



2018/2019
Annual Report

—
UNFOLDING
OUR
SUCCESS



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



Queenie Choo, CEO

Terry Yung, Society Chair

Report from the CEO

Queenie Choo

The 2018-19 year has brought many rewards and exciting developments to S.U.C.C.E.S.S.

One of our most significant achievements was being awarded the WorkBC contract in Richmond by the BC government. With this contract, S.U.C.C.E.S.S. now provides crucial services to job seekers at two locations in the city. We are proud to solidify our status as a trusted provider of employment services in the province.

In January 2019, our pre-arrival services received a generous boost when the Honourable Ahmed Hussen, Minister of Immigration, Refugees and Citizenship Canada, came to our headquarters to announce \$22.4 million in funding over four years for our Active Engagement & Integration Project. The funding reinforces S.U.C.C.E.S.S.'s unique position as the only social service agency in Canada that provides the full continuum of services for newcomers, and makes us the sole provider of in-person pre-arrival services in China.

On the housing front, we were delighted to break ground for Riverwalk in December 2018 with our partners at BC Housing and the City of Vancouver. When complete, Riverwalk will add 109 new affordable rental housing units for individuals, families and seniors in the region – bringing the total number of housing units we own and/or operate to over 700.

As always, we are grateful for the trust and support of our funders and partners. In the coming year, we will explore even more service models in collaboration with the three levels of government, and will remain focused on delivering client-centric and responsive services to the community.

I thank Terry Yung, Board Chair, and the entire Board of Directors of S.U.C.C.E.S.S., for their unwavering dedication and leadership. Their guidance is essential to ensuring S.U.C.C.E.S.S. continues to have the greatest impact on those we serve.

Report from the Society Chair

Terry Yung

Over the past 46 years, S.U.C.C.E.S.S. has gained a reputation for its innovation, resilience and relevance in Canadian society. As Board Chair, I am particularly proud of our commitment to diversity and inclusion that is embedded in and guides our service delivery. As Canadians, we are privileged to live in a country that embraces our differences, and where diversity strengthens our communities.

In 2018-19, we made strides in building more affordable housing, expanded our newcomer settlement services, and accomplished another perfect accreditation score for our seniors care operations. This was accomplished by focusing our efforts and energy on our core goals.

S.U.C.C.E.S.S. owes its success to our people. I would like to acknowledge our CEO and staff for their tireless commitment. My sincere gratitude to members of the S.U.C.C.E.S.S. Society Board for their time, trust and dedication. History clearly shows that when a group of committed people come together for a common cause, anything is possible. At S.U.C.C.E.S.S., we see a bright future ahead.

Advocacy

Recognized as a prominent voice for positive social change, S.U.C.C.E.S.S. was active in 2018-19 in advocating for the values of diversity and inclusion, as well as for issues that pertain to our clients within our three main service areas: newcomer settlement, affordable housing and seniors care.



(Left photo) Premier Horgan meets with ACSHN members at a S.U.C.C.E.S.S. seniors care facilities

(Right photo) The Honourable Ahmed Hussen's visits the S.U.C.C.E.S.S. head office to announce \$22.4 million in funding for pre-arrival services

In September 2018, Premier John Horgan with several provincial ministers and Members of the Legislative Assembly (MLAs) met with members of the Asian Canadian Seniors Health Network (ACSHN) at a S.U.C.C.E.S.S. seniors care facilities to better understand the need and demand for culturally appropriate care for seniors in BC. Co-chaired by S.U.C.C.E.S.S. CEO Queenie Choo, ACSHN is a consortium that represents more than 75,000 seniors from various East and South Asian communities in BC.

In January 2019, Queenie presented to the Standing Committee on Citizenship and Immigration to advocate for the need for more investments in settlement services. The addition of resources will help to ensure that newcomers have the information and tools they need to succeed in Canada.

