



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

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

# IMPACT REPORT

2021/2022



SUCCESSBC



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## Message from the CEO

Queenie Choo, *CEO*

**While** the challenges of the pandemic tested our resolve over the past two years, S.U.C.C.E.S.S. remained committed to providing our services to the community, and now that pandemic hardships are waning, we are working diligently to reestablish the strength of our community resilience. We're back with a fresh energy to continue to strive for our mission of empowering people on their Canadian journey to achieve their goals through services and advocacy that promote belonging wellness and independence.

The year started off with a powerful reminder of our lasting impact in the communities we serve. I was humbled and honoured to accept the 2022 Metropolis Award of Excellence for Service Provider of the Year on behalf of S.U.C.C.E.S.S. at the national Metropolis Conference in Vancouver in March. The Metropolis Awards of Excellence celebrates outstanding contributions to the field of immigration and settlement in Canada. This national award means so much because it comes from our peers who truly understand what it takes to deliver excellent care, services and support to newcomers in Canada.

Over the past 10 years I have led S.U.C.C.E.S.S., the sector has seen dramatic changes. Recently, global economic and social pressures have led to immigration backlogs and a pandemic-era rise in anti-Asian hate and discrimination. To adapt, it is

critical that we continue to collaborate and innovate to ensure our services continue to make an impact.

That's why I am so pleased that S.U.C.C.E.S.S. has continued to launch new programs to keep meeting changing client needs. For instance, our new culturally-safe dementia and immunization information programs are helping inform hard-to-reach clients about health conditions. A new employment program is designed specifically for immigrant women to earn professional accreditation in child and health care. And, our new seniors' community connector pilot project with Vancouver Coastal Health, offers Richmond seniors health and social services referrals to ensure they access the right services at the right time, despite any language and cultural barriers.

Across our organization, I am proud of our resilience, resolve and our commitment to growth while keeping community success at the heart of our commitment.

Sincerely,  
Queenie Choo



## Message from the Society Board Chair

Terry Yung, *Society Board Chair*

**S.U.C.C.E.S.S.** is approaching the incredible milestone of 50 years of building community – and I am honoured to be a part of this organization's governance and storied accomplishments. As Board Chair, I have watched proudly how S.U.C.C.E.S.S. has worked tirelessly to champion for our communities during the pandemic.

Over the last two years, we have collectively felt the pain of Anti-Asian hate. This has reminded us all of the importance of our work here at S.U.C.C.E.S.S. We believe deeply in the values of diversity and inclusion, and in our purpose of helping newcomers find their sense of belonging on their Canadian journey. As an immigrant myself, I remember what it was like trying to find connection and community in a new country.

Today, S.U.C.C.E.S.S. has become one of the largest Canadian social service agencies, expanding our programming in Help Line, mental well-being, counselling, connecting seniors and employment training for racialized women, to name just a few. This past year, we are also proud of the humanitarian efforts of our Port of Entry team at Vancouver International Airport to welcome Afghan refugees and Ukrainians arriving in Canada.

S.U.C.C.E.S.S. is also connecting people through our government and community advocacy efforts. We have played an integral role in governmental and community consultation on hate crime and anti-racism. We have organized active witness bystander training events for the community and held a Chinatown Safety Town Hall to discuss improved security and safety in the area. We are advocating for more culturally safe seniors housing and care as part of the revitalization of Chinatown. We will continue to build resilience and connection across our region, while promoting belonging, wellness and independence.

I want to thank our incredibly committed Board, our CEO, staff, and our amazing supporters for their continuous trust and support in our mission and our work.

