Vancouver. Our Youth Leadership Millennium program helped develop the resilience of 81 youth through dozens of educational events promoting reconciliation, diversity, equity and inclusion.

## Employment and Entrepreneurship

S.U.C.C.E.S.S. helped nearly 3,400 job seekers and worked with 150 employers over the past year. Our Active Career Connect and Engagement Project supported 127 immigrants in B.C. and Ontario and was recognized with a Toronto South Local Immigration Partnership Collaboration Award for excellence.

Our Integrated Women Entrepreneurship Project empowered 394 women living in British Columbia, Alberta, Saskatchewan, Ontario, Quebec and New Brunswick to start their own businesses. Our Internationally Trained Dentists Program

helped 89 clients prepare for licensing exams, speeding their professional reintegration. Similarly, our International Credential Recognition Support Program helped 150 health professionals prepare for exams and secure employment in the health sector.

Our WorkBC Richmond Centre saw great success in supporting more than 2,550 job seekers from diverse backgrounds, (including immigrants, people with disabilities, youth and survivors of violence), achieving a nearly 28 per cent increase in jobs secured.



“I learned about S.U.C.C.E.S.S. Fort St. John as a visitor in 2009. Years later, I joined the S.U.C.C.E.S.S. FSJ Team, delivering the same services that helped me settle here. Now, I assist others on their journey. I’m elated to have this opportunity to help newcomers become contributing and thriving Canadians.”



 **Ovvian Castrillo Hill,**  
**Settlement Practitioner**





## Community, Family and Wellness

Our Wellness and Active Communities programs helped 2,972 clients through diverse programs, including Better at Home, Chinatown Senior Services Council, Digital Literacy, Health Education, Safe Seniors Strong Communities, Seniors Academy, Seniors Quality of Life, Social Prescribing and neighbourhood seniors' groups.

Settlement and Family Services served 48,859 clients across five programs: Action, Commitment, Transformation, BC Newcomer Services Program, Burnaby Multicultural Early Years Services, Immigration Settlement and Integration Program and Tri-Cities Multicultural Early Childhood Development. We also launched a Public Health Agency of Canada-funded mental health project for immigrant families.

Our S.U.C.C.E.S.S. Help Lines volunteers responded to over 6,100 calls last year. Help Lines were founded in 2002 and today are available in English, Mandarin, Cantonese, Korean, Farsi/Dari, and Ukrainian. We also delivered counselling to 319 clients.

Our Champions of S.U.C.C.E.S.S. volunteer program also continued strong, with an appreciation event in November for 150 dedicated volunteers. We are grateful to our 2,000 registered volunteers and 500 active volunteers.







“I express my sincere gratitude for the exceptional support and guidance I received from AEIP during my transition to Canada. Your commitment to empowering newcomers is evident in the high-quality support you provide. I am deeply thankful for your dedication, patience, and genuine care for the success of individuals like me.”



**Anchala Maheshwari,**  
AEIP client





“I enrolled in the IWEP six-week workshop. Every class laid out processes of where you start, how you prepare and what you need to start your business. It was a lighthouse to me and a complete map to start my own business. I felt like a whole army of professionals was behind me, and they were not only mentors to me but also great supporters and motivators. I am truly grateful.”



**Soyolmaa “Sonia” Gombojav**  
owner, The Loaf, Fernie, BC

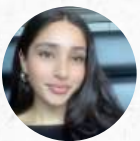
### **Community Advocacy, Diversity, Equity and Inclusion:**

The Tri-Cities Local Immigration Partnership engaged 400 partners in diversity, equity and inclusion initiatives. In October, we launched the Anti-Racism Toolkit: How to Report Incidents of Racism in collaboration with Port Moody Police, experts and individuals with lived experience. In November, we hosted a presentation on a report called “A Sense of Belonging: Sexual and Gender Minority Newcomers in the Tri-Cities,” identifying barriers and recommendations to improve inclusion outcomes for LGBTQ2SIA+ newcomers.

Three of our research projects, the Tri-Cities Community-Based Funding Model Project, Anti-Oppression Capacity Building Project, and the Tri-Cities Wraparound Model of Care for Mental Health in Immigrant Families, celebrated their conclusion. We were proud to be nominated for a BC Multiculturalism Award in the Breaking Barriers category.



After graduating from Simon Fraser University, I joined S.U.C.C.E.S.S.' Community Real Estate and Asset Management Dept., shaping the trajectory of my career, and understanding of community development. The opportunities I've had at S.U.C.C.E.S.S. have assisted me in furthering my pursuit of a higher education in Community and Urban Planning. I'm excited to continue growing alongside S.U.C.C.E.S.S.!



 **Jenny Brar,**  
**Housing Services Coordinator**



“During my 10 years at S.U.C.C.E.S.S, I have worked with many colleagues and tenants that have inspired me. Housing is about teamwork, dedication and flexibility when working with building mechanicals or assisting tenants in their homes. Watching the team grow through our new projects is exciting and a chance to share my knowledge and guidance. Making a positive experience for our tenants through maintenance is something I strongly believe supports Housing at every level. I look forward to continuing my work with our Housing teams and partners.”



 **Diane Cohen, Manager,  
Housing and Facility Maintenance**



## AFFORDABLE HOUSING

In 2023-2024, S.U.C.C.E.S.S. continued its commitment to addressing the affordable housing crisis in British Columbia. One significant achievement during this time was the opening of OnePark in Richmond providing 21 units for low-to moderate-income individuals, families, and seniors. In April 2024, an additional 231 affordable housing units will be completed at Bob and Michael’s Place. This project is a collaborative effort between S.U.C.C.E.S.S., the Vancouver Chinatown Foundation, the City of Vancouver, and BC Housing. These

new units aim to address the ongoing affordable housing crisis in the region, providing secure and accessible housing options for those in need.