Throughout the past year, Queenie continued to serve on numerous boards and committees to help speak for the people we serve. The associations include the Board of BC Non-Profit Housing Association; the Canadian Armed Forces' Joint Task Force Pacific Advisory Council on Diversity; the OMNI Pacific Advisory Council; the RCMP Commanding Officer's Cultural Diversity and Inclusion Board; the Chinese-Canadian Community Advisory Committee; among others.

As a multi-faceted organization, **S.U.C.C.E.S.S.** is there for all Canadians of all backgrounds in all folds of their life journey.

Whether you are an immigrant parent with young children, a teenager looking for a job, a newcomer wanting to learn English or a family member looking for high-quality care for an elder, S.U.C.C.E.S.S. is there to meet those needs.

This foldout 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.



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

At A Glance

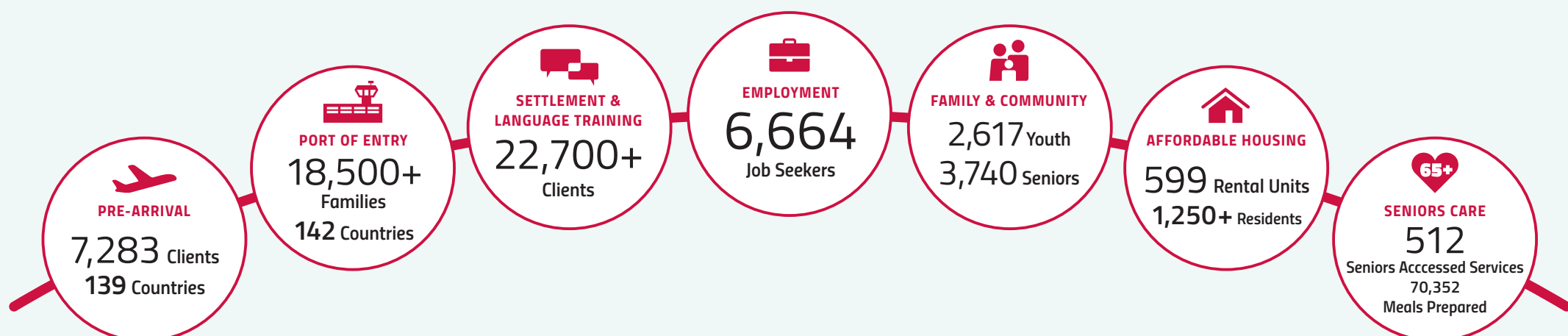
Integrated Services

156,500+

Client Services Delivered

65,500+

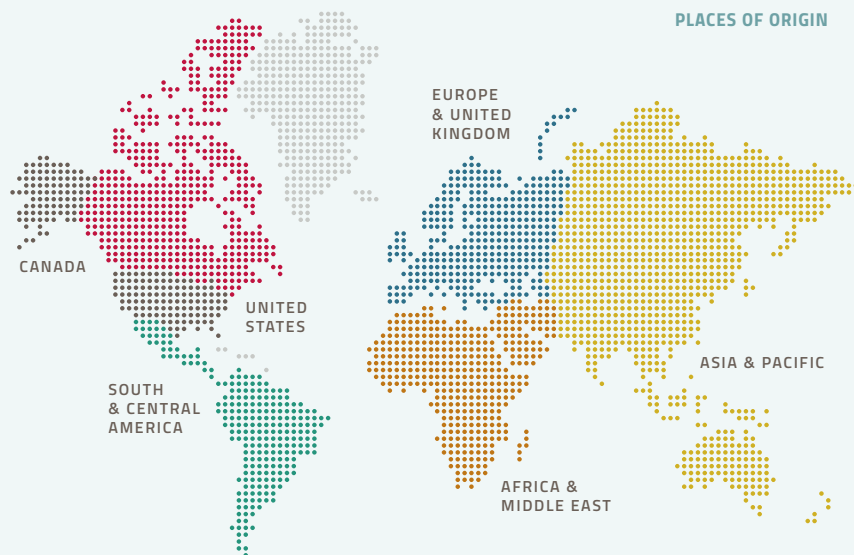
Unique Clients Served



Client Demographics

FIRST LANGUAGES (TOP 10)