With my heartfelt gratitude,  
Terry Yung

# Board of Directors



Terry Yung  
*Chair*



Mr. Philip Bates  
*Vice-Chair*



Mr. Jim O'Dea  
*Vice-Chair*



Dr. Alice Maria Chung  
*Board of Secretary*



Mr. Doug Purdie  
*Treasurer*



Ms. Rebecca Clapperton Law  
*Director*



Ms. Helen Song  
*Director*



Mr. Simon Chen  
*Director*



Mr. Donnie Wing  
*Director*



Ms. Lauren Liang  
*Director*



Ms. Kathleen Wong  
*Director*



Mr. Terry Wong  
*Director*

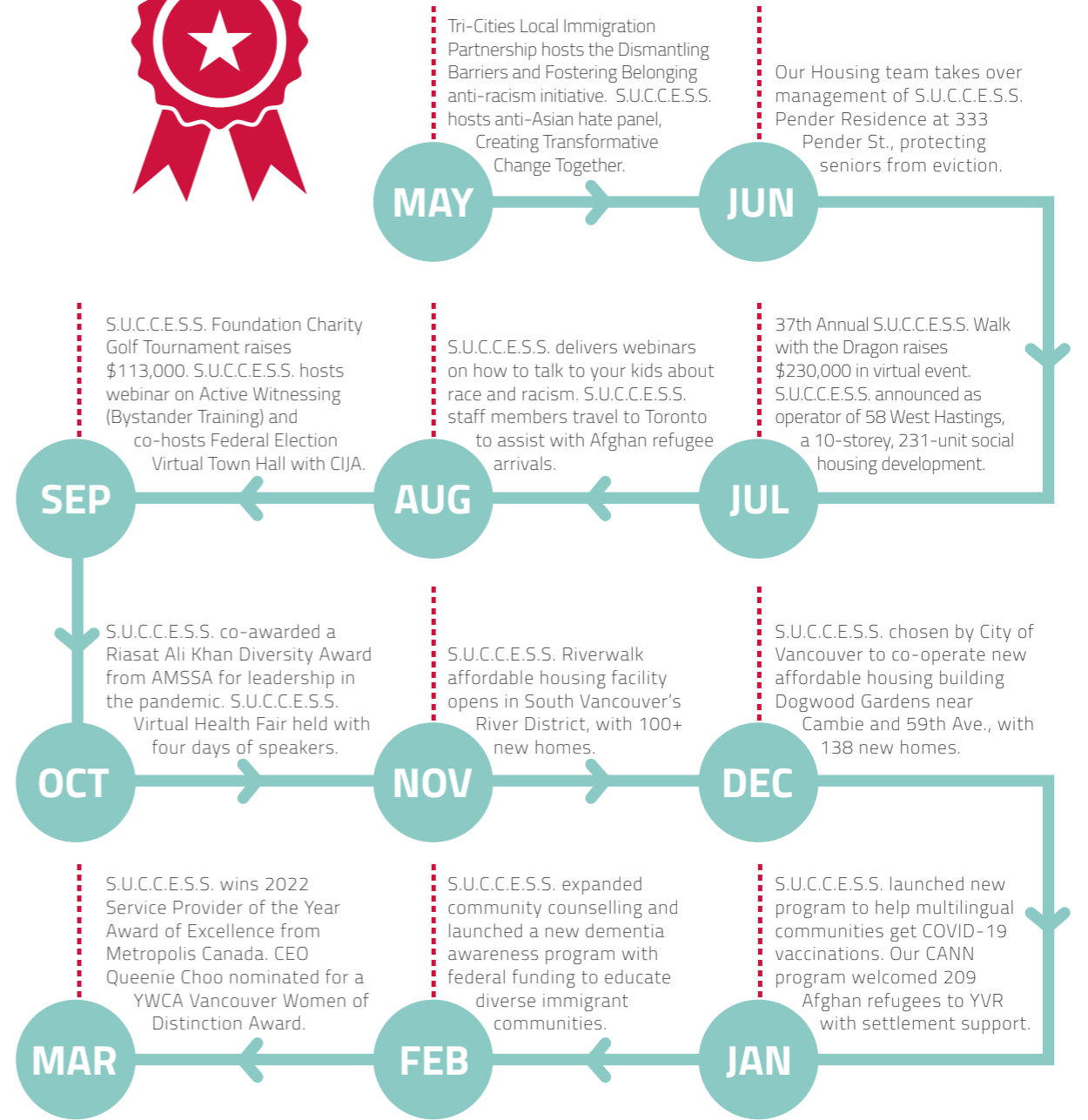


Mr. Tony Wong  
*Director*



Dr. Joy Masuhara  
*Director*

# Strategic Priorities 21-22 Achievements





# Client Services At A Glance



### Country of Origin Top 10 (April 2021- March 2022)



Mainland China	Mexico	Korea	Philippines	Canada
27.9%	10.7%	9.5%	8.8%	7.0%
India	Iran	Hong Kong	Afghanistan	Syria
5.8%	4.9%	3.5%	3.0%	2.9%