In the future, S.U.C.C.E.S.S. has ambitious plans to expand its impact on affordable housing. Through strategic partnerships with BC Housing, municipal governments, and private developers, new locations currently under development will add over 1,250 housing units. This significant expansion aims to dramatically

increase housing opportunities for individuals and families facing housing challenges. By expanding housing capacity, S.U.C.C.E.S.S. is committed to creating a lasting positive impact on community members in need of secure and affordable housing options.

The accomplishments of 2023-2024 and planned future projects exemplify S.U.C.C.E.S.S.'s unwavering commitment to addressing the affordable housing crisis.





“I lived in S.U.C.C.E.S.S. Pender Residence for over three years now. They provide breakfast, lunch, tea break and dinner. The menu is mainly Chinese dishes that I like. My weight has increased a lot since I lived here. The staff are friendly and helpful. They always give me family feelings. Also, people who live here are nice. SPR arranges lots of recreational activities for us and I like to join most of it such as bingo and exercise in the morning.”



**Kit Bing Hui, resident,  
S.U.C.C.E.S.S. Pender Residence**





“Austin Harris Residence is a happy paradise for seniors. Almost two years ago, I was accepted to reside at Austin Harris Residence. Once I moved in my fear of living alone was gone because there are staff on duty at all times. Now, I have achieved complete mental, physical and spiritual and social well-being. Every day, I enjoy healthy meals, morning exercise and challenging activities. Austin Harris Residence is my ‘Heaven on Earth.’”



**Sam Siu,**  
Austin Harris resident.



“Although I have been working in an administrative role at MLC for more than two decades, the time has flown by, and it never feels too long. The love and passion from our residents, co-workers, and volunteers have strengthened me in my journey at MLC and enriched my life.”



 **Belinda Kwan,**  
Care Clerk, MLC



“I have lived in Harmony House for more than 10 years. The living environment is good, and the room is spacious. In addition, the staff take care of all residents and treat us like family. We are full of smiles and laughter when we all get together. I am very happy to live in this place.”



**Ada Chen,**  
**Harmony House resident.**

## **MULTI-LEVEL CARE**

S.U.C.C.E.S.S. Multi-Level Care Society manages the Simon K. Y. Lee Seniors Care Home, a long-term care facility offering culturally appropriate care to seniors with complex needs. The Society operates two assisted living facilities for seniors: Austin Harri one of our team members at Olympic Village. s Residence in Richmond and Harmony House in Vancouver. We also run two Adult Day Programs in Vancouver and Richmond serving 200 seniors each week, providing a continuum of care, and we provide nutritious Chinese meals for the Burnaby Meals on Wheels program.

Our major accomplishments over the past year include partnering with the province and BC Housing to purchase Harmony House, preventing much-needed affordable housing from being lost to the private market and ensuring seniors living there can age in place in their neighborhood.

We also completed capital upgrades at the Simon K.Y. Lee Seniors Care Home, installing 35 new ceiling lifts and investing in critical infrastructure upgrades in our heating, cooling and ventilation systems and our building security system. And, we moved ahead with our Suzhou Alley project, securing a safe, gated outdoor garden space for residents here.







“I was born in China and raised by my grandparents. Then my family moved to Hong Kong. After I grew up, I wanted to repay the love to my grandparents, but they had passed. I joined as a staff at Austin Harris Residence. The senior residents here remind me of my grandparents. Now, I put my heart and soul into making lots of delicious dishes for them. Seeing them enjoying the food, it brings me the greatest joy in my work.”



 **Vincent Ng,**  
**Cook, MLC**



# SERVICE LOCATIONS IN CANADA



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			■				



**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.**

# HOW TO SUPPORT S.U.C.C.E.S.S.

There are many ways to support S.U.C.C.E.S.S. Foundation.



## CORPORATE FUNDING

Corporate donations are a great way for companies to support S.U.C.C.E.S.S. in delivering services and programs that benefit the community. Corporate donors can support specific programs at S.U.C.C.E.S.S. depending on your company's focus and priorities.



## PLANNED GIFTS

You may choose to make a specific bequest in your will donating cash or assets such as real estate, stocks or art. Or you can make a residual bequest where you donate a portion of your estate after all other beneficiaries have been settled. You could also make a contingent bequest where your gift takes effect only if the primary intention cannot be met.



## MAJOR GIFTS

Make an immediate and lasting impact with a financial gift in cash or in-kind and receive a tax receipt for the amount or value of the goods.



## ENDOWMENT FUNDS

An endowment is a \$10,000+ charitable investment fund where capital is permanently invested and provides a steady income each year to S.U.C.C.E.S.S. You may set up an endowment in your name or honour a loved one, and tax receipts are issued.

**To discuss ways of giving, please reach out to the S.U.C.C.E.S.S. Foundation team at [fundraising@success.bc.ca](mailto:fundraising@success.bc.ca) or 604-408-7228.**



Explore our previous impact reports  
at [success.bc.ca/annualreports](https://success.bc.ca/annualreports) to  
see our past highlights.

## Contact

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

28 West Pender Street  
Vancouver, BC V6B 1R6 Canada

Email: info@success.bc.ca  
Website: successbc.ca  
Phone: + 1 604 684 1628  
Fax: + 1 604 408 723

@SUCCESSBC  
@SUCCESSCANADA  
@SUCCESSBC