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

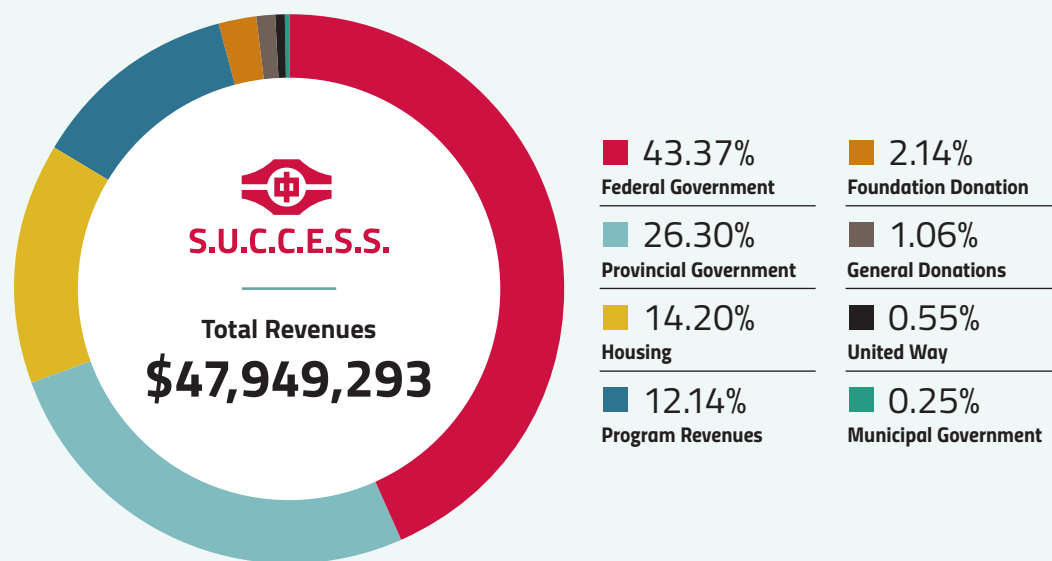


S.U.C.C.E.S.S. Group*

Financial Report Fiscal 2018-19

SUPPLEMENTARY NOTE DISCLOSURE:

The figures relate to the general operating funds only (excludes restricted funds).