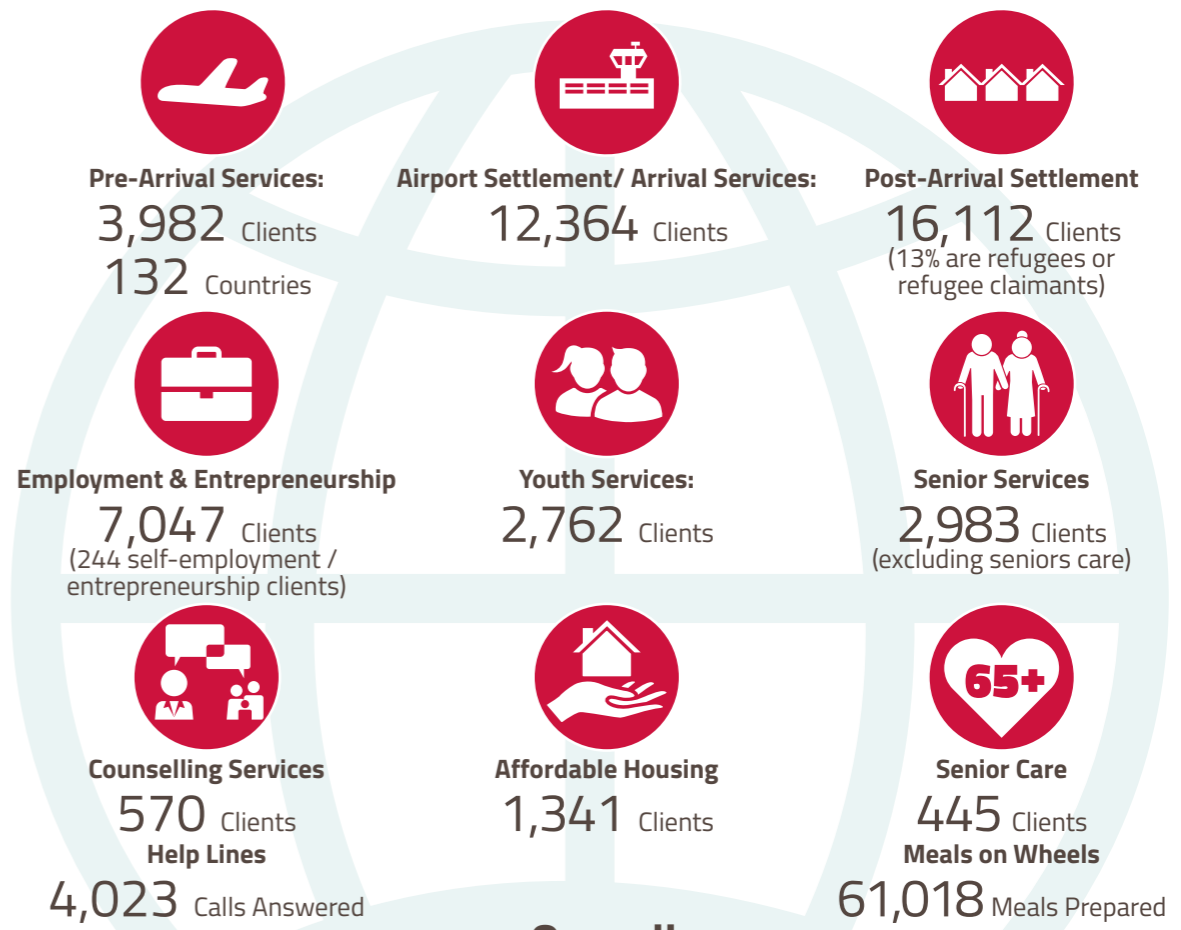


Total Clients in Top 10 Countries:  
**50,049**

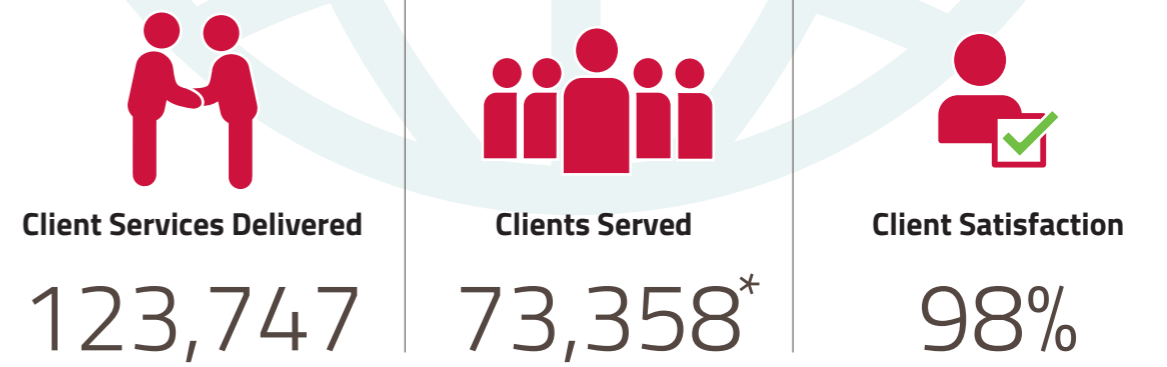


Total Clients:  
**59,557**

# Clients Served by Service Type



## Overall



\*This figure includes local seniors served who are not newcomers within the year





# Integrated Services for Newcomers



## Immigration and Settlement

We're marking milestones! Our Community Airport Newcomers Network (CANN) program is celebrating its 30-year anniversary. In that time, it has helped more than a million newcomers at the Vancouver International Airport (YVR). The CANN program has also welcomed hundreds of Afghan arrivals to YVR, providing orientation and referrals to services. CANN also provided orientation and settlement of Ukraine arrivals at the airport, assisting hundreds of Ukrainians.



We've also seen advancements in our integrated settlement services, our AEIP program launched a national job board so pre-arrival clients can connect with Canadian employers sooner and provided pandemic workshops on mental health for newcomers. At BCSIS, the team wrapped up care for Temporary Foreign Workers in the hotel quarantine program and were commended for their work by B.C.'s Minister of Agriculture.



## Youth

S.U.C.C.E.S.S. offers four programs to help youth from diverse communities realize their potential and meet career and social goals. Our employment and entrepreneurship programs are A Chance to Choose, Youth Employment Connect and Self-Employment Training for Young Entrepreneurs. The Youth Leadership Millennium project develops leadership through volunteering and community engagement. Newcomer school children and families, including Ukrainian arrivals, can also access our Settlement Workers in Schools program in Maple Ridge-Pitt Meadows, and we're hiring more staff.



## Employment and Entrepreneurship

We're celebrating the 10-year anniversary of the Foreign Credential Recognition Loan Program this year. Since it was founded as a pilot in 2012, the program has served 650+ clients with loans that help them achieve licensing and credentials to practice their professions in Canada. This federal initiative, administered by S.U.C.C.E.S.S., helps internationally trained professionals earn credential recognition faster. We provided \$4.75 million in loans to professional immigrants to re-certify. The majority of clients used loans for training, exam fees, course materials and assessments and saw their incomes increase. Looking ahead, we're excited to launch a new employment program for racialized women.







## Community, Family and Wellness

This year, we launched two new community wellness programs. Our Culturally-Appropriate Dementia Awareness and Education Project for Diverse Immigrant Communities program offers workshops in Cantonese, Mandarin, Korean, and Farsi. This free program is funded by the Public Health Agency of Canada. Our Culturally-Appropriate COVID-19 Vaccine Awareness and Education Project for Diverse Immigrant Communities helps Chinese, Korean and Farsi-speaking immigrants facing barriers to access vaccinations in Metro Vancouver with support from volunteers who speak their languages.

S.U.C.C.E.S.S. Counselling Services also expanded, with aid from BC government funding. We extended community counselling services providing low- and no-cost mental health supports to help clients cope with the pandemic. We provide counselling in English, Cantonese, Mandarin, Korean and Farsi.



## Community Advocacy, Diversity, Equity and Inclusion

This year our Tri-Cities Local Immigration Partnership program won a 2021 Civic Award for accessibility from the City of Port Moody. This Peter Hulbert Accessibility Award recognized the Tri-Cities Local Immigration Partnership for creating an accessible and inclusive community for new Canadians through our "Dismantling Barriers & Fostering Belonging Anti-Racism Initiative." This project engaged our communities in fostering safer and more welcoming spaces and demonstrated the need to have conversations about justice, equity, diversity and inclusion. The program also created a new education initiative for service providers called "Using Anti-Oppression Frameworks to Combat Systemic Racism in the Settlement Sector," and shared research collected from newcomer women seeking employment at the 2022 Metropolis Canada Conference.



*"One of the reasons I have stayed at S.U.C.C.E.S.S. for 23 years is the sense of family, we are here, we are working together, and we are supporting each other. Not only do we get to have an impact on individual lives, but we have an impact on community and we are able to work on a team that is like our family."*



**Ryan Drew**

Director of Integrated Services for Newcomers

*"We're in our 40th year working with Canadian families and communities, and we are in awe of the tremendous work that S.U.C.C.E.S.S. does to build up and support the most vulnerable in our community and newcomers in their Canadian journey."*



**Cindy Huang**

Portfolio Manager with Leith Wheeler, sponsor of the 2022 Bridge to S.U.C.C.E.S.S. Gala.

*"I appreciated the personalized encouragement and support. Trying to start a business is really hard, but by the end of the program, I knew everything I needed to launch. It created a good foundation for me to jump from and a community to bounce ideas off of. The mentorship was really special and it takes you where you need to go."*



**Viv Ramirez**

Entrepreneur, owner of Latteforte Tattoo Studio

*"I'm a financial planner at RBC Bank and I volunteer at S.U.C.C.E.S.S. as a career mentor in Richmond. I help candidates get into the Canadian financial industry. The candidates are good: sometimes they just need help with resumes or to practice interviews. If you have professional skills, share them: by helping others we help ourselves."*



**Bryant Wu**

Volunteer





# Affordable Housing

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

In 2021-22, our Affordable Housing program grew with two new additions: S.U.C.C.E.S.S. Pender Residence (SPR) at 333 E. Pender Street and S.U.C.C.E.S.S. Riverwalk at 3185 Riverwalk Ave. in southeast Vancouver.

Pender Residence offers 62 units of supportive seniors housing in one of the last remaining culturally appropriate seniors housing near Chinatown. Tenants were facing eviction in 2021 until BC Housing and S.U.C.C.E.S.S. stepped in. Riverwalk was developed in partnership with BC Housing and the City of Vancouver and provides 109 affordable rental homes.

We anticipate the opening of Dogwood Gardens later in 2022. Located in Vancouver's West Side at Cambie and 59th, the project is a partnership with the City of Vancouver and part of the Cambie Gardens master-planned development. It offers 138 units for low to moderate income households.

With these openings, we now operate and manage more than 900 affordable housing units across 10 locations in Burnaby, Richmond and Vancouver, in collaboration with BC Housing and municipalities. New locations under development will add over 1,000 units of affordable housing in the coming years.



**Chris Kean**  
Senior Manager, Housing

*"For me, being with S.U.C.C.E.S.S. for 11 years, starting when we had just taken on three properties, to today watching how S.U.C.C.E.S.S. Housing has grown and evolved into providing nearly 900 homes, it has been heartwarming to say the least. It has become my passion to make sure we have safe, well maintained affordable housing for every family."*