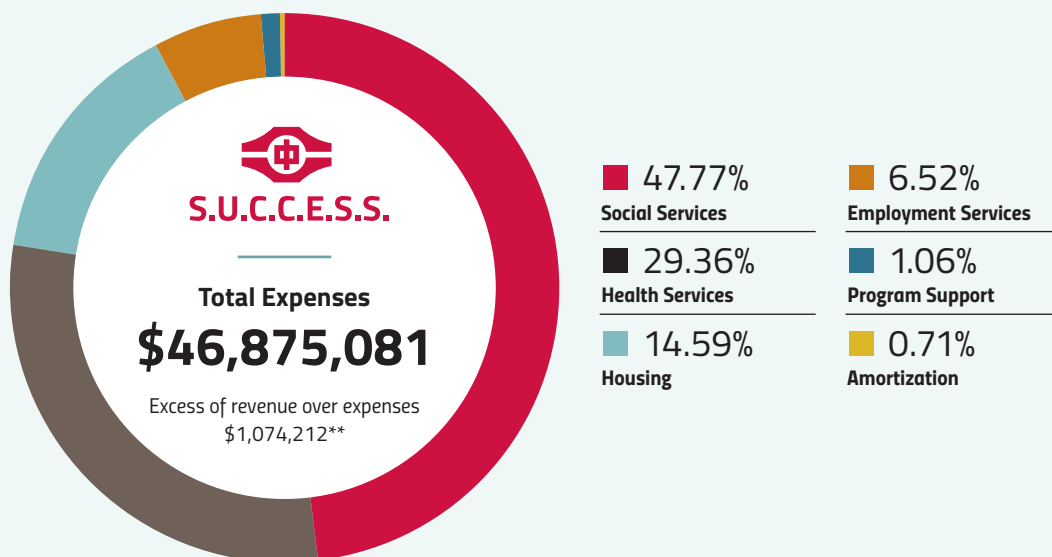


S.U.C.C.E.S.S. Society Board of Directors

(Front Row; left to right)
 Dr. Alice Maria Chung, *Board Secretary*;
 Dr. Joy Masuhara; Queenie Choo, *CEO*;
 Terry Yung, *Chair*; Donnie Wing, *Immediate Past Chair*; Kathleen Wong; Helen Song

(Back Row; left to right)
 Lauren Liang; Terry Wong; Tong Wong;
 Stephen Hsia; Nelson Kwan, *Vice Chair & Treasurer*

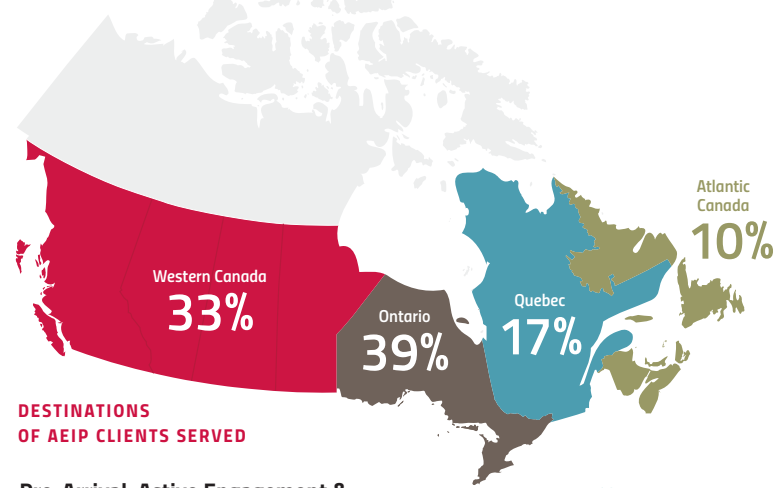
(Absent)
 Philip Bates, *Vice Chair*; Simon Chen;
 Rebecca Clapperton Law; Bonnie Teng



*S.U.C.C.E.S.S. Group includes S.U.C.C.E.S.S. Society, S.U.C.C.E.S.S. Multi-Level Care Society, S.U.C.C.E.S.S. Housing Society and S.U.C.C.E.S.S. Affordable Housing Society, and excludes S.U.C.C.E.S.S. Foundation
 ** To be used as contingency provision

Pre-Arrival & Port-of-Entry Services

Through S.U.C.C.E.S.S.'s unique pre-arrival and port-of-entry programs, newcomers are engaged early in their settlement and integration journey, providing them with a strong foundation for life in Canada.



DESTINATIONS OF AEIP CLIENTS SERVED

Pre-Arrival: Active Engagement & Integration Project (AEIP)
AEIP provides in-person and online settlement and employment services to newcomers from 139 countries. With 300+ partners, AEIP supports newcomers destined for all provinces and territories across Canada. In 2019, AEIP was awarded a four-year funding agreement to deliver online services globally and expand its services in China.

18,500+
families welcomed by CANN

Port-of-Entry: Community Airport Newcomers Network (CANN)
The warm welcome and orientation provided by CANN staff at Vancouver International Airport support newcomers on their first day in Canada. Additional CANN services ensure the health and safety of resettled refugees the moment they arrive in BC. In 2019, CANN expanded its service scope to include temporary foreign workers, providing them with information on how to live and work safely in Canada.