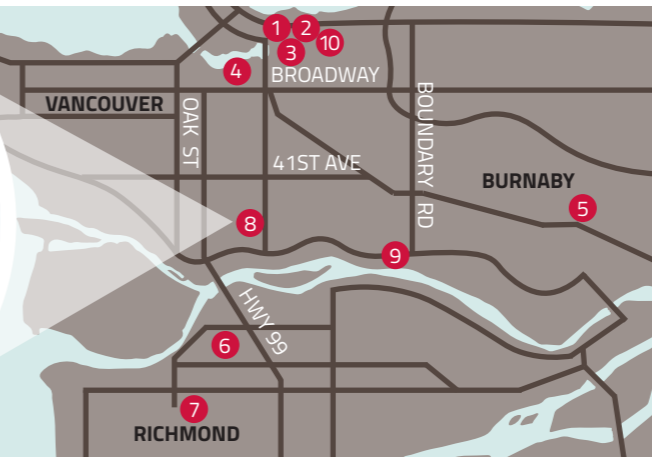
**Faisal Mahatta**  
Resident

*"All rentals are so expensive in Vancouver: when I make a comparison between my apartment and others, it's so safe, it's so clean, its close by to the river, there are two playgrounds for my kids nearby. My family is grateful. I have two daughters 8 and 7, they really like it here."*



### S.U.C.C.E.S.S.'s Housing Portfolio Locations:

1. 188 Keefer
2. Orange Hall
3. Solheim Place
4. The Village
5. Hillside Gardens
6. Remy
7. Storeys
8. Dogwood Gardens
9. Riverwalk
10. S.U.C.C.E.S.S. Pender Residence





# Multi-Level Care (MLC) for Seniors

65+



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

S.U.C.C.E.S.S. Multi-Level Care (MLC) Society manages the Simon K. Y. Lee Seniors Care Home, a long-term care facility opened in 2001 that offers culturally-appropriate care to seniors with complex needs. MLC operates two assisted living facilities for seniors: Austin Harris Residence in Richmond, opened in 2007, and Harmony House in Vancouver, opened in 2006. We also run two Adult Day Programs in Vancouver and Richmond which serve up to 200 seniors each week, providing a continuum of care.

By adapting our programs, our dedicated staff ensured the pandemic didn't stop our residents' social life. Seniors at Simon K. Y. Lee celebrated Lunar New Year of the Tiger, Easter, Christmas and holidays with activities, visits, decorations and special meals. Among their activities, Harmony House residents took paper flower classes for Mother's Day and made pineapple buns. Austin Harris residents attended a bi-weekly IT clinic and enjoyed spring spot prawns. Seniors at our Jackson Lam Adult Day Program and Cheng's Adult Day Centre enjoyed a return to in-person activities, with music, exercise, games, crafts and cooking activities. Thank you to everyone who helped make each day special for our seniors.

Looking ahead, we are working with the City of Vancouver to enclose Suzhou Alley near Simon K. Y. Lee Care Home with locking gates to preserve access for residents and to increase security and safety.

*"As an immigrant who made the journey from Mainland China in 2006, I know some of the challenges that come from moving to a new country. Today, when I hear someone say Canada is truly their second home, that is my greatest accomplishment."*



**Kami Lau**

Settlement Practitioner

*"If you ask me why I love living at the care home it's because it's like one big happy family that gives me warmth and happiness. All the staff treat me really well and I treat them like my family members. I'm extremely grateful to S.U.C.C.E.S.S. for this family that I have. I wish everyone good health and happy lives!"*

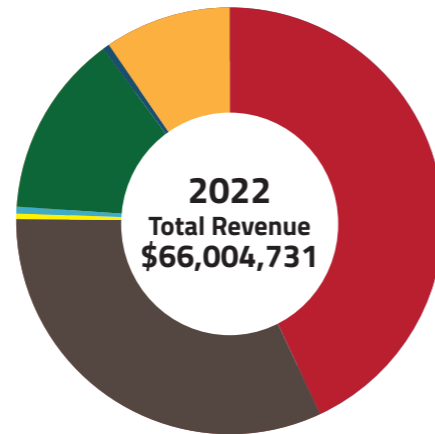
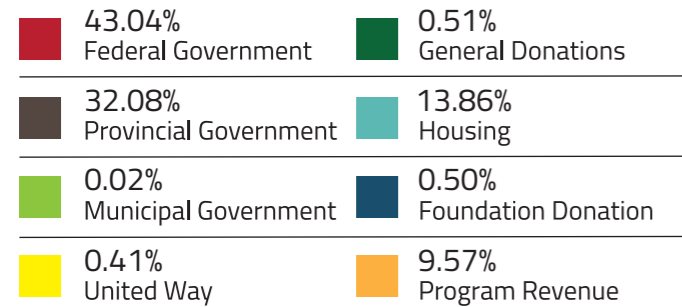


**Siu Yuk**

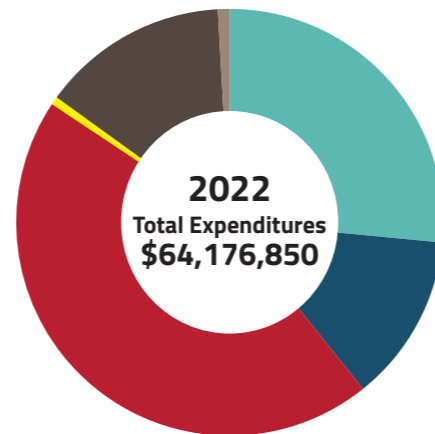
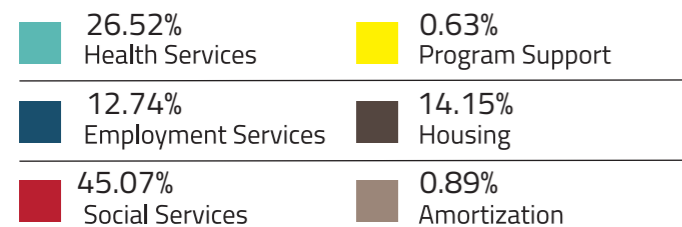
Resident

# S.U.C.C.E.S.S. Group\* Annual Financial Report Fiscal 2021-2022

## Revenue Sources:



## Expenditure Sources:



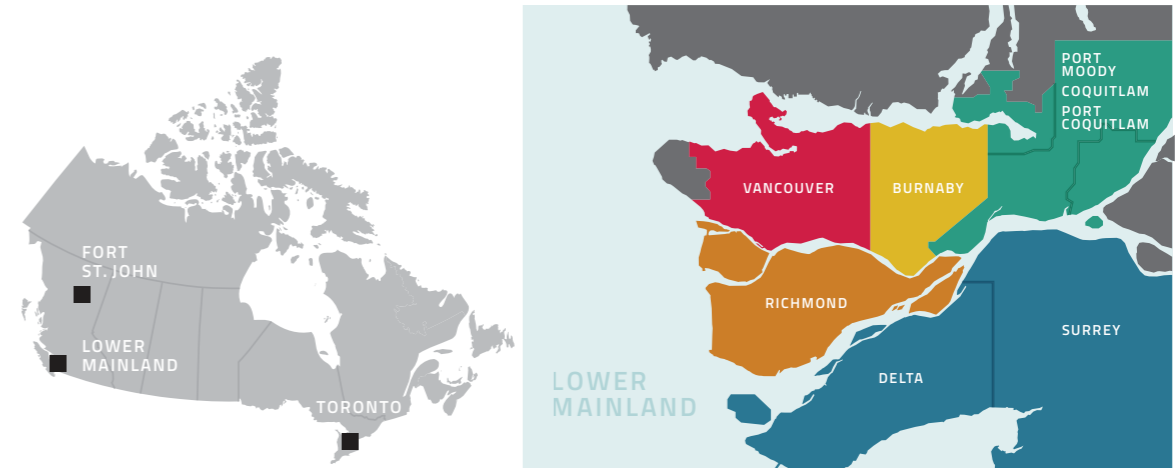
**Excess of revenues over expenses: \$1,827,880**

\*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.

**NOTE:**

- The figures relating to the Housing Entities take into account the interfund transfers to the respective reserve funds (e.g. replacement reserve, payment of the mortgage principal and interest).
- The figures relate to the general operating funds only (excludes restricted funds).
- The surplus generated is to be used for future capital costs and to support Agency strategic initiatives.

# 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.