↑33% IN REFUGEES SERVED BY CANN

7,283
AEIP clients served.
↑31%
in AEIP clients served as compared to previous year.

Employment Services

Job seekers achieve sustainable employment through services, which are tailored to their strengths, needs and experiences.

6,664 JOB SEEKERS SERVED
18% increase in the number of job seekers served compared to previous year



Foreign Credential Recognition (FCR)
Services support clients to access and navigate complex pathways toward their target occupation in Canada. In 2018, the FCR Loan Project, which offers clients low-interest loans for credential recognition, was re-launched to serve more internationally trained professionals.



Skills Training for Employment
A broad range of skills training programs – including English language, job search and vocational skills – promote sustainable labour market attachment, workplace integration and job retention.

Employer Engagement
Multi-sector employers are supported to address their hiring needs and build diverse and inclusive workplaces. Activities included job fairs and networking events.

129
career mentors volunteered

Career Mentorship
Clients connect with local professionals who act as career mentors. Clients develop local professional networks and gain exclusive insights into their target occupation and/or sector.

Family Services

S.U.C.C.E.S.S.'s multi-faceted services enhance families' health and well-being, strengthen their relationships and help them to connect with community services and resources.

Multicultural Early Childhood Development (MECD) & Family Resource Centre
Tailored for families with young children, the program promotes strong inter-generational relationships. A resource centre offers a welcoming and safe space for families.

Counselling Program
Multilingual counselling services support clients to navigate life challenges and transitions, and to build resilience for the future.

Chinese Help Lines (CHL)
Trained volunteers offer Mandarin- and Cantonese-speaking callers with essential emotional support and community referrals to address life issues.

Health Education
Families increase their health knowledge for all life stages, including prenatal health education, chronic illness management, HIV and hepatitis C awareness and intervention, as well as women's health.

Women's Support Groups
Women-led groups foster inclusion through welcoming spaces and opportunities for engagement with local communities.

1,200
people attended the Annual Health Fair

Average of 950+ counselling and help line hours provided per month



Youth Services

82% of youth in employment and entrepreneurship programs started a business, gained employment or returned to school for further training

2,617
youth accessed services
+13% compared to 2018



Diverse youth recognize their strengths, enhance their personal development and build positive peer and family relationships to achieve their life and career goals.

Employment and Entrepreneurship
Specialized programs support youth to develop the skills and competencies they need to gain employment, start a business or pursue further education/training.

Youth in Schools and Leadership
Youth are supported in their personal growth and have access to services that improve their knowledge, skills and confidence to pursue their social, educational and career goals and interests. In 2019, federal funding enabled expansion of the Youth Leadership Millennium program to benefit more youth.

125
youth volunteered at S.U.C.C.E.S.S.

From newcomers to naturalized citizens, our clients achieve social, economic and cultural integration through S.U.C.C.E.S.S.'s client-centred services, which build on their strengths and maximize their potential in Canada.

Immigrant Settlement & Integration Program (ISIP)
Practical information and orientation, employment services, community connections and English language classes, are offered in-person and online across Metro Vancouver and northern BC to support diverse newcomers with their unique settlement needs.

Action, Commitment, Transformation (ACT) Program
Case management services support highly vulnerable newcomers with multiple complex barriers to settlement. Eighty-two percent of clients are refugees. The holistic support increases their independence and resiliency for long-term success in Canada.

BC Settlement and Integration Services (BCSIS)
International students, refugee claimants, temporary workers and naturalized citizens achieve settlement and labour market integration through one-on-one and group services. With an expansion to 15 municipalities across Metro Vancouver and northern BC, clients who benefited from BCSIS have doubled.

4,100+
clients attended English language training

Zainab Mirza

Prior to arriving in Canada from Pakistan, Zainab Mirza faced a great deal of uncertainty about the immigration process. Her concerns quickly subsided when she got in contact with S.U.C.C.E.S.S.'s pre-arrival services program, Active Engagement & Integration Project (AEIP).

"AEIP gave me the information I needed to get through the pre-departure process such as the required documents and procedures," says Zainab.

After landing in March 2019, she received help again but this time from Immigrant Settlement & Integration Program (ISIP), which provides settlement services for immigrants, refugees and their families.

"It was a very personalized experience," comments Zainab. "My case manager (Settlement Practitioner) looked out for me on things I didn't know that I should know such as filing my taxes."

Zainab urges others like herself to seek help from S.U.C.C.E.S.S. "Once you arrive in Canada, the real challenge begins. Programs like S.U.C.C.E.S.S. help you settle when there's a lot of uncertainty."

65+ Seniors Services

Seniors' active and healthy aging is supported through services that promote their engagement in an accessible, respectful and inclusive society.

Social Support Groups
Seniors-led social support groups promote peer networks and community integration through group activities, such as exercise classes, recreation programs, art classes, health workshops and community field trips.

Settlement Services
Tailored services support seniors to adjust to life in Canada. Services focus on supporting seniors to access and navigate local systems, build community connections and learn communication skills for daily living in Canada. Conversation circles engage seniors to practise English while meeting new friends and learning about local community resources.

Better at Home
Light housekeeping, transportation, grocery shopping and friendly visits by trained volunteers enable seniors to continue to live at home safely and maintain connections to the community.

3,740 SENIORS ACCESSED SERVICES

2,348 SENIORS ACCESSED SETTLEMENT SERVICES
+12% of seniors accessed settlement services as compared to 2018

220
seniors supported by Better at Home

Evergreen News
28,000
readership

Community Development

Opportunities for community engagement, connections and participation are created and fostered through collaborations with public institutions and local residents.

Volunteers contributed
23,000+
hours of service



Volunteer Development
Volunteers contribute skills and new ideas to support programming and events at S.U.C.C.E.S.S. They volunteer as mentors, visit the elderly, welcome clients at the front desk, and participate in community events.

Local Immigration Partnership (LIP) and Organizing Against Racism & Hate (OARH)
The Tri-Cities and Fort St. John LIPs promote welcoming communities by engaging multi-sectoral stakeholders and organizing events. In 2018, S.U.C.C.E.S.S. began convening the Tri-Cities OARH Network to build community capacity and resiliency to address racism and hate.

Publications
Launched in 1985, the S.U.C.C.E.S.S. Evergreen News covers essential S.U.C.C.E.S.S. programs and activities and features quality lifestyle articles. Every month, 7,000 copies are distributed across 100 locations in Metro Vancouver. The free Chinese newspaper is supported by the S.U.C.C.E.S.S. Evergreen News Club, which organizes a variety of activities every year, including workshops, one-day tours, presentations and more for their 4,600 members.

Membership
Members contribute to the social fabric of S.U.C.C.E.S.S. by providing input on service development and offering support as volunteers. They benefit from community engagement, member discounts and access to services such as our low-income tax clinic.

1,000
new members joined S.U.C.C.E.S.S.

599
rental units
1,250+
residents

Affordable Housing

Since 2008, S.U.C.C.E.S.S. has been operating and managing affordable housing projects in Metro Vancouver. We provide high-quality and responsive services to our residents and are committed to social responsibility.

To us, affordable housing is much more than bricks and mortar. We focus on the needs of the people who live in our buildings. In collaboration with BC Housing and Metro Vancouver municipalities, S.U.C.C.E.S.S. operates and manages close to 600 affordable housing units in seven locations across Burnaby, Richmond and Vancouver. These units provide affordable homes to more than 1,250 low- and moderate-income singles, seniors and families from diverse cultural and socio-economic backgrounds.

S.U.C.C.E.S.S. is developing three additional locations in Burnaby and Vancouver, which, when complete, will add approximately 350 units of affordable housing to our portfolio. We will continue to work with our current partners and forge new partnerships to increase the number of affordable housing units in the region.

Savic Family

After emigrating from Serbia and having lived in Canada for three years, Aleksandar Savic moved into Hillside Gardens with his wife and three kids because of its family-oriented atmosphere.

Hillside Gardens is an affordable housing complex operated by S.U.C.C.E.S.S. in the heart of the Edmonds neighbourhood in Burnaby.

Within a couple of months of applying for a two-bedroom place, his family – to their delight – were approved for three bedrooms in 2017.

One thing that stands out to the Savic family is the sense of community at Hillside Gardens. "My friend, who is also a tenant, is from Bosnia. My kids can go and play in his yard and vice versa. We look out for each other," says Aleksandar.

"S.U.C.C.E.S.S. has given us a good opportunity to have a nice life here," Aleksandar adds. "The staff are always happy to help and respond to our needs. This is good Canadian attitude."

S.U.C.C.E.S.S. Multi-Level Care Society (MLC) runs five robust seniors care programs, providing a continuum of excellent and culturally appropriate services to seniors in different stages of aging in the Vancouver and Richmond regions.

Recently, MLC went through its fifth accreditation process with Accreditation Canada and was thrilled to have received the highest award, Accredited with Exemplary Standing, for the second consecutive time. This award speaks to S.U.C.C.E.S.S.'s standards of excellence and our commitment to quality in all aspects of our seniors care programs.

The S.U.C.C.E.S.S. Simon K.Y. Lee Seniors Care Home delivers 24-hour professional care services to seniors with complex needs and who require a safe, secure and therapeutic environment due to cognitive decline.

The S.U.C.C.E.S.S. Chieng's Adult Day Centre and S.U.C.C.E.S.S. Jackson Lam Adult Day Centre provide seniors who are living at home with a few hours of programming that enhances their social and optimal functioning.

MLC also prepares meals for the Chinese Meals on Wheels program, run by Health & Home Care Society of BC and Burnaby Meals on Wheels.

70,352 meals were prepared and delivered to seniors living in Richmond, Burnaby and Vancouver.

133
residents were served at our 114-bed care home facility

Ching Fong Wong

During her retirement, Ching Fong Wong sought the S.U.C.C.E.S.S. Austin Harris Residence, one of the five seniors care programs at S.U.C.C.E.S.S., due to its culturally appropriate facilities and services.

Mrs. Wong regularly enjoys hospitality from staff, visits from her family and the many cultural activities, including Chinese calligraphy and art classes which are her favourite.

"The staff – and in particular, the head nurse – treats me with great care," she says. "Even for trivial matters, she will spend time listening to our concerns."

"In return, I show my appreciation by participating in the fundraising activities and encouraging the other tenants to do the same. We are always happy to support!"



Aleksandar Savic and his children Vuk, Lana and Nikolina Missing Dragana Savic



Service Locations in Canada

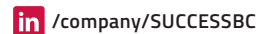


SERVICE	VAN	BBY	RMD	TRI-CITIES	SURREY/DELTA	FORT ST. JOHN	TORONTO
Settlement	■	■	■	■	■	■	
Family, Youth & Seniors Services	■	■	■	■	■		
Community Development	■			■		■	
Employment & Entrepreneurship	■	■	■	■	■		■
Language Training	■		■	■	■		
Seniors Care	■		■				
Affordable Housing	■	■	■				
Port-of-Entry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

Head Office

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



Overseas Offices

Beijing, China / Pre-Arrival Service
Seoul, South Korea / Pre-Arrival Service
Guangzhou, China / Pre-Arrival Service
(opened July 2019)



CHEERFULITY • INTEGRITY • ACHIEVEMENT



Accredited • Agréé



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. For a complete list of our funders, community partners and supporters, please visit www.success.bc.ca/supporters.

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.

photo credit: Al Lau